

SU Operating Plan 2019-20

Theme 1 | **We will ensure you have the best time at University.** Every student should have a life enhancing experience at the University of Gloucestershire

Theme 2 | **We will have a positive impact on your academic experience.** We will continue to develop effective representation structures that represent student needs and issues

Theme 3 | **We will support you to develop your skills and be ready for working life.** All students engaged with our activities should understand how their experiences develop their skills and make them employable

Theme 4 | **We will create a stronger University of Gloucestershire student community.** We want to create a supportive and inclusive community where students can grow and develop as learners and people

Theme 5 | **We will communicate effectively with our stakeholders.** It is vital that we are effective in our communications so that students can access our services and support, and that stakeholders can work with us to support our mission.

Priority Campaigns 2019-20

Date	Campaign	Lead
Oct: 14-25 th '19	Study Smart	Phoebe
Oct: 28-1 st	Unite UoG: Race and Religion	Gemma
Nov: 4-8 th	Male Health	Imaani and George
Nov: 25-29 th	Who Am I?	Imaani
Dec: 2-6 th	Unite UoG: Disability	Gemma
Jan: 27-31 st '20	Sport for All & This Girl Can	George
Feb: 3-7 th	Unite UoG: Sexuality	Gemma
Feb: 10-14 th	Call It Out: Sexual Harassment	Imaani
March: 16-20 th	RAG Week	Gemma
March: 23-27 th	Unite UoG: Gender and Gender Identity	Gemma
April: 27-1 st	Unite UoG: Age and Responsibility	Gemma
May: 4-29 th	De-Stresstival	FTOs
Undecided	Know Your Vote	Gemma

Objective	Action in 2018-19	Key Staff	Date	KPI
Theme 1				
Ensure students feel supported	We will run the Be Safe and Secure campaign	Gemma Mainwaring		>500 social media views and interactions
	We will run campaigns to highlight to students the importance of their mental health. We will run a mental health awareness campaign aimed at students who identify as male and an anti-stress campaign aimed at all students	All FTOs	September 2019- May 2020	1000 students engaged 70% of students aware of campaigns in SU survey Deliver a mental health study in 2018-19
	SU will support the University housing fayre	Gemma Mainwaring	December 2019	750 students engaged over the 2 days
	We will run the SU crew to help students move and settle in to University life	Alex Burnett	September 2019	70% of SU crew enjoyed their time as crew members
	We will run a student-led mentoring scheme	Phoebe Crook, Gemma Mainwaring	September-October 2019	15 student mentors 50 student mentees
	We will run an exam and assignments anti-stress campaign called De-Stressival	All FTOs	May 2020	500 students engaged 70% of students aware of campaign
Help students have fun and make friends	We will have more non-drinking events than night time events in Freshers' Fortnight.	Imaani Mitchell	September 2019	>50% of Freshers Events non drinking
	We will run Sunday Funday in Freshers (free sport and physical activity sessions)	George Berry	September 2019	250 students attend
	We will support more events in the bars, park bar, the arena and non-drinking events working in partnership relevant organisations	Events Manager	September 2019-May 2020	25 events £10k bar gross income
	We will support the Get Up and Go programme	Alex Burnett	September 2019-May 2020	200 students attend regularly
	We will continue the What's On programme and will work in partnership with the University to deliver a programme of subsidised non-drinking events and activities over the year	Events Manager, Imaani Mitchell	September 2019-May 2020	20 events
	We will organise a colour run	Alex Burnett	Semester 1	50 students attend
Run activities and opportunities	We will run a meaningful committee leadership conference for clubs and societies supporting leadership development and collaboration	Alex Burnett	September 2019	90% of students who attended learnt something valuable 100 attendees

that are fun, meaningful and impactful	We will increase the amount of meaningful paid and volunteering opportunities for students to develop their skills through the SU	Linda Farrall (jobshop staff), Gemma Mainwaring, Phoebe Crook	September 2019-May 2020	200 jobs advertised on Jobshop, 200 volunteering opportunities advertised
	We will run a volunteering opportunities fayre	Phoebe Crook, Gemma Mainwaring	Semester 2	10 organisations attend 100 students attend
	We will improve the SU website for volunteering and bank it, and have a communications plan specifically for volunteering to communicate its value and the opportunities to students	Gemma Mainwaring, Reece Buckingham	September – October 2019	Bank it – 300 students engaged
	We will work to improve RAG and increase SU support for student fundraising	Gemma Mainwaring	September 2019 – May 2020	
Reduce the barriers to an excellent experience	We will run a yearlong campaign in to reducing the cost of living at University that focuses on cutting the costs of transport, food and drink, rent	Imaani Mitchell	September 2019-May 2020	
	We will run inclusive sport sessions aimed at students who identify as female as part of 'This Girl Can'	Alex Burnett, George Berry	September 2019-May 2020	100 students attend
	We will collaborate with the University to support the delivery of a reciprocal mentoring project for BAME students	CEO	September 2019-May 2020	12 students engaged
	We will support all SU committees and ensure they all run as per terms of references	All FTOs, Louise Fensome	September 2019-May 2020	100% of committee members feel supported and that they made a difference
	We will facilitate a quiet hour at Freshers' Fayre	Phoebe Crook	September 2019	Student feedback
	We will ensure that January starters do not miss out on opportunities e.g. invite them to Freshers' events	FTOs / Membership Services Team	All Year	20 Jan '20 associate memberships prior to enrolment
	We will work with the University to ensure that room bookings are open and accessible to students	Phoebe Crook	September 2019	Student feedback- 75% committee members satisfied with booking procedures for space on campus
Theme 2				
We will ensure the student	We will run the Subject and Course Representative schemes	Louise Fensome, Frankie Last	September 2019-May 2020	70% of trained course reps and subject reps say they

voice is heard at course and subject rep level				made a positive difference to their course and/or subject community
	We will deliver 2 Speak Weeks	Louise Fensome, Frankie Last, All FTOs	September 2019-May 2020	Officers have 200 positive engagements with students
	Student voice will have a prominent freshers' fayre stand to engage students	Louise Fensome, Frankie Last	September 2019	10% increase pieces of feedback on 2017-18 level
	SU to attend all school (both student induction and staff school meetings) induction talks	All FTOs	September 2019	100% of school induction talks attended
Improve the quality of the feedback we get	We will run an awareness campaign for students to use a rebranded SIMON and also to close the feedback loop	Louise Fensome, Frankie Last, Phoebe Crook	September 2019-May 2020	10% increase on feedback collected from 2017-18
Ensure our part time and full time officers are supported and empowered	We will support our Experience Officer committees, hold at least 3 meetings per year and communicate to all students what is discussed and agreed	Louise Fensome, Frankie Last All FTOs	September 2019-May 2020	70% of Experience Officers say they felt they made a positive difference and felt supported
	Senior managers and FTOs to be part of a buddy system	SMT	September 2018-May 2019	100% of FTOs say they felt supported and made a difference for students 100% officers felt buddy system helped them in their role
	We will deliver more training for Experience Officers and empower them to be part of FTO campaigns or to run their own	Louise Fensome, Frankie Last	September 2019-May 2020	70% of EOs delivered their own campaign or supported a SU priority campaign
	We will ensure that FTOs priority campaigns are run successfully	Louise Fensome, Emma Boobyer, All FTOs	September 2019-May 2020	70% of students in our end of year SU survey were aware of our priority campaigns
Make positive change happen,	We will support more ASLs/CLs to be aware of SIMON feedback and act on it	Louise Fensome, Frankie Last	September 2019-May 2020	Increased course portal use (liaise with ADU)

based on student feedback	We will increase regular SIMON reports to key stakeholders	Louise Fensome, Frankie Last	September 2019-May 2020	100% of identified report receivers were given SIMON reports on time
	We will run a Study Smart Campaign	Phoebe Crook	14 th – 25 th October 2019	
	We will focus on groups that we have identified that we engage less well with- Mature/Parents/International/Part time/Hardwick students	Louise Fensome, Linda Farrall, Frankie Last	September 2019-May 2020	1 campaign/event for each group
	Support the establishment of the Student Experience Forum in partnership with the University	TBC with University		
	Consider sustainability when planning all activities / events	All, Linda Farrall	April 2020	'Good' achieved in NUS Green Impact
	Ensure student feedback is provided about YFP and campus improvements (sticky campus) to help make improvements	TBC with University		
Theme 3				
Create more opportunities and activities for students to become more employable	Increase the amount of opportunities advertised on our website	Linda Farrall (Jobshop), Gemma Mainwaring (Volunteering)	September 2019-May 2020	300 jobs /volunteering opportunities to be advertised on jobshop
	Provide students with opportunities to become coaches and umpires	Alex Burnett	Semester 1	10 students trained as part of the programme
	Create opportunities for students to be mentors	Phoebe Crook, Gemma Mainwaring	Semester 1	15 student mentors
	Work with TV production to film Wednesday sport fixtures and Varsity	Alex Burnett, George Berry	September 2019-May 2020	25% of matches live streamed
	Develop a student talent bank in order to help students access SU and external paid and volunteering opportunities	Reece Buckingham, Events Manager	September 2019	20 students employed through events 200 paid /non paid vacancies advertised
	Have a minibus driver pool to allow students to access paid work	George Berry, Alex Burnett	Semester 1	10 minibus drivers

Support students to recognise their successes and reflect on their development	Run the SLTAs, Gnomies and Sports awards	Event Manager, Alex Burnett, Phoebe Crook, Gemma Mainwaring, George Berry	May 2020	300 students attend sports awards 200 students attend the Gnomies
	Run Bankit, promote it and make it easier for students to use	Reece Buckingham, Gemma Mainwaring	September 2019-May 2020	10,000 hours banked
	Run Course Rep of the month	Louise Fensome, Frankie Last	Semester 1 & 2	60 nominations received
	Run an end of term sports and societies awards	George Berry, Alex Burnett Gemma Mainwaring	Semester 1	100 students attend
Provide better development for student leaders	Run a leadership conference for sport and society committees	Alex Burnett, Gemma Mainwaring, George Berry	September 2019	100 attendees
	Run Experience Officer training programme	Louise Fensome, Imaani Mitchell, Frankie Last	September 2012-May 2020	70% EOs satisfied with training and felt they made a difference in their role
Work in partnership with YFP	Create an SU/ YFP agreement	Tom Newman	September 2019	
Theme 4				
Support student led groups to grow and develop	We will run better training for sports and club committees including sessions on how to budget and refresher training	Alex Burnett	September 2019	100 students attend
	We will run refresher training for clubs and society committees	Alex Burnett	Semester 2	50 students attend
	We will further develop the Societies Card which generates income for societies whilst providing deals for members in places like Park Bar	Alex Burnett Gemma Mainwaring	September 2019	500 cards
	We will increase the amount of societies with constitutions	Alex Burnett	September 2019-May 2020	10% increase in societies with constitutions

	We will improve and promote the Cube at Park for student groups to use	Reece Buckingham	September 2019-May 2020	25 bookings per term
Support the development of subject communities	Encourage the creation of academic socs by subject and Course Reps	Alex Burnett, Louise Fensome, Frankie Last	September 2019-May 2020	20 Academic societies
	Each subject community will have a trained Subject Rep who will meet with their Academic Subject lead	Louise Fensome, Frankie Last	September 2019	23 subject reps trained
Campaign for better SU and student facilities	Lobby for cheaper food and drink prices on campus	Imaani Mitchell	September 2019-May 2020	Increase in student satisfaction Tangible price reduction on budget range
	Run Park Bar ensuring good offers and events for students	Events Manager	September 2019-May 2020	20 events delivered
	Work in partnership with the University to improve campus space	All FTOs		
Support students to feel embedded in the student community	Run a Tea Dance for the local community and communicate it to students better	Events Manager, Linda Farrall	December 2019	25 student volunteers 100 local attendees
	Run town tours on move in weekend	Alex Burnett	September 2019	100 students attend
	Officers to attend 5 student group events per semester	FTOs		75% of students aware who the officers are
	Officers to visit halls	Gemma Mainwaring	September 2019-May 2020	Visit each hall each semester
	Officers (at least 1) to attend weekly BUCS matches	FTOs	September 2019-May 2020	
	Promote the University's World Café	Reece Buckingham	September 2019-May 2020	Event included in Freshers Fortnight promo
	Run 'Spill the tea with Maani', a regular on campus drop in with the president	Imaani Mitchell	Semester 1 and 2	Run 5 times per year
	Run the 'Who Am I?' campaign	Imaani Mitchell	TBC	100 students engaged
Theme 5				
Improve our understanding of students	Run annual survey that seeks student views on everything	Chief Executive	April-May 2020	500 respondents
	Complete an annual data report that analyses which students engage with us.	Tom Newman	May 2020	Report in May

	Develop a segmentation project	Reece Buckingham, Alice Willumsen	May 2020	Report in May
	Analyse SIMON monthly	Frankie Last	September 2019-May 2020	SIMON report every month at SU Student Voice Catch Up
	Run AGM	Louise Fensome	April 2020	75 attendees
Be excellent at communicating with our students	Communicate officer activity better	Reece Buckingham	September 2019-May 2020	1 post per week on officer activity
	Deliver the comms plan	Reece Buckingham	September 2019-May 2020	Report in November 2019
	Introduce new email newsletters to students	Reece Buckingham	September 2019-May 2020	Fortnightly newsletter - 75% of students believe the SU communicates well
	Deliver a 'You Said We Did' campaign	Reece Buckingham	September 2019-May 2020	75% of students aware of key SU wins
	Communicate socs and sports better	Alex Burnett, Reece Buckingham	September 2019-May 2020	2500 members of sports and socs
Build a strong and physical digital presence	Send regular student newsletters	Reece Buckingham	September 2019-May 2020	20% open rate
	Produce a promotional video for societies and clubs	Reece Buckingham	December 2019	1700 socs and clubs members
	Create more video content	Reece Buckingham	September 2019-May 2020	3 SU videos
Improve communications with the University	Send a termly newsletter about the SU to be posted on University infonet	Reece Buckingham	September 2019-May 2020	3 newsletters per year
	We will develop a timetable of papers the SU submits to University Committees (University Council, Academic Affairs, Academic Board)	CEO	September 2019-May 2020	100% of FTOs felt supported for key meetings
	We will deliver a comms campaign aimed at University staff that communicates the impact and value of student activities	Reece Buckingham, Alex Burnett	September 2019-May 2020	3 newsletters per year