

Agenda:

- Welcome and Introductions
- Elected Officer Q&A
- Idea for Change #1 – Commit to Empowering Herts Students to Engage in Social Action
- Idea For Change #2 – Lobby the University of Hertfordshire to pursue affordable food and drink for student and staff
- Idea for Change #3 – Increase the Number and Location of Microwaves on Campus
- Update from the SU
- Idea For Change Results

Welcome and Introductions

- Welcome given by the Chair, **David** and Deputy Chair, **Aryan** to all students in attendance in-person and online.

Please be aware that for all of the discussion sections in this meeting it is not a verbatim transcript and is a summary of what was discussed. We can confirm that no changes have been made to the substance of the questions and answers.

Elected Officer Q&A

- Questions were submitted via Slido and some of the Elected Officer provided a verbal update in the meeting.
- Jubair started the meeting by providing an update on the motion that passed at the previous Student Council meeting about free Uno Buses between Hatfield Train Station and the University.
 - Jubair has been in contact with Uno bus and is currently working with them on getting free bus travel for accommodation students.
 - They also want to consult with students about having discounted multi-travel tickets for students living in Hatfield.
 - Uno is also planning to introduce new bus routes between Hatfield and London, perhaps Finsbury Park or Alexandra Palace, to help reduce the cost of travel so students can use the buses rather than trains.

- Jubair shared that he is waiting for the Finance Director to come back to him on the free travel between the train station.
- **Q:** If you are thinking about multi-tickets, will this take into consideration that students live outside of Hatfield.
- **A:** Jubair shared that Uno will be doing a consultation with students on this.

Jubair also provided an update on the mandatory Sexual Harassment and Misconduct Training.

- He shared that the Dean of Students has written a letter which will be shared with Student Council members in the minutes.
- Jubair also raised that there was supposed to be a student consultation taking place this week, however there were delays with the Dean of Students Office and this has not happened. The form was shared in the meeting for students to express an interest in putting themselves forward for the Student Advisory group.
- **Q:** Some students have still not received the training, and students would like this raised with the Dean of Students.
- **A:** Jubair said that he would share this with the Vice-Chancellor tomorrow in his meeting.

Q: Cost of accommodation, do you have any updates on this.

A: Jubair explained that he is currently lobbying for the University to add more transparent information on the website about what costs are included and not included in the cost. He explained that laundry is not included, and this will be added onto the website so it is clearer for students.

A: Jubair also is lobbying the Uno Buses to have clearer communication about being able to get on any bus.

Q: You cannot see how much you owe the University on the finance portal, this mainly impacts Masters and International Students. Could the free amounts be added to the portal which would be quite a quick fix.

A: The University will be launching a new Student Records system, where they will be able to see how much tuition fee is due and how much they need to pay.

Q: When will this be?

A: It is not known at this time.

Jubair shared that the Finance Team has launched a new finance instalment fee process for new Semester B arrivals to support them with making payment plans. If this works, this will then be opened to all students at a later date.

On the student status letters, they will be integrating the holiday dates on the new student records system as well to help international students who want to work full-time during the holiday periods. There is no timeline for this currently.

Q: The buses are always late. Why can't the University buy their own bus company?

A: The Uno Bus company is owned by the University but is operated by different people. We are pushing hard for the Uno buses to come on time.

Jubair raised that the SU is running equal events for students on both College Lane and De Havilland. If societies are running events, they make the decision where to host the events.

Q: We vote for change, but like politicians, officers promise big before elections then vanish. The president seems to care. SU should enforce accountability on them.

A: Jubair said that he is here and shares his action plan and he is always open to questions and to be held accountable.

Q: Student shared that other Elected Officers are not being held accountable, but they know that the President cares.

A: Jubair said that individuals need to take accountability, but as President he takes accountability for the entire team. If there are any areas or individuals where accountability is needed, you can question them and they are all hear today to face the student body.

Q: Will elehouse bar come back?

A: Jubair confirmed that the Ele House will be re-opening on Monday 2nd March!

Q: Food opening hours

A: Jubair shared that SCOs Giles and Mrittika have gathered student feedback from students who said they want food to be available late in the evening. Tomorrow they are doing a trial in the Oval from 5-10:30pm to see whether students engage with this. Jubair asked for students to go and see what food is on offer.

Q: Student raised that there are questions for the women's officer and about the lack of sanitary products in the bathroom. Student shared this came up last year, and it took a long time for them to even get put in there. The machines are empty, and you cannot find menstrual products on campus.

A: Shruti responded and said in De Havilland she has seen them there, however they are available in College Lane. She said she has been on annual leave until today.

A: For the harassment issues she has made a video to raise awareness.

Q: The products are not free.

Q: Great to see the video, but it needs to be more explicit about what students should be reporting and what behaviours to look out for.

A: Shruti said that any problem they are facing, not sure when, but in all the toilet rooms.

Q: It is important to explain what behaviours constitute harassment so that if you have experienced it, you know that you are a victim.

A: Shruti said she will take this feedback away and work on it.

Q: There are posters in the toilets that say there are free products available, but there is nothing available.

Q: The free sanitary pads were brought up in Council last year as well. Did you not get a handover from the previous year about this when you started?

A: I have spoken to my senior team about this. I have been on annual leave, and I haven't had time to work on anything yet.

It was also shared that free sanitary products are available at both SU Offices if students need them. Students shared that they do not feel comfortable asking at the front desk for these products and would prefer for a box to be available that students can just take from.

Q: I have seen one poster about Speak Up on the door of the men's cubicles, but nowhere else. They should be in all bathrooms,

A: I will note that down and talk about this with my senior managers.

Q: It was in one of the bathrooms in the main building.

Q: The posters are also not in every bathroom in the women's toilets either.

We also asked the Elected Officers to provide a written update to all of the questions as there was not time to go through every single one. Please find their responses below.

| Question | Officer Response |
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| What has the women's officer done in Sem A that has made difference? There are no sanitary items in washrooms, harassment issues continue, and no notable change | <i>No response provided by Elected Officer.</i> |

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| The women's and gender neutral toilets do not have sanitary products in them, and haven't for a very long time! What will the women's officer do about this?? | <i>No response provided by Elected Officer.</i> |
| The finance portal for paying fees does not show our remaining balance. Can we ask the university to have a portal so we don't have to keep asking the university | According to Student Support Services and Student Finance this should be included in the new student portal. - Jubair |
| Since there is no forum for commuters, how can we better participate in events beyond societies like esports? | <i>No response provided by Elected Officer.</i> |
| When will Premier re-open at De Havilland campus? | There are no current plans for the Premier Shop on De-Havilland Campus to be re-opened. |
| Is it possible to have reports from the women's officer that can be sent to us? There's really valid points being raised and the response feels dismissive | <i>No response provided by Elected Officer.</i> |
| When the programmes happen in de Hav campus, they are not arranged as thoughtfully as the programmes that happen on college lane campus. | This question was asked last time as well and answer is provided there - Jubair |
| We should also have free rides from the train station to the campus | I have been in discussion with university of free UNO bus services, and the discussion areas came to a proposal that was sent out before Student Council. - Jubair |
| We're supposed to be enrolled in free societies connected to our course but haven't heard anything about any events? | All students have been automatically gifted a free membership to a relevant academic society. The SU is currently working with academic society committees to ensure that there are a range of events for students. Please check the SU website for all events, or drop us an email at societies@hertssu.com if you have a |

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| | specific society that you would like more information on. |
| We vote for change, but like politicians, officers promise big before elections then vanish. The president seems to care.SU should enforce accountability on them | <p>Students' frustration around accountability is understood and taken seriously. Elected officers are chosen by students to represent their priorities, and they remain accountable to the student body throughout their term, not just at election time.</p> <p>Accountability does not end once officers are elected. Their work is monitored and scrutinised through formal democratic structures, including Student Council. These spaces exist specifically for students to question officers' progress, challenge decisions, and request transparency on actions taken.</p> <p>The Students' Union also has clear constitutional processes and byelaws that set out officers' responsibilities and the mechanisms available to students if they believe those responsibilities are not being met. These can be found publicly available on our website.</p> <p>Alongside this, the Union provides ongoing support, training, and resources to officers to help them deliver on their mandates effectively and in line with student priorities. Representation is strongest when students actively engage with the democratic structures in place and hold their elected representatives to account. – SU (Rimsha)</p> |
| In January, most of the time the unbuses were lately arriving in the | I'd request the students to please email me, Nibir or officers email |

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| Queensbury Station. If it keeps happening, students will miss their classes of 9 am | (officers@hertssu.com) with the time when a bus got delayed more than 5 minutes, did not arrive or driver behaviour is inappropriate with the bus number. A lot of work has been done and I have invited UNO representative to the next Student Council. – Jubair |
| Will elehouse bar come back?! | Yes! The Ele House will re-open on Monday 2nd March. – Jubair |
| Programmes with lot of commuters should have hybrid modes | Please specify such programmes, we have been working with the university timetable team to make this easier for students but there are UKVI guidelines for international students for a minimum campus engagement and attendance. Also, I am bringing representatives from each school with UNO who can work out the timetable to make commuting easier for students. – Jubair |
| Some of the accommodation car parks rarely come close to full, could the uni issue temporary parking permits for non-on-campus students to make commuting easier? | <i>No response provided by Elected Officer.</i> |
| Will there be more recruitment of security – as they are not at bus stops and due to people pushing in, sometimes we miss the bus as there is no space. | <i>No response provided by Elected Officer.</i> |
| There are definitely no sanitary products on College Lane, none in LRC, Nexus, Spectra, Forum.. | <i>No response provided by Elected Officer.</i> |
| Timetables change last minute, the new layout isn't user-friendly (e.g., Thursday before Wednesday confused students), and can't zoom in on mobile. | Please email me with some examples and evidence of last-minute timetable changes, this will help to address the issue – Jubair |
| Has there been talk of having free travel from CL accommodation bus stop to DH? On 653. Would be useful for exams | I am afraid, there has not been any such discussions. All UNO buses are free intercampus (from college lane to |

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| | de hav and from de hav to college lane). You can get off at any shuttle stop and they are Angerland, Forum, Todd Building, deHavilland Commet Hotel, Todd Building, Forum, Angerland. On shuttle stops there are posters mentioning that ALL UNO buses are free intercampus, if the drivers do not agree please show them - Jubair |
| Students on De Havilland are paying way more than College Lane students for laundry and it doesn't always dry. Is there any talks about making that more equal? | The laundry machines and the company will be changed soon the contract ends with the present company. - Jubair |
| Do you have any advice for arranging or pushing events / trips as a student rep for students who feel their course may not offer much in the way of this? | We would always recommend that trips or events go through your academic society. Please contact us at societies@hertssu.com if you have a specific idea in mind and we can help you get in contact with the society. |
| Certain engineering courses are in social spaces instead of labs, making it hard to hear the teacher. Plus computers are broken in the spectre social spaces | Please send if any specific module or courses you that will help to address the issue. - Jubair |
| The only sanitary products I've seen on De Hav are paid and in the first floor R-block bathroom and require actual £1 coins to get | <i>No response provided by Elected Officer.</i> |
| I find the price of food on campus outrageous. It costs £15 to £20 for a decent lunch, and the quality is lacking. Can something be done to address this? | The food prices, food quality and availability have been addressed to the university. Waiting for the response. Also, I'd request for more specific feedback from students. - Jubair |
| How/who do we get in touch with complains about things on campus? We used to have one before but unclear now. Not just advice & support but complaints & concern | If a student would like to make any form of complaint they can do so by following the instructions on AskHerts here - https://ask.herts.ac.uk/making-a-complaint |

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| Uno offering rides to accom students is understandable but sadly others miss out. I had bad experiences with halls and feel I'm punished for not staying there | <i>No response provided by Elected Officer.</i> |
| any update on the £1 fee from park and ride? we discussed that this doesnt go towards the uno bus company, but UH instead, but people feel it isnt necessary | Jubair/Nibir – This was issue was raised by the officers. Later it was found that according to UK government law to run a private parking service there needs to be a minimum charge. That's why this 1 found fee is there. Otherwise, it will become a full free parking, and it won't be just limited to students rather it will become open for all. To avoid these situations the university must follow these rules. – Nibir |
| I have not seen any posters in the men's bathrooms regarding sexual assault. This is something that needs to change as it informs all parties involved | <i>No response provided by Elected Officer.</i> |
| Why does the forum no longer provide free drink covers? They did last year but hasn't since freshers 2025 expect on the odd occasion | The Forum does still provide free drink covers and it is advertised on all of the TVs in the venue. Students just need to ask a member of staff at the bar for one of the cup covers or bottle stoppers. |
| What initiatives is the disability officer working on? Other than for attending classes, living on DH seems inaccessible to students with mobility issues? | Lorena – As Disabled Students' Officer, I am currently working on several initiatives focused on improving the academic and wider university experience for disabled students. A key area of my work is improving teaching accessibility for disabled and neurodivergent students, including developing a presentation on inclusive education and inclusive teaching strategies (such as active learning) which will be shared with relevant teams to support improvements in lecturer training. This work is informed by student feedback, |

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| | <p>engagement data, and collaboration with the Senior Disability Advisor.</p> <p>Alongside this, my action plan includes improving pre-arrival communication for disabled students, advocating for better coordination between academic support teams, and working with SU and university services to promote inclusive and accessible student engagement opportunities.</p> <p>In relation to accessibility on De Havilland campus, particularly for students with mobility needs, I am aware of concerns beyond access to teaching spaces. Where issues are raised by students, I can escalate these to relevant university teams (such as Estates or Student Wellbeing) and ensure they are captured through appropriate feedback channels so they can inform ongoing accessibility improvements.</p> |
| I feel like this woman students officer has not done anything since she started. Can she actually provide updates on the change she has made? | <i>No response provided by Elected Officer.</i> |
| For events like the student council and other events for student leaders, I feel we are getting little to no warning about it. Can we find out about it sooner? | <p>All Student Council meeting reminders are sent out at least 4 weeks in advance and then there are two additional reminders, one week before and on the day of the meeting.</p> <p>For other Student Leader events we will keep this feedback in mind.</p> |
| Do those that were students during Covid/lockdown get discount or money | <i>No response provided by Elected Officer.</i> |

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| back due to not getting full uni experience and use of facilities? | |
| The Speak Up posters are in the majority of the male toilets on both campuses, including the Forum nightclub and DH library | <i>No response provided by Elected Officer.</i> |
| Someone mentioned this. I agree security or just someone to talk to for info at bus stops would be very good. Someone to keep order. | <i>No response provided by Elected Officer.</i> |
| Would this framework protect international students? I imagine some international students feel uncomfortable speaking up because of worrying about visa status. | <i>No response provided by Elected Officer.</i> |

Idea for Change #1 – Commit to Empowering Herts Students to Engage in Social Action

Proposer explained that if students vote for this Idea to pass this does not guarantee that this Idea will be taken forward. Because this motion involves working with an external organisation, the Board of Trustees of the Student Union has to agree.

This Idea is in two parts, one that involves creating a new society that would focus on empowering students across the University to engage in social action, and the second part is to sign the I Will Movement's Power of Youth Charter.

Please click [here](#) to read the entire Idea for Change in full under the Passed Ideas Section.

Q: You said that A lot of students are politically unengaged, however I don't think that is the case and I think that it is students that don't express their political views.

A: What I mean in terms of politically engaged is, going and doing something about it. A lot of people either don't feel they have the opportunity, don't feel they have the confidence or the voice to do it, or that if they do try and speak out about something, that they'll actually be heard about it. This would not be specific about any idea, the I Will Movement is very broad, and helps students that care about something to go and do it.

Q: As Socialist students, we are the only political society on campus, which is not the norm for University campuses. I have ran stalls at Herts and experienced the

disengagement for students to do. Socialist students, we have a political opinion that might differ from others, and it would be good to have another channel students can go through at the University. Is this non-partisan and will there be any political action. Is it social or political?

A: On paper it is non-partisan and is formed by other charities. It used to be government-funded by 2020, and now it is entirely independent. There is a particular way that most people involved in the movement swing politically, but more if you are a young person politically engaged, you are more likely to have a set of political beliefs. There is no official designation in anyway.

Q: How many people's opinions have you got on this? I would like to know what you have found out so far about the desire for this.

A: I have spoken with members of the SU who are interested in doing this and spoken to students in my course. As part of another role I have I have also spoken to people all over the country who share this viewpoint: wanting to speak out about something but not knowing how.

Q: You haven't canvased wider in the University; how do we know that this is what more students want? If you create this society and then no one joins, it is a waste of SU resources, when we could be helping push current societies and helping push them further.

A: Tried to find a way of getting a broader consensus, not sure how else I could have done this, as there are 30,000 students, I would have never been able to get a sufficient proportion.

Q: You have SCOs to speak to who can help you. I am not saying what you have done is bad, just want to make everyone aware that there are options.

Results: 18 for, 3 against, 3 abstain – Idea has passed

Idea For Change #2 – Lobby the University of Hertfordshire to pursue affordable food and drink for student and staff

Proposer explained that a lot of students are struggling right now with their finances and struggling to afford food. We would like to lobby the University to make food on campus more affordable. A vote for this motion would mean the University has to consult with students what changes they would like to see. All changes must be the same for both campuses.

Please click [here](#) to read the entire Idea for Change in full under the Passed Ideas Section.

Q: Student shared that large scale companies such as John Lewis had much cheaper food options – 60p for sausage, 40p for eggs, 30p for beans. Could we

ever do something at the University where food is made in-house rather than hiring an external company to work in the University to provide food.

A: When the University get back to me I will share this suggestion with them.

Q: Speaking to one of my lecturers about this, but there used to be a student run café that was affordable.

Q: I love the idea, as someone that lives on De Hav, what is the guarantee that we will get the same at De Hav? Have you considered De Hav when you were planning.

A: This will be based on a student consultation as students from both campuses need to be involved.

Q: Students spoke about the De Hav shop being closed as well.

Results: 27 for, 0 against, 0 abstain – Idea has passed

Idea For Change #3 – Increase the Number and Location of Microwaves on Campus

Proposer explained that there are not enough microwaves across the campus. A lot of people bring their food due to cost of living, food allergies and limited time between classes. There should be microwaves in all locations that serve food on both campuses.

Q: Will this increase the number of microwaves, or will there just be one in each building where you still have to wait around?

A: There should be a minimum of two per location, but four or more for high traffic areas. Anywhere that has tables and chairs where students can sit and eat. There would need to be student input from students from both campuses.

Q: We were told SPECTRA cannot have a microwave due to building safety.

A: Suggest that NEXUS has a microwave instead as it is close by.

Results: 26 for, 1 against, 0 abstain – Idea has passed

Updates from the SU

Delivered by Phill, Director of Advocacy & Opportunities at the SU.

- **EleHouse Re-opening**

- The SU will now be taking ownership of the Ele House and it will be re-opening from the 2nd March 2026 and it will be open Monday – Friday from 12pm – 10pm.
- There will be a range of events across each day and if there is anything you would like you can fill in the events form –

<https://forms.office.com/pages/responsepage.aspx?id=ur7mk6rEMUevXdc1sJfq2wqgL5mt0w5GvwUUFS-HYOZUNVY2SVBXQ1FKWDBMWjQwU1BWQUs4M0czQi4u&route=shorturl>

- This venue is for students so please do engage with the space! 😊
- **Q:** Will there be any student jobs
- **A:** Yes! All job vacancies are uploaded to our SU 'Work For Us' page on the website here - <https://hertssu.com/your-union/work-for-us/>
- **Elections update:**
 - Phill shared that the election nominations are opening next week.
 - Phill explained that candidate checks will take place for all nominees which include checking if you have good academic standing, good financial standing and if there are any live conduct issues with the University.
 - Campaigning and voting will be in-person only, unless you are a placement student or if you have reasonable adjustments. If you fall into these categories then you can apply for an online vote via the Elections webpage - <https://hertssu.com/your-say/elections>
 - Elections Timeline:
 - **Nominations – 2nd February – 23rd February**
 - **Candidate Checks – 23rd February – 27th February**
 - **Campaigning & Voting – 9th March – 20th March**
 - **Results – 25th March**

Idea for Change Voting Results

- Unfortunately the SUs website provider MSL crashed during the meeting so the results could not be shared until the following day, when all of the results were then shared via email (and have been added to these minutes).

Key Dates

Ideas For Change Deadline for Student Council #4: Wednesday 11th January
Student Council #4: Wednesday 25th February 15:00-17:00