

# WORCESTER STUDENTS' UNION IMPACT REPORT 2017/18



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Hello from the team here at the Students' Union (SU). Each year we produce our Impact Report to highlight and summarise the success of the Union, our elected Officers, and staff. I hope you enjoy reading this report for the academic year 2017/18. With the vision of the Union 'representing and supporting students to develop and achieve' still our overarching goal as an organisation, we were extremely pleased to have been nominated for 'Union of the Year' by NUS. The last few years have been very positive with student satisfaction growing year-on-year. The SU is a place for students to get involved, gain invaluable skills, and get a rounded university experience. After two years in office, I am extremely sad to leave, but I am so proud of what we have achieved over that time and it is an experience I will treasure and never forget.

As always, the year started with a busy Welcome Week and a big focus on "early starter" students. This was something we felt needed improvement and for the first year ever we had a programme of events for students who arrived prior to the main Welcome Week. We were extremely pleased with the engagement from these students who typically aren't as involved in the Union due to the demands of their course. From these events we then saw continued engagement throughout the year. We also carried on the 'Every Other One Water' campaign as well as continuing to promote the 'How Are You Getting Home?' campaign with our partner nightclub, Tramps.

Semester One saw the 'New Year, New Soc' campaign, which encouraged students to put forward ideas for new societies and in return receive a free pair of socks (we know how much students love freebies!). As a result of this campaign, three new societies were formed and scores of students were linked in with existing societies. We also saw all eight of our Part Time Officer positions filled, which ensured we were fully representative of our diverse student body. These Officers should be incredibly proud of all of their hard work over the year. They are some of the most hard-working and dedicated students I have ever come across, and they provided so much for our student body. We continued to produce our 'Worc Hard, Play Hard' student magazine which had over 40 articles written by students throughout the academic year.

Mental health continues to be a key focus for the Union and we were pleased to invite the 'Off the Scale' bus on to campus. 'Off the Scale' is an independent non-profit organisation that sells vintage clothes to customers whilst engaging in conversations around mental health and general wellbeing. This proved to be a huge success, attracting dozens of students and staff and highlighting that it is okay to not be okay and what support is available.



Students have continued to dedicate a huge amount of their time volunteering on campus and in the community. In total, they volunteered 18,905 hours, which included our 599 Course Reps. This year, our Vice President Education reformed the academic representation system which has not been an easy task but the improvements are immediate and I know this is the start of a great system. Our student engagement team continued to work on brokerage in the community, ensuring we have as many opportunities for students as possible and that our students have a real impact on the wider community.

After a great year of fundraising last year we set ourselves even higher targets. Following a student vote, we were pleased that our charity for the year was the Alzheimer's Society. We exceeded our own initial target of £10,000 and raised an incredible £17,993, resulting in us being shortlisted for a national student fundraising award.

Varsity was once again a huge success - even though I am sad to say we didn't bring the trophy home. It was extremely close, with the final score standing at 14-13 to Gloucester. The events were all friendly, enjoyable, and safe. This year we worked closely with the founders of 'It Takes Balls to Talk', hosting the campaign on 'Worcester Wednesday' - our biggest Varsity fixture. The campaign focuses on men seeking help for mental health and this was something the Union felt it was important to address and we were

pleased to speak to hundreds of students on the day.

Our year ended with our Celebration Week events - Union Awards and Colours Ball. Following feedback about ticket costs, we introduced the sale of tickets through Reach, enabling students to use this opportunity to purchase their tickets. Over the two events, 260 tickets from a total of 505 were purchased through Reach, helping us achieve a great turnout to both events.

Finally, I would like to thank Euan Morrison and Sophie Glenny for their hard work over the academic year. They both achieved great things and I hope they are happy with their terms in office. Congratulations to Euan on his re-election, and to Lucy and Harrison for their elections into post for 2018/19.

The relationship between the University and Union has flourished and I know it will continue to do so. The staff will carry on working hard on campaigns and representation, and continue to run relevant activities for students.

Thank you to everyone who has helped produce what has been a brilliant year. I am extremely proud to have been a part of everything the Union has achieved.

Best wishes,  
**Jade Haley**  
*(Worcester Students' Union President 2016-2018).*

# OUR VISION

REPRESENTING  
AND  
SUPPORTING  
STUDENTS  
TO  
DEVELOP &  
ACHIEVE



## HOW WE HAVE LIVED OUR VALUES THIS YEAR:

### Accountable

- Established wide-ranging organisational KPIs
- Held our inaugural Course Rep Conference with 90 attending
- Welcomed NUS Vice President Higher Education, Amatey Doku, to our All Student Meeting
- Solid commercial performance
- Had 912 students fill in our first ever 'Big Worc Survey'
- Produced regular Officer Vlogs to keep our membership updated on activities, each having an average of 1k impressions on Facebook
- Visited our Course Reps studying in Devon and Cornwall

### Professional

- Shortlisted for Union of the Year in the NUS Awards 2018
- Students' satisfaction with us increased to 73% in the University's Course Experience Survey
- Went up 31 places in the WhatUni rankings to 32nd out of 126 Unions
- Amongst the top 10 most improved Unions nationally in the Times Higher Education Student Experience Survey, climbing 30 places
- Achieving 'Very Good' in the Green Impact accreditation scheme
- Hosted Sky News and a regional workshop for the Office of the Independent Adjudicator for Higher Education
- Had over 2,000 more enquiries through our Welcome Desk than in 2016/17
- Achieved Gold Best Bar None accreditation

### Positive

- Had 40 students contribute to two more editions of Worc Hard Play Hard
- Increased our engagement across all social media platforms
- Increased our memberships of societies and sports clubs
- Had an LGBT-themed Varsity logo designed by a student member of staff
- Delivered 'Look After Your Mate' training to our new Inclusivity Reps
- Organised a range of campaigns around mental health, including initiatives like the 'Off the Scale' bus and It Takes Balls to Talk
- Gave reward and recognition to core and student staff, as well as to Part-Time Officers, for excellent work

## Inspirational

- Raised £17,993 for charity
- Helped 200 students volunteer 18,905 hours of their time
- Had the most diverse elections in terms of candidates, with four candidates with physical disabilities and a 250% increase in female voters
- Student Council was over-representative of Worcester students in terms of BAME members
- Our President sat on a Panel Debate at the Hay Festival with the University's Vice Chancellor
- Saw incredible activities from our Part Time Officers eg. LGBT month, a #ThisGirlCan video (had over 11,000 views), and food and feminine hygiene drives
- Facilitated student nurses' participation in Parliament's #bringbackthebursary campaign
- Got rid of our plastic straws! We now only offer biodegradable ones

## Student-centred

- Our new Code of Practice for academic representation was agreed and adopted by the University
- Had the highest engagement in our leadership elections since 2012 at 17.8%, with 161% increase in votes from 2017
- Spoke to almost 1200 students when we went Out and About a total of 47 times
- Received almost 600 nominations in the Student Choice Awards (98% increase on last year)
- Dealt with 238 student cases and 530 contacts in our Advice Centre
- Paid 36 student staff £72,068 over the year
- Had 750 students attend our Housing Fair and delivered our first ever Employability Fair
- Contributed to and cited in the NUS Poverty Commission report
- Produced a booklet for students on completing job application forms

## Entertaining

- Increased attendance, sales and profit in the refurbished Hangar, exceeding stretch targets
- Devised and staged a new programme of events for the cohort of early starters on vocational courses and from other countries
- Saw 27 student-led events take place in The Hangar
- Doubled the number of societies and clubs holding events in our space over the year, most of which were charity fundraising events
- Had more students attend Varsity fixtures than in the last two years, totally selling out four fixtures (previously never achieved)
- Welcomed 505 students and staff at our Celebration Week events
- Hosted the University's staff Winter Party
- Were visited most days by Toby, the Campus Cat – always a winner



# CORE GOAL ONE:

**INCREASE**  
THE NUMBER  
OF **STUDENTS**  
WHO KNOW  
ABOUT AND  
USE OUR  
**SERVICES**



### OUTREACH

SU staff and Officers went out and visited different parts of the University estate - most frequently at City Campus - 43 times this year, spending around 80 hours talking to over 1,100 students. During these sessions we...

- ✓ Promoted our campaigns like Don't Rent Yet, The Safe Sex Express, and The Last Straw.
- ✓ Encouraged students to nominate staff in the Union Awards
- ✓ Advertised student staff jobs in the SU
- ✓ Gave advice about how to make mitigating circumstances claims and made referrals to the Help & Advice Service
- ✓ Promoted our Leadership and Autumn Elections
- ✓ Encouraged students to register to vote
- ✓ Consulted students on our governance review
- ✓ Educated students on the Course Rep system

### #THISBUCSGIRLCAN



The SU's Marketing and Communications Assistant worked alongside VP Student Activities, Sophie Glenny and Robyn Platt, Women's Officer, to produce our #ThisBUCSGirlCan video. In support of Sport England's 'This Girl Can' campaign, #ThisBUCSGirlCan highlights the opportunities for women to get active and play sport whilst at University.

Our video featured footage and testimonials from some of our athletes in Women's Rugby, Women's Basketball, Women's Cricket, Women's Football, Pole Fitness, Cheerleading and Zumba. The video was our most successful post on social media for the entire year, reaching almost 12,000 users and receiving engagement rates almost ten times the average.

### MARKETING & COMMUNICATION

Over the past year we've worked hard to make sure SU communications are relevant and engaging for all of our students. We've used online, physical, and face-to-face promotion to make sure our students are informed and updated on all the work we're doing here at the SU.

Our students are at the heart of our social media communications. We listen to their feedback, gain their input, and make sure our content is tailored to them. Our social media platforms continue to grow and we're adding new followers every day.



WSU  
**6,626 likes**

The Hangar  
**679 likes**

#TeamWorc  
**2,283 likes**



Twitter  
**6,763 followers**



Instagram  
**1,179 followers**

Our student staff team have also been working hard and have produced a lot of exciting and distinctive artwork for all of our campaigns and events. We love them.



# THE BIG WORC SURVEY

Our first Big Worc Survey ran throughout May, with 912 respondents.

The survey consisted of 60 questions, covering students' general knowledge of the SU, and its range of activities and services. Questions gauged levels of knowledge, engagement, and satisfaction with the SU, and answers will allow us to test ourselves against our new KPIs.

## Overall findings were:

- The majority of respondents were either satisfied or very satisfied with the SU
- Most respondents were aware of the services offered by the SU
- Over 60% of respondents had used an SU service during their time at university
- 68% of respondents either agreed or strongly agreed that the SU represents them and gives them a voice within the university
- 45% of respondents did not know who the Full Time Officers are and 79% did not know who their Part Time Officers are
- Over 70% of respondents knew of the Course Rep system and who their own Course Rep was
- 65% of respondents were aware of the SU Help and Advice service
- 55% respondents had attended an evening/night-time event in The Hangar, with over 70% considering it good value for money



## OFFICER VLOGS

At the beginning of March, we moved away from producing traditional written Officer Blogs and produced our first Officer Vlog. The Officer Vlogs were a chance for our elected Officer team to give students regular updates on what's going on at the SU.

They were produced every couple of weeks and hosted on our social media platforms and website. They kept students up to date on the Elections, Varsity, Stress Less events, the Big Worc Survey, Celebration Week, and much more.

The Vlogs proved a popular and informative addition to our communications (especially the blooper reels) and were a great way of engaging with students and giving them more of the content they want.

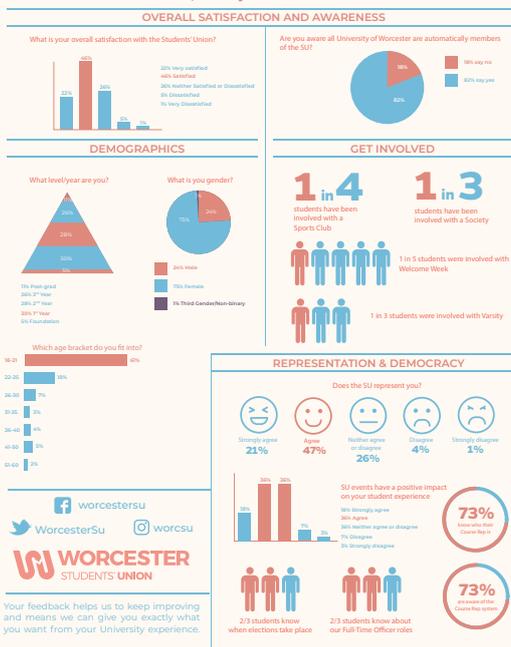
## PUTTING STUDENTS FIRST

We want to put students first in everything we do. We focus on their stories and successes, and share these with all of our students. Over the past year we have:

- Introduced student social media takeovers
- Promoted the continuing success of our BUCS teams
- Showcased the amazing fundraising efforts of a variety of student groups
- Posted some very embarrassing photos and videos from our weekly Karaoke.

## THE BIG WORC SURVEY

### The Results





## OUR MEMBERS IN PARTNER COLLEGES

We expanded our support for our members in partner colleges this year, delivering Course Rep training in Iron Mill College, Exeter and The Learning Institute, Roche. We were delighted to welcome students from Midlands' partner colleges to our Course Rep Conference in February. We also launched a bespoke partner college landing page on our website outlining the services we provide, which links directly from the University's pages.

We collaborated with the University to promote our Help and Advice Service, creating bespoke marketing materials and undertaking an 'Earn as you Learn' project, whereby a Worcester student produced an animation aimed at partner students explaining the mitigating circumstances process. We now hope to create a series of such videos. We also attended and delivered a session to the HE Managers' Conference on supporting partner students.



## STAFF OPEN DAY

In September, the Officers organised our first SU Open Day for University staff to learn more about what we do. On the day, 60 staff came along from Institutes, Student Services, Library Services, and Finance. We worked more closely with departments as a result, including on volunteering opportunities, student inductions, and employability and plan to make this an annual event.

## NEW ON-LINE SYSTEMS

In an effort to make engagement with us easier for students, we moved more of our processes on-line than ever before. Whilst we want to embed these processes further next year, we were pleased to receive 39 Course Rep journals, 52 Guest Speaker forms, 70 RAG forms, 35 initial advice forms, and facilitated on-line club and society AGMs.

### Course Reps Journal Entry Form

Personal Details

Name \*  Student Number \*

First  Last

Email \*  Phone Number

School and Course Information

School \*

Course \*  Year/Level \*

\* e.g. IBC (Ions) Computing

Journal Entry

Please select the kind of entry(ies) you would like to make \*

Course Management  Overview of Student Committee Update  Feedback received

Update from another meeting attended  An issue you would like the Students' Union to support you with

Tell us about a "win" or an achievement you made

Supporting Documents

If you want to upload any documents alongside your entry please do so here

Attach a File  No file chosen

Attach a File  No file chosen

Attach a File  No file chosen

# CORE GOAL TWO:

**FACILITATE  
WIDER  
STUDENT  
INVOLVEMENT  
IN DECISIONS  
THAT AFFECT  
OUR  
MEMBERS**



## ELECTIONS

Dennis the Democratic Duck continued to help us to promote our Autumn and Leadership Elections and seemed to do a good job, distributing multi-coloured mini ducks and meeting students.

Our **Autumn Elections** (when our Part-time Officer, Student Council and NUS Delegate roles are filled) in brief:

- 374 voters cast 1471 votes (a small increase from 2016 when there were 357 voters but an increase in actual votes cast by over 650)
- Most candidates were female, from five different nationalities and a range of Institutes, ages, course levels, and ethnicities
- The Black and Minority Ethnicity Officer received the most votes
- The Institute of Health and Society cast the most votes, followed by the Institute of Arts and Humanities
- A disappointing turn-out for Student Council roles resulted in six further posts being filled through the more student-friendly co-option process
- An over-representative Student Council was created when compared to the student population, with 17% of members coming from a BAME background and 23% having a declared disability

Our **Leadership Elections** were our most successful on record with:

- 1844 voters casting 5109 votes – a 59% increase on the year before – representing 17.4% of the membership
- 13 candidates for three positions, three of whom were mature, and an almost equal gender split (seven female, six male)
- Three of the four candidates for Vice President Education were Institute Reps
- The Institute of Sport and Exercise Science cast the most votes
- The two courses with the largest number of students voting were Adult Nursing and Psychology from within the Institute of Health and Society
- The highest turnout came from 2nd year undergraduates



## NEW CODE OF PRACTICE FOR ACADEMIC REPRESENTATION

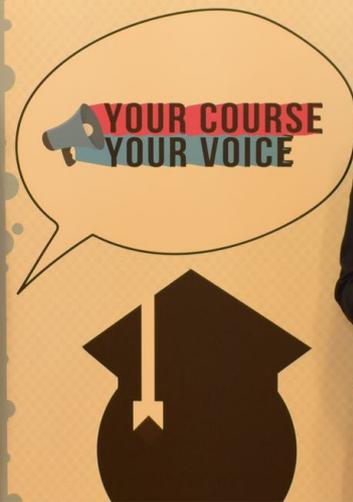
Euan, our VP Education worked closely with the University this year to undertake a full benchmarking and review of the **Academic Representation System**. In September we renamed Student Academic Reps (StARs) to Course Reps, following student feedback.

Over the year we developed a new Code of Practice for academic representation which will be the first step in revitalising and increasing the impact of the rep scheme.

### Key changes include:

- A new ratio for reps to students based on course size
- A new joint SU-University committee, the Academic Representation Oversight Group (AROG), formalising oversight of the system
- A shift from a minimum of two Institute Reps per Institute to one per department
- A shift to more School (Institute) level engagement of Reps with formalised roles for the Head of School within the system
- For the first time Postgraduate Research students are formally incorporated into the system with their own section in the code
- Better guidance on the election of Course Reps
- A clarified process for Joint Honours
- Re-introduction of a Rep accreditation scheme
- Introduction of an SU Education Council (which includes Academic Society Chairs and School Reps) to review and formulate policy on Education issues
- More structured sharing of survey results with Reps

# COURSE REP CONFERENCE



## INSTITUTE REPS

This year Institute Reps worked closely together on a number of things. Consultation on University policy is a big part of an Institute Rep's role and we saw Reps consulted on timetabling, the changing University structure, and the new Code of Practice. For the first time, Institute Reps were able to get involved in the training of Course Reps and they also worked as a team to encourage Course Reps and other students to provide feedback and discuss various aspects of the educational experience.



## COURSE REPS

We had 599 Course Reps volunteering their time to represent their peers and ensure their voice is heard. We devised targeted training for each academic Institute with part of each session delivered by the relevant Academic Representation Coordinator. In total, 111 students attended sessions in Worcester, Exeter and Roche (Cornwall) with a further 156 completing the online training module.

We increased our engagement of Course Reps with a 44% increase in the number of journals completed this year, although we still have a long way to go to embed the journal system.

### Some of the achievements of the Course Reps over the year:

- Timetabling issues flagged and resolved by Registry Services
- Deadlines pushed back in modules to give more time for independent study
- Lighting issues resolved in classrooms
- Students given more information on how to use REACH following feedback
- Cyberbullying awareness training (by an external party) given to a cohort of students
- Chat page created on the MyDay site to improve communication channels between students and Course Reps
- A module's layout and description was altered to increase accessibility
- Peer-led study sessions implemented in assessment weeks to alleviate stress
- Additional massage couches for the sports therapy cohort



## COURSE REP CONFERENCE

The inaugural Course Rep Conference took place on 6<sup>th</sup> February; a one day event providing Reps with opportunities to network, develop transferable skills, and discuss issues relevant to them and their Institutes.

We worked with University colleagues to create a programme of sessions ranging from academic quality to employability to mindfulness. Both Sarah Greer (Deputy Vice Chancellor) and Ross Renton (PVC Students) supported the event, opening and closing the conference, and sitting on the panel debate on what the future of the University of Worcester and the higher education sector should look like.

Over 70 reps from all Institutes attended the day with nearly 90 attending the panel debate.

## COURSE REP FORUMS | EUAN

We hosted three Course Rep forums during the year, attended by 120 Reps, which focused on Student Services, timetabling and digital learning.

The first forum on Student Services provided students with the opportunity to feedback to the Head of the department on careers advice, the University Nursery, and Firstpoint. The Money advice team also attended to discuss their service.

At the timetabling forum, the University's Academic Registrar spoke about the variety of facilities provided by Registry Services, including results, SOLE, and timetabling, as well as answering questions and addressing concerns students had. We were also joined by the project leads from a task group looking into module selection who asked students a series of interactive questions about the process.

For the last forum of the year we trialled a successful new format of a seminar style approach, to allow greater discussion with University senior leadership and networking for Course Reps. On the topic of digital learning, Reps debated the usefulness of lecture recordings, virtual classrooms, and Blackboard, as well as the relative values of face-to-face and virtual learning.

## STUDENT COUNCIL

It was busy year for Student Council consisting of the Full Time and Part Time Officers as well as students representing different cohorts of students. We had 20 out of 21 positions filled with three resignations during the year. Achievements included:

- Securing the removal of the £2 card charge in the Campus Shop
- Working with Estates and Facilities to explore options for increased motorcycle parking
- Effecting changes to the Student Charter to include explicit reference to postgraduate students
- Passing a policy to rename the Ethnic Minority Officer the BAME Officer
- Approving 12 new societies and sports clubs

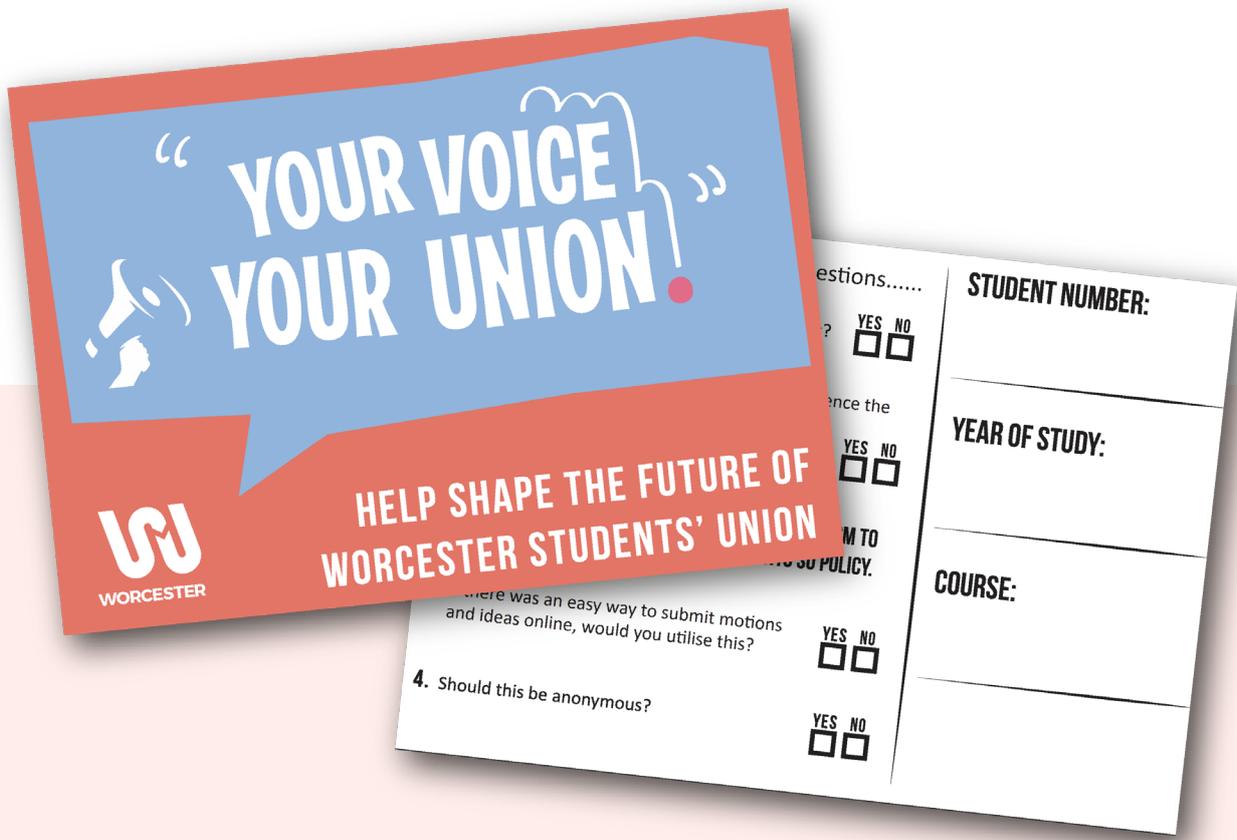
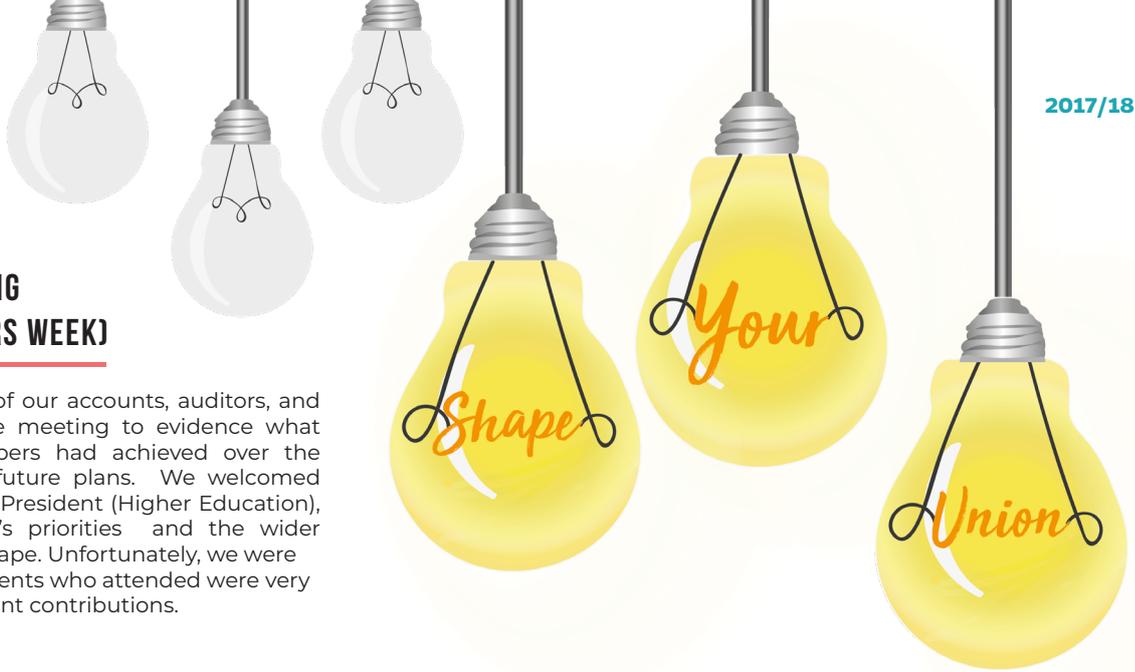
## PG STUDENTS

We are determined to better support our postgraduate research students and, to that end, this year:

- Agreed bi-annual meetings between the SU and Research School
- Began work to integrate the PGR Student Network into the SU structure
- Fully integrated PGR students into the Academic Rep System and new Code of Practice;
- Effectuated a change to the Student Charter to explicitly refer to PGs
- Introduced an Excellence in Doctoral Supervision Award in the Union Awards: Students' Choice
- Introduced a session on PGR students into the Officers' induction
- Created a task group looking into module selection who asked students a series of interactive questions about the process

### ALL STUDENT MEETING (PART OF REFRESHERS WEEK)

Alongside the approval of our accounts, auditors, and affiliations, we used the meeting to evidence what the SU and our members had achieved over the previous year and our future plans. We welcomed Amatey Doku, NUS Vice-President (Higher Education), who spoke about NUS's priorities and the wider Higher Education landscape. Unfortunately, we were not quorate but the students who attended were very engaged, making excellent contributions.



### GOVERNANCE REVIEW

We moved forward with our governance review concluding consultations on the shape and structure of our governing documents (constitution and bye laws).

We undertook research on different SU governance structures, visiting and meeting with seven other SUs and exploring a further 11 Unions' structures online. We also conducted research into other SUs' regulations for clubs, societies, and liberation groups and held our first focus group with committees based on this research.

We then commenced consultations on our democratic processes and officer roles, holding focus groups with partner students, PGs, Student Councillors, society committee members, and Institute Reps. We launched a wider postcard campaign to understand students' awareness of Student Council, as well as how they want to engage with us to affect change. In two weeks, 162 were completed. The campaign and focus groups will continue, with the aim of producing proposals on a new structure by early 2019.



## COLLABORATION WITH THE UNIVERSITY

We have worked very closely with the University again this year, making good progress in a number of areas, especially mental health promotion and the new Code of Practice for academic representation. We were consulted on the University's revised strategic plan, new academic structures, OfS registration - in particular the Access and Participation Plan - and the Student Charter. We joined a strategic group looking at the University's communication and engagement with students and were integral in bringing about refurbishments of the space at City Campus to make it more vibrant for students.

We delivered presentations at a number of events, such as the annual FACE conference hosted this year by the University, the graduation dinner and the annual Learning and Teaching Conference. We also hosted Sky News in the Union for a day-long broadcast focussing on the value of Higher Education. Furthermore, our President, Jade Haley, joined the Vice Chancellor on a panel debate on Higher Education at the esteemed Hay Festival.

## NATIONAL INPUT

The Union contributed to national activities this year, including the OfS consultation, facilitating student nurses' participation in Parliament's #bringbackthebursary campaign, and submitting information to the NUS Poverty Commission that included research done by UoW academics. We were cited several times in the final report.

# CORE GOAL THREE:

PROVIDE  
RESPONSIVE,  
APPROPRIATE  
AND  
ACCESSIBLE  
**SUPPORT**  
& **ADVICE**  
TO STUDENTS

**ADVICE AND SUPPORT**

**Over the year:**

530 contacts with students

238 cases

205 different students

64% of cases were academic issues

21% of cases were accommodation issues

New types of cases included contract cheating and misconduct of an ethical nature

The most common academic cases related to academic misconduct (16% of all cases seen) or mitigating circumstances (19% of all cases seen)

Students accessing the service were 63% female and 37% male

Cases are generally becoming more complex with many students requiring multiple appointments

**Other developments within the Advice Centre include:**

Bespoke guidance produced for students in partner institutions on how to access the service

A new animated video explaining the mitigating circumstances process, developed in partnership with the University and produced by a student

Weekly advice sessions held in Jenny Lind on City Campus, with multiple student appointments each time

800 leaflets on degree classification were requested from us by staff and 255 assessment advice postcards



**WELCOME DESK**

Our Welcome Desk is the first port of call for students and staff wanting to contact the SU, in person or remotely.

**Enquiries July 2017 – July 2018:**

Total number recorded for the year was 5492 – over 2,000 more than recorded in 2016/17. (NB actual numbers likely to be much higher, bearing in mind the difficulty in keeping a full tally at very busy times).

The largest number of enquiries received were in relation to clubs and societies, totalling 2433 These included memberships, Varsity and Celebration Week enquiries

There were 341 enquiries for Student Advice, with an almost equal split in the number of advice enquiries in Semester One and Two

105 enquiries related to the Elections

Volunteering enquiries totalled 190 for the year, with the majority of these coming over the summer period

Total enquiries for NUS Extra cards was 378

Approximately 60% of all enquiries were in person, 22% by email, and 18% by phone

**“I now know to listen to the information the University is giving you before making and rushing into decisions. Also, not to follow friends and their decisions but make your own.”**

**“Thank you so much for all the support you have given me over the past few months. I hate to think the position I would be in right now if I had not received the support I did.”**

**“It helped me complete an application for the Access to Learning Fund for which I was successful and I now have less financial worries.”**

**“It made me feel a lot happier with my position, giving me confidence to stand up for myself and get the compensation and apology I was entitled to”**

**“Was massively reassuring to know there was someone who understood our problem...The issue was very stressful and I couldn't have coped with it without the help of the adviser”**

## MENTAL HEALTH

The SU is passionate about supporting students to reach their full potential and we recognise mental health is of huge importance. We worked closely with University support services and external partners to deliver a range of activities around University and World Mental Health Days, Mental Health Awareness Week, as well as during Welcome Week, Varsity, and exam and assessment times. These included:

### FRUIT AND WATER DROPS

In support of #stressless we delivered free fruit and water (kindly supplied by the University's Strategic Director for Health and Wellbeing) around campus during exam and assessment times to hard-working students.

### GUIDE DOGS

Everyone loves a puppy and, frankly, what could be better than a Guide Dog puppy. The Guide Dogs team came in a number of times to help students smile and, quite often, become smitten.

### CRAFTERNOONS

We held several crafternoons during exam and assessment times so students could take time out to chill and put their mind to something relaxing, such as decorating cards, bookmarks, and glasses.

### IT TAKES BALLS TO TALK (ITBTT)

A Coventry and Warwickshire based campaign that targets sporting venues and aims to get men talking. We launched the first pilot of ITBTT outside of that geographical area, using Worcester Wednesday of our annual Varsity against the University of Gloucestershire.

### 'OFF THE SCALE' VINTAGE BUS

The bus sells vintage clothes whilst opening up conversations on wellbeing. We trained student volunteers, through Mind, in having such conversations and developing their own skills whilst helping others.



## 'DON'T RENT YET' AND HOUSING FAIR

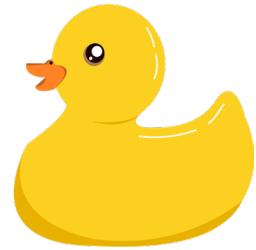
Following our 'Don't Rent Yet' publicity from November onwards, we held our Housing Fair over two days in January, welcoming **750 students** and hosting **65 landlords** on both St John's and City Campuses. We set up a housemate finder on Facebook to link students up and gave out WSU cotton bags, shopping trolley coins and information on our contract-checking service.

### STUDENT FEEDBACK

**"Overall, an extremely worthwhile and invaluable event"**

### LANDLORD FEEDBACK

**"Thought I'd drop you a line regarding this year's student fair which I attended on Monday 29th January. I have successfully filled both properties within a few days with students who attended the fair. I would like to take this opportunity to thank you for inviting us to the housing fair."**



### PART-TIME OFFICER CAMPAIGNS



Our brilliant team of Part-Time Officers delivered a number of campaigns and initiatives to support our students and the wider community. They:

- Ran a month of activities for LGBT month, including debates, quizzes and charity sales

- Supported RAG Week and Volunteering Week

- Organised an Accessibility Fair with a wide range of information on support available for students with disabilities

- Produced a #ThisGirlCan video - our most successful post ever

- Organised food and feminine hygiene drives for the local food bank

- Supported International Men's Day, Movember and World AIDS day

- Supported Children in Need

# CORE GOAL FOUR:

**CREATE AND PROMOTE**  
OPPORTUNITIES  
FOR  
STUDENTS  
TO **DEVELOP**  
TRANSFERABLE  
SKILLS

## SOCIETIES

We had 1046 society memberships over the year from 855 students, a 4% increase on 2016/17. Highlights of the year included the Midwifery quiz night, which raised £804 for the bereavement suite at Worcestershire Hospital, a month of events involving the LGBT+ society, Loco Show Co's end of year production of 'Grease', Harry Potter's Yule Ball, and the Christian Union's Carol Service and regular 'brew and biscuits' stand outside Tramps. What would we do without them?

## NEW YEAR NEW SOC

This campaign, led by the VP Student Activities, resulted in three new societies and scores of students being linked in with existing societies. We also embarked on a strategy to grow academic societies, completing a gap analysis and submitting a report to the University's Learning, Teaching and Student Experience Committee (LTSEC) recommending how we can grow these collaboratively.



## WORC HARD PLAY HARD

We produced the 3<sup>rd</sup> and 4<sup>th</sup> editions of our student magazine in January and April with 40 student articles covering Varsity, the Elections, fundraising, sporting success, society events, mental health, being a Course Rep, and much more. We distributed 250 hard copies and had 3,000 on-line impressions.

## VOLUNTEERING

In 2017/18, 200 students volunteered 18,905 hours of their time to worthy causes in the community, as well as to society and club committees and our SU Crew (helping us to deliver Welcome Week, Refreshers, and Elections).

During Student Volunteering Week in February, over 300 students participated in activities like pat-and-chat with the Guide Dogs and card making for the Post Pals scheme. At Christmas time, volunteers also made cards for the Children's Ward at Worcestershire Hospital.

Over the year, 69% of volunteering hours were for community work for the following organisations:



- Acorn's Children's Hospice
- Worcester Rainbows
- Worcester Scouts
- Barnardo's Children Store
- Cat's Protection
- Disability Sport Worcester
- Midlands Air Ambulance
- National Childbirth Trust
- National Trust
- The Hive
- Tudor House Museum
- SANE
- Sight Concern
- St Richard's Charity Shop
- Sense
- West Mercia Police



## RAISE AND GIVE (RAG)

With a new structure and committee, led by fabulous Chair, Harry Lonsdale, updated branding and social media, RAG went from strength to strength, with over £17,000 raised by students - over double that in 2016/17.

Events included Go Sober for October, themed party nights in The Hangar run by student groups and sports teams, head shaving, car washes, quizzes, sports tournaments (one with alumni), raffles, and much more.

Charities benefitting included our nominated charity of the year, Alzheimer's Society, as well as the Lily Mae Foundation, and Guide Dogs UK.

RAG week alone raised over £2,000, as did our lovely Student Race Day, staged in May in partnership with Worcester Racecourse, which almost 300 students attended. We are very proud of the efforts of the RAG Committee this year and so nominated them in the National Student Fundraising Awards.



## STUDENT STAFF

We continued to employ student staff in as many frontline roles as possible, as well as back office administrative support for our student engagement activities. Over the year, 36 staff earned £72,068 working 9061 hours and also sat on our Staff Consultative Forum and Health and Safety Committee.

We rewarded amazing work by student staff each month, through a nominations process with core staff submitting 26 nominations over the year. Recipients this year (some more than once) were:

**Todd Stephens** – Marketing and Promotions Assistant

**Kelly Smith** – Student Graphic Design Assistant

**Denisa Zettlova** – Student Graphic Design Assistant

**Will Stewart** – Student Graphic Design Assistant

**Rachel Edwards** – Welcome Desk Assistant

**Hannah Short** – Welcome Desk Assistant

**Dan Bown** – Bar Assistant



**Hannah Short** being presented the **Student Staff of the Year** award at the Union Awards in May by Nathan Tinker, General Manager of Tramps Nightclub - hurrah to her!

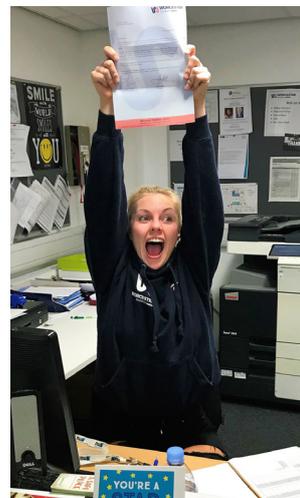
We conducted our annual survey for student staff asking them what it is like working for us.

### Positive findings were as follows:

- Just over half of our student staff filled in the survey
- All understood what their role was in the organisation
- 90% felt they had the appropriate knowledge to perform their tasks
- All felt they had developed new skills whilst working for the SU
- All felt customer service was a priority of the SU
- 90% felt they could ask for help when they needed it
- All enjoyed working for the SU
- All would recommend working for the SU to others

### Things for us to work on were:

- Having regular meetings with their supervisors
- Encouraging student staff to come up with new ideas
- Ensuring students are informed when things change
- Making sure the staff in the bar get to know the other student staff too



**Rachel Edwards** said about working with us:

“Working in the Students’ Union has been, by far, the most enjoyable, interesting and skill-enhancing job I have had. You don’t realise until you are part of it, how much of a family it is and how supportive and helpful each and every member of core staff are towards the student staff employees.”

**“It is the type of job you don’t dread getting up for!”**

**“I wish I had started working in the Students’ Union in my first year so that I could have enjoyed it for longer, however in just one year I have learnt so much.”**

**“The University of Worcester is lucky to have a Students’ Union willing to provide support and assistance to students and I have witnessed, first hand, the positive impact our staff have on the student community. I am super proud to say I work for Worcester Students’ Union and I would recommend it to every student at the University!”**

## STUDENT TRAINING AND DEVELOPMENT

This year we trained 249 sports and society committee members, 12 new student staff, 60 SU Crew volunteers, as well as candidates in the Autumn and Leadership elections.

For the latter, we expanded the sessions to include more on manifesto writing and campaign planning, updating our Campaign to Win guide, as well as advice on public speaking and on how to frame persuasive conversations effectively. We also explored different levels of engagement by students and how candidates should adapt their approach for different students.

We overhauled the training delivered to sport and society committees, devising a conference-style two-day event with role-specific sessions and practical workshops on holding committee meetings, marketing, health and safety, fundraising, dealing with conflict, and using the Resources Hub on our website. We invited two external speakers to attend the conference in:

- Jamie Edwards, the founder of trainedbrain.com, who held a session for committee chairs on 'Influence and Leadership – Thinking Differently.'
- Professor Moira Lafferty, Sport and Exercise Psychologist and Head of Department at the University of Chester, and Dr Caroline Wakefield, Associate Professor of Sport Psychology at Liverpool Hope University, who delivered a new and innovative 'CHANGE' workshop to social secretaries and Inclusivity Reps.

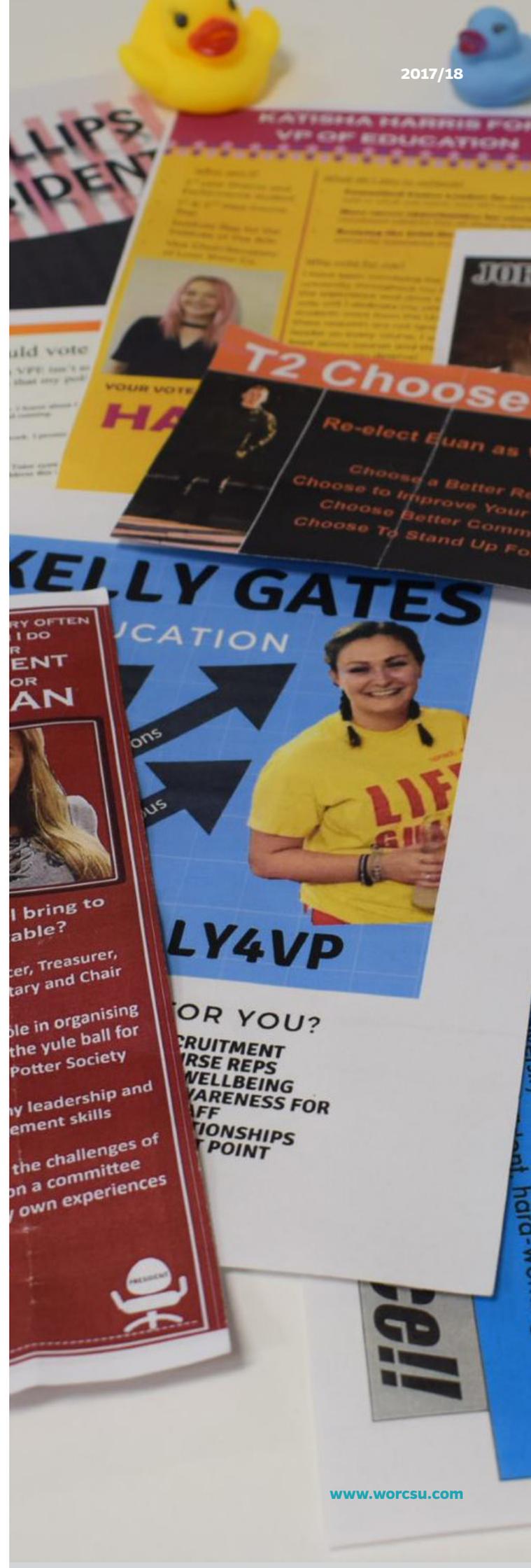
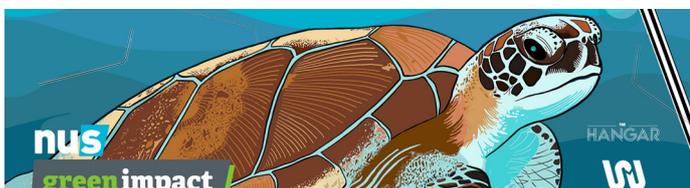
## EMPLOYABILITY FAIR

On 18th September, we held our first Employability Fair in The Hangar involving 16 organisations including charities, volunteering schemes, and national/local businesses, as well as Earn As You Learn and the SU. The fair was designed to help students find local volunteering and employment opportunities. Over 700 students attended and we received positive feedback from stall holders on the engagement and preparedness of our students.



## GREEN IMPACT STUDENTS' UNIONS (GISU)

We continue to take our responsibilities towards the environment seriously and were pleased to, once again, receive Very Good NUS GISU accreditation. We formed our own GI Committee and continued to work with the University to embed sustainability into the curriculum, retaining our Responsible Futures accreditation following an audit in July. Our 'Last Straw' Campaign also means that we now only use biodegradable straws in The Hangar.

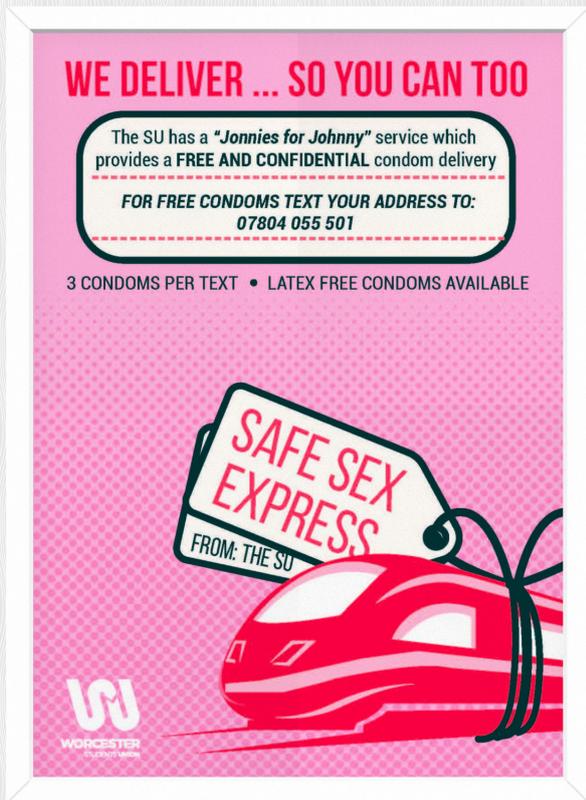


# CORE GOAL FIVE:

**HELP**  
STUDENTS  
TO BE  
**SAFE**  
AND TO  
**ENJOY**  
UNIVERSITY  
LIFE

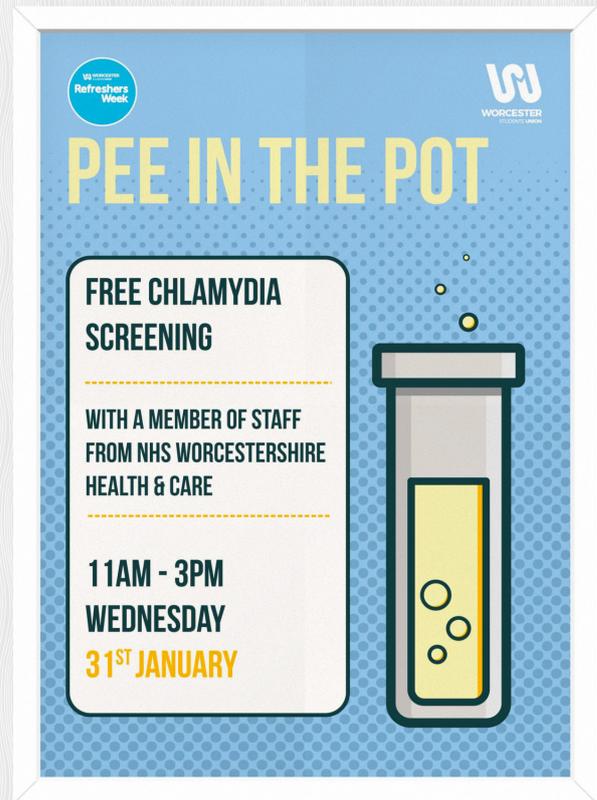
### HOP ON THE SAFE SEX EXPRESS

The SU revamped the free condom service as the Safe Sex Express, with over 250 students using the confidential, text-based service.



### PEE IN THE POT

Working in partnership with the local Primary Care Trust, we brought chlamydia testing to the Union in an accessible and private way. In one day, 80 students Peed in the Pot, getting tested in a familiar environment, with expert advice on hand, receiving the results confidentially and quickly.



**Jo's cervical cancer trust**

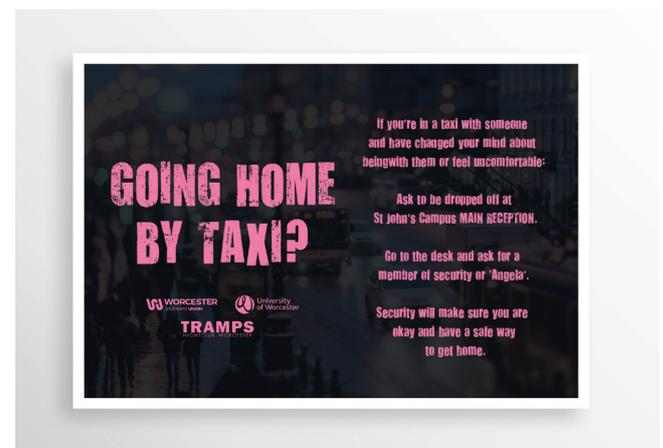


We promoted the work of this charity online and within the Union, which encourages women to have regular cervical smears.

### PERSONAL SAFETY

'How are you getting home?' We teamed up with Student Services, University Security, and Tramps, to produce a series of campaigns encouraging students to look after each other on nights out, use taxi's safely, and what to do if they found themselves in an uncomfortable situation.

We also supported the local police in a body of work around raising awareness of the dangers of drug driving and joined up with the University and local partners in promoting #AskForAngela.



## BUCS

The BUCS league season finished with Worcester placed 61st out of 151, with 542.5 points. Of our 41 teams, 11 finished 3rd or above in their individual league. Women's Rugby and Men's Basketball 3<sup>rd</sup> finished their leagues in 1<sup>st</sup> place, gaining promotion for the 2018-19 season. The two Premiership teams (Netball 1<sup>st</sup>, Basketball 1<sup>st</sup>) were sadly beaten in their play-offs meaning they will go into Midlands 1A leagues next year.

## CUP/ TROPHY COMPETITIONS

We had three teams progress through to Cup finals this year – Women's Fencing 1<sup>st</sup>, Women's Rugby, and Men's Futsal 1<sup>st</sup>. The Women's teams were unfortunately beaten but Men's Futsal came back from 5-1 down at half-time to win the Cup, securing performance status from the University for 2018-19 after a brilliant season.

Ladies Football 1<sup>st</sup> team were sadly knocked out in the semi-finals of the Cup, despite an excellent season in a higher league.

## FURTHER SUCCESS

The Dance Club attended their 1st competition, competing in Nottingham's Go Hard or Go Home 2018, achieving the following:



- 1<sup>st</sup> in Contemporary
- 1<sup>st</sup> in Jazz
- 3<sup>rd</sup> in Ballet
- 3<sup>rd</sup> in Tap
- 2<sup>nd</sup> in Acro/Wildcard
- Best team spirit award
- Dancer of the Day in Megan Scrivens

The Wheelchair Basketball club competed in the University Wheelchair Basketball Nationals again this year. They qualified for the finals in Manchester where they reached the semi-finals to narrowly miss out by one point, finishing in 4<sup>th</sup> place – still a fantastic achievement.

## VARSITY

Following our now-traditional pledge signing between the captains, Varsity went ahead against the University of Gloucestershire in April, with 23 sports competing for the trophy. The fixtures were extremely close and it went down to the final game - Men's Rugby. Gloucestershire prevailed and an excellent men's team meant they retained the trophy. It was a wonderful, intense couple of weeks and the students did us proud – so sporting in defeat. We would, of course, still much **#ratherbeasauce**.



We were delighted to secure venues across the region for Varsity, including Sixways, Evesham FC, Cheltenham Cricket Club, Lillybrook Golf Club, the Prince of Wales Stadium, St Peter's School (Gloucester), Leisure @ Cheltenham, and Dodderhill Riding Centre in Bromsgrove. The University Arena was, again, the home of 'Worcester Wednesday'; a packed day of 10 fixtures, ranging from Dance to Futsal, and with over 750 spectators.

We had the highest number of spectators this year across the two weeks, with four sell-out events. We also had an LGBT-themed Varsity crest for the players and spectator clothing designed by one of our student graphic designers, Kelly Smith.





### THE HANGAR

Summer 2017 saw the refurbishment of our social space and bar into The Hangar, with input from our student graphic designers, into a more relevant, attractive and modern space. A new colour scheme and industrial look with new furniture had overwhelmingly positive feedback. We introduced new lines, a new cocktail and mocktail offer, and chalkboards to keep our members up to date with deals, offers and events. This resulted in one of our most successful years for some time, exceeding stretch targets and increasing sales.

**BEST BAR NONE**



**THE HANGAR**

**GOLD ACCREDITATION**

Around 10,000 students attended our events over the year, with 27 student-led events (over double that in 2016/17) and we achieved Gold Best Bar None accreditation for the first time (going from Bronze) with a score of **94%**.

### EXTERNAL BOOKINGS

Our reputation within the local community remains positive with our range and number of events increasing, alongside a repeat of previous bookings, which all provide much needed income. Events included School Proms, an army reunion, University reunions, wedding receptions, birthday parties, school leavers' parties, retirement parties, sports club award and presentation evenings (including the Worcester Bears), and a Northern Soul Night. Our private bookings over the year brought an income of around £30,000.



## WELCOME EVENTS

This year we expanded our Welcome Events to incorporate a number of events for students on professional courses from the beginning of September, including meet and greets, a quiz night, and a welcome party in The Hangar.

Mid-September saw the arrival of the main cohort of students whom we helped induct onto campus and make friends through:

Welcome BBQ

Grand Opening of The Hangar with a live DJ and band

Treasure Hunt across the city

Our first Employability Fair, involving 16 organisations including charities, volunteering schemes, national and local businesses, as well as internal opportunities, with 700 students coming along

Welcome Fair, with over 80 companies and organisations meeting over 3000 students

Societies and Sports Fair, with almost 2,000 attending and the introduction of a new 'interest list' so students could 'try before they buy'. We had 1630 students sign up on an interest list (963 for sport and 608 for societies), and 234 students purchased memberships (137 for societies and 95 for sports clubs)

Pool Tournament

Bavarian Night

Sports and Societies Welcome Night

Open Mic Night

Karaoke

Cocktail Night

Quiz Night



## REFRESHERS 29TH JANUARY – 4TH FEBRUARY,

We held a variety of daytime and evening events, including:

- Housing Fair (detailed on page 18)
- Pee in the Pot day (detailed on page 25)
- Refreshers Fair – bigger and better than ever
- 3am Welcome Back Party
- Stand-up Comedy Night
- Toga-themed Sports and Societies Night
- Club Night
- Big Quiz
- Super Bowl event



For the first time we introduced Refresher's Wristbands at £10, giving students entry to all evening events for a discounted rate. These wristbands formed part of a Refresher's Pack, which contained information and leaflets on a range of things from Full-Time Officer elections to a free slush puppy from The Hangar.

# CELEBRATION WEEK

Our annual Celebration Week took place towards the end of May, where we recognised and celebrated the successes of students and staff. This year, we worked with REACH to add tickets onto their product list, which proved to be very popular with 260 students paying to attend this way.

Celebration Week as a whole takes a great deal of organisation and we are pleased to report we received overwhelmingly positive feedback with 90% of students and staff attending stating they had an excellent time. We have also had good suggestions on ways we can improve the event for next year and continue to engage students.

## UNION AWARDS

This event incorporates the Student Choice Awards with recognition for societies, volunteering, and representation, as well as a few other special awards to celebrate students who have gone above and beyond in other areas of the Union. The event also included student performances from student singers and dancers.

This year the following numbers of students achieved volunteering awards, for great contributions on campus and in the community, to be recognised onto their HEAR (Higher Education Achievement Record).

- 50 HOUR AWARD - ACHIEVEMENT IN VOLUNTEERING (55 STUDENTS)**
- 100 HOUR AWARD - DISTINCTION IN VOLUNTEERING (32 STUDENTS)**
- 200 HOUR AWARD - EXCELLENCE IN VOLUNTEERING (19 STUDENTS)**
- 500 HOUR AWARD - EXCEPTIONAL ATTAINMENT IN VOLUNTEERING (7 STUDENTS)**

The following Societies and committee members received awards for particular achievements, be it creative events, teamwork, or consistent effort.

- SOCIETY EVENT OF THE YEAR: LOCO SHOW CO. WINTER WONDERLAND PANTO**
- NEW SOCIETY OF THE YEAR: MATURE STUDENTS' SOCIETY**
- COMMITTEE MEMBER OF THE YEAR: MEG TRINDER - LOCO SHOW CO.**
- COMMITTEE OF THE YEAR: HARRY POTTER**
- MOST CHARITABLE SOCIETY: ZUMBA**
- SOCIETY OF THE YEAR: CHRISTIAN UNION**

Other awards given out on the night recognised students for their dedication to the Union as paid or elected members or volunteers – people we really couldn't do without! Our WSU Special Recognition Award was a surprise award for the evening, celebrating a student who truly shone as an individual in all they did for the SU. We also introduced an award for Residential Ambassador of the year after a successful year of partnership working.

- COMMUNITY VOLUNTEER OF THE YEAR: WILLIAM TAYLOR**
- SU CREW OF THE YEAR: ALEX DIBBLE**
- COURSE REP OF THE YEAR: LUKE FORD**
- INSTITUTE REP OF THE YEAR: KEVIN BROOKE**
- PART TIME OFFICER OF THE YEAR: JORDANNE WOZENCROFT**
- RESIDENTIAL AMBASSADOR OF THE YEAR: CHARLOTTE O'DONNELL**
- SU STUDENT STAFF OF THE YEAR: HANNAH SHORT**
- WSU SPECIAL RECOGNITION AWARD: ALEX GARDENER**

Staff members were rewarded for their supportive and teaching talents through the 'Student Choice Awards'. This year we introduced awards for Doctoral Supervision and Sustainability. The winners were:

- OUTSTANDING LECTURER: MARK JOHNSTON**
- AWARD FOR EXCEPTIONAL PERSONAL ACADEMIC TUTOR (PAT): KATIE FOWNES**
- THE EXTRA MILE AWARD FOR SUPPORT STAFF (NON-TEACHING): PAULA ARMSTRONG**
- MODULE EXCELLENCE AWARD: ALAN DIXON - ENVIRONMENT AND DEVELOPMENT IN SUB-SAHARAN AFRICA**
- DOCTORAL SUPERVISION: THERESA MITCHELL**
- SUSTAINABILITY: LIBRARY SERVICES - SARAH PITTAWAY**
- DEPUTY VICE CHANCELLOR AWARD FOR EXCELLENCE IN TEACHING: LISA GRIFFITHS**

The event had 185 attendees - 93 Students and 92 staff members.

'A great evening to end the academic year.'

'Great atmosphere - like a proper awards ceremony!'

'It felt a huge honour to be shortlisted for an award by the students.'

'Great to have students and staff mingling and receiving awards at the same event'

'It was a lovely event to celebrate the achievements of staff and students at the University.'

'Was a chance to get together and celebrate people's achievements, nice end to the year and an excuse to dress up and eat good food'

'I loved the drinks reception and how the hall was decorated - very glamorous. Although I didn't win an award, I got to hold one and I thought they were lovely keepsakes'

'Upbeat atmosphere, a clear appreciation for student and staff contributions, well organised and food tasted great.'



**Quote from Rob Bonham, Director of University Finance:**

'Thank you very much for inviting me to the Students Union Awards Dinner. It is always an enjoyable affair that highlights how good you and the rest of the student body are at achieving things ranging from volunteering to societies and academic recognition. Well done on a slick production'



## COLOURS BALL

Club Colours were given to 82 students who had been active club members for three years and committee members for at least one year. Half Colours went to 74 students, for representing their sport at a high level and/or achieving notable success in their sport or discipline. 19 Full Colours were awarded to those students who have represented their country at national or international level or are BUCS Championship Medallists.

Colours Ball welcomed 320 students and 27 staff members from the Union and University. The evening saw students receive awards for accomplishments within their clubs, region or country.

Overall award winners for the evening were:

**THE JENNIFER PINNELL SPECIAL ACHIEVEMENT AWARD:** ABIGAIL COWARD

**SPORTS CLUB OF THE YEAR:** HANDBALL

**SPORTS TEAM OF THE YEAR:** FUTSAL 1ST

**MALE ATHLETE OF THE YEAR:** CHRIS BRIGHT

**FEMALE ATHLETE OF THE YEAR:** JODIE GIBSON

**COMMITTEE MEMBER OF THE YEAR:** HOLLY PEARSON

**CHARITY FUNDRAISER OF THE YEAR:** AMERICAN FOOTBALL

**WSU SPECIAL RECOGNITION AWARD (TEAM):** MEN'S FOOTBALL

**WSU SPECIAL RECOGNITION AWARD (INDIVIDUAL):** DAVID GENT



## FUNDING & INCOME

The continuing belief in the SU's senior team and track-record of delivery, resulted in us receiving an increased Block Grant from the University for 2017/18 at £500k; a 5% increase on 2016/17. The University also made significant investment in redecorating and refurbishing the bar - which we rebranded The Hangar - as well as improving its lighting and CCTV, to enhance the student experience. This, ultimately, allowed us to secure more direct income.

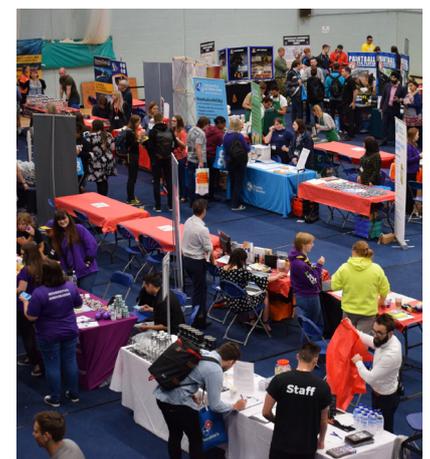
Further income (£70k) was received through marketing deals with Tramps Nightclub and Dominos Pizza, with us being in year two of five year contracts with both. The relationship with Tramps continues to be very good with regular meetings ensuring effective communication and collaboration on entertainment and welfare initiatives.



Following the launch of The Hangar, the number of students and staff utilising the space and attending events increased significantly. Bar sales rose by over 15% to £152k, with the profit generated allowing in-year reinvestment and a more diverse entertainments programme. Nationally, students are spending less on alcohol, and we make a point of promoting safe drinking and "Every Other One Water". To turn around the bar performance in such difficult times has been a real achievement. Identifying what students want on a night out, which for many is a very limited window and not every night of the week, has changed our offering considerably. The sale of cocktails and "Premium" spirits is rapidly overtaking the sale of the more traditional draught beers.

We will continue to work with students to ensure we deliver what they want within The Hangar. We want to increase our focus on healthier snacks, no/low alcohol drinks, and more events to attract and encourage wider student participation. We will strive to ensure 2018/19 is another good year.

Our annual Freshers Fair in Welcome Week and Refreshers Fair in Semester two generated revenue of £10k. Following a strategic decision to hand management of the fairs partially to NUS Media Local (NUSML), the variety of national suppliers at tending improved but the revenue generated, after paying the NUS revenue share, did not increase. The contract with NUSML is for two years and will be reviewed after Welcome Week 2018. The Housing Fair generated limited revenue but provided an important and welcome service to students allowing them to meet landlords and identify suitable housing beyond their first year in an unpressured environment.



The SU is now on a sound financial footing. Investment in improving the student experience continues, not only in the bar but in everything we offer. Working closely with clubs and societies to attract additional funding through sponsorship and fundraising has resulted in only three clubs ending the year in debt, two of which reduced their debt significantly over the year.



### NUS EXTRA

The sale of NUS Extra Cards continues to fall for the 3<sup>rd</sup> successive year. This year has seen the biggest fall to date with overall sales down by nearly 500 compared to 2016/17 some of which will be due to previous sales of three year cards. Despite significant effort and promotion by SU staff the loss of key supporters of the card, such as Spotify, likely contributed to a fall in revenue by over £3,000, which represents a challenge for us.

Work by NUS to attract more local deals for students continues but this has had limited success with only two new stores signed up. Sales of NUS cards nationally has declined significantly in 2017/18. NUS worked with the Arkk consortium to develop an NUS Extra replacement. 'Totum', launched mid-August 2018. Far wider functionality, discounts, and it is hoped this will re-engage students to reverse the trend of declining sales.

#### AFFILIATIONS:

**NUS**  
£19,040

**Advice UK**  
£246

**BUCS**  
£9,559





# THE YEAR AHEAD

The SU will always strive to live its values and be the best it can for its members. Whilst this has been a good year for us, we know we still have a long way to go. Some of the things we want to do in 2018/19 include:

- Increasing the number of students who know who our Officers are and what they were doing week by week

- Improving the relationship between the Union and City Campus students

- Increasing the number of students who know about and use our Advice and Support service

- Developing our engagement with Arts students

- Continuing to expand the number of student-led events within the SU

- Raising the profile and awareness of the activities of our clubs and societies and increasing the number of academic-based societies

- Increasing the number of students undertaking volunteering on and off campus

- Overhauling our very out of date website



# A MESSAGE FROM LUCY CONN

The Students' Union has had a phenomenal year in 2017/18, no doubt due to the hard work and diligence of the elected officers and of the SU staff. This team of reliable and inspirational people has enabled Harrison and I to join Euan with a vision of how to build upon solid foundations. We are determined to make the following year another success.

Jade, Sophie, and Euan made a fantastic team and left their mark on so many people, staff, and students alike. We wish Jade and Sophie all the luck for the future and know they can achieve whatever they set their minds to. They have been a credit to our students and set the bar extremely high in their roles. We know that Euan's enthusiasm, knowledge, and conscientiousness, that helped him get re-elected, will be an enormous help to us new officers.

I am extremely excited to be President, and have been welcomed by all of the staff at the SU and around the university. I know that Euan, Harrison and I will flourish and I couldn't wish for a better team.

The individual strengths, personalities and determination of my fellow officers will ensure the SU's continued impact upon students' experiences and we will always endeavour to support and represent students to achieve their full potential.

All the officers have personal objectives and aims, including Harrison's concept of 'TeamWorcTV', Euan's continued work on the Academic Representation System and my own aims to get involved in campaigns which empower students and improve their wellbeing. We want to make sure events held by the SU, especially within the Hangar, cater for a variety of students, including those on placement courses, commuters, and international students.

**“I know that Euan, Harrison and I will flourish and I couldn't wish for a better team.”**

We also want to continue to grow the University's careers fair, help develop an inter-hall programme and recreational sport, as well as increase awareness of mental health campaigns throughout the year. I thank everybody for their continued support and help with the Students' Union, and I hope that the next Impact Report showcases how fantastic the year has been and how much has been achieved.

**Lucy Conn**  
*(Worcester Students' Union President)*

### Full-Time Officer Trustees

**President** – Jade Haley

**Vice President Education** – Euan Morrison

**Vice President Student Activities** – Sophie Glenny

### External and Student Trustees

We would like to extend our sincere thanks to the work of our wonderful Student and External Trustees this year – their support, guidance and scrutiny has been excellent and has continued to motivate challenge and reassure us.

**External Trustees** – Jill Wilson, Elaine Spalding, Margaret Jolley

**Student Trustees** – Paul Kellard, Abigail Toon, Ivan Steblyuk

### Quote from External Trustee, Jill Wilson (May 2018):

"Having spent three academic years as a Trustee, beginning in 2015/16, I look back with quiet satisfaction when I see how far Worcester Students' Union has developed and resolved the myriad of challenges that it faced. Indeed not only has its financial position improved but it has also won recognition for the many and varied changes it has made, such as those to the bar area.

As a Trustee I witnessed the introduction of a myriad of new procedures, regular informative reports, strategic planning conversations, presentations on current issues such as student engagement, annual budget bids, a constitutional review and audit reports, to name but a few.

I found the Trustee Board meetings to be open and friendly. Staff and Trustees have an excellent working relationship, ensuring that support is requested and provided in a timely manner."

### Comment on our 2016/17 Impact Report:

"Just want to say how fabulous the Impact Report is - lots of great achievements. Great to see you and the SU team going from strength to strength."

Best Wishes,

Elizabeth Davies-Ward

*Acting Head of the Institute of Science and the Environment*

### Part Time Officers @ May 2018

**Mature Students' Officer** - Lou Le Page

**International Students' Officer** - Halide Aydin

**Student Disability Officer** - Semester 1 – Fran Storey  
Semester 2 - vacant

**Sustainability Officer** - Connor Egan

**Women's Officer** - Robyn Platt

**LGBT+ Officer** - Jordanne Wozencroft

**BAME Officer** - Lexi Porter

**Welfare Officer** - Tapiwa Makaka

**Designed by Kelly Smith** (*third-year Graphic Design student*)

**Photos courtesy of Daniel Jones** (*third-year Illustration student*) **and William Stewart** (*third-year Game Art student*)

## CONTACT DETAILS

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