

SU Operational Plan 2019

	Objective	Action in 2018-19	Date	KPI
Theme 1	Ensure students feel supported	1. We will run the be safe and secure campaign	September 2018-May 2019	>500 social media views and interactions
		2. We will run campaigns to highlight to students the importance of their mental health. We will run a mental health awareness campaign in mental health week, mental health in sport campaign.	November 2018	1000 students engaged 70% of students aware of campaigns in SU survey Deliver a mental health study in 2018-19
		3. We will run a joint housing fayre with the University	December 2018	750 students engaged over the 2 days
		4. We will run the SU crew to help students move and settle in to University life	September 2018	70% of SU crew enjoyed their time as crew members
		5. We will create a business plan to launch an independent academic advice service	May 2019	Business plan presented to SU trustee Board in semester 2
		6. We will launch a pilot peer to peer mentoring scheme	September-October 2018	15 student mentors 50 student mentees
		7. We will run a anti exam stress campaign	May 2019	500 students engaged 70% of students aware of campaign
	Help students have fun and make friends	1. We will have more non-drinking events than night time events in Freshers' Fortnight.	September 2018	>50% of Freshers Events non drinking
		2. We will run Sunday Funday in Freshers (free sport and physical activity sessions)	September 2018	250 students attend
		3. We will deliver more social events in Gloucester as part of our new events programme	September 2018-May 2019	10 student events 1 End of year summer event
		4. We will support more events in the bars and non-drinking events working in partnership with BaxterStorey	September 2018-May 2019	25 events £150k bar gross income

	5. We will support the introduction of an intramural sports programme	September 2018-May 2019	200 students attend regularly
	6. We will support the introduction of a residential life programme	September 2018-May 2019	20 events
	7. We will support the delivery of the Get Up and Go recreational sport programme	September 2018-May 2019	Deliver branding Uni Sport 100% satisfaction Regular SU/Uni meeting progress
	8. Organise a colour run	September 2018	50 students attend
Run activities and opportunities that are fun, meaningful and impactful	1. We will run meaningful committee leadership conference for clubs and socs supporting leadership development and collaboration	September 2018	90% of students who attended learnt something valuable 100 attendees
	2. We will increase the funding of sports teams working in partnership with University Sport	September 2018	£15k invested in Investment sports
	1. We will increase the amount of meaningful paid and non paid opportunities for students to develop their skills through the SU	September 2018-May 2019	200 jobs advertised on jobshop
Reduce the barriers to an excellent experience	1. We will help students save more money by lobbying to keep travel and food prices down	September 2018-May 2019	Hold bus price Reduce car park cost Affordable budget range with 75% student satisfaction (SU mystery shops and survey)
	2. We will run a campaign to address the BAME attainment gap	Ocotber 2018 & January 2019	250 students engaged
	3. We will run inclusive sport sessions aimed at Students who identify as female as part of this girl can	September 2018-May 2019	100 students attend

		4. We will collaborate with the University to support the delivery of a reciprocal mentoring project for BAME students	September 2018-May 2019	12 students engaged
		5. We will create and support a liberation committee	September 2018-May 2019	100% of committee members feel supported and that they made a difference
		6. We will facilitate a quiet hour at Freshers' Fayre	September 2018	Student feedback
		7. We will work to improve the room booking procedures for students on campus	September 2018-May 2019	Student feedback- 75% committee members satisfied with booking procedures for space on campus
		8. We will run a Diversity Month Campaign that will focus on gender, race, sexuality and disability issues.	November 2018	250 students engaged
Theme 2	We will ensure the student voice is heard at course and subject rep level	1. We will run the subject and course representative schemes	September 2018-May 2019	70% of trained course reps and subject reps say they made a positive difference to their course and/or subject community
		2. We will deliver 2 speak weeks	September 2018-May 2019	Officers have 200 positive engagements with students
		3. We will get more course reps using SimOn to collect feedback	September 2018-May 2019	10% increase in feedback on 2017-18 level
		4. We will improve the comms of student voice	September 2018-May 2019	70% of students in our end of year survey said they were aware of our student voice work
		5. Student voice will have a prominent fresher's fayre stand to engage students	September 2018	10% increase pieces of feedback on 2017-18 level

	6. SU to attend all school (both student induction and staff school meetings) induction talks	September 2018	100% of school induction talks attended
Improve the quality of the feedback we get	1. We will run an awareness campaign for students to use SimOn	September 2018-May 2019	10% increase on feedback collected from 2017-18
Ensure our part time and full time officers are supported and empowered	1. We will work with YFP to develop a Full Time Officer & EO development plan	September 2018-May 2019	100% of FTOs say they felt supported and made a difference for students
	2. We will introduce new student experience officer and committee structure at Freshers' Fayre and run training for these students	September 2018-May 2019	70% of Experience Officers say they felt they made a positive difference and felt supported
	3. Senior managers and FTO to be part of a buddy system	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
	4. We will deliver more training for Experience Officers and empower them to be part of FTO campaigns or run their own	September 2018-May 2019	70% of EOs delivered their own campaign or supported a SU priority campaign
	5. We will ensure that FTOs priority campaigns are run successfully	September 2018-May 2019	70% of students in our end of year SU survey were aware of our priority campaigns
	6. We will ensure all student representative roles are HEARable activity	By December 2018	All roles we identify are on the HEAR
Make positive change happen, based on	1. We will support more ASL/CL to be aware of SimOn feedback and act on it	September 2018-May 2019	Increased course portal use (liaise with ADU)
	2. We will increase regular SimOn reports to key stakeholders	September 2018-May 2019	100% of identified report receivers were given SimOn reports on time

	student feedback	3. SimOn to be a standing exec agenda item	Monthly	100% of EOs and FTOs feel SimOn is a helpful tool
		4. We will focus on hard to reach groups- Mature/Parents/International/Part time	September 2018-May 2019	1 campaign/event for each group
		5. We will research on how best to represent Post-graduates	Semester 2	Report in Semester 2
		6. We will work to ensure the course portal is being used, including SimOn reports	September 2018-May 2019	Level of use to be agreed with ADU
Theme 3	Create more opportunities and activities for students to become more employable	1. Increase the amount of opportunities advertised on our website	September 2018-May 2019	200 jobs to be advertised on jobshop
		2. Provide students with opportunities to become coaches (NUS/sport England funding dependent)	Semester 1	10 students trained as part of the programme
		3. Create opportunities for students to be mentors	Semester 1	15 student mentors
		4. Work with TV production to film Wednesday Sport fixtures and Varsity	September 2018-May 2019	25% of matches live streamed
	Support students to recognise their successes and reflect on their development	1. Encourage more students to complete the employability award by running an awareness campaign	September 2018-May 2019	10% increase
		2. Run the SLTAs, Gnomies and Sports awards	May 2019	300 students attend sports awards 200 students attend the Gnomies
		3. Run Bankit	September 2018-May 2019	10,000 hours banked
		4. Run course rep of the term	Semester 1	60 nominations received
		5. Run an end of term sports awards	Semester 1	100 students attend
		6. Introduce a most employable team and society award	January- May 2019	5 nominations

	Provide better development for student leaders	1. Run more workshops that meet Employability Bronze criteria for student leaders throughout the year	September 2018-May 2019	YFP to confirm employability award future
		2. Run a leadership conference for sport and society committees	September 2018	100 attendees
		3. Run a Part Time Officer training programme	September 2018-May 2019	70% EOs satisfied with training and felt they made a difference in their role
		4. We will work with the Growth Hub to deliver soft skills workshops for students	September 2018-May 2019	4 workshops delivered
	Work in partnership with YFP	1. Create a SU/ YFP agreement	September 2018	COMPLETE
Theme 4	Support student led groups to grow and develop	1. We will have a larger funding pot available to students groups to use	September 2018	£2k available to societies
		2. We will run better training for sports and club committees	September 2018	100 students attend
		3. We will run refresher training for clubs and society committees	September 2018-May 2019	50 students attend
		4. We will introduce the new Societies Card which generates income for societies whilst providing deals for members	September 2018	COMPLETE
		5. We will increase the amount of societies with constitutions	September 2018-May 2019	10% increase in societies with constitutions
		6. We will promote the Cube at Park for student groups to use	September 2018-May 2019	25 bookings per term
		1. Encourage the creation of academic socs	September 2018-May 2019	20 Academic societies

	Support the development of subject communities	2. Each subject community will have a trained Subject rep who will meet with their Academic Subject lead	September 2018	23 subject reps trained
	Campaign for better SU and student facilities	1. Lobby for better social learning space	September 2018-May 2019	Increase in student satisfaction
		2. Lobby for cheaper food and drink prices on campus	September 2018-May 2019	Increase in student satisfaction Tangible price reduction on budget range
	Support students to feel embedded in the student community	1. Run a tea dance for the local community	December 2018	25 student volunteers 100 local attendees
		2. Run more social events at Oxstalls	September 2018-May 2019	10 new events run at Oxstalls
		3. Run town tours on move in weekend	September 2018	100 students attend
		4. Officers to attend 5 student group events per semester	September 2018-May 2019	75% of students aware who the officers are
		5. Officers to run SU Unleashed at each campus	September 2018-May 2019	1x campus per semester
		6. We will run a activity fayre after Freshers at Pittville/Oxstalls	September 2018-May 2019	1 fayre run
		7. Promote the University's world café	September 2018-May 2019	Event included in Freshers Fortnight promo
		8. Support the development of a mature students' society	September 2018-May 2019	150 members of the society community
Theme 5	Improve our understanding of students	1. Run annual survey that seeks student views on everything	April-May 2019	500 respondents
		2. Complete an annual data report that analyses which students engage with us.	May 2019	Report in May
		3. Develop a segmentation project	May 2019	Report in May
		4. Analyse SimOn monthly	September 2018-May 2019	SimOn report every month at SU Student Voice Catch Up

Be excellent at communicating with our students	1. We will run gloswins campaign and launch an impact website which will communicate student and SU success	September 2018-May 2019	Success communicated monthly
	2. Develop a comms plan	November 2018	Report in November 2018
	3. Introduce new email newsletters to students	September 2018-May 2019	Fortnightly newsletter 75% of students believe the SU communicates well
	4. Deliver a you said we did campaign	September 2018-May 2019	75% of students aware of key SU wins
Build a strong and physical digital presence	1. Deliver a rebrand	September 2018	75% aware of SU brand
	2. Produce a promotional video for societies and clubs	December 2018	1700 socs and clubs members
Improve communications with the University	1. Termly newsletter about the SU posted on University infonet	September 2018-May 2019	3 newsletters per year
	2. We will develop a timetable of papers the SU submits to University Committees (University Council, Academic Affairs, Academic Board)	September 2018-May 2019	100% of FTOs felt supported for key meetings
	3. We will deliver a comms campaign aimed at University staff that communicates the impact and value of student activities	September 2018-May 2019	3 newsletters per year