



FROM STUDENTS TO STUDENTS

The beginning of this school year has been marked by deep changes in the existing dynamics within the ISCTE-IUL campus. Understandably, this situation has generated some discomfort with the student community, since they are problems that, directly or indirectly, influence the living conditions of the students of this Institution.

This document comes to clarify the positions and proposals presented by the ISCTE-IUL Student Union Board. It comes, in this way, to expose the work that has been carried out in favor of the resolution of the subjects described below:

Student-Athlete Status

The Student Union Board, together with the ISCTE-IUL Sports Services Unit, has sought to improve the conditions of our student-athletes.

The main flag of this synergy is to create and approve the new student-athlete status of ISCTE-IUL with new eligibility criteria and rights for them. This project arises from the approval of Decree-Law No. 55/2019, which came to allow the Higher Education Institution to create new added value for students who practice university sports or federated competitions.

At the same time, the AEISCTE-IUL Board is building a document that will highlight certain problems existents in the Institution related not only, but also with university sport, proposing improvements and proposals for solutions to them. This project aims to be the starting point to improve the quality of the institution's sports offer and to advance it to become one of the greatest powers in national university sport.



Residences

The current residence of ISCTE-IUL in Santa Apolónia responds to the need of some of our students seeking accommodation, and every year a set of beds is available at lower prices for displaced scholarship students. It is important to refer that the residence of ISCTE-IUL is not the Social Action Service, as such does not receive any direct financial support from the State and must use its revenue for this purpose.

The value of the rooms of the residence has been updated for this school year, but vacancies remain safeguarded for displaced scholarship students. It is important to enhance that the monthly currently practiced for displaced scholarship students is equivalent to the maximum amount of the monthly private accommodation supplement: 174,30€. Thus, the price update did not spoil the permanence of these students in this place of accommodation, because the value of the accommodation supplement they receive covers the value of the income. Even if this financial support is not delivered in advance, there is flexibility on the part of ISCTE-IUL to agree on a payment plan that meets the student's needs.

To improve the housing conditions and safety of the residence, works are being planned, as well as the renovation of furniture and equipment of the spaces. The AEISCTE-IUL Board insists on the urgency of carrying out these interventions and intends to continue to intervene to improve the conditions of this which is the only functional residence of the Institution.

In addition to the changes envisaged in the current residence, an investment by ISCTE-IUL is being requalified in the requalification of the former Odivelas Institute for the installation of a university residence with about 150 beds. Although this process is time-consuming and its



conclusion will not be this year, the AEISCTE-IUL Board will seek to monitor requalification work and keep its students informed about it.

Student Counseling Office

At the beginning of June 2019, the AEISCTE-IUL Board became aware of the proposal to recast the Student Counseling Office (GAA) for the 2019/2020 school year and sought to clarify, with the Rectory, how would be the new form of action of the Same.

Also in June, in a first meeting with the Dean about the subject, we were explained that the GAA would focus on the dynamism and awareness of the student community for prevention activities related to mental health, as well as on ensuring the processes of the diagnostic evaluation of students who sought the GAA. After making a diagnosis, the students would be referred to a specialized clinical service, in a health care unit. This situation alarmed the AEISCTE-IUL Board since the psychology clinical support existing in the GAA was free access and strongly requested by the students. At this time, we have sought to raise awareness that the need for the cabinet to continue to work along the same lines to ensure the well-being of our student community. However, in the absence of agreement between both parties to maintain the service in an existing manner, it was established that, after the holiday period, we would meet again to discuss this matter. During the summer vacation period, the AEISCTE-IUL Board received several testimonials from students who benefited from the support provided by this unit.

These testimonies mirrored their displeasure with the proposed changes. In order to have the opinion of these students before taking into account the redefinition of the objectives of the service, a



document was sent to the services of the Rectory that compiled the testimony of these students, anonymously.

Nevertheless, the AEISCTE-IUL Board sought, together with the Student Centers of ISCTE-IUL courses, to find alternative measures that made service maintenance feasible. It was concluded that, in the event of the extinction of this functionality by the GAA, ISCTE-IUL should guarantee gratuity of the service, this same aspect being essential for scholarship students, displaced students and special educational needs students.

As agreed, before the beginning of the school year, a second meeting was held with elements of the Rectory, where it was explained that there was no hypothesis of the clinical psychological support service continuing to be provided in the GAA. The reasons presented relate to the inability to respond to the number of existing support requests in the waiting line, which was higher than the number of students with effective access to support; and the consideration of not being the responsibility of the Institution to support, execute and monitor a unit with clinical psychological support as its activity.

The molds defined by the Rectory focused on ensuring the student's diagnosis consultation by the GAA. If the diagnosis proves necessary, the student will be referred to as psychological support services. To ensure the availability of the service to the students, the solution consists of the performance of an adherent to the protocol with the clinical unit of SAMS, based on the campus. This change presupposes consultations of the psychology specialty every weekday, except on Tuesdays, with a duration of 45 minutes and the possibility of consultations being made in Portuguese or English. ISCTE-IUL ensures the gratuity of consultations for scholarship students. However, the value of consultations for the remaining students is not yet defined. In



the long run, GAA is also responsible for studying student satisfaction with the quality of consultations.

At this time, the ISCTE-IUL Social Action Service, which the GAA integrates, is responsible for drafting the regulation of consultations for scholarship holders.

AEISCTE-IUL Board is committed to maintaining its contact with GAA and rectory, to see if monitoring effectively and the search to understand with students their satisfaction is happening. We know that it is not the desired solution for our students and within what we can continue to look for better.

New Study Room and Student Centers Of ISCTE-IUL Courses

These two objectives of the 2018/2019 Mandate Board were not ignored by the current Management. The projects were followed up to ensure that they were implemented at the beginning of this school year, allowing the improvement of the conditions of study and life of our students.

Unfortunately, it was not possible to inaugurate in the previous school year, due to the successive delays in the execution of the works of requalification of spaces, however, through joint efforts with the services of ISCTE-IUL it was possible to realize this flag.

The New Study Room, next to the Board room of the Students Union was inaugurated on October 21 and has been bridging the lack of study spaces felt by our students. Currently, this location is operating from 9:00 am to 11:00 pm during the useful days and is accessible to any ISCTE-IUL student.

After the inauguration of this space, the priority of the Board became the completion of the process of opening the most recent space for the Student Centers of ISCTE-IUL courses. With the growth in



the number of Student Centers, the need for a space with conditions has become evident so that the fourteen entities can develop their projects with higher quality, in an environment that promotes teamwork. In this sense, it was with great satisfaction that on November 6 occurred the opening of the room took place during the 5th Plenary Meeting of ISCTE-IUL Courses Student Unions.

At the same time, there were refurbishment works in the electrical installation and furniture of the microwave room of AE which is one of the spaces with greater adherence to our students during the meal period. Since this place was the only microwave room available to ISCTE-IUL students, ISCTE-IUL services were agreed with the services of THE ISCTE-IUL permanent access to the pantry of Floor 3 of Building II.

Conditions at Bar AE

Bar AE is an integral part of the lives of many ISCTE-IUL students, whether as a place of a meal or as a space for conviviality. However, this space is with some barriers for students with reduced mobility who can only access the space from abroad without any viable alternative through the interior of Building I.

In recent weeks, the AEISCTE-IUL Board has sought to know the causes for disabling the existing elevator in space because it is the only equipment that allows these students to access the space coming from the interior. After the survey of a competent authority, it was concluded that the elevator does not respect the legal conditions for its use and, as such, will have to be deactivated, and the possible alternatives are being studied.

As one of the most circulated places on the ISCTE-IUL campus, the Student Association Board is aware that an ongoing effort is needed



to ensure the necessary conditions of this space to the student community.

Pigeon Circulation in Campus Buildings

The AEISCTE-IUL Board is part of a working group, with several units and services of ISCTE-IUL, aimed at creating measures that reduce circulation and pigeons on campus. Although this is also an existing problem in various parts of the city of Lisbon, it is notorious the negative impact it has on our institution both for public health reasons and because it is concerned about the hygiene conditions in the meal steals.

Before the start of the school year, the working group developed the first plan of measures to combat this situation, namely:

- Definition of spaces for meal purposes and strengthening their cleaning;
- Placing wind curtains at the entrances to the Bar AE;
- Network placement in the windows of Bar AE;
- Use of outer containers with the lid closed.

The proposal to strengthen cleaning, as well as the measure on external containers were implemented at the beginning of the class period.

Concerning wind curtains and the network, they will be placed soon, and their delay was held with the obligation to pre-study the feasibility of changes in the space of the Bar AE.

After the implementation of all these measures, the control and monitoring on them to verify that they have effectively contributed to reducing the circulation of pigeons in buildings will be made.



New Building Canteen Award II

The school year 2018/2019 ended with the certainty of who would be the new concessionaire of the canteen of Building II and the operating conditions of this space. Until the start of this school year, the AEISCTE-IUL Board had not been informed of the public tender that took place for the concession of this space. Having said this, before the official start-up of the school year, the Board met with the Rectory of ISCTE-IUL to expose its concern to start the school period with the canteen of Building II closed and Bar AE's inability to respond to the daily healing proof the ISCTE-IUL community. At this meeting, it was explained that the competition for the concession of space was delayed and that the new company would not go into operation until October. As such, after the dialogue between both parties, the expansion of the ITAU dealer's service period was presented as a measure. In this sense, the Rectory contacted the company ITAU, which agreed to keep its service active in September. That same month, the Rectory entered into the contract with the previous concessionaire, which guaranteed to enter into activity only from the second week of October.

After the AEISCTE-IUL Board was informed of this situation, she was alarmed to learn that for a week the AE Bar would be the only space to provide complete meals at the price of the Social Action menu in the *campus*. The Board met with the Rectory of ISCTE-IUL to expose the difficulty of the Bar AE to respond to the search for the community, translated into an aggravation of overcrowding and waiting time. In this meeting, the Board proposed the temporary opening of the new study room as a dining space. Following this meeting, the proposal presented was accepted by the Rectory. Additionally, the Microwave room of Floor



3 of Building II was accessible to para students who could heat their food, and this space would become a permanent dining space.

After the resolution of the problems generated by the delay in the entry of the new concessionaire, the efforts of the AEISCTE-IUL Board focused on ensuring the existence of a social meal in this establishment. Since the concessionaire's mandatory work contained in the specifications, it became necessary to enter into negotiations with the Rectorry and the new commitment to achieve this goal. In this sense, a meeting was convened between the three parties to reach an understanding on this subject and where the AEISCTE-IUL Board exposed the urgency of this canteen to provide the social menu, explaining that it became unbearable for the concessionaire of Bar AE to be the only space to provide this type of meal. This situation did not leave those present indifferent to the problem and the negotiations ended with the commitment of the concessionaire of Building II to ensure the social menu at 2.75 €. At this time, the Rectorry and the new dealer are setting the last details to start selling the social meal in the canteen of Building II as soon as possible.

The ISCTE-IUL Student Association Board regrets this troubled beginning of the school year. However, negotiations with the Rectorry and the new concessionaire have proven to be fruitful with the commitment to reintegrating the social meal menu into the canteen of Building II. Despite this, the Board will follow the process of implementing it and ensure that the quality of the meal is not called into question.



AEISCTE IUL

ASSOCIAÇÃO DE ESTUDANTES DO ISCTE-IUL

Finally, the ISCTE-IUL Student Union Board is committed to continuing to work on resolving these situations, listening to its students and keeping them informed of AEISCTE-IUL's decision-making

Because what we do is always from Students to Students,

João Fernandes



(AEISCTE-IUL Students Union Board President)