

SPORT DEVELOPMENT
DIVERSITY
Communication
Ethics

Strategy 2011-15

activities
EQUALITY
EXECUTIVE
REPS
SKYNET
PRESIDENT
Democracy
WELFARE
SERVICES
Training
TWITTER
ISSUE 24
FUN
VOTE NOW
CLUBS
AGM
voice
EVENTS
Education
Union
CHANCELLORS
COMMERCIAL
Facepook
ELECTIONS
learn
STEVE
volunteering



Your Union, Your Strategy....

In June 2010, the Students' Union conducted an all student survey, asking you what was most important to you, and what you felt should be central to your Union.

You said:

Value for money

Fun

Community

Democracy

You also told us we should work on our value for money, our quality, and the opportunities we provide to students.

We have created this five year strategy based entirely on your feedback and we're proud to say it's come straight from students. We will consistently review the strategy to make sure we are still doing what students want.



Introduction

The Students' Union is the sole representative body for University of Surrey Students. We are the organisation that represents the views of the students to the University, and this is our core function. We are an organisation that is committed to being membership led, and this strategy outlines how we will best respond to the needs of our members for the next five years, and prepare ourselves for the future.

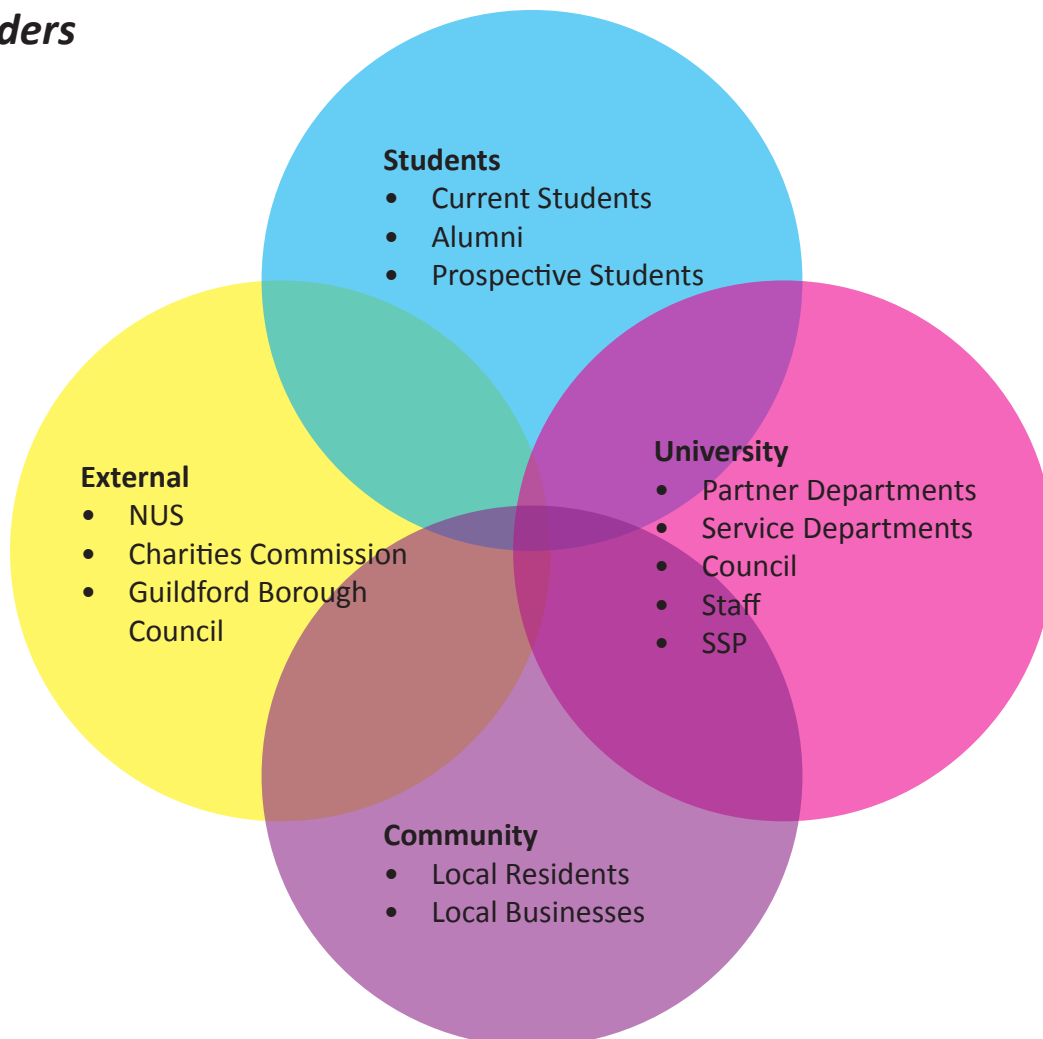
Background

The Union is funded significantly through an annual subvention from the University. This subvention is given in order for the Union to operate the activities we have set out in our annual plan. We run a number of trading services which generate a surplus, which fund activities we have set out in our annual plan.

2010, a decade of change

Although there are always reasons to change what you do to adapt and survive, 2010 marks the start of a revolutionary change in the relationship between the University and its students. Now more than ever, we must be able to represent our members. With reforms in public spending, funding for Universities, Charity Law, and more, the environment in which we work will change; and we must adapt with it.

Stakeholders



Stakeholders

Students

- Current Students of the University of Surrey
- These are our full members and our primary stakeholders
- Alumni
- Graduates of the University of Surrey
- Prospective Students
- Those who have opted to attend the University of Surrey in the future

University of Surrey

- Partner Departments - Those who we work with to deliver services
- Service Departments - Those who provide the Union with services
- Council - The governing body of the University, and a regulating body for the Union
- Staff - All full time staff of the University, classified as Staff Members

External

- NUS - The National Union of Students, with whom we affiliate
- Charities Commission - A regulating body for the Union
- Guildford Borough Council - The local council for our members as well as a regulating body for the Union
- Companies House - A regulating body for the Union

Community

- Local Residents - Those who live with, rent houses to, or are otherwise related to our members
- Local Businesses - Local suppliers and customers with whom the Union deals with

Our Vision

To be a leading Students' Union, that has a positive impact on every University of Surrey Student.
This is where we aspire to be

Our Mission

The University of Surrey Students' Union exists through the University Charter and is the sole representative body for the students at the University of Surrey. The Students Union is an independent, membership led organisation; committed to providing the services our members need, and to creating the changes our members want.

This is why we exist

Our Values

Integrity & Transparency

- We shall ensure our members trust their Union in what we do and what we say, they will know what we do and why we do it.

Democratic & Inclusive

- We are a membership-led organisation, and we will ensure our members have the opportunity to direct their Union in providing a diverse range of activities and services, accessible for all members.

Sustainable

- We shall ensure that the Union exists for generations of students yet to come.

Supportive & Responsive

- We will respond to the needs of our members and help them to support and develop what they want to achieve.
- This is how we will conduct ourselves in everything we do



Vision

Themes

Objectives



Officers and staff of the union will work to agreed objectives that progress our strategic themes, leading to our ultimate vision

Strategy Themes

Our strategy to reach our vision is in four themes

This is what we want to do

1. Community

We have a diverse range of members, with differing needs and wants. We will ensure that their Students' Union can support them in their campus community, and develop new ways to meet the needs of the 21st Century student

2. Satisfaction

Over the whole student lifecycle we will ensure that the Students' Union is enriching the lives and experiences of our members as well as supporting the University of Surrey to achieve their strategic aims

This is how we want to do it

3. Legacy

The Students' Union has an obligation to ensure that it is able to carry on its work for future generations of students. It is our duty to use our resources for the benefit of our members, while demonstrating value for money to our stakeholders who provide funding

4. Democracy

As a membership led organisation, we constantly tell our members that it is their Students' Union. We will make sure that this is more than a phrase and we are directed in what we do by our members



Community

The University of Surrey is made up of a rich mix of different cultures, interests and personalities. The campus environment allows an opportunity for students from all backgrounds to expand their cultural and social horizons beyond their academic life. By creating and supporting strong student communities, the Union will enrich the experience of its members.

Societies

Societies have always been an important part of University life. Societies create strong communities within the student population, as well as introducing members to new experiences and cultures. We shall support society leaders by providing the resources they need and reduce red tape allowing more time for society activity and less on administration. Societies will be encouraged to run independently, and we shall provide the skills to society leaders to enable this

Sport

Participating in Sport at University promotes wellbeing, health and teamwork as well as the opportunity to make friends for life. We will encourage participation in sport and recreation for our members and provide the effective resources with our partners to make this accessible to all.

Social Experience

Many members first experience of independent living is when they arrive at the University of Surrey, and our members have always embraced a multi-cultural campus. We will provide an excellent social experience, enabling all sections of the student community to meet others, relax and have fun.

Volunteering

University is not just about learning, but gaining an education in preparation for life. We will continue to strengthen our links with local and national volunteering organisations to provide opportunity for our members to engage with the wider community beyond campus and make a positive contribution to the wider Surrey community.

Virtual Community

As the campus population expands and virtual learning technology develops, we will adapt our service to give a complete experience for all members regardless of their location or how often they visit the University campus.

Satisfaction

Our core vision is to have a positive impact on the lives of our members. The work of the Students' Union will lead to a better experience for all our members, whether they are directly or indirectly involved in their Union.

Representation

The absolute core function of the Students' Union is to inform the University on current student opinion. Our members expect us to make their voice heard when consulting with the University and wider stakeholders. We will represent our members views to others with professionalism and accuracy.

Delivery

We will never treat our members as simple customers; we will always be a membership organisation. This strategy will be continually adapted according to the wishes of our members, and embedded into everything we do. Our members should not just be satisfied, but love their Union.

Second to none

We recognise that best practice often lies beyond our own campus and there are many world class Student Unions across the UK. We will embrace the opportunity to learn from other Unions, and benchmark our performance against them

Training & Development

The learning experience does not end in the lecture theatre. Our members will be provided with opportunities for personal and skills development in a peer to peer framework. Training & development will not be provided for the purpose of collecting certificates but for providing real skills and benefits to our members. We will seek to provide the opportunities that our members require.

Legacy

Aspirations will always remain pipe dreams unless there are resources to make them a reality, and each generation of students hold the Union in trust for the next. As a charity, and an organisation funded by its membership, we have a responsibility to always ensure the Union has a secure financial base to work from as well as maximising opportunities to support our membership.

Not for profit, just for students

Finance is becoming more challenging every year for our members. We will continue to operate cost efficient trading activities, generating enough surpluses to enhance the annual subvention grant and provide investment for the future. We will not profiteer, but provide best value as part of the University economy. The Union will only partner with private enterprise when there is a clear benefit to our members

Transparent

Although the Students' Union is not a public body we will go beyond the reporting standards required for public bodies and ensure our members know exactly where their money goes. Reporting will be clear for all our members to understand and available to all

Innovation & Enterprise

The core activities of the Students' Union will always be providing appropriate services to our members. We will review these services to ensure we are delivering what is needed. Where we are providing redundant services for no financial or service benefit these will cease to operate. We will look for new opportunities to enhance the subvention grant with commercial enterprises available to non-members, only when there is no impact on the services we provide to members and no commercial conflict exists with the University.

Democracy

A membership organisation is most effective with an active and engaged membership. It is the duty of the Union to listen to, discuss with and inform its membership on its work. We will not only listen to those who shout the loudest, nor will we abandon those who are disconnected with their Union.

Communication

A dynamic membership organisation should have a continuing conversation with its stakeholders. We will not communicate in only one direction but continue to innovate allowing our members to communicate with their Union in the way they want, and not how we dictate.

Research

We have a duty to provide an accurate reflection of our members views which will shape the direction of the University. We will improve our research on student opinion to move away from the out-dated models of the past and provide representation fit for the 21st century

Accessibility

The Union will remove unnecessary barriers to the organisation. Our rules, procedures and governance will be reviewed annually with the aim to keep bureaucracy to a minimum. Our members will have confidence that they are able to participate fully in their Student Union without having to dedicate disproportionate time to understanding the structure.

Democratic & Accountable

Our democratic procedure shall also be reviewed on a regular basis to ensure those are appropriate and meeting the requirements of our members. We will not listen to only those who make the most noise. The Union will not protect those officers or leaders who abuse the trust of our members for the sake of reputation.





Hustings

VOTE NO

Learn

AGM

ever

Educa



AGM

