

Short concept „stuvus box“

What is the problem?

When students have problems, concerns, suggestions, and ideas that they would like to share with us in the student representation, they have not had a suitable way or there is no clear way of communicating their concerns to us. As a result, we at the student council have no knowledge of the concerns of the entire student body and our knowledge of students' wishes and problems is usually limited to the personal environment of the stuvus activists. In the case of a concern, contact with representatives of the student body usually only takes place after initial personal contacts, which usually only arise through interpersonal relationships. We want to change this situation and offer various uncomplicated contact options for students.

The idea:

Different formats of a "stuvus box" are to be established. This should give students the opportunity to tell us about their concerns. Ideas for improvement, feedback, and complaints as well as problems of all kinds that affect them. There will be a letterbox at Nili and one in the foyer of library in the town enter, which will be freely accessible to all students. The letterbox will be emptied at least every 2 weeks.

As a further format, there should be the possibility to contact stuvus by post with letters that can be addressed to the students' house.

The last form of contact is a digital one. There will be two different options for this

- a contact form on the website (stuvus.de/stuvus-box)
- contact by e-mail

All information will be treated strictly confidentially to ensure anonymity. More details can be found under data protection and anonymity.

The aim

The "stuvus box" is intended to enable students to contact the student council anonymously. This new contact option, in addition to the already established ones such as social media, e-mail or telephone, should enable more students to be reached. By making it easier for students to contact the student representatives, it is possible that more feedback, both positive and negative, will be given to stuvus, which will serve to improve all its work.

The implementation

In the summer semester of 2021, the "stuvus box" is to be set up and from then on become a permanent institution of stuvus. This will include the following elements:

- **Mailboxes:** Lockable mailboxes are to be installed outside the Nili in Vaihingen and in the university library in the city centre. This should give students the opportunity to

anonymously post a note with their personal concerns (feedback of all kinds: ideas, suggestions, criticism, problems, worries) at any time and inform us about them in this way without feeling shame or discomfort.

- **Contact form:** A contact form and an e-mail address are to be set up on the stuvus website. In doing so, if someone is available to answer questions, the email address can be given, but does not have to be. Thus, the contact form is also anonymous. Please note that anonymity is not guaranteed when the st-mail address is given. No other details need to be given either, so that as little personal data as possible is collected. More on this under the point data protection and anonymity.
- **Processing of messages:** A fixed group of persons (presumably 2 persons) from the Executive Committee and the GDS unit are responsible for processing the messages. Only they have access to the messages/the key with which the "stuvus box" can be opened. This guarantees confidentiality. Personal data will not be passed on or stored. The messages are passed on to the persons to whom the feedback is addressed. A regular update in the board meetings would be conceivable. The messages taken from the "stuvus box" should be implemented in a timely manner, in the form of projects or improvements to existing projects. The responsible persons try to process and pass on the messages within 2 weeks.

Data protection and anonymity

To ensure anonymity, we provide the following notice both on the letterbox and online:

"This is an anonymous contact. You do not have to give any personal data, unless you feel it is necessary to explain your concern. Please describe your problem in as much detail as possible, as anonymity prevents queries. In this way, we do not store any personal data. However, we will store your message for processing and pass it on internally to the relevant departments. We also collect an anonymous overview of all complaints, which is deleted every 2 years. The data protection information from the stuvus website (stuvus.uni-stuttgart.de/en/contact/) also applies."