



QMSU President's report

Outcome requested:	Council is asked to consider the QMSU President's report.
Executive Summary:	The report is an update from end of April to the end of June on activity within the Students' Union. It includes the following sections: Key Updates Student Opportunities Student Voice
Appendices	
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President's University Council Report

Key Updates

Students' Union Quarter and The Lounge

We welcome the approval of an additional £500,000 investment in The Lounge and Students' Union Quarter project and the progression of landscaping works in Godward Square following completion of the ITL and Mathematics Building capital projects. Together, these investments present a significant opportunity to transform the student experience by creating a vibrant, inclusive and year-round Students' Union destination at the heart of the Mile End campus.

The Students' Union Quarter will bring together five connected spaces, The Lounge (new), Drapers Bar & Kitchen, Union Shop & Café, Qmotion Sport & Fitness Centre and Godward Square, to create one recognisable destination where students can access everything they need between lectures. Whether they come to Refuel, Move, Play, Connect, Discover or Celebrate, the Quarter will become a place where student life happens every day. Whilst each space already has a strong individual identity, they are currently promoted and experienced as separate offers. The Quarter will unite them under a single place brand, creating a destination that students recognise, value and actively choose to spend time in throughout the year. This integrated approach will strengthen students' sense of belonging, encourage greater use of Students' Union services, build a more connected learning community and create more opportunities for social interaction across campus.

A key part of this transformation is the redevelopment of The Lounge, converting an underutilised, dark nightclub space and disused ATM space into a bright, flexible and welcoming community space where students and student groups can study, socialise, collaborate and host meetings, events, performances and cultural celebrations. At the same time, the restoration of Godward Square as a landscaped public space will create an attractive outdoor destination capable of hosting markets, performances, festivals, welcome activities and everyday student life, helping to re-establish the west side of campus as a vibrant social hub.

Physical investment will be supported by significant enhancements to our operations and services across Drapers, Qmotion, Union Shop and The Lounge. These improvements include new products, services, events and initiatives shaped directly by student feedback, ensuring the Quarter delivers not only improved spaces but an enhanced student experience throughout the academic year. To bring the concept to life, the QMSU Marketing Team will launch a comprehensive place-branding campaign for the Students' Union Quarter, supported by new environmental branding, signage, digital communications and social media activity. Rather than promoting individual venues in isolation, this campaign will position the Quarter as a single destination, encouraging students to explore multiple spaces, spend longer on campus and engage more deeply with Students' Union activities and services.

The project aligns closely with the co-created Estates Master Plan for Student Experience, supporting all four Strategic Clusters: Physical & Mental Health; Global & Inclusive; Flexible & Accessible; and Living & Learning. It also contributes directly to all four pillars of the QMSU 2030 Strategy. By creating a more vibrant, connected and student-centred campus environment, the Students' Union Quarter will enhance the overall student experience, complement recent university investment and contribute positively to student satisfaction, NSS performance and student recruitment and retention outcomes.

Student Leader Thank You

This year, we launched a new initiative to host a thank you event recognising some of our most engaged and outstanding students, including society and volunteering committee members, student course reps and those

heavily involved in our skills awards programme. We identified that many of these consistently reliable, hardworking and committed student leaders rarely have opportunities to connect with senior university staff. Equally, senior leaders often have greater awareness of groups facing challenges, but fewer opportunities to hear about the excellent work being delivered across many of our student communities.

We wanted to create a space to recognise these students while also offering a chance to build meaningful connections with staff and encourage the excellent approach to student leadership and volunteering. The event was a great success, with around 30 students and 15 staff attending. It took place over lunchtime at Canalside in Semester three, allowing flexibility for attendees, and feedback was very positive. Both students and staff highlighted the warm and celebratory atmosphere. We are adding this event to the series of reward and recognition events we organise and are intending to host it earlier in the year.

View our student-facing highlights video from the event on our Instagram page [here](#).

Student Group Elections

Our Society, Student Media and Volunteering student groups have now completed round two of their elections, concluding the main student group elections for this academic year. 90% of our groups successfully finalised their elections (278 groups compared to 166 at the same time last year).

Across the two rounds there were a total of 10,804 votes cast by 1,922 students, demonstrating high levels of engagement from societies, volunteering and student media.

In the Student Group Feedback Survey, one student said of the elections this year *“I ran for the student elections and the support through the entire process was very helpful”*.

We look forward to welcoming our new student leaders and committee members over the summer.

Spring Elections 2026

The Students' Union Elections took place in February and March. Students could nominate themselves for 6 full-time Executive Officer positions, 10 part-time Student Representative positions and 4 Student Trustee positions. Almost 200 students expressed an interest in running for the role by submitting a nominations form, and 89 students completed the full nominations process to become candidates in the elections.

Voting took place from 23rd March until 26th March with 7,526 individual students casting more than 54,000 votes. This is the highest number of voters on record, beating our previous record by over 2000 voters. Analysis of the voter demographics also shows that voters represented a broad cross-section of the student population. During the voting period, we ran an extensive marketing and communications campaign across digital, social and web platforms, alongside a high visibility print campaign on-campus through banners, flags, posters and handouts. We also held two promotional events, including Vote Fest which took place in Library Square at Mile End featuring games, activities, inflatables and free sweet treat giveaways, and a promotional stall at the Garrod Building in Whitechapel. A Candidate Question Time event, open to all students, was also held in the Old Library at Whitechapel featuring all Executive Officer roles.

Most of the results were announced at a full-capacity Results Party in The Lounge on 26th March at 7:30pm. Over 200 students attended, with candidates bringing groups of friends and supporters to cheer for the winners and support the unsuccessful candidates.

Unfortunately, we were unable to announce the results of one of the part-time positions and five of the full-time positions due to unresolved complaints at the time of the event. The complaints have now been resolved, and the result for the remaining positions have now been announced.

Following last year's election, we have implemented a set of measures to improve candidate behaviour and streamline the complaints process. The streamlined complaints process has enabled us to resolve complaints quicker and save time on record keeping and information gathering, however it has required significant staff time to investigate all complaints. We are undertaking an evaluation of the elections rules and processes to

identify ways for us to minimise problematic candidate behaviour, reduce unnecessary complaints and ensure that we can continue to run the elections in a free and fair way.

To view all the results and the new elected Executive Officers and Student Reps visit

www.qmsu.org/elections/winners

Elections Results and Handover

As explained in the last report to Council, the results for five of the Executive Officer elections had been delayed due to a number of complaints. The complaints and appeals process has now been concluded, and we are pleased to announce that the following students have been elected as the Executive Officers for the 2026/27 academic year:

- Vishwajeet Deora, President
- Maria Rubbani, Vice President Barts and The London
- Ashpreet Kaur Tiwana, Vice President Welfare
- Riley Griffin, Vice President Science & Engineering
- Pradhuman Singh, Vice President Humanities & Social Sciences
- Shakshi Gupta, Vice President Liberation, International & Postgraduates

The newly elected officers take office on 1st August 2026, with an intensive training and induction programme taking place from mid-July to prepare them for their new roles.

Open Day

The Students' Union played a key role in supporting the University's June 2026 Open Days through close collaboration with the Events & Ceremonies team. Our main facilities and spaces were opened, alongside the delivery of three Student Life presentations and Q&As each day, guided tours of Qmotion and an interactive Get Active pop-up experience. Our student community were also central to the success of the event, with around 20 Clubs & Societies showcasing the breadth of student opportunities available at Queen Mary through stalls, live demonstrations and performances in Library Square and the Students' Union Hub. Together, these activities provided prospective students with an authentic insight into campus life, helping to showcase the vibrant, inclusive and student-led community that defines the Queen Mary experience.

End of Year Debrief Survey

The Students' Union has concluded its annual End of Year Debrief Survey, providing an important opportunity to evaluate students' experiences across the academic year and measure progress against the QMSU 2030 Strategy KPIs. Despite being conducted during the Semester 3 examination period, the survey received approximately 1,300 fully completed responses, providing a good evidence base to inform future planning. The results will now be analysed and incorporated into the Students' Union's Impact Report, with key findings helping to inform priorities and improvements for 26/27 to ensure our activities continue to reflect the needs and expectations of students.

Charity Refresh Project

Staff across the charity team are currently undertaking an organisational review to ensure our activities, structures and resources remain aligned with the changing higher education environment, our charitable objectives and the priorities set out in the QMSU and QMUL 2030 strategies, alongside delivering efficiencies. The review is focused on strengthening delivery, improving efficiency and ensuring we maximise value for money and our ongoing impact for students. A review of our liberation campaigns is also underway to ensure they continue to deliver meaningful outcomes for students while making the most effective use of our

resources. The review will consider how campaigns are prioritised, coordinated and delivered, with the aim of increasing their reach, impact and long-term sustainability.

New QMSU / QMUL Partnership Group

A new strategic partnership group is being established between the Students' Union and Queen Mary to strengthen collaboration on shared institutional priorities, including graduate attributes, NSS performance, student engagement and partnership working. The group will provide a forum to develop and oversee joint initiatives, including new pilot projects through the new Centre for Volunteering & Outreach, with a focus on delivering greater impact for students.

The partnership will also strengthen our collective approach to civic engagement by aligning activity with the priorities of Tower Hamlets Council and expanding opportunities for students to contribute to their local communities. Through this work, the group will support student development by creating more opportunities for volunteering, skills development and community engagement, while reinforcing Queen Mary's civic mission.

New campus Co-op

The Students' Union will operate a co-branded Co-op franchise store from September, replacing the existing Village Shop on the Mile End campus. This new partnership represents a significant investment by both the Students' Union and Co-op, delivering a fully refurbished and modern retail space that will offer students, staff and visitors a wider product range, improved product availability and better value through more competitive pricing, regular promotional offers and the Aldi Price Match scheme. Importantly, the store will remain part of the Students' Union with our existing student and retail career staff continuing to operate the store and surpluses continuing to be reinvested into the Union's charitable activities, services and opportunities that benefit students. The QMSU marketing team will continue to feature the store as an SU-operated outlet, QMSU identity and messaging will remain in the space, and we will continue to be able to utilise the store to promote our charitable campaigns and projects. The partnership therefore combines the retail expertise, technology and buying power of a nationally recognised and ethical brand with the Students' Union not-for-profit operations and ongoing commitment to enhancing the student experience.

Construction and fit-out works are scheduled for August to minimise disruption, avoiding both the graduation period and the peak summer school season during July, with the new store opening prior to the start of Welcome Week and the new academic year.

Student Opportunities

Societies

As we come to the end of this academic year, we have been looking back at the events our societies have held. 282 large events were registered and 563 events were uploaded on the QMSU website, in addition to the groups' regular activities. For these events, societies sold 9,868 individual tickets and products for a total income of £126,878.30!

We have also seen higher membership numbers compared to last year with an increase of **7%** in total. Across all societies, **15,138 memberships were sold**.

In early June, we invited the 2026/2027 committee members to a welcome call where we were able to give them an initial understanding of their role, the Students' Union and how they can lead their student groups to thrive. The call was a great success, with 158 of the future committee members in attendance and additional members watching the recording of the briefing call afterwards. 90% of attendees rated the session 4 or 5 out of 5 and 94.2% of attendees agreed that they felt more informed following the session.

Volunteering & Community Outreach

In preparation for the launch of the Centre of Volunteering and Outreach, the team has collected feedback from students as well as our community partners. Over 300 students responded about volunteering via our survey, and 25 engaged in qualitative interviews. A report has been produced with 10 themes and 17 recommendations informing how we can improve the volunteering service and helping us to better understand our students and partners.

The discussion with 13 of our community partners centred around how we can work together more effectively, with feedback being overwhelmingly positive. Many of our partners had complimentary feedback about our student volunteers too, saying they are 'really engaged' and 'incredibly enthusiastic'. They also fed back positively about working with the Students' Union, with one saying it's a "Really brilliant partnership, when we visit, we feel looked after, there is good communication from the team and the volunteers are great".

38 students have achieved HEAR accreditation through their volunteering hours, and the feedback through the Student Group Survey from students who had taken part in volunteering was mainly positive, with 66% of students rating their experience as a 5 on a scale of 1 to 5.

Over the year, over 2500 students had active volunteer profiles, with over 750 new profiles created this academic year. Over 3600 hours of volunteering was logged by students through our QMSU website (but many more hours were volunteered in addition to this but not formally logged by students). Over 180 opportunities from 67 volunteering partners were advertised by QMSU, with 2101 sign-ups to these via our website.

Recruitment for next year's team of Volunteering Champions opened in June and 18 applications have been received so far, already exceeding last year's numbers. The Volunteering Champions support the programme through leading Give Volunteering A Go events, sitting on the Volunteering Board, ensuring the programme is as relevant as possible for our students and by supporting the team with feedback and ad hoc projects.

Applications have opened for the 2026 Welcome Crew. The Welcome Crew is made up of around 60 students who volunteer their time during Arrivals Weekend and Welcome Week to support students moving into halls, welcome events and being a friendly face around campus to help new students settle in to Queen Mary life. The project is now being managed through our Give Volunteering a Go programme to ensure more cohesion with our wider programme of one-off volunteering opportunities.

RAG (Raise & Give – charity fundraising)

At the time of the last report, we updated that over £70,000 had been raised for charity by our students through RAG this year, that number has now risen to £86,000!

Employability

Our employability scheme, the Skills Award, has finished for this academic year. Across the year the scheme has engaged with 98 students who have attended at least 1 skills session. 7 students achieved a bronze award, and 43 achieved a gold award which will be featured on their HEAR transcript.

In addition, 12 students who achieved the gold award were invited to the Student Leader Thank You event to celebrate their commitment to improving their employability. It's been great to see the enthusiasm that students have towards improving their skill sets and preparing themselves for the graduate job market. One student fed back that *"Taking part in the programme has been a valuable experience, and I've enjoyed developing my skills throughout the year"*.

Participation Fund

27 students have received financial assistance to participate in student groups since January, ensuring that we reduce financial barriers for students to engage with our campus life. The scheme is now being reviewed following further feedback and will re-open in August 2026, ready for the next Academic year.

Student Group Survey

The Student Group Survey for members and committee members from Societies, Volunteering Groups and Student Media Outlets has been completed and has received 204 responses (compared to 138 last year) with a lot of excellent and extremely useful feedback included. This feedback will now be incorporated into our teams planning for the next year. A highlight was the high rating of 4.09 out of 5 for the question regarding student's satisfaction with the training they received from the Students' Union. As we had reviewed our training after last years feedback, it was great to see that these changes made a difference and helped students.

Student Group Training

We have also had record number of students attending our training, either in person or online. This year, 856 students attended the Events training, 1,040 attended the Finance training, 780 for the Health & Safety training and 763 for the Committee role training. This translated into fewer issues in student group running and reduced the volume of emails for certain questions.

Over the last academic year, we received a lot of feedback from students and staff that our existing Risk Assessment process wasn't working particularly well. This was echoed even more strongly through our new online committee training launched over the summer, where students highlighted that the form felt overly complex, repetitive and difficult to follow. Staff also fed back that it was hard to tell whether students had fully engaged with the content.

In response, we reviewed the process and with input from students and staff through workshops and written feedback and developed an improved version. This collaborative approach ensured that both the student experience and staff requirements were fully considered.

The new Risk Assessment will be rolled out in the new academic year and is more streamlined, easier to navigate and better structured, making it more accessible for student leaders. It also gives staff greater confidence that key risks and controls have been properly understood. Additionally, storing all responses in one place will make it much easier to access and review submissions when needed.

Student Voice

Course Reps

Progress has been made in strengthening our course representative system and processes. This has included a detailed review of Course Representative data, which has been brought together into a report highlighting key trends and areas for improvement across last year's Student Voice Committees (SVCs) and School Forums. Alongside this, new tools and frameworks have been introduced to support more consistent monitoring and better understanding of activity over time.

We have also improved how Course Representative information is managed by moving our records to Microsoft Lists. This has made it easier to maintain an accurate and up to date record, which is now automatically published and accessible to both students and staff, meaning it is easier for them to find their course rep.

Student Experience Forum

The findings from this year's Student Experience Forum have now been released. This year's topic was student usage of generative AI for academic and non-academic purposes, and the data set included survey data from 508 respondents and 15 interview participants.

The findings demonstrated that AI usage is already widespread, and many students use AI for a wide range of purposes including studying, revision, assessed work and wellbeing support. Students are asking for clearer rules for how AI can be used for academic work and more training on how to use AI effectively and safely. Even though AI use is widespread, the data also indicated that a minority of students have made a deliberate decision to not use AI, often citing ethical and environmental concerns or the impact AI usage has on their ability to learn and think independently.

The findings were launched at the Student Experience Forum, where colleagues from different parts of the university came together to discuss the findings and what they mean for Queen Mary as an institution. The full report with all the finding and recommendations is available upon request from su-representation@qmul.ac.uk.

Qmotion Sport & Fitness Centre

Member Experience Survey

In May we launched our Member Experience Survey and to date have received 106 responses so far. Insights from this data will be used to directly enhance future classes, facilities, and customer service.

Early data highlights show positive impacts, with 92% of participants stating that being a member of Qmotion has increased their physical activity levels. In addition, 78% of respondents reported an improvement in their mental wellbeing, and 67% noted a positive impact on their overall university experience. Initial feedback is also positive regarding the customer service provided by Qmotion staff. We have also received valuable suggestions for areas of improvement regarding equipment and facilities, helping to identify specific opportunities for development.

Learn Q Courses

Our new 4-week Learn Q courses have proven highly valuable for members looking to build confidence in a supportive, coach led environment. The Learn to Lift course, which features a dedicated women only block in the women's only gym, has successfully helped participants master fundamental lifting form. Whilst the Group Strength course has guided more experienced members through structured strength programming. Participants have highly valued the small group coaching dynamic, noting that close guidance on form and technique has been key to training safely, effectively, and independently.

Gym Foundations & Group Exercise

Now a month into its launch, our free Gym Foundations group class is successfully helping new members kickstart their fitness journeys. Members have appreciated the wide range of exercises and clear explanations, noting that they now feel confident using the gym independently because of the class. We are currently in the process of developing new classes to give our members even more opportunities to progress, diversify their workouts, and build their fitness confidence.

Summer Special Peak Pass

Throughout June and July, we are offering our Summer Special Peak Pass, which gives members three months peak access for the price of two. This exclusive pass includes full access to group exercise classes and personalised training plans, helping students stay active and save money over the summer period

Summer Camps

Our community Summer Camps for children aged 8 to 11 years old will be returning for Summer 2026. The Camps aim to keep children engaged, happy and to try new sports and activities. From classic sports like football, basketball, rounders and badminton, to exciting talent shows and a visit from our camp mascot, there is something for every child to enjoy.

Guided by our qualified student-coaches, children of all abilities will be able to build confidence and make new friends in a safe, inclusive environment at Qmotion. Each attendee will take home a Summer Camp t-shirt and special certificates and awards to celebrate their time with us.

For more information visit www.qmsu.org/camp

Diya Mary Selastin
QMSU President
30th June 2026

