



## Update on 'Change One Thing' Requests from Semester 1 2012/13

Over the course of semester 1, you registered your 'Change One Thing' requests on the Student Union website. Once a request had been registered, it was then available to any student to give it a star rating out of 5, showing how important it was to students as a whole. The sabbatical team have taken your requests to the relevant University departments and contacts, and the below is an update on what has changed, what hasn't changed, and what we hope to change in the future.

Change One Thing	Update on the change
<p><b>Accommodation:</b></p> <ul style="list-style-type: none"> <li>• Ensure that University accommodation is clean on students' arrival.</li> <li>• Allow overnight guests in campus accommodation.</li> <li>• Get the University to re-own millennium house and international house.</li> <li>• Allow returning students to move into their University rooms earlier</li> <li>• Install wi-fi in University accommodation.</li> </ul>	<p>We have made significant progress on these issues through working with the University accommodation department. Students will be allowed to move into their accommodation earlier in the academic year, campus wifi accommodation has been available since January 2013, and is still available to order. We been liaising with the Director of Accommodation who has been in contact with the external company that manages Millennium and International House and progress has being made to improve maintenance and cleaning over the year and ensure that the standard of cleanliness during moving weekend 2012 are not repeated. 'No overnight guests in accommodation' has been a rule within the University for many years, although we have been discussing the reasoning behind this rule and how it is communicated to students there are still further talks needed and this is still on the Union's agenda.</p>
<p><b>Estates:</b></p> <ul style="list-style-type: none"> <li>• Remove anti-bike railings as you walk into campus</li> <li>• Make Cycle paths more clear</li> <li>• Improve water facilities on campus</li> <li>• Library entrances and queues</li> <li>• Get the temperature in lecture theatres right</li> <li>• 24 hour laundrette with swipe access</li> </ul>	<p>The 'anti-bike' railings as students walked into campus have now been removed so we hope that there will be improvements for pedestrians and cyclists alike. We are continuing to follow up the marking of cycle paths with the borough council as this is something it is difficult for the Union to control and it is a matter of lobbying local councillors. The library entrance issue was improved by the opening of a further entrance from the 'old' library side, and we have not had any contact from students about queues since, so we hope this has solved the problem. Where teaching rooms have been specifically mentioned, we have spoken to the relevant members of University staff who have fixed the temperature settings – if you have specific rooms to discuss, please let us know. Improving water facilities on campus – free drinking water can be found in Hillside, Level 1 of the library, the duke of kent building and law common room. We continue to work with the University Health and Safety Committee on this issue.</p>

<p><b>Financial concerns:</b></p> <ul style="list-style-type: none"> <li>• The loan we get in Guildford</li> <li>• Lower the student membership prices at SSP</li> <li>• The prices and options available in Amigo</li> </ul>	<p>Sabbatical update: Amigo has been constantly mentioned on ‘change one thing’ since it opened and we raise it with the University at every opportunity. Although we are in regular contact with the management of Amigo, it seems the attitude remains that ‘if students use it, it can’t be that bad’. We will continue to push this issue – it won’t be a quick fix but watch this space. At last year’s NUS conference we raised a motion about the student loan in the south east, and applying ‘London weighting’ depending on the house prices in the local area where the University was based. We were joined in this motion by other Student Unions around the south east of the UK. NUS have now taken this issue forward and we will be updating students when we know more. We are in a constant dialogue with the Sports Park about pricing and we continue to discuss more flexible options for students. The £195 student membership option was a fixed price until March 2013. Discussions have now started regarding the next academic year. SSP do release a 6 month and 3 month membership but these are staggered throughout the year. The fact that students have a strong interest in having different price options will be taken to SSP during this time of discussion.</p>
<p><b>Your Students’ Union:</b></p> <ul style="list-style-type: none"> <li>• More live artists at the Union</li> <li>• Prices at Chancellors</li> <li>• The Rubix Interior</li> </ul>	<p>Sabbatical update: Live music is important to our members and we understand the need to continue to host live acts and promote these in the Union and local community. The ‘say something’ music night plays host to innovative and emerging acts such as and we are also lucky to have so many vibrant arts and music societies who play live regularly. We continue to look closely at the Chancellors food menu and also at drinks pricing. We understand that we are in difficult economic times and everyone is having to reconsider where their money is spent, so we continue to promote offers such as £1.80 drinks all day on a Friday. The Rubix Interior – we do understand that improvements are necessary and we need to maintain Rubix, however although a budget was set aside for this, we have had to re-evaluate our spending on Rubix after a more difficult financial year for the Union. We’ll keep you updated with how things are going for us commercially but if you would like to take part in focus groups and tell us more about what you think of the services we provide, please join our Opinion Panel via our ‘your voice’ page. <a href="http://www.ussu.co.uk/yourvoice">www.ussu.co.uk/yourvoice</a></p>

**Environment and lifestyle:**

- Passive smoking
- Availability of vegan food
- Raise awareness of environmental issues

We do understand that passive smoking is a problem, although we also want to make sure that we do not discriminate against students who do make the choice to smoke. We are working with the University estates department on this issue and we hope to have a further update soon.

The Union's Veg (Vegetarian and Vegan) Society did some work on this early in the year and met with the head of University catering services. We are aware that the range of vegan food is not as diverse as students would like it to be although you will find vegan options on the menu in Chancellors and on the shelves in the Union shop.

*Further update from Ethics and Environment officer:* The Go Green Society are a great society to get involved with for the raising of awareness of environmental issues. Go Green week is being held at the University the week commencing 11<sup>th</sup> February. Fairtrade fortnight also follows this shortly afterwards. Both events are held annually at the University. The Green League tables (published every year by People and Planet) are a good indicator as to how the University is doing in terms of environmental activities, and where there is room for improvement. There is always scope for improvement in terms of raising awareness and we would encourage all students to get involved in this. If there are certain issues that you think could be addressed please get in touch with the Ethics and Environment Officer or the Go Green Society.

Contact us to find out more:

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