

Dear student,

Two weeks ago we wrote to you together, as your Students' Union and University, to reiterate the most important things we need you to know and do to help ensure we all remain as safe as possible during the coronavirus pandemic.

The Principal sent information specifically about the national restrictions last week. With this email, we want to tell you more about what your University community is doing to keep you safe and well, and what you can do to help us with that. We know just how difficult these times are and the stress that the uncertainty will be causing for many of you. Please be assured that your University and your Students' Union are here for you and will do everything in our power to ensure your safety and provide you with support.

Many thanks to all of you who are following the guidance from us and the Government. It really does make a difference: on 6 October we had 51 known live cases at our University, 49 of which were students; on 6 November that number had fallen to just 16, of which 12 were students. You can find the latest figures on [our website](#).

However, we cannot be complacent. England has entered a period of national restrictions because Covid-19 cases are rising rapidly across the country. The Government has confirmed that universities will remain open for both online and face-to-face teaching. We will continue to support students in every way possible during this time but we must all redouble our efforts and make sure we remain Covid-secure across our campuses.

Wellbeing

The University and your Students' Union are working together to ensure you are as safe and supported as can be at this incredibly difficult time. As part of this, the Students' Union is launching the "Be Kind" campaign with a focus on being kind to your mind and to each other. Please do respect other students and staff both on-campus and online, consider how each of us are dealing with individual situations during this pandemic and ensure you follow the Covid-19 guidelines so together we can all keep each other safe.

While the national restrictions have not materially impacted on life at Queen Mary, we remain committed to supporting you. You can access a range of support services through the [University's Wellbeing pages](#) and on the [Students' Union Advice and Support page](#). The University's [Financial Support Fund](#) is also available if you are facing financial hardship.

Your Students' Union

Your Students' Union is working with the University make sure you can continue to enjoy a full university experience despite all of the restrictions, with your elected representatives providing constructive challenge and support to help shape the University's work to ensure your safety and wellbeing. Thanks to this joint effort there is a revised programme of online activities, with new [events](#) regularly being added to the schedule. Our [Clubs & Societies](#) are also continuing to offer a range of online opportunities to get involved.

Security

Keeping safe and Covid-secure is a whole-University effort. Perhaps the most visible service on campus is **our Security team** who work round the clock 24/7 to keep our spaces and us safe and secure.

The single most helpful thing you can do to support them in their work is to show your ID card when asked. Most students are happy to do this, but unfortunately some do refuse. If a student refuses to show their card, Security don't know whether or not they are a student, and so have to spend time trying to identify them – time that would be better spent patrolling our campuses, ensuring people are following the Covid Code, and keeping us all safe.

Residences

Our Security team works seamlessly with **our Residences team**, who look after all of you who live on our campuses. It is our Residences team who have been looking after those of you in halls who have had to self-isolate. Maintaining our Covid-secure measures in our residences is one of the most vital and also most difficult aspects of our work. We have around 1,900 students living on our campuses at the moment and the majority of you are sticking to the rules. However, during September and October, our Residences and Security teams dealt with around 25 instances of large gatherings within our halls, some as large as 50 in one kitchen. As a result, we have had to write formally to around 225 of our students (12% of residents) who have put themselves in these situations and endangered the health not only of themselves and others at these gatherings, but also of the households they returned to at the end of the night. It is often our Security or Residences teams who spot these gatherings. Sometimes, other students alert us – students who are worried about the consequences of their housemates engaging in these parties. We are safest when we are all vigilant, so please do continue to share any concerns with us. You can contact Security at any time on 020 7882 3333.

Your School or Institute

All University services work together and with your School/Institute so that the support you receive covers all aspects of your life with us. This means that, if your School/Institute becomes aware that you need some support, they can access that for you quickly and efficiently. It also means that your School/Institute is made aware of any issues that arise outside of your studies, for example in our halls of residence. Particularly significant issues, such as breaking our [Covid Code](#), may be recorded on a student's record, which can be potentially damaging for certain future career paths, including medicine, law, accountancy and others.

Supporting one another

We are living through incredibly difficult times and we know that the new national restrictions may be distressing for some of you, but please be reassured that your safety, security and wellbeing are our highest priority. Once again, thank you so much for playing your part in making looking after the wellbeing of yourself, of others, and keeping our campus safe.

Best wishes,

Stephanie and Shamima

Professor Stephanie Marshall

Shamima Akter

Vice-Principal (Education)

Queen Mary University of London

Students' Union President, on behalf of the Students' Union
Executive Officer team
Queen Mary Students' Union

