

QMSU Impact Report 2015-16

Outcome requested:	QMUL Council is requested to note the QMSU impact report for 2015-16.
Executive Summary:	The QMSU Impact Report provides a snapshot of activities and work undertaken by the Students' Union in 2015/16.
QMUL Strategy:	Queen Mary, University of London Strategic Plan 2014–19 <ul style="list-style-type: none">- SA2.2- EA1.1
Internal/External regulatory/statutory reference points:	Education Act 1994 and related Code of Practice; QMUL Ordinance C5
Strategic Risks:	2. High quality student experience throughout the student life cycle
Equality Impact Assessment:	There are no equality and diversity impacts that arise from this paper.
Subject to prior and onward consideration by:	N/A
Confidential paper under FOIA/DPA	No
Timing:	QMSU presents an annual impact report Council.
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Date:	December, 2016
Senior Management/External Sponsor	N/A

2015/16

Queen Mary University of London
Students' Union



Impact Report

QUEEN MARY, UNIVERSITY OF LONDON
STUDENTS' UNION

WWW.QMSU.ORG

Introduction

Queen Mary, University of London Students' Union (the Union) is a registered student-led charity that works to improve the student experience of Queen Mary University of London (QMUL) students. The academic year 2015/16 has been another phenomenal year for the Union! For example, the Union has led on high profile campaigns such as the Union's 'Elephant in the Room' mental health

campaign, had record levels of engagement in student activities and had the highest number of votes in the annual Union Elections. This report showcases things the Union is most proud of over the 2015/16 academic year, but this is just the tip of the iceberg of what the Union does for students. If you want to find out more please visit:

www.qmsu.org

President Opening Remarks



Our Impact Report is a snapshot of what the Students' Union has been working on in 2015/16. In the second year of our Strategic Plan, we had a range of targets to hit, and it was great to see that we not only reached but exceeded so many of them. However, working in a Students' Union isn't just about targets. I loved seeing how the year was shaped by the diversity and creativity of our student body and its ideas.

I am so excited to see what is yet to come as we go forward into the final year of our Strategic Plan. This year has seen so many changes in the wider society and the education sector in particular. It's time to show what a Students' Union can do when working in partnership with its members, and how far-reaching our impact can truly be.

Miranda Black

PRESIDENT 2016/17



Mission

THE UNION'S MISSION IS:

**TO
IMPROVE
STUDENTS'
LIVES**

Vision

THE UNION'S VISION IS:

For all students to feel part of a Queen Mary community where they can develop, are supported and can make changes on issues that affect them.

Values

THE UNION'S
VALUES ARE:

Student Led & Democratic

The Union should always have at its heart that it is run for students by students. This means making sure students have the opportunity to lead the Union and make decisions.

Diverse & Inclusive

The student body is very diverse and the Union and its activities should reflect this so that it is inclusive of the whole student body.

Open & Accessible

Students should always feel that they are able to approach the Union and that it will be responsive to their needs. The Union should be open and accessible in all of its activities.

Progressive & Creative

The Union wants to ensure that it is constantly developing to meet the needs of its student body. This includes finding creative solutions in a time when available resources are stretched.

Welcoming & Fun

The Union has a responsibility to provide the social side of the student experience. Students should want to get involved with the Union because they know it's going to be fun and welcoming.

Aim 1: Students will feel like they belong to a community

The Union is committed to making sure every QMUL student feels they belong to a community at QMUL. Key to the success of the Union creating communities is through running initiatives centrally, as well as providing the support and resources for students to develop and deliver a community through affiliated student groups.

This year, the Union ran a series of events to further create communities between the different groups of students involved in the Union. Some of these events include the Course Representative Christmas party (50+ attendees), Club Sport quiz (100 attendees), Club Sport mixed gender and ability netball tournament and The Big Thank You (70+ society committee member attendees).

Highlights

2605 club sport memberships were sold – a new Union record

220 dentistry students were supported to do 10 hours of community volunteering

89% of academic societies ran 4+ events for their members

£25,638.89 raised through the RAG 'adopt a charity' scheme

251 societies affiliated with the Union – a new Union record

700+ students attended the volunteering fairs

Student groups take over Drapers

This year saw the introduction of charity club nights at Drapers, pioneered by the Union Disco Society through the 'adopt a charity' scheme. The students worked with the events team to access the venues at cost price which led to three student groups hosting monthly take overs. Our students picked the themes for the events and all ticket money went to charities of their choice. The Young Greens society clinched Fundraising Group of the Year as they raised over £8,000 and we saw the Disco4Change brand take off – not just here but in clubs around London.

More opportunities for students to volunteer

There were more than 400 students involved in 14 student-led volunteering groups. In 2015/16, two new groups were affiliated including OpenMinds, who train university students at QM and BL to go into local schools and run mental health workshops, and SexEd, who run sex and relationship sessions in the community. Short-term student-led initiative, Mary Christmas, also distributed essential items to rough sleepers in London.



FEDDY BEAR HOSPITAL VOLUNTEERS

Queen Merry Market

In December, the Union celebrated different cultures at QMUL by hosting a Christmas market styled event to allow student groups to show how they celebrate festivals in their cultures. Over 800 students attended the event, held in the Hub, with 20 student groups providing food, drinks and information. This event was a collaboration with QMUL Residences and Careers Department who held a similar event in the Student Village.



Obj 1.3

CHOIR SINGERS AT QUEEN MERRY MARKET

Community Sport

The Union has brought together 35 students from across QMUL to be part of the Community Sport programme. Community Sport was nominated for two awards in 2015/16: the Times Higher Education – Outstanding Contribution to the Local Community Award and the London Sport – Bigger and Better Workforce Award.



Obj 1.5

You said

You wanted the Union to take an active role in promoting the Mayoral elections

We did

We supported a group of students to deliver a 'Vote QMBL' campaign which encouraged students to register and vote in the election

Aim 2: Student life will be better because of the Union

Firmly rooted as the core purpose of the Union is the advancement of education for QMUL students. The Union is constantly listening to and responding to the needs of students through running campaigns and lobbying QMUL and external groups. There

have been some excellent examples of where student representatives of the Union have made real changes for students, such as 20 changes made in Floyer House (Whitechapel) due to the campaigning of one of the Union Halls Reps, Anna Hicks.

Highlights

1416
students responded to the Annual Survey

£17,725
grant from the Westfield Fund to run a wide piece of research

50%
response rate to the international student questionnaire led by our International Representative (BL), Amir Palermo

£100+
is the sum students raised for their unwanted text books at the Union Book Fair

5800
99p teas and coffees sold in the Griff Inn in response to student feedback to reduce prices

485
nominations in the student-led Teaching Awards (more than twice the 188 received in 2014/15)



BUDDY FROM THE BUDDY SCHEME

Obj 2.2, 2.6

Vote Fest

Bringing the Mile End campus to life, the Union ran the first 'Vote Fest' to promote elections in a fun and engaging way. This included carnival themed games and attractions which engaged over 1000 students and gave candidates a platform to sell themselves to students.

Obj 2.2, 2.3, 2.4, 2.5, 2.6

Fed up with Feedback?

922 students responded to this year's Student Experience Survey on academic feedback entitled 'Fed Up with Feedback?' The findings of which were presented to an audience of over 80 University staff at the Student Experience Seminar on 10 February. QMUL has established a working group to consider and take forward some of the recommendations contained in an accompanying report.

Obj 2.7

The Buddy Scheme is bigger than ever

The Buddy scheme is an opt-out peer mentoring programme for incoming first year students. The scheme ran with over 3000 mentees and 360 mentors in 2015/16 and focuses on the pastoral side of student life. Each mentor is trained to support their students and encourage them to engage with life at QMUL.



WOMEN'S RUGBY TEAM WEARING THE RAINBOW LACES

Obj 1.4

Obj 2.1

LGBT+ Inclusion in Sport

The officers led on a campaign to promote LGBT+ inclusion in sport to tackle homophobia, transphobia and biphobia. This involved a campaign photoshoot involving sports clubs, a pledge signed by members of sports clubs and over 500 pairs of rainbow laces worn at the annual Merger Cup.

Obj 2.2, 2.5

More students engage in Union research than ever before

1416 students (8.2% of the student body) took part in the Union Annual Survey called 'Small Survey, Big Change', which will help direct work in 2016/17. Other pieces of research have also taken place to inform students about the work of the Union. For example, research concerning Get Active has led to more sessions on campus and the introduction of 4 new activities.

Obj 2.3

Increasing the library opening hours

Whilst the Union is continuing to push for 24/7 opening hours 365 days a year at the Mile End library, there have been some substantial improvements in 2015/16. This year, over 1200 students signed a petition to have a staged approach on improving opening hours of the library – this led to QMUL running a pilot.

Obj 2.3

Students are feeding into the Union operations

The Union launched monthly operation meetings on the Whitechapel campus to ensure it is listening and responding to student feedback on the services we provide. This has led to changes in the events programme and products available at the Griff Inn. A similar structure has now been introduced at Mile End.

Obj 2.8

The Union is getting greener

The Union achieved silver in NUS Green Impact! This year every single student media publication was printed on entirely recycled materials, the Union has continued to introduce more and more paperless processes through its receptions, as well as run campaigns and pass policy, such as lobbying QMUL to divest from fossil fuel.

You said

You wanted access to more study space on campus

We did

Working with QMUL, the Union identified a number of available spaces that could be used for study space and promoted these to students

Aim 3: To prepare students for life beyond QMUL

Aim 3 of the Union strategic plan is more than just about improving students' employability; it is about helping students to develop as well-rounded individuals. The Union runs excellent student activities and services which give QMUL students

the opportunities to develop and learn. The QM Skills Award has continued to develop and see increased levels of engagement, and the Union has also started new initiatives to further diversify the way it provides opportunities to students.



Highlights

£4,897
was awarded to 18 groups through the Union Employability Project Fund

87.5%
of students leading Community Sport believe they have had good or great development in communication

96%
of participants would recommend taking part in the QM Skills Award to a colleague

222
student staff were employed by the Union

637
attendees at our intern-led weekly table tennis session

400
students from 209 different groups attended The Big Hello

Obj 3.1

Student Media Conference

This year's Student Media Conference was bigger than ever before! It ran over two days with over a dozen talks, workshops, debates and activities. This event is the perfect start to a career in media as students get to hear the insights from key industry players, all offering tips on how to get jobs in the business, how to stand out and what to truly expect.

Obj 3.4

Developing students through paid internships

The Union continues to invest in interns and this year it has continued to host a Sport Participation Intern who has supported the Get Active and Sport Leagues programme. The intern has had a key role in the successful delivery of the Pongathon project which has offered weekly table tennis sessions to students in Drapers Bar & Kitchen.

Obj 3.3

Developing student staff

In addition to their basic role-specific training, student staff can further strengthen their skills by participating in exciting developmental opportunities and positions of responsibility. In Qmotion our student staff fitness instructors are fully funded and supported in completing their Level 2 Fitness Instruction award. This allows them to gain specialist skills, improve their employability prospects and expand their life skills.

Obj 3.1 and 3.2

Making funds available for student employability initiatives

The Employability Project Fund was a pot of money for student groups in the Union to bid for specific activities to improve the employability of their members. A fantastic 32 student groups across the Union applied in November 2015, with 18 groups being awarded funding totaling £4,897.

The Big Hello

The Big Hello was a one day conference to train student activity leaders with the skills to run their groups effectively. 70% of attendees' feedback showed that the training had enhanced their personal and professional development and that they felt more confident in leading their group after the Big Hello.



Obj
3.1

Helping students to recognise the skills they have developed

Students who take leadership, representative or paid roles in the Union develop their employability skills for the future. However, a lot of students fail to identify and evidence those skills when they apply for jobs. The QM Skills Award helps students recognise, strengthen and market the skills students develop by offering them training and reflective sessions. This year, we more than doubled last year's numbers with 97 students completing the award.



Obj
3.2

STUDENTS AT
THE BIG HELLO
2015

STUDENTS
RECEIVING
THEIR SKILLS
AWARDS

You said

You wanted to improve your employability skills

We did

The Union ran 24 soft skills training sessions as part of the QM Skills Award

Aim 4:

Students will know what the Union does and why it does it

The more the Union does, the more the Union has to communicate. Every year, the Union dramatically increases the number of students it engages with and supports through our activities and services. Key to the Union being able to deliver for students is telling them who we are, what we do and how we can make

QMUL a better place for them. One new initiative is that the Union was chosen as one of 3 MSL-supported Students' Unions nationwide to pilot a new app. The QMSU App was piloted in 2015/16 and it will keep students updated on the go by delivering information about events, student groups, voting and Union facilities.



Obj 4.1 and 4.3

Website relaunch leads to improved visits

At the beginning of the academic year, the Union relaunched its website so it was fully responsive with a brand new design and new functionality. The Union also launched a brand new Welcome Website. This was a minisite which resulted in a significant 39% increase in Welcome Week related page views from the previous year.

WEBSITE
RELAUNCHED

Obj 4.5

Celebrating our students successes

We nominate our students for external awards, for example one student was given an "honourable mention" in the London Sport awards category of Volunteer of the Year for 2015. SPA, the Student Publication Association, recognised two QMSU Student Media Outlets for their exceptional work at this year's National Student Media Awards!

STUDENT
MEDIA
AWARDS 2016

Obj 4.5

Making the most of our mission

The Union has ensured its Union mission has increased prominence across its venues. New large-scale wall graphics have been introduced in key strategic locations, such as the entrance to the Students' Union Hub. The Mission logo has also been rolled out on coffee cups, menus, the Welcome Mailout materials, posters and other publicity material to ensure more students are aware of the Mission.

MISSION
LOGO ON
COFFEE CUPS
IN GROUND

Highlights

148,617

was the reach of the thunder clap for the elections

2.5+

million page views on the Union website

10,000+

students attended the record breaking welcome fair

1359

new followers on Twitter

35%

increase in the number of page likes on Facebook



Obj 4.1, 4.2, 4.3 and 4.4

A video welcome

The Union introduced a brand new welcome video at the start of the year produced by our student photographers. This video had over 3100 views, plus thousands more people saw the video as it was shown at training sessions and induction lectures at the beginning of term.

WELCOME
VIDEO 2015

Obj 4.1, 4.2, 4.3, 4.4, 4.5

New signage across the Union

During the 2015/2016 academic year, the Union further maximised the use of interior spaces to regularly communicate what the Union is doing. A key signage project was completed at the start of the academic year which saw 9 major new installations throughout Union buildings communicating about our Executive Officers, Student Council, Course Reps, how we bring in and spend our resources, the Union's mission statement, Give Back and our Community Work and a number of Get Involved Opportunities and Activities displays.

NEW SIGNAGE
ACROSS THE
UNION'S
BUILDINGS

You said

You wanted to know how the Union spent its money

We did

The Union installed a graphic in the Hub explaining its finances, and also introduced coffee cups which clearly states the Union's not-for-profit status



GRADUATION
BALL 2016

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 Queen Mary University of London
Students' Union

