

# The University of Surrey Students' Union Interim Report - Spring 2012



# introduction

Hello and welcome to the Students' Union update – a chance for us to let you know what we've been doing for students so far this year.

It's been an exciting and rewarding first few months and I hope you're all enjoying student life as much as I'm enjoying leading the Union.

The academic year began with one of our most successful Freshers' welcome weeks ever. Our volunteer Freshers' Angels descended on campus to provide the number 1 welcome experience in the UK. New students settled in well, with a fantastic first week of events.

This year has seen several important developments so far – in academic representation we now have four faculty reps who are leading the academic reps in each of their areas. In societies we have a brand new grading system which will help students to develop their committees and provide the best experience for their members. In sport the Union is working on a new initiative called Team Surrey which brings sport into focus at the University. In student welfare we have been working on security issues, including a students' forum to discuss your concerns.

On a wider scale we have been working on several longer term projects which I hope in the future will make a real difference to students. You will have already noticed our brand new website which marks the culmination of research, your feedback and focus groups where we asked you what you needed from your Union online. I have also recently been out visiting other Unions who have brand new buildings, as we're hoping to improve your Union and give you a better space to make the most out of being a Surrey student.

We have recently come to the end of our 2 year audit project – the Students' Union Evaluation Initiative, which saw us scrutinising every decision we made. The key point of the project was to make sure that students remain at the heart of what we do – this is your Union and you should be able to make a difference. The project revolutionised the way we work, we now broadcast meetings live online and we have a new sabbatical review panel where students can scrutinise the decisions we make.

Elections are coming up in March and it's your chance to vote for who you want to be on the team next year. Nominations closed on March 9th and voting takes place in the last week of term. If you don't fancy being a candidate make sure that you do vote – voting is online so it's very easy to make your choice. Check our website and copies of The Stag for more information.

If you're still thinking that you'd like to get more involved in what we do, visit our website at [www.ussu.co.uk](http://www.ussu.co.uk) and watch our new video for the 'Don't Be a Sheep' campaign. Hopefully it will give you some inspiration to stand out from the crowd!

**Osama Salih**

Students' Union President 2011-12



# our best bits

Implementation of a new accounting program – **Microsoft Dynamics NAV**. The implementation of this system will enable clearer, more accessible use for students to their club and society accounts.

**912** tickets for trips were sold during the Autumn Term with an overall satisfaction of **79.5%**

**£82, 098** paid out of Club and Society funds.

Approx. **1000** students participated in Active Freshers Fayre resulting in approx **1300** students participating in student sports teams throughout the first Semester.

**£117, 846** paid into Club and Society funds.

**Freshers' Week** included chart toppers such as Loick Essien and DJ Fresh as well as interactive events like Rockaoke and Headphone Disco. To top it off we managed to pull off a surprise guest appearance from David Hasselhoff.

Over **600** students involved in volunteering / Training (some crossover between activities)

**£199, 944** turnover for first 6 months of the academic year.

# representation

At the beginning of the year, the Union worked with the University to recruit new academic representatives. We currently have 380 representatives registered on our website – if you're one of those reps, thank you for everything you have done so far this year to represent students on your course.

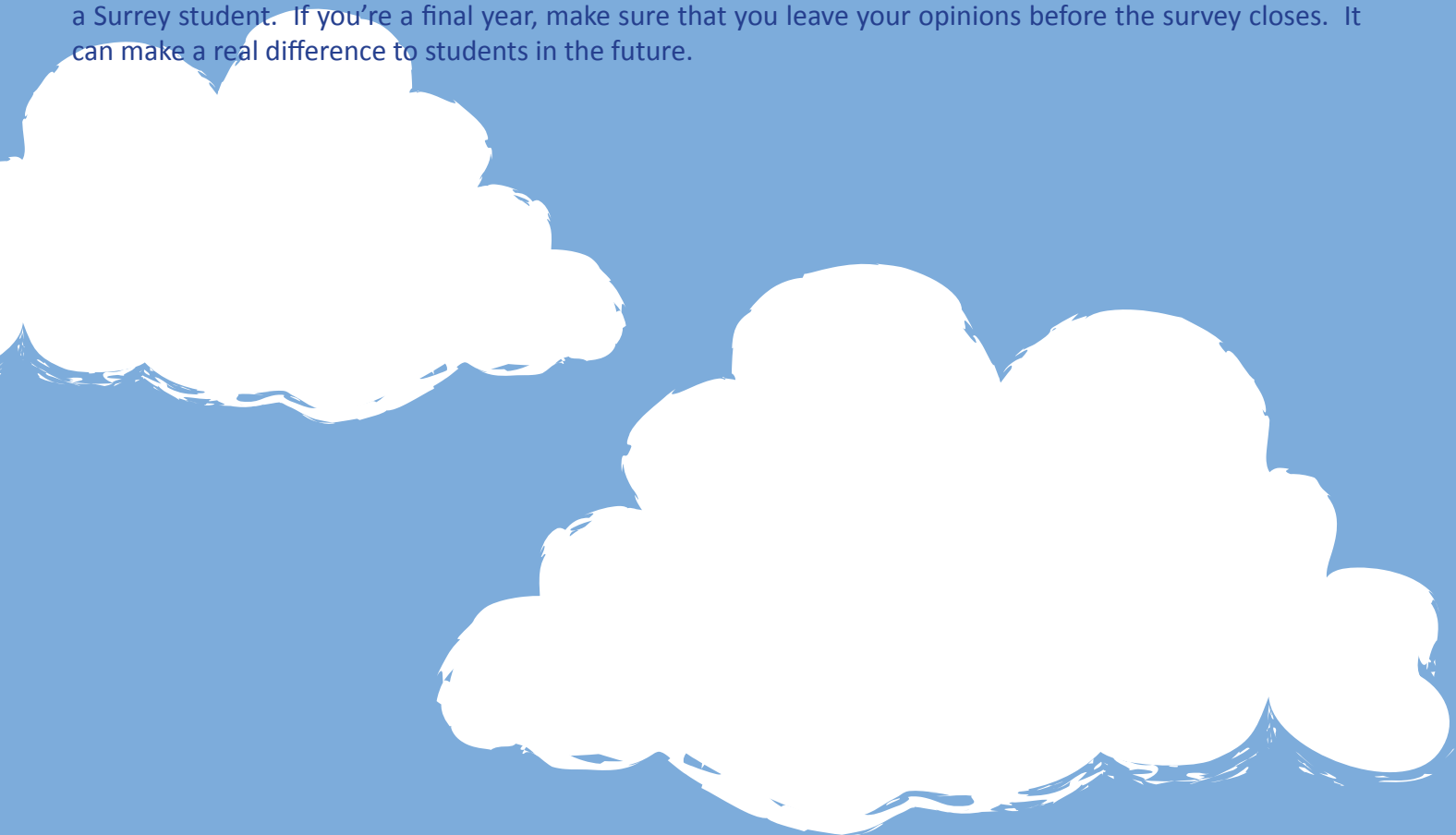
Also at the beginning of the year, the Union recognised the need for faculty representatives who could communicate with academic reps in their faculties. We have now recruited these four faculty reps and we are working with them to improve the training and involvement of academic representatives across the University.

Since September we have dealt with 133 student academic and welfare cases. These are individual students who have come to us for help either with an academic appeal, complaint, academic misconduct or a welfare issue such as accommodation or finance. Our case numbers are over 4 times higher than they were this time last year. 30% of our caseload has been academic integrity and misconduct (issues such as plagiarism or collusion) and under the University's new regulations, penalties for this have got harsher.

We are working with the University to make sure that this is dealt with fairly and that students are well informed about plagiarism and how it can be avoided.

Over the last few months we have continued to host popular academic rep assemblies, discussing (and improving) issues such as examination timetables and printer credits, which are now standardised across faculties. Academic reps have also been consulted on improvements to the Virtual Learning Environment (the new ulearn) and the new student email system.

The National Student Survey is currently open for all final years to tell the University what it's been like to be a Surrey student. If you're a final year, make sure that you leave your opinions before the survey closes. It can make a real difference to students in the future.



# you said, we did

You Said	We Did	How to give your feedback
You asked for more information about the cities visited on our Trips and Activities programme.	Web links been provided about each city in the Trips and Activities Programme so you can decide what you would like to do in advance.	Contact Helena Vardy, Activities Coordinator at <a href="mailto:h.vardy@surrey.ac.uk">h.vardy@surrey.ac.uk</a>
Some of you have asked for a guide to take you around the cities visited in the Trips and Activities programme.	From this term, supervisors will be asked to take students (who wish to join them) to a couple of famous sites/locations.	Contact Helena Vardy, Activities Coordinator at <a href="mailto:h.vardy@surrey.ac.uk">h.vardy@surrey.ac.uk</a>
You asked for longer in each city visited in Trips and Activities programme	The length of some of the trips will be extended.	Contact Helena Vardy, Activities Coordinator at <a href="mailto:h.vardy@surrey.ac.uk">h.vardy@surrey.ac.uk</a>
You asked for more season-specific volunteering opportunities	Feedback has led to summer volunteering slant for upcoming speed match event.	Contact Clem Mulcahey Banks, Volunerring and Training Coordinator at <a href="mailto:c.mulcaheybanks@surrey.ac.uk">c.mulcaheybanks@surrey.ac.uk</a>
You enjoyed the information given about volunteering	More talks on benefits of volunteering	Contact Clem Mulcahey Banks, Volunerring and Training Coordinator at <a href="mailto:c.mulcaheybanks@surrey.ac.uk">c.mulcaheybanks@surrey.ac.uk</a>
You wanted more relevant volunteering opportunities	More course-specific voluntary experience	Contact Clem Mulcahey Banks, Volunerring and Training Coordinator at <a href="mailto:c.mulcaheybanks@surrey.ac.uk">c.mulcaheybanks@surrey.ac.uk</a>
We have received feedback concerning how we contact students who are not successful at our recruitment events.	We are now looking at how we can use technology to inform them they haven't been successful	Contact Caroline Royle, HR and Staff Development Manager at <a href="mailto:c.royle@surrey.ac.uk">c.royle@surrey.ac.uk</a>
You asked for better signage about what's on in the Living Room.	We now have an advert running on the txt screens each Friday.	Contact Jade Johnson, Entertainments Manager at <a href="mailto:jade.johnson@surrey.ac.uk">jade.johnson@surrey.ac.uk</a>
You wanted more say in the events taking place in Rubix.	'Your Theme Your Night' was implemented on the 9 <sup>th</sup> December and there's plans for another one after Easter.	Contact Jade Johnson, Entertainments Manager at <a href="mailto:jade.johnson@surrey.ac.uk">jade.johnson@surrey.ac.uk</a>

# surrey in the press

## Union recognised by industry for training work

THE Students' Union at the University of Surrey has been presented with an award from the British Institute of Inkeping.

The student's union was presented with the award for the Best Licensee Induction Programme (Non Managed Estates) at a ceremony held at

the Imperial War Museum. The British Institute of Inkeping's (BIi) awards are described as the most prestigious training awards available for the licensed retail sector.

They are the ultimate endorsement of training excellence and were created to reward success achieved through effective training and development.

Ben McCauley, the commercial manager at the Students' Union, received the award on behalf of the union.

Ben said: "Recognition from the industry for our student-led training programme is excellent."

"With qualifications that any employer in the industry will recognise, it is yet another way that we can show that the Students' Union is not just another employer - we're an employer who value our student staff as developing professionals."



Above and left: The Students' Union at the University of Surrey received the Best Licensee Induction Programme (Non Managed Estates).

(Above) Surrey Advertiser - February 2012

## In brief

### Students try hard

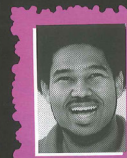
STUDENTS from the University of Surrey's rugby club have done their bit for the community by helping transform the gardens of elderly residents.

As part of Community Service Volunteers (CSV) Make a Difference Day, 10 students transformed the gardens at two properties in Woodside Road.

Clem Mulcahey Banks, Surrey Students' Union volunteer co-ordinator, said: "The team ably demonstrated the good work student volunteers can achieve. The day was a great success with residents expressing their thanks and gratitude to the students."

The event was supported by the Students' Union Volunteering staff and from Do>More - the on-campus volunteering society,

## TODAY'S PRESIDENT SAYS...



### OSAMA SALIH

2014 has been a big year for the union. From incorporating into a charity in its own right to the launch of Team Surrey, there's been a lot of positive change within the organisation that should see the benefits for our membership accelerate.

With an ever-changing membership, we have to be adaptive to change and what our students need, want and expect from their union.

For instance, in line with an increasingly international student body, our long-lived beer festival has been phased out to be replaced with a fortnight of cultural celebration of the many nations our students hail from.

The Students' Union Evaluation Initiative (SUEI) is a three-year NUS project we entered into in 2009. This reassesses our practices, to ensure we are doing the best we can to provide the best possible outcomes for our membership through our five-year strategy.

We are always innovating how we communicate with our students, from our monthly Pop-Up Union sooting the sabbos around campus meeting students, to being the first in our country to have a Facebook presence. We continue, with 12,000 fans, to be the most 'liked' Union in Britain.

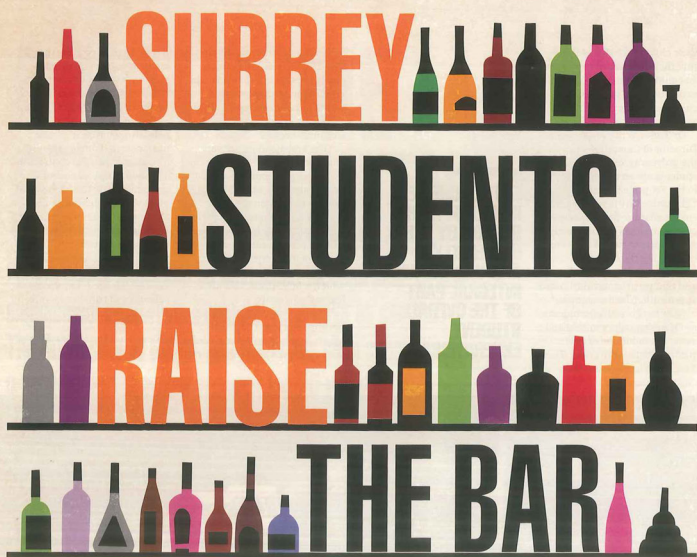
For any more info please get in touch at [usuu.president@surrey.ac.uk](mailto:usuu.president@surrey.ac.uk)

(Above) Surrey Advertiser - February 2012

(Below) NUS Spotlight - March 2012

(Right) NUS Spotlight - February 2012

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The University of Surrey Students' Union is helping to lead the way in responsible alcohol retailing. One of only five unions in the country to operate as a BIi training centre, it has been training students in the level one Award in Responsible Alcohol Retailing (ARAR) and level two National Certificate for Personal Licence Holders since 2007.

By Lisa Lynch, Communications Co-ordinator, University of Surrey Students' Union

## LICENSED TRADE: STAFF TRAINING AT SURREY

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The strength of the training programme at Surrey lies in the use of student trainers, who train future students once they have completed the ARAR and subsequent Certificate for Personal Licence Holders.

One of our staff members explains how student trainers benefit students: "Students feel more comfortable asking questions when being taught by a fellow student or someone of a similar age [...] this allows students to go away with a lot more knowledge, and practical ways of applying what they have been taught in the work environment."

All students, when they are first offered a position as a member of bar staff, are placed on probation. They are then trained in the ARAR, and it is only once they have passed this course that they are taken off probation.

Students are encouraged to progress and "work their way up" according to Caroline Royke, the union's HR and Staff Development Manager and BIi Course Investigator. She goes on to say that in the feedback she has received from students, they find the qualification useful as it offers "practical experience" and "looks good on their CV when looking at future employment."

A member of the training team agrees: "I think that training bar staff in BIi qualifications is a brilliant way of training staff on the whole. Not only does it provide a transferable qualification that a member of staff could take to another employer and have it recognised across the industry, but it allows a licensed venue to demonstrate that it takes a responsible and pro-active approach to the training of its staff to a national standard."

In 2011 alone the union has trained over 112 students with a

pass rate of 97 per cent. Another member of the training team feels that the union's training goes beyond students attaining a recognised qualification: "We don't just train them in what the legislation is, or what will come up in the exam. We go through how the legislation came about and why best practice is considered best practice."

"What I really like is when I see staff confidently putting into practice the techniques we've gone through in our courses. We aim to make sure our staff don't just know the answers: they understand why the answers are right."

The quality of training the union provides was recognised recently when the BIi awarded us the Best Licensee Induction Programme (Non-Managed Estates) 2011. This was a tremendous achievement, given that this is a national, industry award.

The BIi's awards are the most prestigious training awards available for the licensed retail sector. They are the ultimate endorsement of training excellence and were created to reward success achieved through effective training and development.

Ben McCauley, Commercial Manager, received the award on behalf of the union. He says: "Recognition from the industry for our student-led training programme is excellent. With qualifications that any employer in the industry will recognise, it is yet another way that we can show that the students' union is not just another employer; we're an employer who values our student staff as developing professionals."

Following on from the recent win at the BIi awards, the union is keen to provide more challenging and in-depth opportunities for its full-time and part-time staff. Student staff are, therefore, encouraged



PHOTOGRAPHY - Adam Sawyer

to pursue additional opportunities such as working towards the Professional Barperson's Qualification. Comprising two different awards - the ARAR course and the additional Award in Customer and Drinks Service - this qualification further improves the employee's knowledge, skill-set and service standard.

Ben McCauley continues by explaining that "all Surrey's bars supervisors are encouraged to take the level two Award for Personal Licence Holders exam. This allows staff the opportunity to enjoy greater responsibility and a clearer understanding of licensing rules and regulations, and also supports the union's commitments to the safe and responsible sale of alcohol. Of course, staff members are rewarded for their hard work with higher pay and positions of leadership."

With the constant turnover in student staff, as many graduate and leave the fold, the union is making plans for the future and its new bar staff intake. The principle aim is to maintain its excellent training record and to inspire new team members to take on additional opportunities for training and development.

Added to this, the centre has recently extended its approval rating to offer the course for the level two Award in Drugs Awareness for Licensed Hospitality Staff, and the cellar staff will also be undergoing training to achieve the Award in Beer and Cellar Quality. Such initiatives will expand upon, and diversify, the skill-set of current staff members.

The union initially focused on offering the BIi training in-house to its staff members; however, it is now considering widening its focus and sharing its expertise and facilities by running training courses for university departments, local colleges and businesses. ●

**"THE QUALITY OF TRAINING THE UNION PROVIDES WAS RECOGNISED RECENTLY WHEN THE BIi AWARDED US THE BEST LICENSEE INDUCTION PROGRAMME (NON MANAGED ESTATES) 2011"**

# commercial activity

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Introduction of **Halal Sandwiches/Vegetarian Range** to the Union Shop

£2.99 Urban Eat Meal Deal total sales to date **4,000**

**50%** increase in Citrus attendance on this time last year

**17.3%** increase in Citrus bar sales on this time last year

£3.39 Ginster Meal Deal **6,000** sales to date

**Pukka Stationary** range added to Union Shop from September 2012

**1,500** items of Merchandise including hats, hoods Steve stag Scarves etc sold

**Flirt!** - 30,000 footfall at 24 events every week

Introduction of Bespoke **Limited Edition** Sweaters and Jog Pants to the Union Shop

**20,000** Union Event Tickets sold in the Union Shop

Flirt! has over **40,000** followers on Facebook and Twitter

**1,550** Trips & Activities Tickets sold in the Union Shop

**2,100** Society Event Tickets sold in the Union Shop

# student media



In 2011/12 The Stag has marched forward, taking on board all the improvements of last year and building them up into a first-rate publication. Most obviously the design has been improved tenfold and the issue-by-issue lay-up is more standardised. The Stag has the strongest and most mobile branding since before the end of Barefacts.

Writing is also subject to stricter vetting by section editors and writers have been encouraged to take on a broader array of topics, particularly in the areas of politics and economy. The Opinion & Analysis and letters sections have been added and writers have again been encouraged to be more critical of their subject-matter.

GU2 has improved dramatically from last year into one of the biggest and most known societies on campus. We began the year with one of our largest intakes of sign ups from Freshers Fayre. With an increased intake of new members, GU2 completely changed their training routine to make it easier for new members to get involved. Working alongside the organiser of the 'Say Something' live music nights on campus, GU2 managed to secure Rizzle Kicks for the first Say Something Live Music Night of the year.

GU2 has significantly grown a much larger presenting base than previous years, and with higher quality broadcasts more frequently, we have achieved much higher listenership figures than the past two years. This increased listenership has also inspired more people to join the station as full time presenters subsequently making the amount of time on air significantly larger than previous years.

Our News and Sports teams have grown from strength to strength after their small beginnings last year. Our news team has grown from a team of two people to now feature a very strong group of over 10 individuals. We now have live news broadcasts every weekday at 5:00pm and 5:45pm which makes us the only place on campus to hear live news daily. The sports team have also joined with the news having regular sports updates every weekday at 5:45pm. They also now have two sports shows every week with Team Surrey, national and international results.

MADTV is the University of Surrey's student TV Station. This year, MADTV have set out to continue the high standards from last year. We have continued with live broadcasts of major events such as IGala and Union Election coverage and collaborated with Stage Crew for these events.

Moving on from this, we have given more training on live video to our members meaning we can do more live streaming, whether it is on the screens in Rubix or streamed on the web. We continue to affiliate with NaSTA and early in the year took part in a live broadcast with other stations across the country as part of Fresher's TV.

Affiliation with NaSTA has helped us because it has given us more recognition and has given us a chance to network with other student TV stations. This year, we have started looking at regular programming and ways to get more information to students more frequently. We have created a weekly news bulletin which allows students to find out key events that are happening on campus and any important information students need to know.

The news show covers everything from arts, to sports and other University events and information. We have fulfilled one of our key aims this year which is to promote societies on campus and to get students more involved in a sports club or society with our GSAG's (Gave Societies a go).





# union as an employer

**over 300**

students attended  
the part-time  
recruitment  
event

**“Customer  
Service is  
best in terms of  
quality, quantity  
and value for  
money - cheers to  
SU staff.”**

“I  
love Electro  
night, everyone is  
always in a really good  
mood, there have been good  
drink deals and staff always  
very friendly. Worst nights  
are near exam times when  
there is hardly anyone in  
Rubix and atmosphere  
is a bit dull”

“I came to  
collect my NUS card  
and was disappointed  
when my batch had not  
arrived, but the staff  
member pleasantly  
explained that it should  
arrive soon”

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**Full Time  
Members of Staff  
including  
Sabbaticals**

# accreditation

## BII

The Students' Union was presented with an award from the British Institute of Innkeeping (BII) for the Best Licensee Induction Programme (Non Managed Estates)

The Union was presented with the award at a ceremony held at the Imperial War Museum on 30 November 2011.

The BII's awards are the most prestigious training awards available for the licensed retail sector. They are the ultimate endorsement of training excellence and were created to reward success achieved through effective training and development.



## SUEI

In February we were assessed as part of our SUEI (Students' Union Evaluation Initiative) project. This was a 2 year project where we looked at everything we do as a Union and whether we consider you (the members) in everything we do.

We are waiting to hear about the outcome of the assessment and we hope to be accredited through a SUEI award in the summer.



## liV - Investing in Volunteers

Investing in Volunteers (liV) is the quality standard for volunteer management, and is a must have for any organisation working with volunteers.

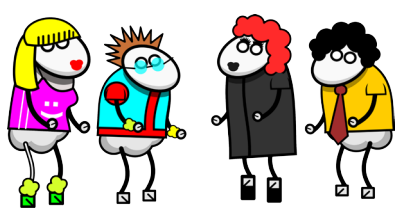
Here at the University of Surrey Students' Union we are committed to our volunteers and their development, and as such we are currently reviewing and improving everything from recruitment procedures to training programmes and most importantly, the support and resources available to our volunteers.

With our assessment taking place at the beginning of May, it's a hugely busy but exciting time for us and all our student volunteers.





Sabbatical Officer University  
 Youngs' Trips Community  
 Unity  
 Living Room Sustainable  
 CHANCELLORS' COMMERCE  
 REPS  
 SKYNET  
 EXEC  
 REPRES  
 activities  
 ETHICS  
 CLASSY PERSON  
 APPEALS  
 MADT  
 PRESIDENT  
 DEMOCRACY  
 WELFARE  
 SERVICES  
 Training  
 TWITTER  
 ELECTIONS  
 FACEBOOK  
 Union  
 THE STAG  
 THE NOW SURREY  
 HUMANITIES  
 STUDENT  
 EVENTS  
 Education



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 'Don't be a sheep, stand out from the crowd'

