



CLASS DELEGATE MEETING REPORT

By the students,
For the students,
With the students.

PRESENTED TO

Class Representatives & Administration

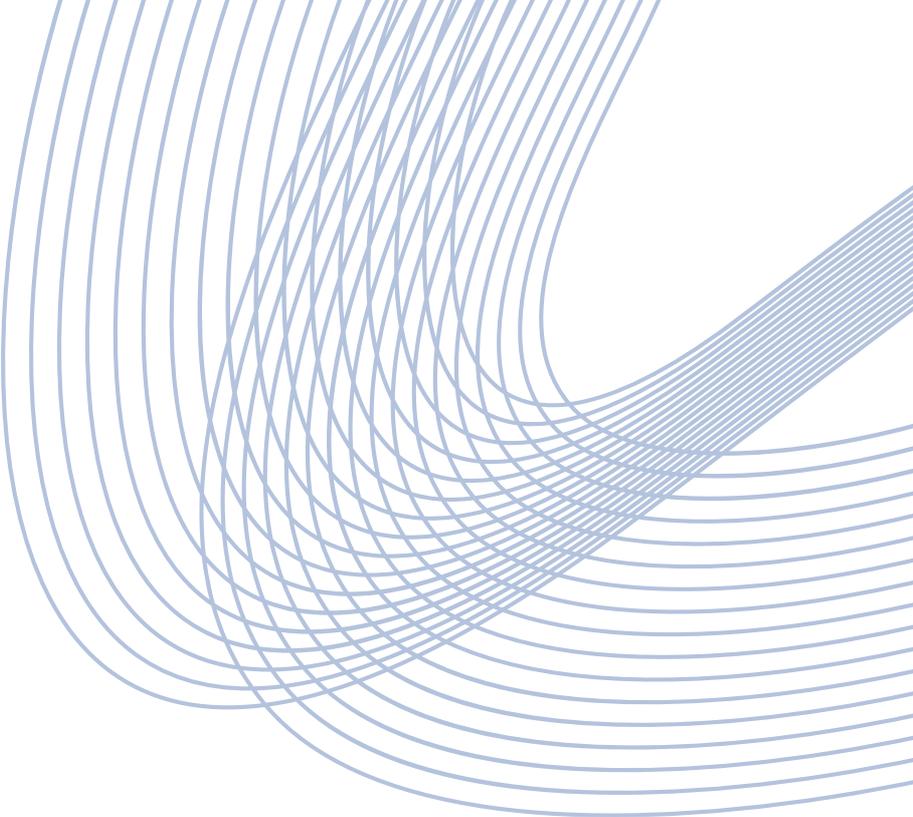


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WHO IS WHO



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UPDATES

Based on the concerns shared throughout the year and in the most recent class representative meetings, we have a number of points to share with you. Please disseminate this information to your classes!

- **Athletics Center:** Will remain *free* to use next year
- **Infirmary:**
 - The phones in the classrooms that connect you & professors directly to IT now also allow for a direct line to the nurse's office. Please do not hesitate to use this line in case of medical emergencies.
 - Now open until 10 pm at the Tower.
 - **Tower Opening Hours:** Mon - Fri, 8-14.30 & 15.00-20.00, Sat, 9-15.00
 - **Segovia Opening Hours:** Mon - Fri, 9-14.30 & 15.30-18.00
- **IE Impact:** (including the IE Challenge) will be updated with a new methodology based on the overwhelming feedback received.
- **Language Courses:** taught at IE will be updated with a new format in the next academic year. This change will be announced in May.
- **Campus Opening Hours:** The menu bar in IE Connects has been updated with all the opening hours for campus facilities (including sports and the infirmary).
- **Standardised BBA Exams:** only finals are standardised for BBA courses. As such, if you have a second midterm instead of a final, it will not be standardised.
- **Study Spaces:** Due to concerns about limited study spaces, the Tower's cafeteria (Floor -3) will be turned into a study space daily from 5pm onwards.
- **Segovia Students:** Should an event be taking place in Madrid that you would like to attend, you can always reach out to Campus Life to arrange streaming or a form of transportation (campus.life@ie.edu)
- **BB Notifications:** Please note that you can actively turn alerts on/off!

GENERAL REMINDERS

RESPECT

Various students & professors have complained about lack of respect. Respect is of utmost importance for a conducive learning environment: for the professors, for fellow students, for the spaces in our privileged campus.

STUDENT PARTICIPATION

Participation remains an ongoing problem. The participation of students in class representative & student government elections is highly problematic. Please play your part in encouraging students to use their voices.

SEGOVIA

The rate of severe problems between IE students and the local population is increasing. Students need to remember that they are a guest in the town, regardless if they are Spanish or not. Respect is, again, key.

NEXT ACADEMIC CALENDAR

The 2023-2024 calendar was updated for a number of reasons: keeping both semesters 15 weeks in length, ensuring that exams are held *before* winter break instead of after, legal requirements to follow official Spanish holidays, and allowing students living far from Spain to travel home for holidays. Starting in August will not become a regular thing.

GENERAL REMINDERS

ATTENDANCE

Mandatory attendance requirements and consequences are an ongoing point of concern in the student body. We would like to take this opportunity to clarify the administration's stance on how attendance and excused absences work.

Class attendance is 100% mandatory, not just 70% mandatory. It used to be like this, but the 30% courtesy has been included to make moments of illness or mental-health days feasible or to consider complications with reaching university on time. This is the educational model of the university that has been identified as most beneficial to the training of the student body and will not change.

Should something drastic happen such as a bereavement, severe illness or anything serious else impeding you from attending class, accommodations can and should be made on a case-to-case basis. Additionally, should you be representing the university on a national level in, for example, sports, accommodations can be made for this, too.

In both instances, the absence will not be excused in advance. It means that for those sessions that you will have missed due to those reasons in particular, you will have the absence justified, only if and when *you surpass the 30% limit*. This requires clear communication, in a timely manner, with your program office, who reserve the right to request documentation verifying your explanation.

COMPLAINTS RECEIVED: 1

We've combined a list of the complaints received across the various class representative meetings held in both Madrid and Segovia in March, ranging from first-years to fourth-year dual degrees.

We have split them to indicate the information regarding the complaint, as well as how we would like to address these problems! Feel free to let us know what you think.

Complaint	Detail	Proposed Solution
Teaching quality of some professors is very concerning. Poor English & do not provide feedback.	Professors do go through a screening process. Feedback surveys are incredibly important.	<ul style="list-style-type: none">• Make feedback surveys mandatory for all students.• Stricter regulations for professors.
Mental Health / Wellbeing Course is boring and not helpful.	This is a new course where the idea is valid but the execution is weak.	<ul style="list-style-type: none">• Collaborate with class reps to make it more tailored to students' needs.
Difficulty knowing where to go for what. MazeMap doesn't have offices findable through search bar.	Campus Life will be updating MazeMap & are working on an FAQ.	<ul style="list-style-type: none">• SG is collaborating with CL on an onboarding for class reps.• SG releasing a "cheat sheet" asap.
Class representatives do not feel connected enough with the uni & the SG.	Not enough meetings & <i>direct</i> communication channels.	<ul style="list-style-type: none">• SG requesting 1x per month for all class reps to be available.• More touchpoints.

COMPLAINTS RECEIVED: 2

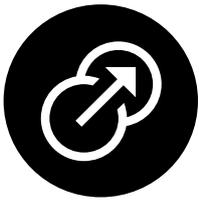
Key Indicator	Activity / Project	Data / Outcome
Water fountains don't work in men's bathrooms on Floor 4&5. Hairdryer in women's changing room neither.	Such problems will occur regularly. Please report them through <u>Service Desk</u> to get them resolved quickly.	<ul style="list-style-type: none">• This issue has been reported.
Departments are incredibly hard to contact & find on campus.	The information for their locations also changes almost yearly.	<ul style="list-style-type: none">• SG is working on a 'cheat sheet' to simplify this process.
Elevators remain a problem. Hotspot times of 1.30pm, 3pm and 6pm are consistent.	The programming has already been updated.	<ul style="list-style-type: none">• Scheduling department will reduce # of classes during hotspot times next year.
Dividers in the men's bathrooms are sought after for privacy reasons.	Urinals are at a close distance & it makes for inefficiencies during limited break times.	<ul style="list-style-type: none">• This has been passed on. One class rep created a petition for maintenance.
SG is too hard to see. Students struggle to understand its job and who the officers are.	We are working on this consistently.	<ul style="list-style-type: none">• We will promote who our officers are more visibly.• We seek to make our job clearer and easier to understand.

COMPLAINTS RECEIVED: 3

Key Indicator	Activity / Project	Data / Outcome
Class Reps feel their roles aren't serious enough. The role isn't well-defined enough.	Some students do not take their job seriously, some class reps feel they are not taken seriously.	<ul style="list-style-type: none">• Guidebook will be updated.• New onboarding process will be formalized.
Classrooms on Floor 9 & 18 are not conducive to classroom learning.	There is only 1 screen, insufficient plugs, and not accessibly for people with reduced mobility.	<ul style="list-style-type: none">• This has been reported to scheduling.• More plugs added.• Screen to be added.
Elevators remain a problem. Hotspot times of 1.30pm, 3pm and 6pm are consistent.	The programming has already been updated.	<ul style="list-style-type: none">• Scheduling department will reduce # of classes during hotspot times next year.
Degree offices & schools are not receptive to relationships with class reps and students.	Particularly BBA and LLB offices. Dual degree class reps are bounced around.	<ul style="list-style-type: none">• SG wants to bring class reps & degree office admins together at beginning of term.
Athletic's Center gym is often very full. Cannot rebook a slot if one has been cancelled on the same day.	There is a limit on # of bookings available per hour, problem is students overstay.	<ul style="list-style-type: none">• Rules need to be better enforced regarding hours.• Cancellation bug has been reported.

NEXT STEPS

The second semester of the 2022-2034 academic year is quickly coming to an end. To best prepare for the incoming semester, we have outlined three steps that represent our biggest focus for the final weeks.



No. 01 – SG Transition

The current SG team (Catalyst) will be formally handing off the role of the sitting SG to the newly-elected team (Lotus). This will formally take place on May 1st.



No. 02 – Formalization of Roles

Part of the inefficiencies we have identified is the fact that the lines are blurred as to who does what, and what exactly the roles are. We are thus updating the SG by-laws, the class representative guidelines, and more.



No. 03 – Communication Channels

We strongly believe that by enhancing the quantity and, importantly, quality, of communication between stakeholders, we will be able to better address the deeper problems we face as students at IE.

We thank you for your continued support in our efforts to contribute to our community.

THE 2022 SG TEAM



THE 2023 SG TEAM



ACKNOWLEDGEMENTS

Thank you most importantly for your engagement with your role as class representatives. When we each strive to be a little better every day, we end up making leaps forward together in addressing our concerns.

"Coming together is a beginning. Keeping together is progress. Working together is success." - Henry Ford

We thank you for your continued support in our efforts to positively contribute to IE.



Our Channels ^{*hyperlinked}

-  @ieustudentgov
-  @IE this Week Chat
-  Athletics Center Chat
-  Monthly Newsletters in your inbox
-  IE Connects SG Page
-  Contact any of us directly! (Pg. 3)