

Improvements at your Union

In June 2010, the Students' Union conducted an 'End of Year' survey, aimed at all students. In June 2011, the survey was repeated, asking identical questions.

The key questions were:

To what extent do you agree that the Students' Union –

- Has a strong influence over decisions made at the University
- Keeps you informed about the work it is doing
- Is ethical, representative, easy to understand, welcoming, inclusive and value for money
- Has a positive impact on your University life (yes/no).

We also asked you what values you place on several key aspects of student life – from accommodation and finance, to lectures and a social life.

Results were released showing a percentage increase in positive (agreement) answers across the majority of questions, between 2010 and 2011.

Answers which revealed significant improvement were:

- The SU has a strong influence over University decision making
- The SU keeps me informed about the work it's doing

Financial and social-life issues are also now significantly more important to you, highlighting the current pressures you are facing.

The degree to which you would describe your Union as 'ethical', 'representative', 'inclusive', 'welcoming' and 'easy to understand' have also all shown a significant increase in 2011. 'Welcoming' has improved by 15%, echoing the recent I-grad survey results where Surrey was ranked as 'best overall welcome'.

There is no real difference in the level to which you would describe your Union as 'value for money', and in all other aspects of student life, no real changes were seen in the values which students place on these issues.

The Students' Union is exceptionally proud of this year's survey results, which show that over 80% of our membership believe we are having a positive impact on their University experience. The fact that we are becoming easier to understand (21% increase) and students feel better informed of our work (28% increase) is testament, we believe, to the work we have done in 2010/11 on our transparency and communications.

Our 2010/11 survey results have been used to inform work on our new 5 year strategy. We have also responded to our low scores in 'value for money' by reducing entrance prices on a Wednesday night and highlighting the best value deals in the Union. We now offer Costa Coffee in Chancellors which makes it some of the best quality (and the best value) coffee on campus.

We know how important finance is to you and we are currently working on a price comparison following poll results which told us you fully support our campaign for London allowance to cover the Guildford area. We'll keep you posted as we get more information.

We also know how important friendships are to you (you scored 'friendships' and 'fun' as your two most important values) so we are looking at refurbishing the space we offer in the Union for clubs and societies to meet and for students to socialise during the day. In the long term, we're hoping to build a new Union.

Our action plan is available to view here <http://www.ussu.co.uk/yourunion/Pages/Strategy.aspx>

We will continue working on our five year mission to become a leading Students' Union. You can provide feedback on your Union by joining our Opinion Panel here – (the Opinion Panel gets paid for attending focus groups and completing surveys) <http://www.ussu.co.uk/yourvoice/Pages/The-Opinion-Panel.aspx>

Or you can get in touch with us here - <http://www.ussu.co.uk/yourunion/pages/who-we-are.aspx>