

Board of Management

Learning, Teaching & Student Experience Committee

Date of Meeting	Tuesday 19 May 2026
Paper No.	LTSEC4-C
Agenda Item	2.3
Subject of Paper	Students' Association Impact Report
FOISA Status	Disclosable
Primary Contact	Flora Irvine-Hall, Student President Megan McClellan, Students' Association Coordinator
Date of production	11-05-26
Action	For Discussion and Decision

1. Recommendations

To review the work of CitySA through our Impact Report and endorse for approval at the next meeting of the Board of Management in June.

2. Purpose

The SA Impact report outlines the work undertaken by CitySA during this academic year, with a focus on outcomes delivered and value of our work to City of Glasgow College students.

3. Consultation

The Students' Association (SA) annually outlines its work after consulting student representatives during their induction and through Annual General Meetings. Our work

is evaluated through various student feedback methods, including surveys, focus groups and digital analysis.

4. Key Insights

The SA Strategic Plan 2023-28 outlines our vision to collaborate with students to influence change and enhance the student experience. Our work this academic year has been guided by this strategy, shaped by the Presidential Team’s manifestos, and informed by student feedback. This Impact Report provides the Board with an overview of the Students’ Association’s work throughout the 2025/26 academic year.

[Impact Report 2025/26](#)

5. Impact and Implications

4.1. The SA’s work directly aligns with the College’s priorities to be an inspirational place of learning and to enable individuals to excel and realise their full potential, as outlined in the Strategic Plan 2021-30.

4.2. While many aspects of the SA operate continuously, failing to meet the yearly operational objectives could reduce positive student engagement and meaningful student representation.

4.3. We aim to support and engage with students disproportionately affected by economic and social barriers, reaching out to those most at risk of withdrawing from their courses

Appendix



Impact Report

2025/26



City of Glasgow College Students' Association



www.citysa.co.uk



citysa@cityofglasgowcollege.ac.uk

Foreword

Flora Irvine-Hall Student President 2025-26

Welcome to the 2025-26 annual impact report!

It's been a whirlwind of a year filled with all sorts of challenges but still a rewarding one none the less.

The Students' Association has continued to put the needs of students at the forefront of everything we do, ensuring that we are always learning and adapting so our students can have a fantastic college experience.

This year, our primary goal has been to give a voice to students from priority groups. This includes, but is not limited to, BAME students, disabled students and mature students. To help these students feel heard we introduced new networks, hosted more events, and made sure our Parliament Officer roles would benefit these priority students.

Moreover, we have opened discussions around important topics such as gender-based violence and extra course costs.

To reach a larger audience within the college, we have made ourselves more visible on social media, regularly posting on platforms such as TikTok and Instagram.

Seeing all the enthusiasm that students have not only for their studies, but for the sports clubs and networks that they are a part of has been nothing short of inspiring. Being your Student President for the last academic year has been an absolute privilege and it has been an honour to represent you all.



Meet the Team

Together we accomplish more

Our work wouldn't be possible without the ongoing support and commitment of both our paid and volunteer officers. The Student Parliament forms the backbone of the Students' Association, and this year it was made up of:

Student President - Flora Irvine-Hall

Vice President Diversity & Wellbeing - Mairi McWilliams

Vice President Learning & Teaching - Samantha Campbell

Vice President Social & Activities - Rebecca Ivers

Disabled Students' Officer - Jacob MaGuire

LGBTQ+ Students' Officer - Emma Jane Gallacher

Care Experienced and Estranged Students' Officer - Jack Devlin

Refugee / Asylum Seeking Students' Officer - Dr Thusanli Upendran

Refugee / Asylum Seeking Students' Officer - Yevheniia Matsenko

International Students' Officer - Jeven De Silva

Faculty Ambassador for Education and Humanities and Hospitality and Leisure - Euan Buchanan

Faculty Ambassador for Nautical and STEM and Creative Industries - Valeira Ramos

Volunteer Ambassador - Adam Ali



Academic Representation

Fostering Genuine Dialogue

During this academic year, we've continued to work alongside key college partners and our Class Representatives to gather feedback to support improvements within the student experience. We've continued to develop opportunities for real, genuine dialogue, and massively appreciated the engagement from our Class Reps this year.

Over the course of the academic year, we've adopted a responsive approach to gathering feedback from our Class Reps, focusing our meeting themes on recurring challenges that students have brought forward in various spaces. Our Class Reps are the largest group of representatives, and their feedback helps us understand key student challenges throughout the year as well as potential solutions to improve the overall student experience.

321

**Class Reps trained
across all faculties**

7%

**increase in trained
Class Reps**

12%

**increase in
Class Reps
overall**

This year, our key meeting themes were:

- **Safe Spaces in the College**
- **Assessments**
- **Additional Course Costs**
- **Guidance and use of AI**

Creative Industries: 95% elected

Education & Humanities: 84% elected

Hospitality & Leisure: 95% elected

Nautical & STEM: 76% elected



College Representation

Boards and Committees

As a Students' Association, it's our job to make sure that your voice is heard at Boards and Committee Meetings. As student representatives, our Presidential Team and Faculty Ambassadors sit on a total of 10 Boards and Committees for faculties, the College, and the Board of Management.

To date, we have attended a total of 12 boards out of 14 Board and Committee meetings, submitted 7 papers, and raised a total of 7 student issues. Student feedback raised at College Boards and Committees includes:

- Challenges with the availability of software on laptops in the loan scheme
- Feedback from mature students about what support they'd like at college
- Concerns around additional course costs
- Concerns around the price of food
- The impact of the price of Transport
- Challenges with the use of AI
- Feedback around assessments

**It should be noted that on the occasion that none of our student officers could attend a meeting, when possible, we would send an alternative member of the SA staff in their place. **

These meetings allow both our internal and external Board and Committee members to gain a better understanding of the current student experience and find solutions for any issues they're facing. This also allows us to work in partnership with the college to advocate for effective change.



College Representation

Wider Representation

Part of our role as a Students' Association is to work alongside key college departments to ensure that student feedback is being given to the correct people and that feedback is being actioned. This year, we've worked alongside several college departments to host focus groups, gather key insights from students to support wider college initiatives, and deliver engaging events for students. These include:

- Working alongside the Performance team to undertake focus groups as part of Scotland's Tertiary Quality Enhancement Framework.
- Working alongside the Library Services and Learning and Teaching Academy to gather student feedback about their use of AI and students' current attitudes towards AI.
- Working alongside Student Services to deliver two events that support a wide range of students, such as a New Year, Real You event and a Community Meal.
- Working alongside the Learning Support Department to understand students' experience with accessibility at the college.
- Working alongside the college to pass on student feedback about catering outlets during the catering review process.

Further Representation

As a Students' Association, we work closely with the National Union of Students to ensure our students are represented at a national level.

This year, we attended three major NUS events. The Small SUs Lead and Change conference where our officers and staff took part in development sessions and networked with other small unions. We then attended a larger officers-only conference where we contributed to ranking priorities for the NUS 2026 Manifesto.

The NUS Manifesto Launch was hosted at our City campus bringing together unions from across Scotland. Our officers contributed on the panel, speaking on key student issues and the importance of student voice, particularly in terms of the 2026 Parliamentary Elections.





Student Elections

Empowering Student Voices

Each year, we deliver our Big Student Elections to appoint a new Presidential Team for the upcoming academic year. This year, we focused on improving accessibility for both candidates and voters.

We standardised our photo and video processes to ensure all candidates had equal access to Students' Association promotion and had a consistent presence across campaign materials. This support increased engagement, with rises in both candidate numbers and overall voter turnout. In total, 19 candidates from across the four faculties stood, with all roles contested. Targeted work at Riverside also contributed to increased participation from Nautical and STEM students, as well as stronger engagement from the campus overall.

Our next priority is to build on this momentum by strengthening engagement throughout the academic year; ensuring students feel informed, represented, and motivated to vote.

2026/27 Presidential Team

Student President: Rebecca Ivers

VP Diversity & Wellbeing: Mairi McWilliams

VP Learning & Teaching: Euan Buchanan

VP Social & Activities: Kaylee Houston

5%

increase in Riverside
and Nautical and
STEM voting

9%

increase in individual
voters

Student Parliament

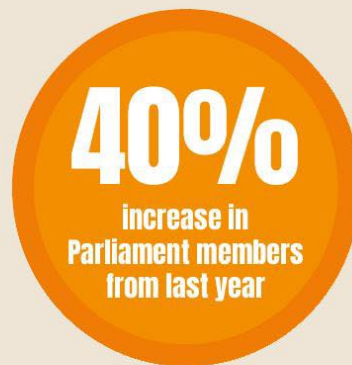
Student Leadership in Action

Our Student Parliament is a key part of our Students' Association, helping guide what we focus on, what our priorities are, and how we should run the Association.

This year, our Parliament members included our four Presidential Team members, two Faculty Ambassadors, and seven Executive Officers, which is the highest number of members pre-pandemic. To better support engagement, we adapted our elections process for Parliament Members this year and agreed to only host an election if more than one role was contested, or if a role was contested by more than one person.

Our officer roles this year were:

- LGBTQIA+ Students' Officer
- Disabled Students' Officer
- 2 x Refugee/Asylum Seekers Students' Officer
- Care Experienced Students' Officer
- Mature Students' Officer
- International Students' Officer



This year we took three main areas of Student Feedback to Parliament, which were:

- Concerns around the transparency for additional course costs
- Concerns about the PCs in our laptop loan scheme not having the right software
- The experience of mature students

Additionally, we also made three decisions as a Parliament, which were:

- Setting aside £1000 for student funding and updating our student funding request process.
- Becoming inactive on X (formally twitter) due to the site no longer being in line with our policies.
- Agreeing to look further into concerns over extra course costs further through meetings with senior management, SA on campus events and communications (social media and newsletters etc).



Annual General Meeting

AGM Motions

In 2024–25, the Annual General Meeting received no student submissions, which represents a clear gap in engagement.

Over the past year, we've focused on addressing this by strengthening our communications and increasing the visibility of the Students' Association. Our aim is to ensure students understand how to engage and influence AGM outcomes.

While this work continues, delivery on previous AGM motions has progressed.

Progress on previous AGM Motions

Community Garden campaign - Paused

Initial scoping began in 2024–25. The project was paused in 2025–26 due to challenges in identifying a suitable space and long-term delivery partners. This will be revisited when a sustainable model can be secured.

Paid student opportunities in CitySA - Complete

Introduced paid Faculty Ambassador roles. A broader review of paid opportunities is planned for 2026–27 to expand and strengthen this offer.

Support for International/ESOL Students - Ongoing

Established two dedicated Parliamentary roles to improve representation. Next steps will focus on gathering ESOL student feedback to shape more targeted support in 2026–27.

Trans liberation integrated into annual plans - Complete

Embedded into core SA activity, including the introduction of an annual Gender Affirming Grant. Staff training is delivered annually and will be reviewed to ensure it reflects current issues and best practices.

Our focus for 2026–27 is to convert increased visibility into active student participation, ensuring students not only see the Students' Association, but actively shape its direction through the AGM.

Student Outreach

Building Community Through Shared Experiences

We know a strong student experience goes beyond the classroom, so we've focused on delivering events and campaigns that take it from good to great.

Throughout the year, we've hosted a range of activities to celebrate students' achievements and build community. This included a beach-themed Freshers' during induction, introducing students to key services and local businesses.

In November, we ran a Community Meal with the Counselling and Wellbeing and Skills Development teams, giving students space to connect, share food, and reflect during a challenging time of year.

In January, we supported a 'Refreshers'-style stall at the Wellbeing event, and in March, we marked Iftar by creating a space for students across both campuses to pray and break their fast together.

3993

students
attended our
events this year

7411

total engagements
across SA
opportunities





Student Outreach

Campaigns

Alongside events, campaigns are one of the main ways we create change for students at City. This year, we've led a range of campaigns focused on representation, removing barriers, and improving the student experience.

We've worked with NUS and institutions across Scotland to encourage voter registration ahead of the 2026 Scottish Parliament elections; raised awareness of chronic pain; delivered activity on Gender-Based Violence; and continued our Trans Liberation work through the Gender-Affirming Grant scheme.

We've also responded directly to student feedback through campaigns on additional course costs, pushing for greater transparency, and gathering evidence to advocate for improved transport support from the Scottish Government.



973

Students have given us feedback this year



Diversity & Inclusion

Fostering an Inclusive Community

Throughout the year, the Students' Association worked on various diversity campaigns with a focus on raising awareness and knowledge sharing with students and educating the SA staff.

Chronic Pain Awareness: To mark Chronic Pain Awareness Month, we focused on educating students about the realities of living with chronic pain through creating and sharing educational Tik Tok videos. In the videos, we discussed different types of pain and how to manage pain. The videos were shared throughout the month alongside resources on our website.

16 Days of Action: To celebrate the 16 Days of Action which calls for the end of violence against women and girls, we held a stall on campus where students shared their tips on staying safe online. We also invited Glasgow Girls to host a private screening of their short film about coercive control which was followed by a discussion on how we can make campus safer for women.

Eating Disorder Awareness: To celebrate Eating Disorder Awareness Week, members of the SA team attended an eating disorder awareness workshop hosted by [SupportED](#). The workshop was insightful and taught the team about different types of eating disorders, warning signs to look out for, and how to support someone with an eating disorder.

LGBT+ History Month: In celebration of LGBT+ History Month we continued our Gender Affirming Grant scheme this year, to help reduce the physical, mental, and financial barriers caused by gender dysphoria. To date, we have approved 13 requests and spent a total of £415.11.

We also hosted taster sessions for our LGBT+ Network to welcome new members and shared relevant articles on our website including alcohol free inclusive spaces in Glasgow.



Networks & Sport

Enhancing Student Experiences Beyond the Classroom

This year, we worked with students to set up and support 8 networks, including Art & Crafts; Multicultural & Anti-Racism Society (MARS); LGBTQ+ Network; Writing Club; and Tabletop Gaming. We trained students to lead their own groups, improved accessibility in our systems, and introduced taster sessions to help test interest and build confidence before launching.

We've seen increased engagement, with more students regularly taking part in sessions and activities. These networks have created inclusive spaces for students to connect, build friendships, and engage in campus life.

We have worked in partnership with the College's Sports Coordinators to provide a variety of free sports clubs for students to attend. This year's clubs included basketball; volleyball; badminton; pickleball; and self-defence and karate.

Networks

08 established networks and societies

99 network meetings hosted this year

499 interactions recorded across all networks

Sports Clubs

12 established recreational sports clubs

98 sports sessions offered throughout the year

695 interactions recorded across all sports clubs



Student Pantry & Volunteering

Strengthening Community Connections

This year, the Students' Association delivered a strong and diverse programme of volunteering opportunities, supporting students to gain experience, build skills, and contribute to their community.

We continued to develop the Canvas Volunteering Hub, enabling students to track their hours and enhance their CVs. Through the Hub, 216 students accessed over 40 opportunities with 33 partner organisations.

Our annual Student Volunteer Day took place across both campuses, bringing together 12 partner organisations and engaging over 100 students with a wide range of opportunities.

We also relaunched our Introduction to Volunteering workshops, supporting students to understand the benefits of volunteering and identify opportunities aligned with their interests and career goals.

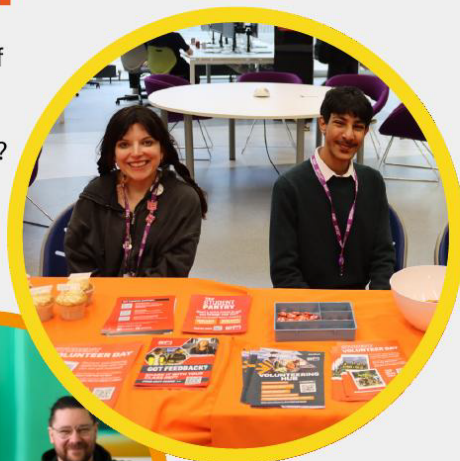
Alongside this, 2,864 items were distributed through the Student Pantry, including 1,289 donated by partners such as BaxterStorey and City Market, and 1,575 from our own stock, including hot drinks.

This work is driven by the commitment of our student volunteers, whose contributions have been essential in delivering these services. We are proud of the impact achieved this year and will continue to expand opportunities for student involvement.

Community Outreach

Each year the Presidential Team aims to run a variety of campaigns or fundraising initiatives to support the wider community in Glasgow. In December, we donated £220 in vouchers to Refuweegee, Who Cares? Scotland and Social Bite. These charities were chosen as they advocate for key causes that the Presidential Team are passionate about, including refugees and asylum seekers, Care Experienced people of all ages, and tackling food poverty.

We were also able to donate several portable wifi boxes to Refuweegee and the Halliday Foundation in February. The Halliday Foundation helps families and individuals effected by homelessness and poverty.



Communication and Marketing

Amplifying Our Message

Our comms channels have been packed with engaging and informative content throughout 2025/26, shared across external platforms including our social media channels, the CitySA website, and email, as well as internal platforms including CityLife and MyConnect.

Sharing to a combination of 9,893 followers on social media, we have promoted numerous of our campaigns including the Big Student Elections, Register to Vote, and Chronic Pain Awareness, as well as advertising events, opportunities and news relevant to students.

This year, our focus for social media was on creating TikTok content with the support of the Presidential Team and Volunteer Ambassador.

53% View Increase

27% Engagement Increase



At the beginning of the year, we created a TikTok strategy to help boost our engagement and as a result have received 333,344 views and 10,111 likes on our TikTok videos. Our approach has earned us a 27% increase in followers and a 46% increase in views this academic year, with one of our videos receiving 105k views.

1,912 Followers

333,344 Views

10,111 Total Likes



We utilise our TikTok content by sharing them on our other social platforms. Along with sharing TikTok videos, we have focused on sharing more people focused content on Instagram, posting photos from events, the Presidential Team's work, and student life.

1,960 Followers

138,208 Views

22,581 Post Reach



Our weekly CitySA News has continued to be sent to all students weekly, with 23 newsletters sent with an average 59% open rate. This newsletter shares all the latest events, news, opportunities, and discounts relevant to our students. Alongside our newsletter, stand alone emails were sent to highlight significant updates and opportunities for students including our AGM, Elections, and job opportunities.

23 Newsletters sent

59% Open Rate



Canvas was widely used this year to communicate with our Class Reps. We also used the notification message feature to promote our bigger campaigns such as the Big Student Elections. An aim for next year is to increase our utilisation of Canvas to communicate with students, better support our Networks, and provide resources for our Representatives to support them in their roles.

CitySA Digital Engagement

Keeping Students Connected

Our advertising partnership with Native delivers an engaging events and ticketing platform whilst also offering vibrant, popular on-campus events students love, from Freshers to Fitted for Fans, creating memorable experiences.

Rockbox's digital screens directly reach students with timely offers like free Adobe Express access and help us promote our own events and information effectively. The screens can also be used to promote services within the wider Directorate, including the Skills Development drop-ins for students. In the upcoming year we plan to expand our digital screens, adding a further screen to City and a screen in Riverside campus.

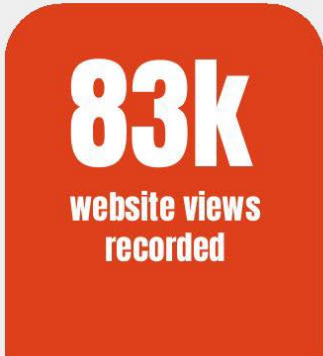
Our strategic approach to advertising has led to a great increase in advertising revenue, projected to reach £8683 this year, which is up from £7996 last year.



CitySA Website

Updates to our website to improve user experience and our strategic focus on search engine optimisation has resulted in 29,060 users visiting our site. Receiving over 83k views on our website this year, the Sports and Societies page was our most popular page, with 3,090 unique users. This is an increase of 28% from last year, demonstrating the impact of CitySA in enriching the student experience.

Our revamped events platform has continued to be a success from last year, hosting 453 events, with 6.9k users across the year, showcasing the popularity and importance of our student events.



Finance & Funding

The College supports the Students' Association by providing staff offices and meeting/event spaces within both campuses and a block grant to pay for the day-to-day running of the Association. In addition to this, the SA generates additional income from events, advertising, and community funding streams.

From local advertising we have generated **£209** and a further **£2,525** from longer-term contracts with our advertising partner Rockbox. A further **£5,949** is due to be awarded through our contract with Native this year.

We have continued to source external funds to run the Student Pantry, with **£2,622** awarded from the Commonwealth Fund. We also continue to utilise the Nairn Family Trust funds to support our volunteering projects (**£30,000 over four years**).

Expenditure

The below table is an overview of our expenditure from the block grant we received from the college for this academic year thus far.

Description	Actual Spend @08/5/25	Budget	Variance
Support Staff - Staff Dev Courses/Conferences	£1,220.00	£1,400.00	-£180
Support Staff - Staff Dev Travel	£84.00	£1,400.00	-£1,316
Support Staff - Staff Dev Accom & Subsistence	£832.00	£700.00	£132
Hire of Facilities	£0.00	£500.00	-£500
Office Stationary & Materials	£310.00	£500.00	-£190
Tools & Equipment	£188.00	£1,600.00	-£1,412
Other Equipment & Material Costs	£3,843.00	£3,000.00	-£843
Transport - Hire Charges	£0.00	£1,000.00	-£1,000
Membership Fees & Subscriptions	£10,623.00	£10,500.00	£123
Events and Activities	£2,161.00	£5,000.00	-£2,839
Prizes	£1,618.00	£800.00	£818
Advertising (Marketing)	£916.00	£2,600.00	-£1,684.00
Internal Hospitality	£2,208.00	£2,200.00	£8
Students' Association	£320.00	£00.00	£320
Total	£24,323.00	£31,200.00	-£6,877.00

Acknowledgements

With Gratitude to Our Partners and Contributors

With the academic year coming to an end, and we reflect on all the Students' Association's achievements, we wanted to take a moment to express our appreciation and gratitude to those who have helped bring our strategic plan to life.

Firstly, we would like to thank our wonderful and hard-working admin team; Digital Officer; Communications Officer and Student Engagement Officers. Working tirelessly behind the scenes, your commitment and dedication does not go unnoticed. It's because of you that the Students' Association continues to run successfully.

We would also like to thank Sinead McKenna and Sandra Cook for the long-term commitment and support for the Students' Association. Over the last few years, their strong work ethic and passion have played a significant role in shaping what the Students' Association is today.

Megan McClellan, our Students' Association Coordinator, has led with kindness and compassion, inspiring the team to show up every day and give it their all. Without her, there would be no Students' Association.

Additionally, we would like to express our gratitude to all the staff who work outside of the SA who have assisted us this year. We couldn't have done it without your help and we're very grateful.

The wider college staff have also played a large role in supporting the Students' Association. We really appreciate all the help you've given us over the years, supporting though events, and encouraging students to engage with us via Parliament and our Class Rep system.


And finally, a huge thank you to all our wonderful students. Because of your feedback, ideas, and inputs, we can grow and evolve every day. They say that people make Glasgow, and in this case, you make City of Glasgow College.

Thank you for being part of our journey.



CITY*sa)
students' association



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