

*the
big impact.*
17/18

If you want to know more about how we're measuring
the Big Plan email suwebsite@gre.ac.uk.

Greenwich Students' Union's (SU) Big Plan, our three year strategy, has completed its first year and we are immensely proud of the success we have had to date. Everything the SU does is intended to ensure our members are empowered to change the world and have an amazing time at Greenwich.

The Big Plan has eight outcomes that all our activities work toward. The data below is broken down into those eight outcomes, detailing key achievements and impact indicators. What we did, and what your feedback is.

Representation

The needs and aspirations of the SU's diverse membership are reflected in our activities, services and policies.

What We've Done

Consultation with over 1,300 Students on the way your SU is governed.



78% of our target Academic Representatives recruited and 47% trained in how best to represent your academic interests.



688 staff nominations in our Student Led Teaching Awards.



£12,000 of HEFCE funding secured to address an inclusive curriculum through Curriculum Consultants.



Created a new representation role for Medway Campus, starting September 2018.

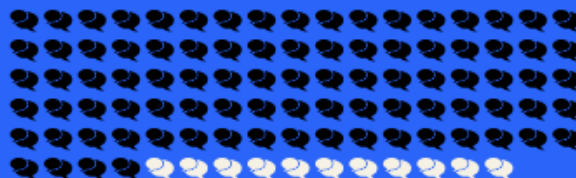


An increase of 150% for election nominees.



What You've Said

Our 'Academic Advice' is the most satisfactory service your SU provided this year with 89% of service users 'Satisfied' or 'Very Satisfied'.



■ Satisfied (89%) ■ Unsatisfied (11%)

You want direct consultation most when it affects your course.



■ Your course ■ Extracurricular Opportunities ■ Uni Organisation
■ Personal Support ■ SU's governance ■ Local Community

"I thought the training was very good - the man who lead it was very engaging too. It was very helpful and inspiring."

Trained Programme Representative

Influencing The Uni

To have influenced the activities, services and policies of the university in a way that reflects the needs and aspirations of our diverse membership.

What We've Done

We have built a key relationship network with the University including:



Your President is a full member of the University's top governing body.



1-2-1's with your Officers and University Directors and Senior Leadership.



Student representation at Student Experience and Learning Quality and Standards Committees



We have directly influenced the look, feel and overall design of the University's new Dreadnought building.

We've successfully lobbied for:

- promotion of Extra Curricular Events in lectures,
- commitment to improve the Bus Services,
- £50,000 to develop the University's academic community,
- the BAME Attainment Gap research, helping to secure £12,000 for 'Curriculum Consultants',
- prioritising the University's Sexual Violence Policy and provide training to staff.

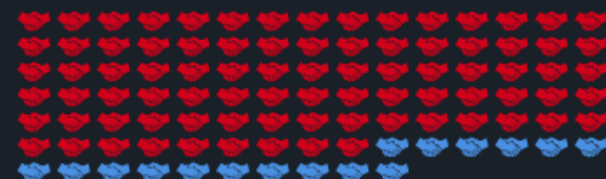
What You've Said

85% of our key University Stakeholders agree that the information and insights provided by the SU have directly influenced the University's activities, strategies and policies.



■ SU Influences the Uni (85%)
■ SU Doesn't Influence the Uni (15%)

88% of our key University Stakeholders agree that there is a strong working relationship between the SU and the University.



■ Strong Relationship (84%) ■ Not Strong Relationship (16%)

"The voice of the SU is always welcomed and encouraged with major projects and policies, as they are constructive as well as critical."

University Director

Wider Influence

To have influenced local and national activities, services and policies in a way that reflects the needs and aspirations of our diverse membership.

What We've Done

Our Head of Commercial Services sits on the local planning committee for the Royal Borough of Greenwich.



Your President, 17/18 Meike Imberg, was successfully elected to the NUS Union Development Committee, having a direct say in the way SUs operate and maximise their affiliation with NUS.

Our activity has influenced Student Experience discussions between the University's senior leadership and their peers in other UK universities.

Our CEO, John Schless was made an ACEVO Fellow.



We have cemented a joint strategy with GK Unions for Medway Campus and opened a dialogue with Partner Colleges

What You've Said

79% of members that are aware of our campaigning are either satisfied or very satisfied with our progress.



However over 50% of our members are unaware of the campaigning we do. This is something we will improve our communication about moving forward.



"It is interesting what priorities the SU has identified and that has informed some conversations that I have had with other UK Universities."

University Alumni Team

Employability

Student staff, elected representatives, volunteers and group leaders recognise they have gained skills that contribute to their employability

What We've Done

Formalised a comprehensive induction plan for new Student staff.



Provided SU wide training opportunities.

Created an appraisals system for Student Staff, highlighting transferable skills.



We have put £200,000 back into student pockets, through jobs at the SU.

What You've Said

84% of staff stated that the SU has equipped them with skills for future employability, with 'Customer Services' as the highlighted theme.

■ Feel Employable (81%) ■ Don't Feel Employable (19%)



For the first time, we know that 60% of students agree that being an active member of a student group has made them more employable.



■ Feel Employable (60%) ■ Don't Feel Employable (40%)

We recognise the need to build further relationships with the Employability and Careers Service who have said:

"There needs to be more cohesive thinking about the offer from a student perspective as the current situation can create confusion about who to talk to when."

Health and Wellbeing

Our members can identify health and wellbeing benefits of engaging with SU services, activities, societies and sports clubs

What We've Done

Provided support for the "Res Life" Programme in Halls.

Provided an advice service to 743 students.



Supported over 5,000 members of Sports Clubs and Societies.



Made a successful bid to the University development fund to develop stronger academic communities with our new Academic Communities Coordinator.



Increased the healthy food and drink options from our outlets including a very successful Veganuary menu.



What You've Said

Over 80% of members in our student groups agree that they have enjoyed the experience, made friends and feel more connected to other students.

■ Enjoyed Membership (82%) ■ Didn't/Weren't Sure (18%)



68% of students agree that being an active member of a student group has had a positive effect on their mental health.



■ Increased Mental Health (68%)
■ Haven't Registered an Increase (32%)

And over half agree the SU provides positive healthy food and drink options.

"Opens doors to new opportunities such a Varsity, it also brings people together and keeps me active throughout the week"

Team Greenwich Member

Student Communities

Our members will feel connected with, supported by and enjoy being part of the student community and the SU.

What We've Done



We redesigned and developed our Village Shop provision, including fresh, hot food and a Starbucks coffee offer.

We ensured Students were at the heart of the design of your new SU, opening in Dreadnought building from September 2018.



We have consulted our members on the design and functionality of our new bar, Lower Deck and our new Coffee Shop.

We used the new sports fields at Avery Hill to host another successful Varsity against our friends, GK Unions at Medway.



We also hosted the most successful Student-Led Teaching Awards to date with 688 staff nominations collected.



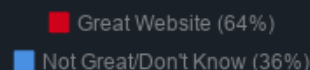
We took the hard decision to close Sparrows Bar and will focus on services that will build a stronger, more inclusive, student community at Avery Hill.

What You've Said

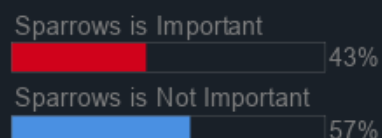
60% of our members agree that our spaces, and those run by GK Unions, are welcoming, meet their needs and are easy to get to.



64% of our members agree that the SU website is also welcoming, meet their needs and is easy to use.



57% stated that Sparrows Bar was unimportant, making it the least important service the SU provided this year.



Money Management

Our members to feel that the SU is helping them to manage their finances effectively.

What We've Done

Provided £44,598 in financial benefit to members through our financial advice service.



We have assisted a member in receiving £1,200 of the University's hardship fund.



We have created job opportunities for students in the amount of £200,000.



We altered the way in which we fund Student Groups, with a 3 tier system, making it completely transparent to student groups.

What You've Said

93% of service users were 'Satisfied' with our 'Financial Advice' service.



■ Satisfied With Advice (93%) ■ Not Satisfied (7%)

"Very supportive advisor. She really helped to make sure I was given all of the information required."

Greenwich Student

Student Group Leaders rated the new financial system as 'Good' or 'Great':

"Online forms have been a great help in getting decisions made quickly and effectively"

Student Group Leader

Local Community

Our members, and the SU as an organisation, are viewed by local partners as a positive asset to the local community and vice versa.

What We've Done

We worked with the University to promote local student deals and created a partnership with local businesses which we are now rolling into the 'NUS Extra' upgrade "Totum".



We have built a closer partnership with Charlton Athletic, as a part of a wider Sports Strategy with the University.

We advertised our venues for private hire to the local community.



What You've Said



We have signed up 41 local businesses to the Town of Greenwich programme and they are excited about the opportunities presented by Dreadnought.

200 Students attended a special Charlton Athletic game during the Welcome Weeks.



60 private hire events over the last year, all with positive feedback from the organisers

The data in this report has been collected via four key sources:

- **Student Satisfaction Survey, May 2018**
- **Stakeholder Feedback Survey, June 2018**
- **Staff Satisfaction Survey, February 2018**
- **Student Group Leaders Survey May, 2018**

The summary reports of these surveys are all available for download online at www.suug.co.uk/bigplan/impact.

