

The background of the entire page is a dense, intricate pattern of purple scribbles. In the upper-left quadrant, there is a dark purple circular area containing the letters 'src' in a white, lowercase, sans-serif font.

src

UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL

ANNUAL REPORT

2013/2014



WELCOME

CONTENTS

1 WELCOME

- 4. Foreword*
- 5. Highlights*
- 8. Governance*

2.1 REPRESENTATION & ENGAGEMENT

- 11. Council & Representation*
- 14. Within The University*
- 18. External Representation*
- 21. Postgraduate Engagement*
- 23. Student Media*

2.2 STUDENT WELLBEING

- 27. The Advice Centre*
- 29. Safety & Welfare*
- 32. Student Services*
- 33. Information & Publications*

2.3 VOLUNTEERING & GRADUATE ATTRIBUTES

- 35. Student Volunteer Support Service*
- 38. Clubs & Societies*
- 39. Dumfries Campus*

3 ANY OTHER BUSINESS

- 41. Finance*
- 42. Postword*

FOREWORD



Welcome to GUSRC's Annual Report for 2013/14. Thanks for taking the time to read this and find out more about how we've continued to deliver high quality services and represent the students of University of Glasgow.

As the result of an independent review the previous year, the 2013/14 session saw the implementation of a revised governance structure. Key to this were the changes to the roles and remits of GUSRC's four sabbatical officers, including the creation of the new position of Vice President (Student Activities) and replacement of the Vice President (Media and Communications) function with a staff role.

The realignment of these roles has enabled us to focus on annual activities such as Freshers' Week, Welfare Week and the Student Teaching Awards, as well as increasing activity in developing areas which are gaining higher priority, such as Graduate Attributes and Postgraduate representation.

This year saw the launch of GUSRC's new website www.glasgowstudent.net. The upgraded functionality and modern appearance have transformed the way in which the website can be used as a valuable way of conveying important information to students.

Throughout the year, we led and supported a number of campaigns which brought to us by individual students or affiliated clubs. Most recently Council agreed to support a motion calling for University fossil fuel divestment which we are currently championing at Court.

GUSRC continues to be proud of its work with University in policy development. 2013/14 saw the development of three policies written or

heavily shaped and driven by GUSRC: the Student Mental Health Policy outlines what should happen in the event that a mental health condition is affecting a student's ability to study; the University's new Exam Feedback Policy should promote a consistent level of feedback to students across the University; and the Lecture Recording Policy will enable and encourage staff to use Lecture Recording facilities to support students' learning. The 2014 ELIR review of the University once again acknowledged the strength of the constructive partnership between GUSRC and the University which enables both to work together to success on policies such as these.

Over recent years GUSRC has focused on representing students at a University and national level. However, in 2014, GUSRC became the representative for students of the Universitas 21 network on the U21 Student Experience Cluster. This role allows GUSRC to consider the experience of students beyond the UK, and champion the growth of student mobility and other international opportunities for students.

Another memorable event in 2014 was the Rectorial Election. Students said goodbye to the Rt. Honourable Charles Kennedy MP after his six year period as a highly effective and committed Rector. GUSRC worked hard to encourage engagement with the elections for a new Rector including the organisation of what was a lively electoral hustings. The range of candidates made it an exciting contest with the winner, Edward Snowden, attracting media interest from around the world.

These are only some of the highlights from 2013/14. Please read on to find out more about what happened over the year and how GUSRC has continued to be a central part of the University of Glasgow.

Jessica McGrellis
President 2013/14

Bob Hay
Permanent Secretary

HIGHLIGHTS



Rector Election

Page 13

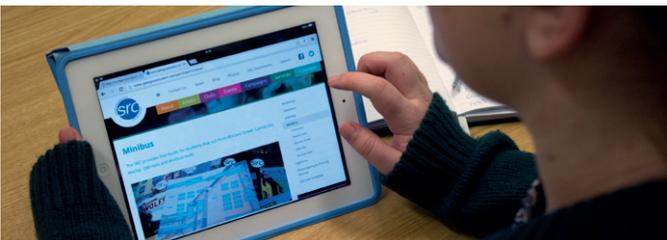
February 2014 saw students cast their votes for the next University Rector in an election administrated and overseen by GUSRC. The position was hotly contested, with four candidates standing including eventual winner, NSA whistleblower Edward Snowden, who won with a campaign co-ordinated by a student.



Record Election Turnout

Page 12

Both the Spring and Autumn GUSRC elections set records in 2013/14 with a renewed focus on the Autumn Election resulting in the highest number of unique voters on record and the main Spring Election turnout hitting a three year high. The total votes cast across the two elections, over 6,500, is the highest recorded in recent history.



Website Redevelopment

Page 19

Plans for a redeveloped online presence for GUSRC came to fruition in 2013/14 with a new website launched in March. The website continues to use the glasgowstudent.net domain, and offers a cleaner, responsive design that is significantly easier to navigate, especially on smartphone and tablet browser apps.



Gilchrist Welcome Month

Page 22

The Gilchrist Postgraduate Club enjoyed its first new intake session in September 2013, having opened in November the previous year. The club was launched to new PG students with a month of diverse events designed to introduce the club, its services and students to each other in a friendly, welcoming environment.



Careers Guide Ltd Fraud Prevention

Page 28

GUSRC, The Advice Centre and the University acted swiftly to prevent up to fifty Glasgow students from being wrongly defrauded of over £1,000 each from a company named Careers Guide Ltd. The Advice Centre acted as intermediary for the students while GUSRC raised awareness of the suspect practices to all students on campus.



Highest Ever Student Volunteers

Page 35

The Student Volunteering Support Service (SVSS) had a record number of students applying to join one of its thirty plus volunteering programmes. With 982 registered volunteers, the service continues to grow at an incredible rate with students keen to add to their graduate attributes portfolios with support from GUSRC.

YEAR IN NUMBERS

3,365

Freshers' Week passes sold; highest in five years.
Page 30

475

Students involved in student media. 19% up.
Page 23

6,521

Total voters in GUSRC elections 13/14, a record total.
Page 12

122,687

Student journeys on the GUSRC Minibus Service.
Page 29

£36,149

Total savings to students via GUSRC Advice Centre work.
Page 28

265

GUSRC registered clubs and societies, 10% up.
Page 38

**2014
2015**



27,890

Enquiries processed at the Welcome Point by GUSRC student staff.

Page 33

72%

Success rate in GUSRC Advice Centre cases; highest in five years.

Page 27

1.4 million

Impressions of posts to the GUSRC Facebook Page.

Page 20

**3 /
14**

982

Student volunteers, 68% up and a record total.

Page 35

1,482

Participants on University of Glasgow Tours, 25% up.

Page 37

124,267

Unique visitors to glasgowstudent.net.

Page 20

GOVERNANCE



GUSRC Council members at the annual STA awards ceremony

All students registered at the University of Glasgow are automatically members of University of Glasgow Students' Representative Council (GUSRC). Students can opt out once per academic session. Membership entitles students to vote and stand for election. Where students opt out they can still use GUSRC facilities and services.

GUSRC is a non-incorporated organisation and is a registered charity (Charity No SC006970).

MISSION

"To provide effective representation, support, opportunities and services for and on behalf of the students of the University of Glasgow."

AIMS

GUSRC operates according to three high level aims which define the three key roles of the organisation on campus.

Representation & Engagement

Ensure the interests and views of our members are represented and addressed throughout the University and externally.

Student Welfare

Promote the wellbeing of existing students and potential students by providing independent professional support services which reflect the diversity of the student body.

Volunteering & Graduate Attributes

Contribute to a thriving campus life and individual personal development through provision of opportunities and activities which meet the intellectual, cultural and social needs of our members.

OBJECTIVES

The objectives of GUSRC as set out in the constitution are:

- To represent and promote the general interests of students of the University.
- To advance civic responsibility by providing a recognised means of communication between students and the Court and Senate of the University.
- To prevent and relieve poverty and advance health by providing welfare services for students and potential students.
- To advance the arts, culture, education, heritage, science and sport by providing amenities and supporting activities for students.
- To promote equality of opportunity amongst students and challenge all forms of discrimination whether based on sex, age, race, ethnicity, sexuality, disability, religion, cultural background or other such status.

GUSRC COUNCIL

Council is the governing body of GUSRC. Members of Council are elected through secret ballot of all students. The constitution makes provision for a Council of not more than 49 members, including a GUSRC Executive of four council members (President and three Vice Presidents and Permanent Secretary). One of the three Vice Presidents also serves as Depute President.

Council elections take place biannually. A candidate can stand for one position at one election. Members can only vote and nominate candidates in academic constituencies (i.e. the School or College) to which they belong. Votes are cast online.

There is also provision for five ex-officio members of council. Council meet monthly to discuss GUSRC business and items raised by students and all Council members have one vote.

STRATEGY

GUSRC's mission and high level strategic aims which complement those of the constitution are consolidated into a strategic plan. The organisation seeks, where possible, to evaluate and improve the quality of its work by regularly reviewing its activities against the stated aims contained in each strategic plan. GUSRC's current and second overall strategic plan (2011-2015) was prepared in 2011 via consultation exercises with a range of stakeholders including senior University staff, students and student officers, as well as senior GUSRC staff to review the aims set out in the pre-existing strategy and agree the way forward for the next period. GUSRC's next strategic plan will be adopted and actioned in the academic year 2015/2016.

PARTNERSHIPS

In recent years GUSRC and the University have worked closely together in establishing and developing meaningful informed student engagement. ELIR 2 highlighted significant progress in the working partnership between the two bodies. The University's reflective analysis for ELIR 3 demonstrates further progress:

"A fundamental element of student engagement is the relationship between the University and the Students' Representative Council and since ELIR 2, this relationship has been further consolidated as a working partnership as articulated by the SRC in its Strategic Plan: 'The strategy of GUSRC ... is both complementary and supportive of the University's aims, whilst retaining the organisation's independent status and role as critical friend of the University'".

In addition, the reflective analysis makes it clear that the University values the role of the SRC and that there is every intention to continue this highly effective partnership:

"The University continues its commitment to maintaining and enhancing the quality of the student experience. Central to this has been student engagement and our partnership with the Students' Representative Council (SRC). The SRC is an effective body and its interactions with the University are extremely positive; we will seek to continue this highly effective partnership throughout the next cycle and to ensure that our students retain a key role in discussion, policy development and decision making".

INTERNATIONAL STUDENT BAROMETER

Engaging with and supporting international students remains one of GUSRC's priorities. As the number of students from outwith the UK attending Glasgow University increases, GUSRC continues to represent and engage with an increasingly diverse international student community.

From Freshers' Week on we try to develop alternative to alcohol based events that many international students and often home students have little interest in. International students make a disproportionately high use of GUSRC services such as Student Volunteer Support Service, Clubs and Societies, Minibus Service and the Advice Centre.

The latest International Student Barometer, with students interviewed between September and December 2013, continued to send a positive message about International Students' perception of the work of GUSRC.

GUSRC's rating dipped slightly to 93.7%, from last year's 95%. However GUSRC remained 2nd within the University in the Student Support Category and 3rd amongst all Russell Group institutions. With an ever increasing number of Clubs and Societies emerging on campus and receiving support from GUSRC we're pleased that Clubs and Societies received a satisfaction rating of 95.6% also ranking them 3rd in the Russell Group and 1st in the University in the Student Support category.

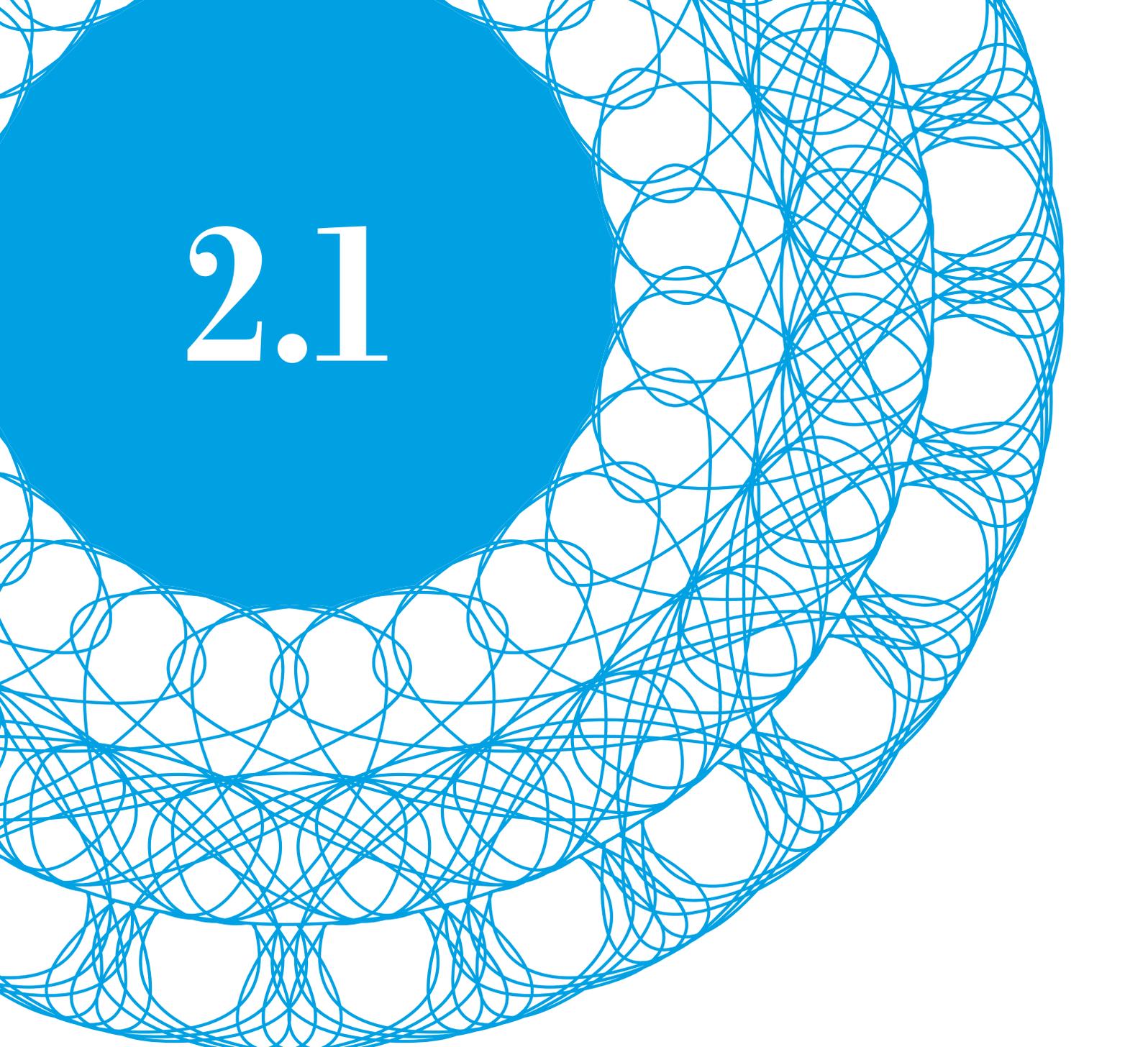
Although GUSRC satisfaction ratings fell below the 95% target stated in our current strategic plan, Clubs and Societies achieved 95.6% against a stated target of 94%. Given the comparatively limited resources of GUSRC relative to other Russell Group student associations, we consider this a satisfying outcome. We will continue to develop work with international students within the resources allocated by the University.

To ensure ISB feedback is specific to GUSRC, 'student representative council' replaces 'student association or student union' in the survey.

Support Services Satisfaction - ISB Summer 2013.

| | |
|---------------------------------|-------|
| GUSRC | 93.7% |
| Support Average - Glasgow | 90.5% |
| Support Average - Scotland | 90.4% |
| Support Average - Russell Group | 90.8% |





2.1

REPRESENTATION & ENGAGEMENT

GUSRC is committed to its representational role, continually ensuring that it engages with students, University stakeholders and external partners. This section highlights and summarises some of the main aspects of GUSRC's work over the year. It incorporates the processes whereby GUSRC seeks to ensure its representation function is legitimate and relevant as well as to highlight some of the activities and achievements in this context.

COUNCIL & REPRESENTATION



GUSRC council meetings held monthly in the Williams Room of the John McIntyre Building

COUNCIL STRUCTURE

GUSRC's constitution makes for a provision of up to 49 Council members.

- Four Sabbatical Officers
- Four College Convenors
- Four Postgraduate Convenors
- One Postgraduate Taught Convenor
- Nine Welfare and Equal Opportunities Officers
- Four General Student Representatives
- Two First Year Representatives
- Eighteen School Representatives

The number of Welfare and Equal Opportunities officers raised was to nine. As the manifestation of mental health issues affecting more students increased, we considered it important to develop a position that would ensure related issues remained a campaigning priority within GUSRC.

The addition of School Representatives to Council has provided for a supplementary representative tier. The aim has been for this tier to bridge the gap between with class representatives and GUSRC. The school representatives are also necessary to reflect the University's academic decision making framework. The change in structure was also intended to facilitate greater postgraduate engagement with GUSRC by providing representatives from each school. There is anecdotal evidence of limited success in regard to bridging the links between class representatives and GUSRC; equally there are signs of a degree of success in broader engagement with postgraduate students.

REVISED SABBATICAL POSITIONS

As part of its work in fulfilling the aims of the GUSRC Strategic Plan 2011-2015, in 2012/13, GUSRC contracted a third party to carry out an independent review of the function and role of the sabbatical officers. The review concluded that there was case for the abolition of the role of Vice President (Media & Communications) with responsibilities of the position redistributed amongst GUSRC staff and a revised set of Sabbatical Officers.

A set of recommendations involving the reduction were enacted in full by GUSRC Council for the academic year 2013/14. These recommendations included the creation of a new Sabbatical position in place of Vice President (Media & Communications) in addition to revision of the three existing roles.

The new post of Vice President (Student Activities) encompasses support to student media, support to clubs and societies, graduate attributes and development including volunteering and overall coordination of cross-campus Freshers' Week. The creation of the role reflects the greater focus and priority given by GUSRC to graduate attributes activity.

The revised organisational structure of the Executive, despite being in its infancy, proved an effective redistribution of skills and workloads, with several members of GUSRC staff commenting on the improved working relationship between student officers during the year. The GUSRC President, who previously served as Vice President (Student Support) in 2012/13, also noted that the new positions enable more cohesive teamworking and clearly defined responsibilities.



Candidates for the position of President participating in the Spring Election Heckling Meeting

OFFICER ELECTIONS

Last year a concentrated publicity and recruitment effort resulted in the highest ever number of votes cast in the GUSRC's autumn (non-sabbatical) elections, where historically the turnout has been comparatively low. This is something we have been working hard to remedy in recent years, targeting publicity on schools with vacant representative positions. This resulted in a further marked increase in voter numbers in 2013 with 2586 unique votes cast compared to 1731 in 2012. Efforts to increase interest and participation appear to have been productive. Particularly satisfying was that four of the five postgraduate convenor positions were filled. The Postgraduate Taught position was a particularly intense contest with five candidates standing for the one position.

Elected Council members continue to make efforts to engage with students across campus, e.g. GUSRC's First Year Representatives have established surgeries at the Welcome Point and at halls to hear the concerns of first years, and to inform them about the work of GUSRC.

The spring elections in 2014 saw 42 candidates contesting 26 positions. 11 candidates contested the four Sabbatical positions (President and three Vice Presidents), an increase from seven the previous year. The number of votes cast was 3,935, up from 3,350 in March 2013. Over one hundred students attended the Heckling Meeting, similar to last year.

Unique voters in the GUSRC Spring Elections

| | |
|---------|------|
| 2008/09 | 1700 |
| 2009/10 | 2072 |
| 2010/11 | 4084 |
| 2011/12 | 3581 |
| 2012/13 | 3350 |
| 2013/14 | 3935 |

COUNCIL SUPPORT & TRAINING

All student officers are elected annually. The officers are supported by a staff team who fulfil a combination of secretariat, advisory, support and developmental functions. Throughout the year the strong, positive working relationship between staff and student officers contributed to the organisation's successes.

GUSRC officers sit on an extensive range of committees and working parties within the University, currently over sixty with a campus wide remit, plus a significant number of college and school level committees. Our staff team are allocated specific committees and will meet with the nominated student officers prior these meetings and prepare briefing materials as and when required. This ensures a degree of continuity as well as informed, empowered student involvement.

GUSRC's structure helps to ensure that its campaigning priorities and policy formulation are evidence based and informed by the current issues affecting students. The Advice Centre, through its casework, is often able to identify issues and trends at an early stage and brief officers accordingly.

Matters emerging as a result of senior officers' participation in University committees are communicated back to GUSRC Council in the required council report format for discussion and agreement on future action.

There is a comprehensive training and induction programme provided for the trustees with a particular focus on the sabbatical officers. A training needs analysis is undertaken and the effectiveness of the training is evaluated, based on progress against set indicators. Council members are required to attend a full introductory training event plus additional sessions throughout the year. The training programme ensures effective governance and an inclusive, informed approach to organisational development. Training areas include internal policies and procedures (including financial controls); financial management and budgeting skills; managing professional relationships; planning and objective setting; creating/managing change and equal opportunities.

RECTOR ELECTION

GUSRC once again presided over the election of the Rector of the University of Glasgow. Candidates included YES Scotland campaigner and writer Alan Bissett, local Reverend and Provost of St. Mary's Cathedral Kelvin Holdsworth, cycling world champion Graeme Obree and NSA whistleblower Edward Snowden.

GUSRC took an impartial stance in order to serve as administrators of the election, choosing to encourage students to use their vote however they felt appropriate in order to engage students in the democratic process.

Polling took place online on 17th and 18th February, with campus campaigns preceding and during polling proving lively. The candidates participated in a good natured Hustings Meeting, chaired by GUSRC President Jess McGrellis, in the run up to polling, with a student campaigner serving as proxy for the absentee Snowden.

Polls closed with a total of over 6000 votes cast, the highest turnout since before Charles Kennedy's back to back victories in 2007 and 2011. Edward Snowden was named Rector winning in the second round of voting, a result that garnered media attention from around the world. Snowden thanked his campaign team and gave comment to the Guardian following his win; "In a world where so many of our developing thoughts and queries and plans must be entrusted to the open internet, mass surveillance is not simply a matter of privacy, but of academic freedom and human liberty."

GUSRC also oversaw the installation of the Snowden in a ceremony which took place in the University's Bute Hall on in April. All four members of the GUSRC Sabbatical team took part in the ceremony which was covered by GUSRC's student media outlets and attended by over five hundred students and guests. Snowden addressed attendees via satellite link during the ceremony.



GUSRC President Jess McGrellis at the Rector Installation

CLASS & PGR REP TRAINING

GUSRC and the University have joint responsibility for the organisation and operation of the class and postgraduate research student representation system. GUSRC is fully responsible for the coordination and delivery of class representative training previously run by Student Participation in Quality Scotland (sparqs).

Glasgow students benefit from the bespoke Glasgow University focussed training developed by GUSRC, as opposed to the more generic product produced by sparqs. Class and PGR representative trainers are recruited and funded by GUSRC, drawing from Glasgow University students to ensure that those delivering training are familiar with the academic structures and various other systems of the University.

As well as training on the main campus, GUSRC also provides class representative training for students on site at the Dumfries Campus, and via video link for students on partnership programmes at Singapore Institute of Technology and UESTC in Chengdu, China.

Class or PGR representatives who have fulfilled the following criteria are eligible to have the role recorded on their Higher Education Achievement Report (HEAR):

- Attended class and PGR representative training
- Completed the term of office as a class or PGR representative to the satisfaction of their School or Graduate School.

Total Class & PG Reps Trained

| | |
|---------|-----|
| 2009/10 | 495 |
| 2010/11 | 641 |
| 2011/12 | 637 |
| 2012/13 | 605 |
| 2013/14 | 830 |

The number of trainees successfully completing class and PGR representative training in the past year can be seen in the graph above, a record number for the programme. This year's total takes the grand total number of representatives trained over the past six years to 3,708.

Each year GUSRC ask those who complete class or postgraduate representative training to undertake a short survey to assess the effectiveness of the sessions. In 2013/14, 737 of those who completed the training offered feedback, from which GUSRC are able to ascertain the statistics below. Year-on-year, feedback continues to be overwhelmingly positive, with constructive criticism used to improve aspects for future sessions.

Class & PG Rep Training Feedback



WITHIN THE UNIVERSITY

CAMPUS VISION

GUSRC student officers continue to participate and contribute to the Campus Estates Strategy Board, the committee established ahead of the planned expansion of the University into the recently acquired Western Infirmary Site.

GUSRC hosted and promoted the three phases of the consultation for the Campus Development Framework via exhibitions in the Welcome Point, as well as through the GUSRC website and social media channels in order to actively engage the current student populous in the forthcoming campus renovations.

Elected GUSRC representatives were invited to participate in a number of workshops throughout the year to input into the University's spaces consultation process. We have been closely involved in facilitating and promoting consultation events around the development of the Western Infirmary Site, including hosting public exhibitions in the Welcome Point. GUSRC hopes to continue to be an active part of the Campus Estates Strategy Board as development of the campus plan progresses in forthcoming years.



Campus Vision consultation in the Welcome Point

FOSSIL FUEL DIVESTMENT

Glasgow University Climate Action Society brought a motion to GUSRC requesting we lobby the University to divest from fossil fuel industry companies. Council passed a motion on the 5th of December 2013 resolving to lobby the University to divest from fossil fuel industry companies and support a high profile fossil fuel campaign across campus. We lobbied Court to review its position under the University's Policy on Socially Responsible Investment. Court established an Investment Advisory Committee, including a Student Court representative, which will consider whether this investment is contrary to the University's value systems. The matter is still under consideration.

STUDENT DEBT

GUSRC continue to lobby the University over their nonacademic debt policy. Current University policy is that any student with a nonacademic debt owed to the University (including library fines over £5) will be unable graduate or to re-register for the next academic session. We provided extensive information to the Office of Fair Trading on this matter, as part of an investigation, including a legal opinion previously procured by us. GUSRC believes that the blanket application of the University's policy is unfair and that there was tentative agreement from the OFT which recommended universities review such practises. We continue to press the University to review its policy.

GLASGOW ARM

Through discussions with a University professor currently working with medical students in Rwanda, GUSRC is assisting in the establishment of a charity called Glasgow ARM (Aid for Rwandan Medics and other healthcare professionals). The aim of this charity is to provide support for Rwandan Medical students, many of whom lack the necessary equipment to complete their studies and some of whom are unable to focus because of a lack of food. The charity's aims are long-term, so the benefits are unlikely to be seen for a significant amount of time after the organisation's establishment. In the short term, however, this Glasgow ARM will provide a fantastic opportunity for a number of students to develop their skills and graduate attributes as they will be tasked with the responsibility of setting up and running it in its infancy. We anticipate that the charity will be fully registered and running by the end of the 2014 calendar year. GUSRC is committed to providing ongoing assistance and support to the student organiser and the charity itself.

TRANSLATION DICTIONARIES

Students whose first language is not English are currently permitted to use English translation dictionaries in Exams. The Senate Assessors proposed to Council of Senate that the regulation be amended in order to deny students the use of such dictionaries and therefore reduce opportunities for cheating in exams. GUSRC representatives argued against the proposal, arguing that the use of dictionaries offered an important layer of support for international students. There are a number of other institutions which do allow their use, and GUSRC argued that it is, in fact, the University's management and checking mechanisms which need review. Our opposition ensured that the proposal did not pass at this stage but was referred to the next meeting of the Student Support and Development Committee where we will continue to appeal for further consideration into the retention of translation dictionaries.

STUDENT MENTAL HEALTH VISION

The Student Mental Health Policy was approved by Senate on February 6th 2014. The policy was initiated by GUSRC and developed by the GUSRC-chaired Mental Health Agreement Working Group. The policy provides an outline of staff and student responsibilities, including guidelines for staff supporting students with mental health issues. The policy sends out a positive message to students with mental health difficulties and states:

"All students at the University have a right to attend and study without being subject to prejudice or discrimination as a result of their mental health difficulties or conditions."

All students experiencing a form of mental health difficulty or condition have a right to support from the University with this, taking into consideration the limits of provision the University offers.

ELIR

The previous Enhancement Lead Institutional Review set a very high benchmark for both GUSRC and the University with regards to student engagement, the quality of which was highly acclaimed. GUSRC were involved throughout the review process including input into the reflective analysis and a presentation to the ELIR review panel. The ELIR again highlighted the positive work between GUSRC and The University concluding:

"The University has a strong commitment to student engagement. There is a positive relationship with the Student Representative Council (SRC), and students are clear that their contributions are valued and acted upon. There are opportunities for student views to be considered at all levels of the institution, and formal student representation has been strengthened by the inclusion of twelve student members on the recently established Council of Senate."

PERIODIC SUBJECT REVIEWS

The University continues to work with GUSRC as a partner in quality enhancement by ensuring that each Periodic Subject Review (PSR) panel includes a GUSRC student representative. The reviews result in a report which highlights the strengths and achievements of the subject(s) and includes recommendations for changes aimed at strengthening and further enhancing the teaching provision and the student experience.

GUSRC's participation is now a requirement on every panel and the student representatives are seen as a positive force, with both University staff and external examiners, once again, praising the contributions and insight into the student perspective provided by student panellists.

Over the year GUSRC participated in the following reviews (which addressed both UG and PG provision):

-
- *Nursing and Health Care*
 - *Economic and Social History*
 - *Computing Science*
 - *Sociology*
 - *Theology and Religious Studies*
 - *Philosophy*
 - *School of Education: Community Development and Adult Education*
 - *Graduate School of the College of Arts*
-

As always, the Senate Office and GUSRC liaised over the allocation of selected Council members to appropriate subject areas. The Senate Office, GUSRC and the Academic Development Unit, provided a day and a half long 'mini-review' training event for student panel members in November 2013. The course provided an overview of PSR in relation to the Scottish Quality Enhancement Framework, as well as offering training in the necessary skillsets, including how to analyse and interpret documentation and how to be an effective communicator and plan for the PSR.

Evaluation of the training was extremely positive, particularly in relation to increased confidence, knowledge development and overall enjoyment of the course. Below are two examples of feedback from members of University academic staff on the input from GUSRC student officers to the Periodic Subject Review process:

'Eugene was excellent. He contributed fully by his detailed and reflective commentary on the SER and other documentation; and actively participated at the pre-meeting and review itself. He appropriately focussed on the student experience, but also more widely on the learning and teaching experience, highlighting good practice. He was confident and able to lead discussion during meetings with both staff and students. He followed through questions and stayed enthusiastic and involved during the whole one and a half days.'

Oli confidently engaged with a broad range of complex topics and demonstrated excellent knowledge and understanding of issues related to learning and teaching in a higher education context. Oli engaged effectively with fellow panel members and interacted professionally with staff and students meeting the Review Team to positive effect. Oli adopted an incisive and analytical approach to analysis of the documentary evidence and in meetings with the subject area."

WITHIN THE UNIVERSITY

PLAGIARISM

Following a small but significant increase in plagiarism cases processed by our Advice Centre in the academic year 2012/13, GUSRC established a working group in conjunction with Senate office, to consider the issue. The group formulated proposals and submitted its report to the Student Support and Development Committee in May 2014. We are now working with the University to develop new plagiarism pages on the University website as well as the development and introduction of a plagiarism tutorial.

STAS

This was the fourth year of Glasgow's Student Teaching Awards (STAs), a programme designed to allow students to nominate members of University staff for their work. Though the number of nominations has apparently plateaued at around 750, the average length of the text accompanying the nominations increased from 90 words to 120, indicating a slightly enhanced level of engagement with the process.

By recognising the impact of excellent tutors, lecturers, support staff and individual contributors to this experience, the STAs will assist GUSRC and the University in shaping the learning experience of the future. To add value to the STAs, and as part of the feedback process GUSRC have begun working on a project with the Learning and Teaching centre researching the themes that students recognise in nominations over the last three years.

A list of STA 2013/14 winners can be found on the GUSRC website.

Total STA Nominations

| | |
|-------|-----|
| 10/11 | 170 |
| 11/12 | 376 |
| 12/13 | 767 |
| 13/14 | 750 |

EXAM TIMETABLES

GUSRC tabled a paper to The Student Support and Development Committee (SSDC) in October 2013 highlighting recurring issues with the both the Winter and Spring examination timetables. A working group was established, chaired by the Vice President (Education), with representation from Estates and Buildings, the four colleges, the EDU and the Registry. The working group report, tabled to SSDC in May 2014 highlighted a range of issues relating to processes, priorities and lack of accommodation. The report itself contained no firm conclusions. Discussions between GUSRC, Registry and the University's Process Improvement Manager continue whilst the matter remains on the agenda for the first SSDC of the new semester.

ADVISERS OF STUDIES

Through participation in the Chief Advisors Sub Committee, GUSRC continue to work with the University in overseeing the development of the advisory system, created in response to the University-wide review of Student Advisory Needs (including a GUSRC commissioned survey and report).

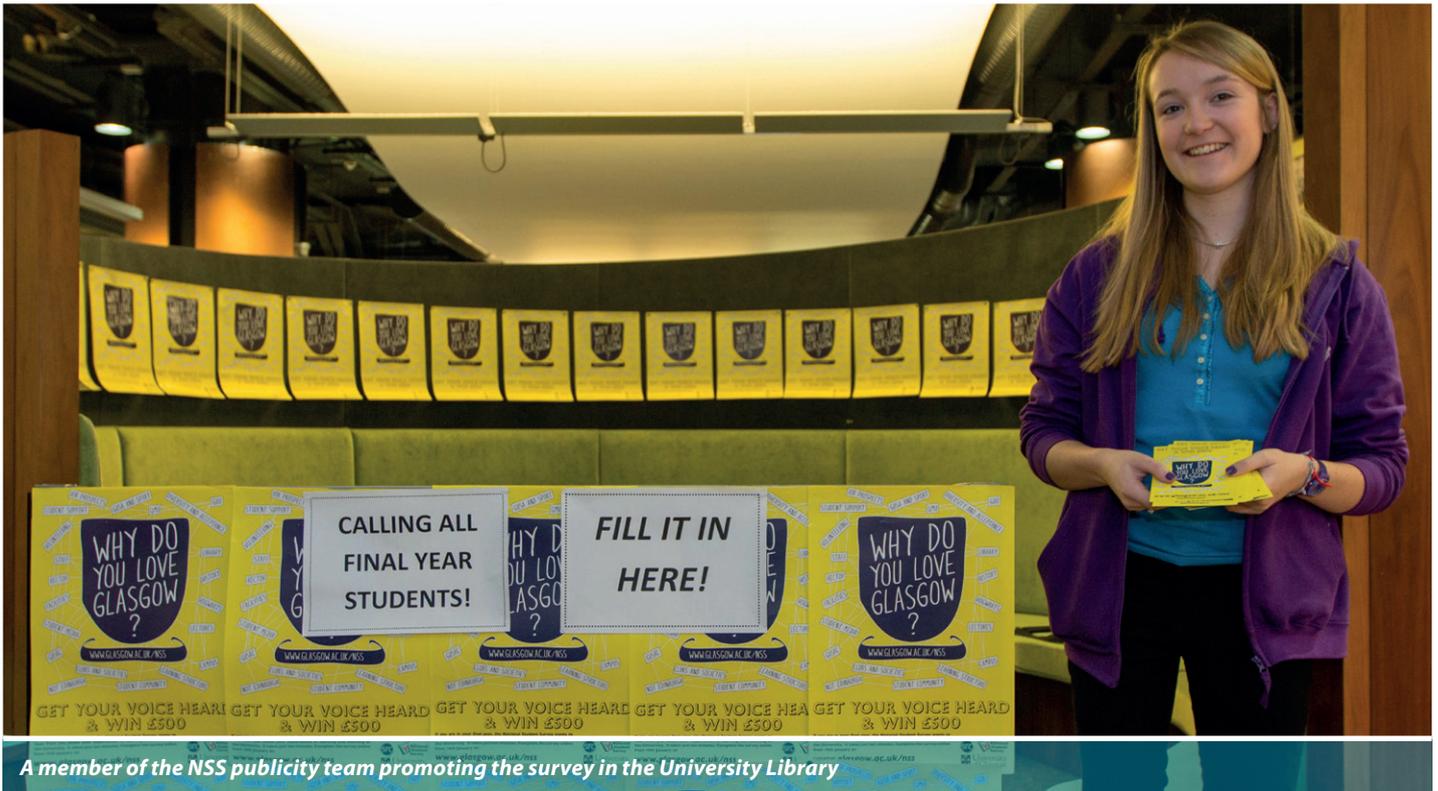
Working with University Student Services, GUSRC provides an information pack for advisers, as well as developing training materials intended to be part of an induction/information session for new advisers.

EXAM FEEDBACK

In October 2013, the University's Learning and Teaching Committee considered a proposal (first raised by GUSRC) concerning the embedding of examination feedback across the University. The subsequent working group developed a draft policy approved at Learning and Teaching Committee in April 2014 and approved by Council of Senate in June 2014. The Policy sets out minimum standards for examination feedback and requires schools to justify where they wish, to vary these standards. We hope that this new policy, due to be implemented in the May 2015 exam diet, will help share good practise and enhance feedback across the University.



Students and staff at the annual Student Teaching Awards



A member of the NSS publicity team promoting the survey in the University Library

HEAR

From 2011/12, GUSRC volunteers, council members, class representatives, and presidents, secretaries and treasurers of a GUSRC affiliated club or society can have these roles verified by GUSRC and accredited on their university transcript, now known as the Higher Education Achievement Report (HEAR). We consider that this is in part responsible for a significant increase in the number of volunteers through our volunteer support service (see page 35 for more).

Students receive reflective log templates to complete and return to GUSRC for verification. This encourages students to identify and articulate the skills and attributes developed whilst undertaking their extra-curricular activities. Such an inclusion is a positive and pro-active way for students to have these activities verified for future employers and serves as a record alongside their academic achievements.

LECTURE RECORDING

The proposals for a policy to facilitate lecture recording for students have been under discussion for some time. GUSRC has been pivotal in this initiative from the outset, including development of the initial draft policy. The proposal was initially presented to Senate in 2013 and since then a degree of fine tuning has been undertaken. The revised proposal was presented to the Council of Senate where GUSRC President argued strongly for its adoption. To allay any further concerns it was agreed that Senate Office would collaborate with GUSRC to develop additional advisory information for students, and the Senate Office would develop guidance for staff on reporting and dealing with inappropriate use of recorded materials. The proposed policy was then approved by Council of Senate.

It is hoped that both staff and student guidance will be completed during the 2014/15 academic year and the policy implemented in 2015/16.

NATIONAL STUDENT SURVEY

GUSRC once again had considerable success with the promotion of the National Student Survey. We built on last year's response rate, achieving a rate of 75.5% , well above the sector average.

A student designer was employed to design fresh and innovative materials as part of a marketing campaign and another student managed promotion, coordinating a publicity team in carrying out more than 150 lecture and lab call-outs to encourage completion of the survey. We also worked closely with subject areas to increase awareness of the survey among lecturers and support staff.

Question 24 of the survey asks students their opinion on their 'student union'. The University of Glasgow's system of four student bodies rather than one single union poses some problems in this regard. We try to minimise confusion by producing bespoke publicity material. The response to the questions indicated a satisfaction rating of 75.4% against a Russell Group average of 69.2% and a Scottish average of 67%.

The partnership with the University on NSS is mutually beneficial; the University and GUSRC both use the information gathered to inform their own work and priorities in improving the student experience. A number of suggested improvements and refinements for NSS promotion been agreed for 2014/2015, as we seek to build on past successes and remain amongst the top universities in Scotland and the UK in the NSS.

'Student Union' Satisfaction - NSS 2014

| | |
|-----------------------|-------|
| Russell Group Average | 69.4% |
| Scotland Average | 67% |
| Glasgow University | 75.4% |

EXTERNAL REPRESENTATION

SUPPORT FOR CARERS ADVISORY GROUP

Student carers, who provide unpaid support to family or friends, who could not manage without their help, are a hidden group of students who face unique barriers and challenges in accessing and succeeding in education. They also face elevated financial hardship and decreased well-being, with support needs that are often misunderstood.

GUSRC undertook pioneering work in developing and establishing the first Carers Support Policy of any HE institution in the UK, reflecting recommendation 10 of the Scottish Government Policy 'Getting it Right for Young Carers' which states:

'Agencies that would not traditionally be associated with meeting the needs of carers also need to identify and engage with young adult carers. So, for example; colleges (and) universities need to be alert and sensitive to the needs and issues confronting this group of hidden carers and which affect their opportunities for further education and learning, leisure, careers and paid work – a life outside of their caring role and the chance to access the same opportunities as their peers.'

As a consequence of this work we were invited to participate in Scotland's Colleges Development Network Advisory Group to contribute to the development of a new initiative to raise awareness of the ways in which caring responsibility can impact on learner success and to ensure that college staff have information and resources which support them in working effectively with learners, both adults and young people, who have responsibilities outside of their college commitments.

The project was launched in May 2014. The key speaker, Minister for Public Health, Michael Matheson MSP specifically referred to the work undertaken at the University of Glasgow and spoke of "the tremendous level of insight on Glasgow University's part in addressing a serious issue which came up through the student network." Although the work of this project relates particularly to FE institutions we believe there may be potential to develop a similar initiative focused around access and retention in HE institutions.

GOVERNMENT CONSULTATION RESPONSES

Council Tax (Scottish Government)

GUSRC submitted a response in support of the proposed changes to provide 'articulating students' with council tax exemption. In the response we highlighted out that In the 2012/13 academic year there were over 1300 students migrating from undergraduate to postgraduate at Glasgow University. Many of these students would be unable to find suitable employment, or indeed complete the welfare benefits application process within the summer period between these courses. We await the actual wording of the legislation before we can ascertain whether students moving from undergraduate to postgraduate courses will be able to benefit from it.

Parks Consultation (Glasgow City Council)

GUSRC raised a number of issues around GCC proposals to amend park management rules. In particular we were concerned with the restriction on "20 or more people" assembling, along with the ability for the council to ban individuals from all parks in the city, seemingly without a right of appeal or hearing. The consultation closed in February 2014 and GUSRC intends to participate in official discussion groups in November.

UKBA Consultation (UK Government)

GUSRC objected to a number of the proposed changes in UKBA regulations, in particular to the requirement for private sector landlords to review a tenant's immigration status before granting them a tenancy. Unfortunately, despite strong objections including the GUSRC response, these proposals were enacted into law when the Immigration Act received Royal Assent in May 2014.

U21 STUDENT LEADERS NETWORK

GUSRC attended the first U21 Student Leaders' Network to discuss how students can engage with U21 and what the U21 can do for students. GUSRC was elected to represent the U21 Student Leaders' Network on the U21 Student Experience Steering Group. This will enable the SRC to participate in the direction U21 are taking to enrich the student experience across the network.



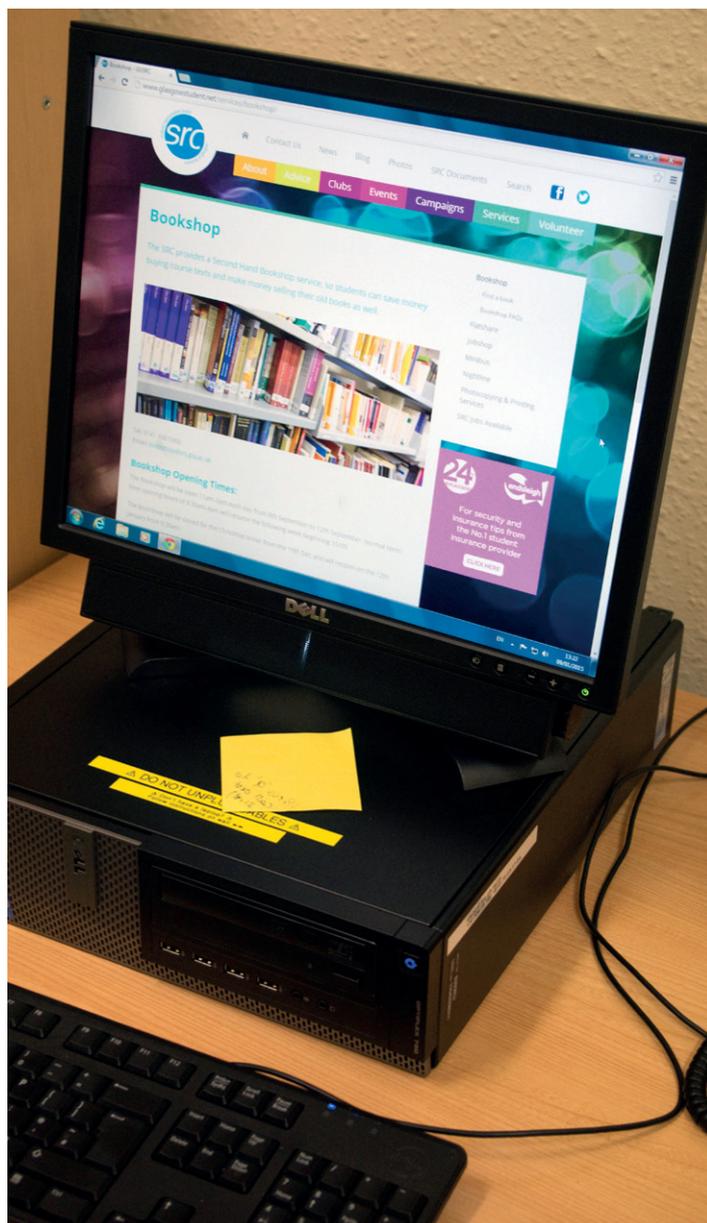
Vice President Breffni O'Connor at a U21 Leaders event at the University of Glasgow

STUDENTS & BENEFITS PROJECT

GUSRC sits on the panel of the Child Poverty Action Group's 'Students and Benefits Project'. This project aims to increase the number of low-income students who are able to access further and higher education. It also aims to reduce the impact of poverty on students who access such educational opportunities.

The project provides a wide range of support materials for students and young people to maximise their chances of attending higher education. These include online training courses and printed leaflets and fact sheets.

The membership of this group is wide-ranging; the project has a Scotland-wide remit and includes representatives from the Scottish Funding Council. GUSRC's participation provides an opportunity to input into CPAG's national campaigning and information activities as well as keeping up to date with national policy developments which may impact on students.



IN THE MEDIA

Traditionally, GUSRC have maintained a positive working relationship with both local and national media outlets. Independence from the National Union of Students ensures GUSRC have freedom to comment on matters independently, thus reflecting the interests of the particular students it represents. Some of the media in which GUSRC featured include:

The Times
The Scotsman
The Herald
BBC Scotland / BBC Radio Scotland
The Metro
Times Higher Education
Real Radio
The Guardian
Daily Record
Evening Times

GLASGOWSTUDENT.NET

A consultation review with key stakeholders confirmed concerns that our website was no longer fit for purpose. Work to produce a new website was commissioned in 2013, resulting in a modern accessible website that launched on 12 March 2014.

The previous website had become restrictive to the online presence of the organisation, having been developed in 2005 – before the prevalence of broadband internet connections and the widespread use of social media. Particular design failings were the inability to incorporate video or audio content, a very limited use of images and a one-size-fits-all design which did not cater to the smaller screen sizes of mobile devices.

A few of the key features of the new website are:

- A clean, professional design that is sympathetic to the ethos of the organization and more visually engaging
- An adaptable design that is accessible on all devices - from mobile phones to tablets and desktops
- An easy to navigate structure and layout
- A blog for sabbatical officers to communicate their activities more directly with students
- An expanded clubs and societies section with improved club profiles and browsing by category

The glasgowstudent.net website project also incorporated support for hosting distinct but related sub-sites such as The Gilchrist Postgraduate Club (www.gilchristpgclub.org) and Glasgow University Freshers' Week (freshersweek.glasgowstudent.net).

The new website:

- Ensures students understand GUSRC's function, both in representing and supporting students as well as the services it provides
- Is an effective resource for those seeking help as well as those seeking opportunities
- Acts as an up to date front of house 'showcase' for GUSRC's activities and the focal point of our revamped online presence

The new website development project was completed on time and under budget. Feedback since its launch has been highly positive. Further details of website and online traffic and interactions can be found on the next page.

ONLINE & DIGITAL

Despite the GUSRC website undergoing renovations in 2013/14, the older version of the online portal was still kept up to date with news and information regarding GUSRC services and activities during the run up to the website's relaunch. The new site was designed so that the old version could remain in place until the launch day and students could keep up to date with the organisation with no downtime.

Continuing the trend of better integration between the University's own website and GUSRC's, website traffic to glasgowstudent.net once again dramatically increased, with 124,267 unique visitors to the site across the academic year. Though those who came to the website mostly did so via a search engine or direct, of referral traffic, 48.65% of users came via one of the University's web pages. There was also a 343% increase in pageviews, totalling 851,781, which coupled with a lower bounce rate, suggests those visiting the website were more inclined to visit multiple sections and seek out information than previously.

Trends of popular content on the website closely mirrored 2012/13, with 35% of all visitors seeking out information about GUSRC's supported clubs and societies, all of which are indexed and given their own listing on the site. GUSRC's services including printing, minibus and Jobshop accounted for 26% of visits.

GUSRC's Facebook and Twitter account continue to be a popular source of traffic to the website, the importance of the social media platforms shown by 18% of all traffic to the GUSRC website originating from a social network.

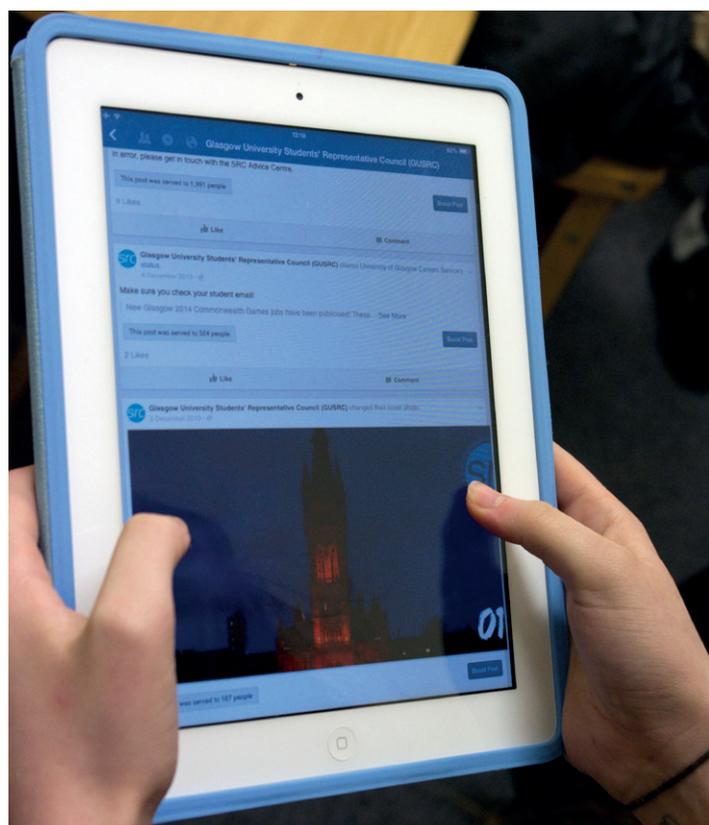
The official Facebook page allows GUSRC to advertise news, events and updates on a platform used highly by students, as well as engage in dialogues with students about current issues or any of the posted

updates. Once again, popular posts from the year included photo galleries of GUSRC events and election content and updates. In 2013/14, the number of subscribers (those who have 'liked' the page) to GUSRC's Facebook increased 26% with a total subscriber base of 5770 with content impressions to those subscribers totalling 1,384,360. In addition to the reach through stories in users' own feeds, the page was visited over 15,000 times during the academic year.

GUSRC's profile on Twitter (www.twitter.com/gusrc) allowed further, instantaneous engagement with students, staff, external organisations and other University services. In the year July-June GUSRC's twitter presence increased 42% to over 2700 followers. Twitter facilitates further promotion of websites, downloadable documents, advertising packs, photographs, news, events and services. In addition to GUSRC's main twitter account separate twitter accounts were established for each of the organisation's sabbatical officers this year. These accounts have enabled the members of the executive to engage students quickly in an official capacity.

GUSRC also continued to maintain accounts and upload content to other online sites such as Youtube and Issuu. These outlets serve as convenient hubs for students to find GUSRC documents and videos, as alternatives to the glasgowstudent.net website which also hosts content for students to access.

Statistics are available to view on all social media profiles and this enables GUSRC to monitor how people interact with the organisation's online content. Google Analytics also provides us with a wealth of information about visitors to www.glasgowstudent.net. Through these statistics we can see how popular certain services and events are in comparison to others.



851,781

Pageviews of the glasgowstudent.net website

1,200

Additional Facebook Likes

800

Additional Followers on Twitter

1,384,360

Total Facebook post impressions

124,267

Unique visitors to glasgowstudent.net

POSTGRADUATE ENGAGEMENT



Students using the Gilchrist postgraduate club for socialising

GILCHRIST POSTGRADUATE CLUB

The Gilchrist Postgraduate Club was formally launched on 26th October 2012. The club represents a joint venture between the University and GUSRC aimed at providing a social and learning space for postgraduate students. The management of the Gilchrist space rests with GUSRC while Hospitality Services manage the business of the cafe/bar, in consultation with GUSRC.

The Gilchrist reflects the University's strategy in building a campus environment which will foster a cohesive postgraduate community. It is a dedicated space for all postgraduate students at the University of Glasgow. The club provides social and study space for postgraduates and staff of the University, allowing them to meet in a collegiate environment, which is unique on campus in maintaining a character which is distinct from other social spaces like the student unions, which research suggests are not popular with postgraduate students.

A large seminar room and a series of study booths capable of hosting small seminars, equipped with integrated monitors, complement the social bar café and have helped the Gilchrist begin to establish itself as one of the focal points of postgraduate life on campus during 2013/14.

In addition to support from the full GUSRC staff team, the organisation employs a dedicated member of staff to oversee the operation of the space and coordinate its events and promotion.

PARTNERSHIPS

GUSRC also work in partnership with the Careers Service to deliver a range of workshops, including the 'An hour at Lunchtime Series', as well as the postgraduate and alumni networking group, iGnite.

The Student Learning Service offer their PGT and PGR dissertation creation writing classes in the Gilchrist, and the College of Social Sciences provided a wide selection of career focused workshops throughout 2013/14.

PG BUDDY SCHEME

As part of our mental health awareness and stress-busting campaign, we worked with the Student Learning Service to organise 'Knit Your Stress Away' classes for postgraduates, the simple aim being to offer a break from academic pressures and allow students a chance to chat to one another and de-stress.

We are currently working with the University's Counselling and Psychological Service in facilitating the establishment of peer to peer support groups that afford Postgraduate Researchers the opportunity to meet with other researchers and share their thoughts around their learning and living experience at University. The next stage of this initiative takes the form of a PG Buddy/Mentoring scheme, which will seek to pair up willing 2nd/3rd year PhD students with 1st years who may feel slightly isolated in their new learning environment.

WELCOME MONTH

The club benefited greatly this year from being open for the new intake in September 2013 (having missed it the previous year due to building delays).

A wide publicity campaign targeted towards new PG students ensured that those new to Glasgow were aware of the club upon arrival. The Gilchrist team organised the University's first Welcome Month featuring a mixture of day and evening events informed by research undertaken during the development of the Gilchrist business plan. Key findings of the research included that 'nightclub-type' events are not desirable to the majority of postgraduate students, which is further compounded by the research indicating that for many, cultural and religious barriers limit participation in events closely associated with alcohol.

The Welcome Month lineup was therefore designed to represent a broad program, with few events in line with traditional 'drinking' events. The lineup included comedy nights, live poetry nights, quizzes, murder mysteries and whisky tastings, which ended up being fairly popular as an introduction to part of Scottish culture.

The events were augmented with pop-up stalls from different University of Glasgow departments, including the Careers Service, the University Library and the Advice Centre, to allow students to easily access information in their first weeks at the University.

ACTIVITIES & EVENTS

The number of PG networks using the Gilchrist as a meeting/social space continues to grow. Current networks include e-Sharp and The Kelvingrove Review, OBR Glasgow, Bright Club, Glasgow Human Rights Network cluster, GRAMNet, and Science Girl Glasgow.

As well as providing a venue we also offer support to postgraduate students in developing and organising their own events. Those included, 'Assembling Identities' ARTS conference, School of Humanities Interdisciplinary Festival, International Association for the Study of Popular Music (IASPM) conference, Switzerland in Dialogue: a symposium, British Comparative Literature conference, 'Anxious Forms'.

We continue to host numerous evening events, including a biweekly quiz night which has proved very popular, as well as the live-poetry group 'Verse Hearse', who perform once a month. Special event collaborations with SVSS's 'Culture Club' that were popular and successful last year were repeated, including a Burns Supper and, in conjunction with the Confucius Institute, Chinese New Year celebrations.

The number and range of academic workshops and seminars continues to increase. The 'Presenting with Impact' saw 6 extra workshops being added this year due to its popularity. One-off workshops including 'Risky Business', 'Project Management' and 'Making Conversations Count' have also taken place.



The audience at a Gilchrist PG Club Welcome Month event

STUDENT MEDIA

Glasgow University's student media plays two key roles for students of the University. The first is to provide students with an opportunity to meet new people, learn new skills and share in common experiences. In this respect the media organisations are similar to clubs and societies. The second function of the media is to provide engaging, informative and entertaining content for students and the wider Glasgow community. This dual role played by the student media highlights its importance to GUSRC, the University and the students. GUSRC Vice Presidents work with the media organisations as GUSRC continues to support them both with funding and with administrative and developmental assistance. Below is a summary of the achievements of each of GUSRC's supported media bodies in the academic year 2013/14.



A DJ at one of Subcity's clubnights

GUARDIAN

Guardian published six issues, including a special election edition over the year, with 4,000 copies of each paper printed resulting in an estimated readership figure of 15,000 per issue. Over the year, the editorial team first reported three stories which later made it into the local and national news media.

Work on the new website continued, while social media outlets such as Facebook and Twitter further assisted in extending the newspaper's readership.

Content continued to be a balance of campus-specific and student-related news, along with in-depth feature articles, high-profile interviews, reviews and sports coverage. The newspaper continued to train a number of contributors and editors in writing, editing and design. A new session, open to all, focussing on effective newswriting was also added to the training programme during 2013/14

In addition to the six standard issues of the newspaper published over the year, the University's Recruitment and International Office funded an additional edition of Guardian's 'best bits'. This special edition of the Guardian was distributed by a team of students to key locations around campus on the 4th June Open Day as an introduction to student media at the University.

SUBCITY

Subcity is the University's student-led freeform radio station. It is managed by a core of around thirty individuals and features nearly two hundred regular contributors from a variety of backgrounds. Content ranges from exciting new electronic music to classic country alongside up-to-date arts news and spoken word. Over the last year, the station's content was accessed by over 50,000 listeners worldwide. In addition to the success of the radio content, Subcity have held numerous successful events in a variety of venues across Glasgow. Hosting packed out clubnights in some of the city's best regarded venues as well as intimate live recordings of radio sitcoms. Subcity regularly look to engage with the local community and help provide a platform for University students and local creative talent to publicise their work to the wider world.

Particular highlights of the Subcity event calendar included a uniquely programmed Freshers' Week party featuring a host of exciting talent from the Subcity and Glasgow music community. The station also held a successful monthly residency in the newly refurbished Art School Vic Bar.

Much of 2014 has been spent digging through the archives as Subcity prepares for to celebrate twenty years of broadcasting in 2015. With unique historical content, a thriving community of current and past contributors and an ever-growing events platform, it is set to be an exciting time for the station.



GUST

During Freshers' Week 2013, GUST produced five daily programmes which included events organised by all four student bodies, interviews with the acts and students as well as the live stream of the Freshers' Address. The event, which was broadcast worldwide via the GUST website, also featured GUST's Freshers' Guide, an introduction to the student bodies, GUSRC officers and campus facilities. According to 'Go Think Big' GUST's Freshers' coverage was the best in the country.

First studio of the year was as popular as ever with 64 new students joining the station and the subsequent training well attended. Almost 40% of all producers during the academic year were students who joined in September 2013.

Throughout the year, GUST has continued to produce high quality programming with strong brands such as sports programme 'Black & Gold', arts programme 'Culture Shock' or one-off programmes such as Rectorial Elections Special, which resulted in GUST being one of the first to broadcast the historic result. Moreover, the station's footage was used in Russia Today with GUST's watermark and a full credit.

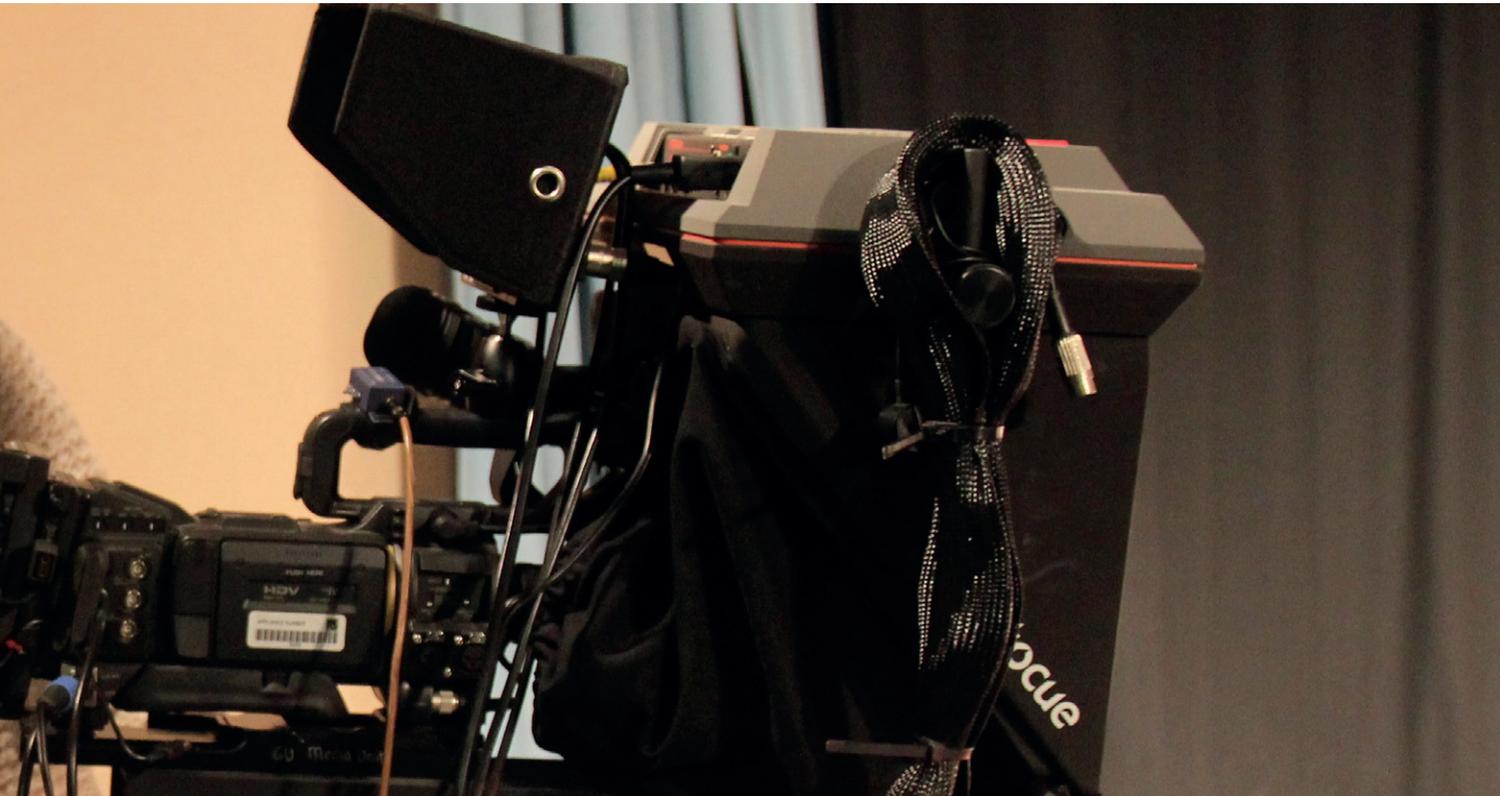
GUST were able to achieve much of the foregoing through additional GUSRC funding which enabled the purchase of GUST's first high definition, prosumer cameras as well as their first wireless microphone; enabling roaming shots during live recordings. GUST has worked extremely closely with all four student bodies; the station covered in great detail GUSRC's Spring Election, produced Daft Friday coverage for the GUU, filmed various sports clubs in association with GUSA and provided coverage of some of the Coffee House Sessions that took place in QMU. GUST has also produced a very successful Christmas video for the Recruitment and International Office that featured a number of clubs and societies and was sent to the University's partners abroad.

This year GUST has also focused on providing coverage of important events that took place in the city. The station was invited to the MOBO Awards and BBC Radio 1's Big Weekend, where they managed to interview the likes of Ed Sheeran, Nick Grimshaw and Zane Lowe. GUST was also the first student television station to start a collaboration with Sony Europe and took part in the 'Glasgow Happy' video - a version of Pharrell Williams' music video which promoted the city and has recently reached over 110,000 views on YouTube.

Similar to previous years, GUST has organised a number of fundraising events that not only aimed to raise funds for the station but to train new members as well. September saw the second edition of the Glasgow Showcase which featured local artists and gave new GUST members an opportunity to work as stage managers, camera operators, set designers and more.

Once again, GUST was very successful at National Student Television Association's Awards (NaSTA), where the station won an award for the Best Factual Programme for their 'Genre Foreign: Studio Ghibli' show. GUST also took home three highly commended awards: Best Comedy, Best Ident and Open.

In their 50th year, GUST has spent the year preparing for the celebrations of the birth of student television worldwide. This saw the handover of 50 years' worth of archive material to the University Archive Services where it will be logged and later digitised by Scottish Screen Archive. Various content from the last 50 years of archive footage was digitised by GUST and a number of ex-GUST members were contacted to give their contribution which will form content for an online exhibition. GUST will now supply a digital copy of material to Archive Services annually to ensure the content will be saved for future viewing.



GUM

The glossy student magazine is the oldest student publication in Scotland. GUM continues its success in offering a blend of fashion, art and politics in a high quality publication. GUM is also increasing its online presence with a website that continues to attract around 4,000 visitors per month. Facebook traffic on their newly established channel is also considerable. Each issue of GUM involves around 75 contributors, most of whom are students at the University or GSA.

This year GUM's Editor focussed on raising the standard of the magazine's content by encompassing more intellectually diverse, contemporary and engaging themes. Each issue focused on a particular theme to create a sense of totality within each issue thus making the contribution process more accessible for students eager to participate.

The scope of the contributor's pool was widened to create a more egalitarian environment for participation in the magazine's production and a revised organisational structure facilitated a more efficient production process. Clearly defined roles and expectations coupled with effectively managed and minuted meetings made for greater cohesion within the GUM team.

GUM worked closely with Subcity for their Freshers' Week party and the launch of the first issue. The Old Hairdresser's kindly gave space free of charge and local DJs Floyd (Philanthrobeats) and Billy Woods (Supermax) performed. There was also a participatory art activity led by urban artist Stephen Stearns of Secret Walls.

In exchange for advertising space, GUM's editor negotiated free venue hire from Broadcast for the second issue launch, which was very successful. Sam Vitamins and Sega Bodega Raksha (Deadly Rhythm) volunteered to play the event. Feedback from readers following the party was excellent.

GUM also held a Second Hand Book fair in order to raise funds for the magazine and to provide students with an opportunity to practice entrepreneurship while promoting a culture of recycling.

Over the year GUM also held a series of fashion shoots:

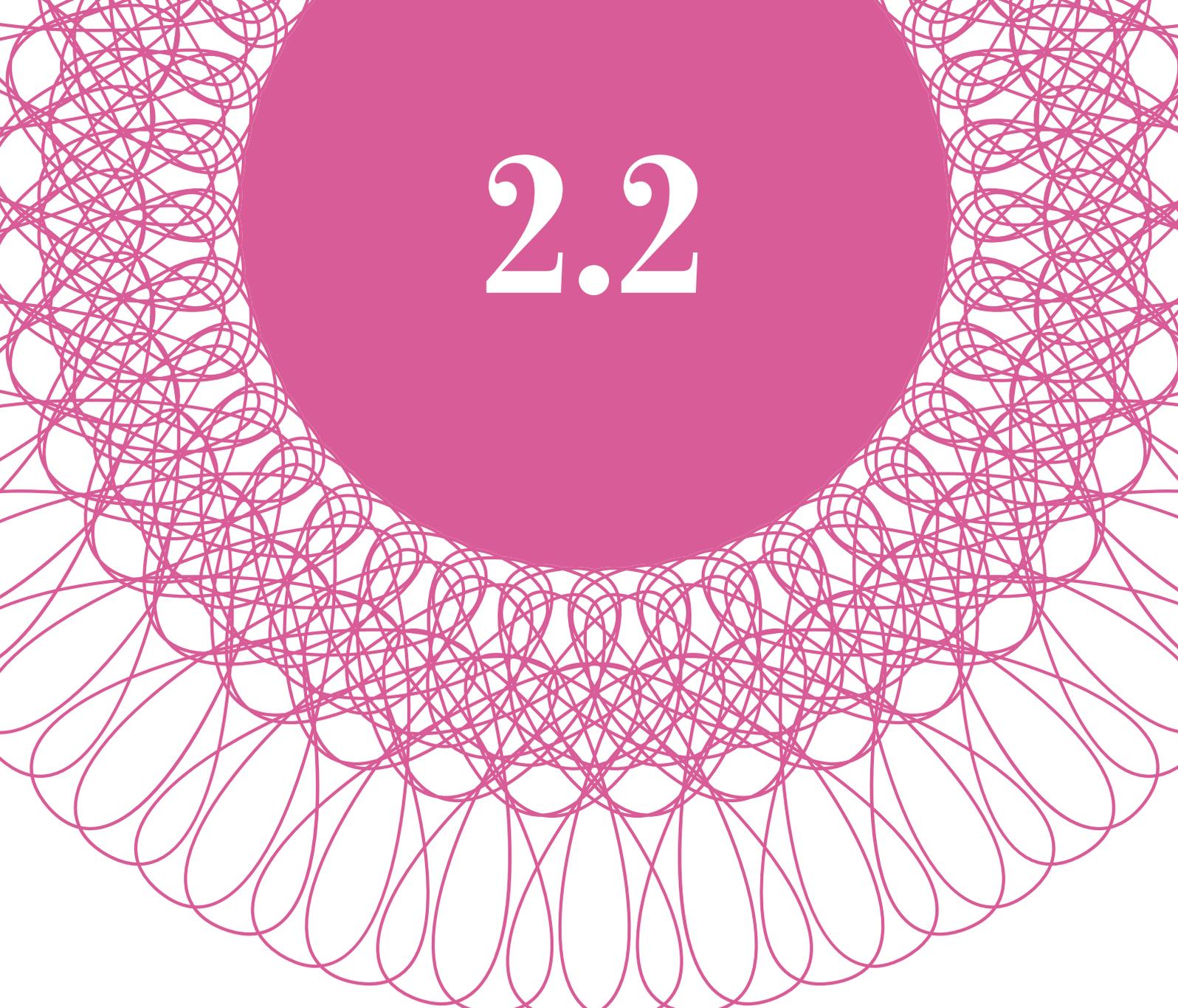
The first fashion shoot showcased the designs of Obscure Couture, a local fashion house who have received two nominations for the Scottish Fashion Awards. Obscure Couture's East End studio and the surrounding historic Barras Market area was used as the backdrop for the shoot.

For the second shoot, GUM aimed to widen the scope of what students at the University consider Scottish fashion using Indian and Pakistani dress. This served as part of a feature on Tramway's cross-platform social engagement project 'The Albert Drive Project', aimed at increasing a sense of community in the culturally diverse Albert Drive area.

For the third shoot, The Lighthouse, Scotland's Centre for Design and Architecture allowed GUM to use their viewing platform. GUM were given use of garments by Rebecca Torres, nominated for Young Designer Of The Year at the Scottish Fashion awards 2013 and also nominated as one of Vice magazines 'Creative 30', shortlisting 30 of the most creative talents under thirty in the UK.

The final fashion shoot took place in Glasgow's Botanic Gardens, featuring the designs of students at the Glasgow School of Art with a focus on environmental sustainability.

GUM employed a range of social media throughout the year. Components of their social media strategy included, Facebook, Issuu, Soundcloud, Twitter and the GUM website.



2.2

STUDENT WELLBEING

GUSRC aims to contribute to and promote the well being of all students. The organisation delivers a number of services to support the range of students it represents. This section covers some of the work undertaken throughout the year under this heading.

THE ADVICE CENTRE

GUSRC's Advice Centre employs four FTE staff members and provides high quality, impartial advice and advocacy on a range of welfare and academic issues to students and prospective students of the University. The Advice Centre also plays a key role in informing and legitimising our policy development and campaigns. This section focuses on the casework element of the Advice Centre. The rest of the work is subsumed within other elements of this report.



CASEWORK ACTIVITY

During the last year the advice team dealt with 1046 cases (a small decrease against 1087 last year) and 1091 anonymous enquiries (previous year 1330). The number of casework items (e.g. interviews, phone calls, research, emails), was 10,460. This is a reduction against 13,504 the previous year. In general, the figures are fairly steady. The reduction in the number of casework items could be ascribed, in the main, to staff shortages which affected us for much of the year and meant that the Advice Centre was operating at around 50% of its capacity.

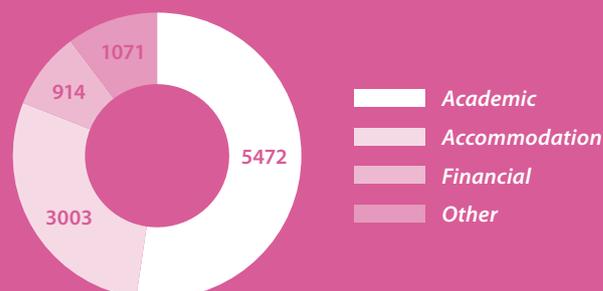
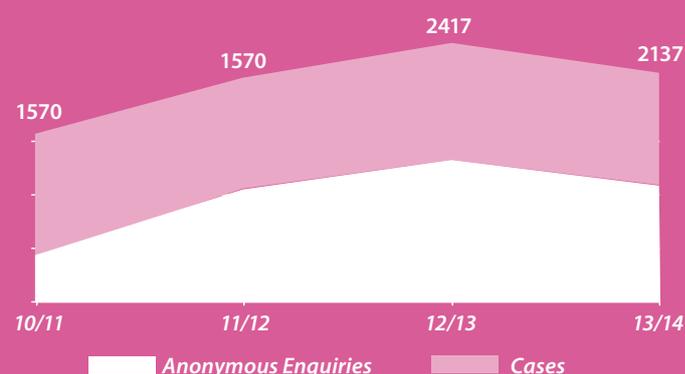
Approximately 65% of the Advice Centre's client group are undergraduate students. Postgraduate students are the next biggest user group at 23%. The rest of Advice Centre enquiries come from prospective students, students' parents, University staff members, former students, non-Glasgow students, DACE students, external agencies and members of the public.

Of students whose nationality was given, 53% were Home (Scotland) Students, 22% were international, 15% were EU, 7% were Home (England), 2% were Home (NI) and 1% were Home (Welsh).

The Advice Centre's recording system enables us to break down the casework under different headings.

By far, University/academic issues continue to make up the largest number of enquiries dealt with, at 5472 casework entries, followed by accommodation problems at 3003 casework entries, and financial issues with 914.

Advice Centre Casework



RECORDABLE OUTCOMES

There were 42 (64) completed appeal cases during the year, of which 29 (37) were successful. There were 50 (32) completed student conduct outcomes, of which 30 (23) were successful. There were 8 (7) completed complaint outcomes, of which 7(4) were successful.

Percentage of successful cases (total)

| | |
|-------|----|
| 10/11 | 60 |
| 11/12 | 56 |
| 12/13 | 63 |
| 13/14 | 72 |

Our confirmed financial gains for clients give a total figure of £36,149, which is up 40% from last year. Financial gains come from a variety of sources including recovery of accommodation deposits, payment of wages or holiday pay previously withheld, successful challenging of student support overpayment decisions, direct results of advice on eligibility for student funding and successful benefit claims/appeals.

The financial gains figure is always a significant underestimate of the true financial gain. GUSRC only records gains which are confirmed. In the majority of cases where there is a potential financial gain, clients do not return to advise of the outcome.

In 16 cases, either through negotiation, appeals or student conduct processes, re-submission of an assignment or re-sit of an exam was granted. Grades were reviewed in 14 cases. Students were accepted back onto their course in 8 cases and 3 students were granted uncapped resits. Our intervention also helped to prevent homelessness in 4 cases. In 7 further cases our intervention helped to ensure housing repairs were carried out after the landlord had previously delayed doing so.

CAREERS GUIDE LTD

In November our Advice Centre was contacted by several students who had received a letter from LRC, a debt recovery company ,demanding repayment of the sum of £1074, claiming this to be the fee for annual membership of a company called Careers Guide Ltd. The letters stated that if payment was not received court action would follow.

All students advised they had never heard of the company and had ignored previous letters believing this to be a scam. They were now sufficiently panicked by the threats to seek advice. Investigations revealed that all clients had been approached on campus by someone claiming to be carrying out a survey on behalf of the library. The students had taken part in the survey and in good faith, had submitted their names and addresses. It appeared that participation in the survey was directly related to this approach from debt collectors

The Advice Centre contacted LRC and advised no monies were due. LRC responded by stating it would seek clarification from its client. Subsequently LRC confirmed an investigation was ongoing and no monies were due.

GUSRC joined with a number of University departments including Security and Careers Service to publicise the scam. It emerged that many similar cases had occurred and GUSRC directed further inquiries to the police. Careers Guide Ltd placed a statement on their website stating that they would no longer be pursuing these debts and they would learn lessons from this to aid their future practice.

Sadly there are many organisations now walking a fine legal line in pursuit of the student pound. Some scams, like this one, can be very convincing and can attain a reasonably high level of complexity and sophistication. GUSRC staff members and officers are currently considering how we can best work with the University to reduce the risk of students being subject to pressure sales or fraud.

CASE STUDIES

Student A was a 4th year student who had failed a practical exam due to severe exam anxiety. She has been supported by the Disability Service and receiving ongoing treatment for the condition throughout her time at University. She was excluded from further study due to failing to resit the exam, and submitted an appeal on failure to take into consideration medical circumstances with the support of the advice centre. The appeal was upheld and she was permitted to resit the exam at the next available date and continue into the final year of her course.

Student C was a senior resident who, as a result of a problem with the University failing to provide an employment contract, was unable to pay rent for the first six months of her tenancy. Senior residents receive a rent reduction in lieu of payment and she had been advised by University HR and the Accommodation Office not to pay rent until she received her employment contract. She began receiving debt collection letters from Finance for the full amount, totalling over £2000; she contacted them and requested to meet to discuss a repayment plan, however they simply reaffirmed that she had to pay the amount in full and ignored her request. We provided her with advice and assisted her in writing to Finance Office again setting out the situation. They relented and allowed her to enter an extended repayment plan.

Student B was in the 2nd year of a three year PhD course and had received an offer of a scholarship from the University before commencing the course which promised ongoing financial support (including a stipend). She began the 3rd year of her course and was notified by the University that her fees were overdue; it then transpired that they believed that she had only been offered support for 2 and not 3 years of her course. We assisted the student in submitting a stage 2 complaint and her complaint was upheld, she was awarded her stipend along with the course fees for the year.

Student D and her flatmate had paid a deposit and two months' rent, totalling £1710 to Royal Lettings Service (RLS) for a flat but were not given a lease or keys. RLS then informed the students that they had failed a credit check (as they were international students they would not have a UK credit record so this was hardly surprising) but RLS did not refund the money despite saying they would do so. After pressure from the Advice Centre, RLS issued a cheque to the students, but then stopped the cheque before it could be paid into a bank. The Advice Centre persisted, threatening court action and police involvement due to previous experience suggesting the organisation were acting fraudulently. Five months after the process began RLS finally paid the students back their money in instalments. GUSRC subsequently issued a press release warning students about the company.

SAFETY & WELFARE

MINIBUS SERVICE

This free service, run during mornings and evenings throughout term time, continues to fulfil an important role in ensuring students feel safe when travelling between their residence and campus; particularly after studying late at the library on dark nights. It ensures that students can spend extra hours in the library without having to consider the costs of a late night bus ride (where available) or a taxi journey. Students are also more likely to use campus study facilities if they know they don't face a long walk home in the dark through areas which at times can be dangerous and where students have, in the past, been targeted.

Evening Service

GUSRC currently runs three minibuses on different routes. During 2013/2014 total journeys for the evening were 75,307, a rise of 14% on the previous year's figure of 64,557.

Morning Service

This was the fourth full year of the morning minibus service. Once again the service was in high demand with 47,380 student journeys made. This represents a rise of 26% against last year's figure of 37,590.

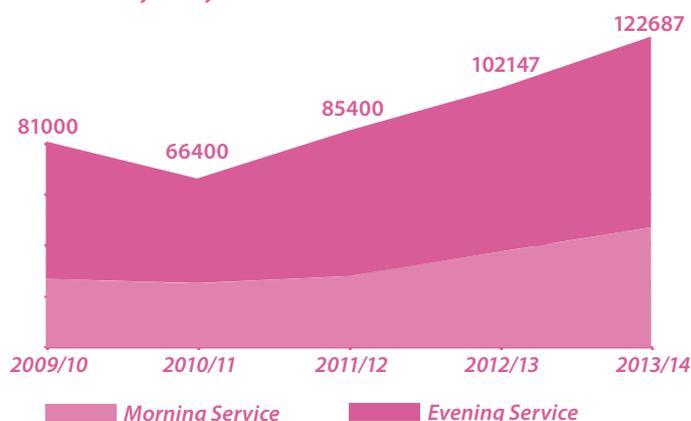
Analysis

Usage figures continue an upward pattern with 122,687 student journeys being made in total, marking a significant increase against 102,147 in 2012/13; 85,423 in 2011/12 and 66,437 during 2010/11. Student feedback, in terms of the courtesy of individual drivers, continues to be very positive. There is, however, an ongoing murmur of discontent around a perceived inadequate level of service provision (e.g. number of bus runs and lack of spaces on buses).

Future

Feedback suggests that students' expectations of the service are extremely high; in many cases so high as to be unrealistic. Despite continual review of the routes and times, demand continues to outstrip supply at particular times of the evening and morning. Service users appreciate the bus service and, as indicated by high demand and increased uptake (over 400% in the last 5 years), it is clearly valued. There are no additional resources available for ongoing running costs. We will continue to optimise the use of resources available to us in providing what is a virtually unique service.

Total student journeys on GUSRC Minibus service



SAFETY CAMPAIGNS

Student safety and crime prevention remain a priority for GUSRC. We work closely with University security on a series of issues over the year. As part of the Personal Safety Coordination group we agree priorities and develop and promote campaigns on evidence based risk. This year there was a focus on young men; increasingly likely to become victims of assault, (campaign from late November to early January) and young women; statistically a higher risk of being victims of theft whilst out and about (campaign from early November to mid-January) both campaigns were heavily promoted through posters, social media, plasma screens, and Browzer). Evidence indicated both campaigns contributed to a fall in victims.

We continued the campaign to ensure ground floor doors and windows were kept secure with the 'Shut It' campaign. This has played a part in reducing the number of student victims within and outwith University accommodation. We also worked with University security in the planning and delivery of a personal safety week campaign aimed at new starts which ran for a week across all forms of media in the University.

Bike theft is widespread around campus and the West End in general. We initiated a new anti theft measure involving the use of posters with 'eyes'. Similar posters have been the subject of an academic study highlighting their value. We also worked with University security in implementing a bike and property marking scheme (at no cost to students) which has enjoyed good levels of take up.

Private rented accommodation in Glasgow's West End is a continuing target for burglaries. Such accommodation is often rented by students. Evidence gathered through a survey early on in the year has been used by GUSRC to argue, via the Council and Police, for accommodation security to form part of the Council's HMO management standards. We continue to lobby on this issue.

FRESHERS' WEEK

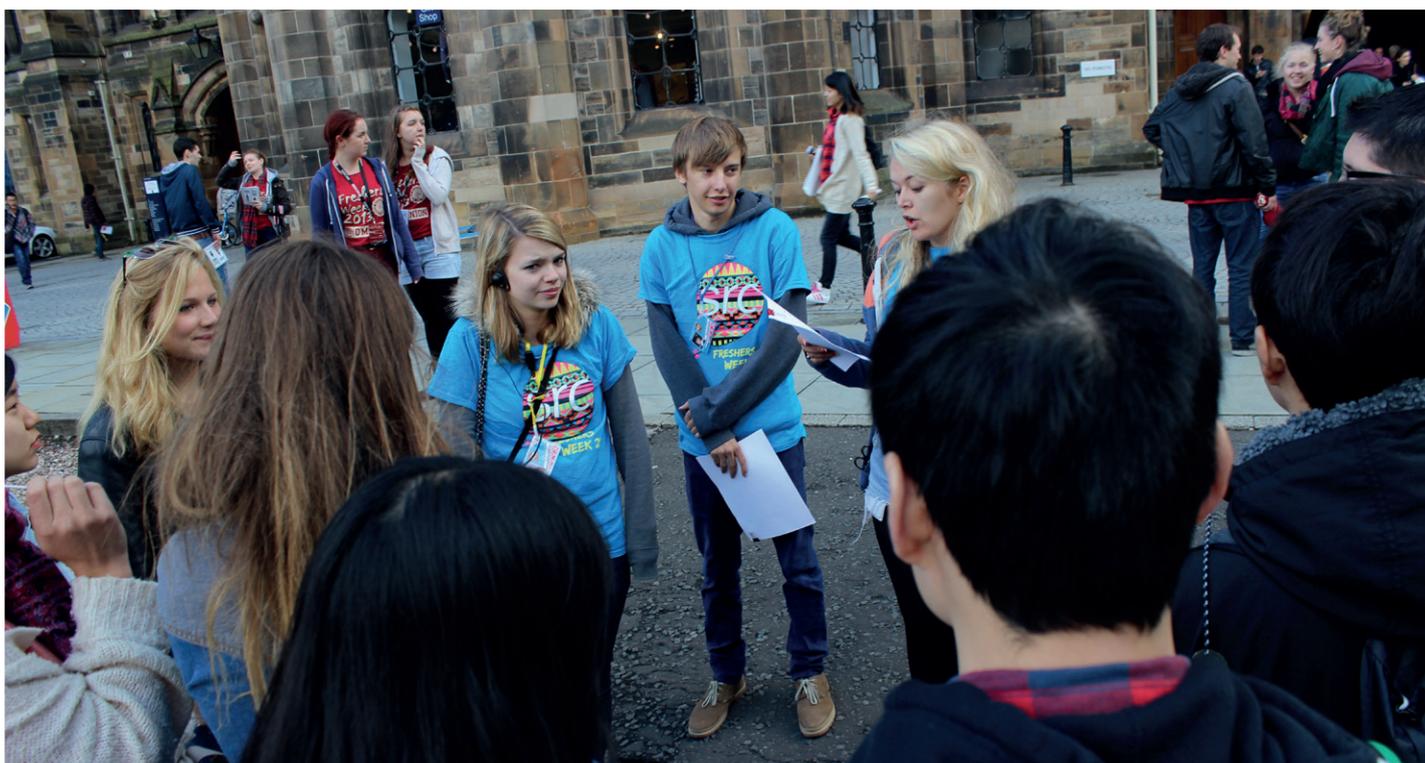
GUSRC continues to carry the responsibility of co-ordinating and administering Freshers' Week, working with the University and facilitating linkages with student bodies. GUSRC has responsibility for the marketing and administration of the Freshers' Pass Programme. This year's Freshers' Pass sales totalled 3,365, approximately 400 passes up on the previous year.

The sale of the Freshers' Passes are a significant contribution to the finances of the Unions, each of which received £30,817 from GUSRC as a contribution from the sales, with GUSA and GUSRC each receiving £18,099.

As always, the majority of the events that GUSRC organises during Freshers' Week focus on non-alcohol related activity and are in some cases also targeted to specific groups of students, e.g. international students or students who are parents. The events are designed to be attractive to 'traditional' and 'non traditional' students alike. In addition to taking part in most orientation events across the colleges, and providing campus tours and welcome talks in halls of residence, we continue to organise a host of daytime and early evening events, including: Cultural Carnival, International Céilidh, LGBT Tea, Toddlers in The Tent and Freshers' Week The Culture Club – all the aforementioned were free and packed with enthusiastic participants.

Total Freshers' Week passes sold

| | |
|---------|------|
| 2009/10 | 3343 |
| 2010/11 | 3323 |
| 2011/12 | 3212 |
| 2012/13 | 2966 |
| 2013/14 | 3365 |



New students receiving guidance from GUSRC Helpers during Freshers' Week 2013



Publicity for GUSRC's Welfare Week 2013

WELFARE WEEK

Welfare week was held in November this year with a range of events organised to promote physical and mental wellbeing amongst students in the run-up to the end of first term, before the winter exam session began. It was organised close to exam time with a view to help mitigate some of the pressure experienced by students over the exam period. The programme comprised:

- Counselling and Psychological Service - extended drop in service
- Weight Watchers - Eating Well During Exams workshop
- Student Learning Service - Exam Technique Sessions
- St Andrews First Aid
- Student Learning Service – How do I revise for exams
- Santander – Budgeting and Money Worries
- GUEST - Mystery Bike Ride

3RD PARTY REPORTING

GUSRC has an integral role in developing and supporting the University's Equality and Diversity agenda and therefore opted to become a Third Party Reporting Centre (the only such centre on campus). Any student who wishes to report a hate crime but does not want to report the matter to the police can now report it anonymously and more comfortably than previously. Staff from the GUSRC's Advice Centre, the permanent secretary and the Vice President (Student Support), have undertaken Third Party Reporting training. GUSRC intend to extend the training next year to all GUSRC Welfare and Equal Opportunities Officers to maximise the number of people that students can report to.

Other highlights included:

'Laughter is the best medicine', a comedy show by the Bright Club billed as an opportunity for students to take a break from exams and deadlines and laugh their stress away. The Bright Club is a unique comedy night which allows academics from Glasgow's universities take to the stage and mix comedy with science, the arts and humanities.

'Stand Tall, Get Snapped' exhibition by Edo Zollo – the artist created this exhibition to reduce the stigma around HIV/AIDS, in particular to expose the still widely-held misconception that HIV is largely restricted to gay men and people of black African origin. He has been displaying his exhibition around the UK and brought it to Glasgow University as part of Welfare Week where students were given the opportunity to view the powerful photographs.

ACCOMMODATION FORUM

GUSRC were once again invited to participate in the Accommodation Options Forum event which is run annually, in February, by the University's Residential Services. During the course of the event GUSRC staff talked directly to 283 student attendees and many more collected printed information that was made available. This event is continues to be a useful vehicle for raising awareness of some of the services offered by the Advice Centre and advice on housing as well as serving as a good opportunity for students to gain information and advice when seeking Private Sector accommodation, many of whom will be doing so for the first time following first year halls of residence stays.

STUDENT SERVICES

2ND HAND BOOKSHOP

GUSRC continues to operate its second hand book trading facility. This facility contributes to the alleviation of student poverty through providing a source of cheap course texts, whilst affording an opportunity for other students to gain some financial return on texts which they no longer require. GUSRC continues to operate this service on a break-even basis with greater efficiencies achieved through the use of web-based reminder and reserving facilities.

Bookshop Sales fell by 22% during 2013 to 2014. A total of 4138 (5334) books were sold over the year. GUSRC is currently investigating the cause of the decline, and whether the upstairs location away from the Welcome Point could possibly have impacted sales.

Calculations indicate the total savings to students buying the second hand books would be £22,100 against full price whilst those students selling books made £25,493 additional income from the sales. Total financial benefit to students using the service over the period is £47,593.

Total book sales via GUSRC Bookshop

| | |
|---------|------|
| 2009/10 | 4708 |
| 2010/11 | 4438 |
| 2011/12 | 5164 |
| 2012/13 | 5334 |
| 2013/14 | 4138 |



PRINT SERVICES

Through its frontline office, GUSRC continues to offer high quality printing and photocopying facilities to all students at a considerably lower rate than commercial high street agencies. These services remain popular although there has been a slight drop in photocopier/printer usage, down by 19% to 248,000. The binding service continues to be well used with an ongoing struggle to meet demand. The upward trend continues with an increase of 43% in usage. University guidelines for binding, introduced in 2011, have assisted in ensuring the service meets the requirement of all students.

Total print units processed

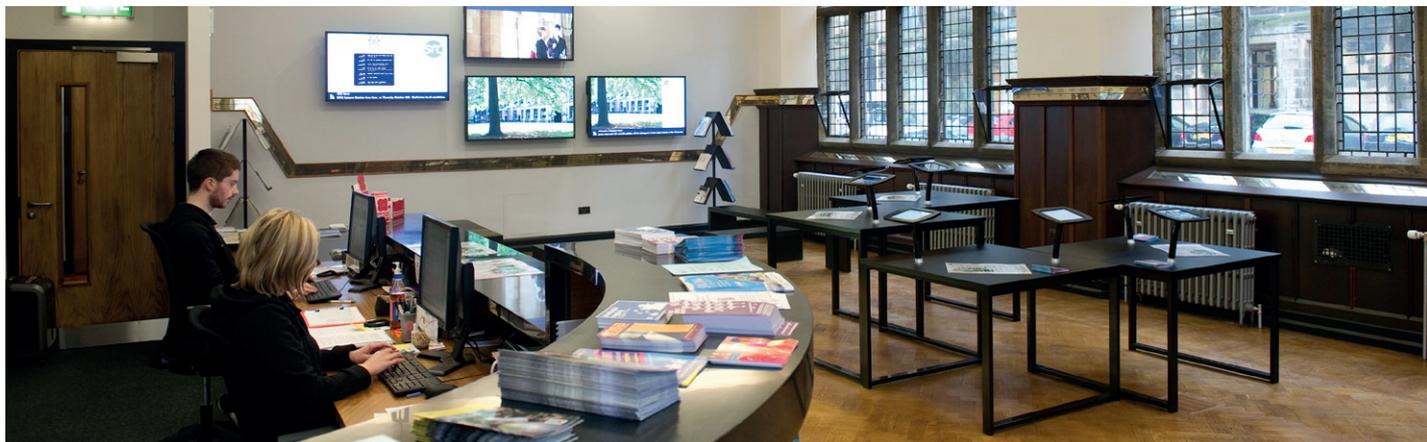
| | |
|---------|---------|
| 2009/10 | 260,000 |
| 2010/11 | 277,750 |
| 2011/12 | 281,581 |
| 2012/13 | 296,591 |
| 2013/14 | 248,000 |



JOB SHOP

Jobshop is a free 'job and skills' matching service, provided to all students and employers. Employers contact GUSRC with employment opportunities which are then advertised to students through GUSRC's website. GUSRC also produce information for students about their employment rights and joining trade unions in order to prevent/minimise employer exploitation. Our employment rights booklet, 'Wage Slave or Winner' can be found on the GUSRC website.

INFORMATION & PUBLICATIONS



THE WELCOME POINT

The Welcome Point opened in November 2012. The key aims of the project include enhancing visitor perception of the University and increasing the visibility and accessibility of GUSRC on campus. The core function of the Welcome Point, on a day-to-day basis, is to provide a welcoming and knowledgeable information and signposting service to visitors, staff and students of the University. The Welcome Point is staffed by a number of GUSRC student employees, who are part of the administration or general office team.

The number of external visitor enquiries continues to rise. This year the Welcome Point staff team dealt with 27,890 enquiries in total, 4,474 of which were external visitor (non-student/staff) enquiries. This compares against 1,264 in the previous academic year, an increase of over 250%. We anticipate a year on year increase in such enquiries as the Welcome Point becomes further established on campus and awareness of its existence and function rises.

The Welcome Point is now used as the key contact point for University events such as Applicants' Day and Open Days. It is an ideal showpiece for any new visitors to the campus, with our student-staff team happy to engage and inform visitors on a wide variety of subjects. The Welcome Point opened at weekends for Open Days and participated in the University's pilot services evening opening programme. The success of the pilot is currently being evaluated.

THE GUIDE

The Guide, produced by GUSRC, has long been seen as the key introductory document to life in Glasgow in general, and the University of Glasgow in particular for new students. The Guide contains information ranging for social life in the city through to library processes and in-depth guides to GUSRC services.

Produced to high quality print and design standards, 5,000 copies of The Guide are distributed directly to new undergraduate and postgraduate students as part of the registration process each year. The Guide is not produced as a throwaway document. The high standard of presentation, quality of writing and range of information ensure that The Guide is kept and used as a reference book throughout the year. As with last year, we reviewed all aspects of The Guide, including design, content and structure in order to produce a stylish and up to date document which will hopefully serve as a useful introduction to life at the University and in the city itself.

UNIVERSITY OPEN DAYS

GUSRC continues to assist the University in the planning and activities associated with both University Open Days and Applicants Visit Days. In addition to co-ordination and preparation of the cross-campus talk on 'life as a student at the University of Glasgow' which is held at both events, GUSRC's role in both is developing further as the Welcome Point becomes an established fixture on campus for those who need information or to find their way around Gilmorehill.

The Welcome Point was agreed as the initial contact point for University Applicants' Day in April and the Open Day in June. During these events GUSRC staff engaged with hundreds of potential students, providing information on a wide range of enquiries. Feedback from the University's Recruitment and International Office (RIO) has been positive with discussions underway as to how this function can be enhanced and expanded in the coming year.

GUSRC also contributes to the 'Student Life Fair' at each open day event, with both the Advice Centre and GUSRC itself represented for potential students to enquire about the facilities, services and representation offered by GUSRC. The stalls are manned by Advice Centre staff and by GUSRC Council Members who can provide first hand experiences of working with GUSRC and the services available to students. Also available at the stalls are printed publicity materials for students to take away as reminders of the organisation and its services.

STUDENT DIARY

GUSRC again produced a diary developed for use by first year students, with the aim of enhancing learning and contributing to student retention through:

- Encouraging time management, good learning practices and organisational skills.
- Assisting integration and participation in a range of activities.
- Highlighting the range of Support Services offered by the University and GUSRC, to ensure that students know who can help them with any issues.
- Assisting the process of students settling into the city and settling into the University environment.
- Encouraging a sense of belonging at the University.

Although the diary undergoes an annual redesign, it retains basically the same format and includes similar (but updated) information.

VOLUNTEERING & GRADUATE ATTRIBUTES

In keeping with the organisation's strategic aims and the University's Graduate Attributes agenda, GUSRC continues to provide a dedicated service that facilitates volunteering opportunities for students as well as acting as the central campus hub for University clubs and societies – all of this helps contribute to a thriving campus life and individual personal development through the provision of opportunities which meet the intellectual, cultural and social needs of our members.



2.3

STUDENT VOLUNTEER SUPPORT SERVICE

The Student Volunteer Support Service (SVSS) provides students at the University of Glasgow with the opportunity to gain skills and experience through volunteering, both on campus and in communities throughout Glasgow. Through administrative support and guidance, along with advice on legal compliance, the service makes a significant contribution to the University's graduate attributes agenda by facilitating over 900 volunteer placements, thereby encouraging the development of skills not necessarily acquired through structured curricular activity.

SVSS has seen student numbers swell in recent years. For the session 2013/14, a total of 982 volunteers applied to take part in SVSS projects, this is up from the record number of 668 in 2012/13 and 497 in 2011/12.

Over the year, SVSS has updated its publicity through the development of a range of project-specific flyers and booklets designed by a student artist. Coupled with the new GUSRC website and considered use of social media, the promotion of volunteering to University of Glasgow students has moved into a new phase.

Total student volunteers

| | |
|-------|-----|
| 08/09 | 550 |
| 09/10 | 636 |
| 10/11 | 597 |
| 11/12 | 497 |
| 12/13 | 668 |
| 13/14 | 982 |

GUSRC continues to be concerned that, while a continued increase in applicants will reflect positively on the service, our capacity to develop new projects and placements will eventually 'plateau' as the service continues to run at full capacity. Volunteering is becoming 'the norm' as a way of enriching the university experience and enhancing a portfolio of graduate attributes for an increasing number of students. Involvement in programmes such as those organised by SVSS is a highly valued experience by employers, such programmes also play a role in promoting the University within the local community. As demand continued to increase, we have some concerns as to how student expectations can be managed. With more applications each year, there will inevitably be a number of students who are disappointed through the inability to secure a placement.

Despite this growing pressure, GUSRC continues to try and meet demand through operating in different ways and adapting the service to meet the needs of as many students as possible. One particular avenue to be explored is strengthening of links between SVSS and some GUSRC affiliated clubs/societies to open up new volunteering opportunities with less direct input required from SVSS.

£8,000

Saved for students via SVSS PVG processing.



Student Volunteers as part of Freshers' Week 2013

PVG

Volunteers who wish to take part in projects which see them regularly working with children or protected adults, are required to undergo a 'disclosure' process through the Protection of Vulnerable Groups (PVG) scheme. The system is complex and expensive. SVSS provides such groups with a free PVG service, advising on compliance matters and liaising with Central Registered Body for Scotland (CRBS) to secure free access to the scheme for students involved in each project (otherwise costs are £59 per individual and £18 per update).

The PVG support service plays a significant role in enabling volunteers to find placements in after school projects or care homes, for example. In addition, we assist projects such as Student Volunteers Abroad (SVA) and Students for Kids International Project (SKIP) in processing students to enable them to travel to work with children abroad and we estimate that our PVG service saved University of Glasgow volunteers over £8,000 in 2013/14.

CONVERSATIONAL ENGLISH & THE CULTURE CLUB

The Conversational English programme goes from strength to strength – international students who wish to improve their spoken English sign up so they can be partnered with a fluent English-speaker. Not only does this help improve a student’s language skills, it also assists student integration on campus. Those who fulfil the ‘tutoring’ role gain useful experience and have the activity recorded on their HEAR. Once again, the programme has grown substantially. Over the year, a total of 348 students applied for this project, up from last year’s 215 – an increase of 62% for a project that was already extremely popular. All but 12 (159 tutors and 189 students) were able to find partners over the year.

This growth follows a review of how we marketed and operated the project. The development of new publicity, plus targeted recruitment campaigns of the School of Modern Languages and linguistically-themed clubs and societies has been productive. The Conversational English programme is a good example of how an increase in placements leads to a further increase in applicants – a popular, healthy project which is positively reviewed through word-of-mouth is a very effective recruitment tool. It has been so successful over the last two years that the SVSS ‘Language Café’ was retired due to a decline in interest – many students stopped attending as they had been allocated their own personal tutors. This allowed us to evaluate the effectiveness of the Language Café programme and devise a more informal and social culturally-based project, ‘The Culture Club’, which offers students the opportunity to organise internationally-themed cultural events. To date, it has helped organise two Burns nights, two Chinese New Year celebrations with the Confucius Institute and an American-themed quiz. The events appear to be well-received, with ticket sales sold out on all occasions

Conversational English Volunteers

| | |
|-------|-----|
| 09/10 | 153 |
| 10/11 | 140 |
| 11/12 | 162 |
| 12/13 | 215 |
| 13/14 | 348 |

GUSH

A review of the Glasgow University Service to Homeless people (GUSH) project resulted in changes focused on improving efficiency and reliability, such as the now established and effective shift leader system and the creation of a board which promotes activity and responsibility within the group, allowing long-lasting affinity and a sense of ownership to develop between many students and the group. This year saw a record number of applicants to the project 254, an increase of 42%.

Despite new efficiencies in the projects organisation and administration, the growing popularity of the programme means that the available shifts are simply not enough to satisfy the demand from students. Although GUSH is hugely popular and now runs very smoothly, there is a need to develop a project which can utilise the huge number of potential volunteers. As part of this process we are moving to expand the opportunities on offer by developing similarly-themed projects through partnerships with groups across the city, including food delivery services and food banks.

CLASSROOM SUPPORT

The Classroom Support project continues to be one of our most popular projects. It is predominantly used by students who wish to undertake classroom experience before applying for a PGDE, but this is not a requirement and many students simply enjoy working with young people.

The project has maintained a similar level of operation this year; demand continues to outstrip our capacity to deliver placements. To maintain uptake we are also provide students with basic assistance and information and encourage them to secure their own placements. In 2013/14, 112 students sought SVSS support to secure placements, slightly up from last year’s 110. Of the 112, 81 were successfully placed in schools and homework clubs across Glasgow leaving 31 disappointed. In the previous year we were unable to place 35 of the 110 applicants; this may suggest that a plateau has been reached in terms of the capacity that SVSS has to facilitate increasing numbers of students, although we plan a concerted effort in the coming year to contact all schools across Glasgow.

We continue to work with Professor Alice Jenkins of the College of Arts in facilitating participation in placements for the course, Humanities in the Classroom. In recent years, the number of Humanities in the Classroom participants has steadily risen from 15 in 2011/12 to 23 in 2012/13 to 38 this year.





A Glasgow University Tour group

BEFRIENDER PROJECTS

As part of our strategy to increase available volunteering opportunities within current resource levels we have focussed more attention on links with organisations with established volunteering procedures which reduce project 'set up' time. As a result, relationships with more established volunteering organisations such as Bield and Alzheimer Scotland have been strengthened, allowing for more flexibility and a greater choice of befriending options for volunteers. The success of this move can be seen with the increase in numbers over the past year: 39 volunteer applications were received for the Elderly Befriender project compared to the 28 which were received in 2012/13, with 33 students finding placements, a significant increase from the 19 students who were enrolled in the project last year.

Relationships with other befriender projects, both internal and external, such as Cornerstone, Sense Scotland, Macmillan Cancer and clubs and societies like Best Buddies have also been strengthened, allowing for more flexibility and a greater choice of befriending options for volunteers. Numbers across these projects increased from 15 in 2012/13 to 37 this academic year. Again, a positive working relationship with the stakeholders involved in outside opportunities contributes to this most significantly. It is hoped that by expanding upon this model, an even wider range of projects will be available to students across more project areas in the coming years.

All of the befriender projects require ongoing commitment – most also require an interview and a lengthy training process before volunteering can even begin. The quality of life of many people in Glasgow is enhanced through the commitment of these student volunteers. Projects like this reflect well on the University, GUSRC and our students.

GU TOURS

GUSRC runs historical campus tours led by professionally accredited student guides, regularly praised for their professionalism, knowledge, courtesy and good nature. Public tours operate on Thursdays, Fridays, Saturdays and Sundays, while private tour group bookings can be made for Saturdays and Sundays.

In 2013/14 almost 800 people attended our scheduled public tours with an additional 700 participating through private group bookings at weekends. The total of almost 1500 people participating in tours this year represents an increase of 25% from 2012/13 and an increase of 146% overall in the last two years.

The increase in popularity of the tours can be attributed to a number of factors including positive word of mouth, online feedback and GUSRC's ongoing review of our promotion and marketing activity for the service. Major improvements in marketing tours for 2013/14 were reaching out to international student tour groups and a partnership formed with Visit Scotland in 2013.

GU tours continue to grow in its third full year as an active part of GUSRC's range of services.

Glasgow University Tour Participants

| | |
|-------|------|
| 11/12 | 582 |
| 12/13 | 1048 |
| 13/14 | 1500 |

CLUBS & SOCIETIES

Clubs and societies are a key element of the 'student experience'. 265 clubs affiliated to GUSRC in 2013/2014, an increase of 25 over the previous year. We estimate total membership to be around 11,000 students. Affiliates are eligible to receive administrative and developmental support from GUSRC. This year they received funding and support worth over £19,000, this represents a decrease of around 23% against the previous year when there was a significant 'one-off' cost against a minibus repair. Affiliated clubs and societies continued to benefit from advice and support on issues as diverse as governance, risk assessments, publicity, and event management. GUSRC continues to provide free minibuses to facilitate trips in the UK and travel to conferences and meetings, as well as free room hire, photocopying and IT access. In addition, this year, GUSRC supported a range of mixer events which were organised with clubs and societies hosted by groups such as STAR and Amnesty.

The clubs and societies induction system introduced last year has been continued with some fine-tuning. This process strengthens the links between clubs and societies and GUSRC, encouraging dialogue and mutual support throughout the year.

Clubs and societies were also an integral part of the SRC Freshers' Week with over 130 stalls allocated to clubs and societies each day of Freshers' Fair solely for this purpose. As well as taking part in the Freshers' Fair, other clubs and society Freshers' Week events included cultural fairs, sword fighting displays and meet and greets with society members.

GUSRC's grant allocation system seeks to balance accountability with ease of access. Clubs and societies are required to advise on potential outcomes that grant funding will enable them to achieve and are invited to make a presentation to the members of the club or society's committee. The system is one tier and straightforward and there has been a year on year upsurge in applications from clubs.

GUSRC notify all eligible office bearers about HEAR and collect completed forms and update student records accordingly with nearly 250 office bearers applying to have this recorded in 2013/14.

VCS AWARDS

Now in its sixth year, the VCS Awards continue to recognise the great work of volunteers, clubs and societies from across campus. Each category was, once again, heavily contested, ensuring that the judging panel had difficult decisions to make, and also highlighting the extraordinary range of work undertaken by students at the University.

The number of award applications this year far surpassed that of previous years, with over sixty individuals submitting nominations. In contrast, in 2012, there were roughly 35 individuals submitting nominations. SVSS volunteer numbers have doubled since 2012 and the amount of clubs and societies has continued to increase (remaining among the highest in the country) so it is very positive to see these increases reflected in the VCS nominations.

Each year, a special prize is awarded to a student volunteer or club/society member for their dedication, commitment and overall input towards their chosen project. This year Hester Gartrell of Glasgow University Service to Homeless people was chosen as the recipient of the award following a high level of contribution to the project during her time as a student. A full list of winners can be found below.

- *Innovation Award: Glasgow University Service to the Homeless*
- *Best New Club/Society: GU Tech Society*
- *Exceptional Event: 'Question Time' – Dialectic Society*
- *Working in Partnership Award: Glasgow Marrow*
- *Publicity Award: Amnesty International*
- *Students & the Community Award: Enactus Glasgow*
- *Most Dedicated Member: Jane Hamilton (Paediatrics Society)*
- *Pride of Volunteering Award: Ashleigh Gough and Charlie Stamenova (Nightline)*
- *Fundraising Award: GU Mary's Meals Group*
- *Volunteer of the Year: Marija Uzkuraityte*



Winners at the Volunteering, Clubs and Societies Awards 2014

FUNDRAISING & CHARITY

GUSRC continues to develop its fundraising and awareness campaigns, working with local and national charitable organisations. Due to the diverse nature of the activities around charity work, GUSRC this year opted to decentralise Raising And Giving (RAG) Week into the wider scoped RAG brand. The brand would serve as an umbrella for activities organised by GUSRC such as sponsored spin marathons, gala events and live below the line challenges organised to support good causes in addition to promoting the charitable work of clubs and societies and other campus bodies.

GUSRC once again organised and supported annual charity events such as One Dress, One Month (Glasgow Womens' Aid), Movember (The Prostate Cancer Charity) and the Poppy Appeal RAG Raid (Poppy Scotland). These events, as well as some of the smaller events, have a dual function in raising money for good causes, but also raising awareness of the charities and their work amongst students and the wider community, something that was particularly notable this year with national news covering the One Dress, One Month efforts.

Due to the diverse nature of events and campaigns under the RAG brand, it is hard to estimate the total money raised through GUSRC's raising and giving activities, but it is at least expected to surpass last year's total of £5,000. Further to this, GUSRC continues to provide for student charity groups working in the local area by completing their Disclosure checks and supporting them in fundraising work.

MEDIA WEEK

When first held, Glasgow University Media Week was the first event of its kind in the UK, though in recent years the concept has been adopted by other student organisations. Media Week, organised by GUSRC's Vice President (Activities) enables students to gain a greater understanding of the requirements, demands and expectations of a career in media, while also giving GUSRC an opportunity to cement and develop its relationship with media professionals.

Media Week aims to not only provide students with the opportunity to learn about different industries within the media, but to also energise students into engaging with Glasgow's own student media, the four groups collaborating for an event in this year's programme. The overall aim of the week is to inspire students to look beyond their degree and enjoy new experiences, as well as consider what activities they can undertake during their studies to help forge a career path in the media

Media Week 2014 was held in January and featured guests from STV, the BBC and the freelance journalism industry, in addition to Glasgow University lecturers. The programme included sessions on Gaelic in the media, tours of the BBC Scotland headquarters in Pacific Quay and a question and answer session from TYCI, a Glasgow-based, cross-platform media initiative with an all female management and production team. The week was praised for the diversity of the events organised, with average attendance at events across the week up on 2013.

DUMFRIES CAMPUS

CUCSA is the formally constituted student body at Dumfries. Its structure provides for elected student officer membership from both Glasgow and UWS students. Its role is to organise events and support local clubs and societies. Its function as a body of representation is complemented by the parent University Student Organisations. The staff members, although accountable to GUSRC's Permanent Secretary, receive 'day to day' support from local University management and work to CUCSA's elected student team.

EVENTS

Once again, a programme of Freshers' Week events was organised to welcome new students to campus and introduce them to the local area. The week included a mixture of events in different styles in a number of different venues around the Dumfries. A printed guide to CUCSA and a timetable of social events was posted out to all new students prior to their arrival on campus to help raise awareness of the organisation and the activities available to new students in September, something which many Freshers' commented was of great benefit.

The Dumfries Freshers' Fair was hugely successful with several hundred new students attending. Positive feedback was received from all stallholders and the vast majority of attendees. It was held in the newly refurbished Maxwell House and involved a great deal of energy from a variety of student clubs and societies.

CUCSA was active in the first term with charity events such as the Macmillian Coffee Morning. In April CUCSA threw a 'sports and societies ball', it was held at the Easterbrook Hall and included dinner, speeches from the team captains and dancing. The event was successful in bringing clubs and teams together and encouraging reflection on successes during the year and once again, feedback from attendees was overwhelmingly positive.

CLUBS & SOCIETIES

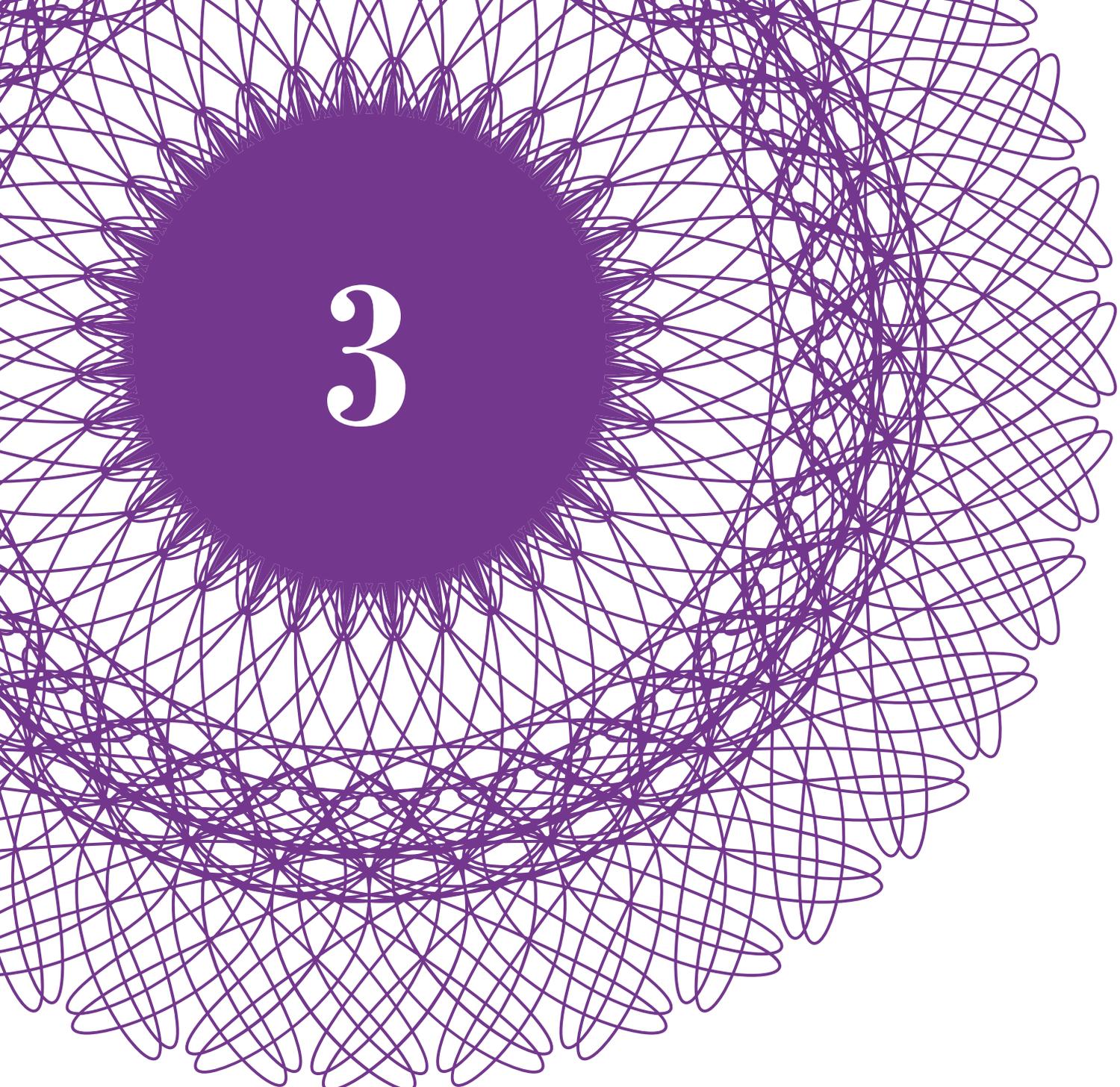
CUCSA supported an ever-increasing number of clubs and societies through the year, including the following:

The Crichton University Campus Boat Club (CUCBC) were named Scottish vice champions for the second year running, with multiple wins at local regattas. Thanks to funding from the Crichton Foundation, the club were able to purchase essential equipment.

Sailing Club: This was the sailing team's third year. CUCSA funded free taster sessions at the start of the academic year which were reasonably well attended. Members are working towards sailing RYA level 1 and or 2.

International Society: New for this academic year, the International Society has quickly become one of the most popular groups on campus, appealing to both undergraduate and postgraduate international students. They have held very regular meetings with food, dancing and cultural themes.

DESS (Dumfries Environmental Sustainability Society): New this year, they aim to make the university campus and community more sustainable. They raise awareness with action like giving out free seasonal and organic soup, organizing workshops and film screenings for education and weekly meetings including guest speakers.



3

**ANY OTHER
BUSINESS**

FINANCE

INCOMING RESOURCES

| | RESTRICTED FUNDS (£) | UNRESTRICTED FUNDS (£) | 2014 TOTAL (£) | 2013 TOTAL (£) |
|--|-------------------------|---------------------------|-------------------|-------------------|
| INCOMING RESOURCES FROM GENERATING FUNDS | | | | |
| VOLUNTARY INCOME | . | 568,800 | 568,800 | 539,000 |
| ACTIVITIES GENERATING FUNDS | . | 48,480 | 48,480 | 44,325 |
| INVESTMENT INCOME | . | 5,170 | 5,170 | 8,581 |
| INCOMING RESOURCES FROM CHARITABLE ACTIVITIES | 3,983 | 288,616 | 292,599 | 259,603 |
| OTHER INCOME | . | 1000 | 1000 | 2,083 |
| TOTAL INCOMING RESOURCES | 3,983 | 912,066 | 912,066 | 853,592 |

RESOURCES EXPENDED

| | | | | |
|-------------------------------------|--------------|----------------|----------------|----------------|
| COST OF GENERATING FUNDS | | | | |
| COST OF GENERATING VOLUNTARY INCOME | . | 7,776 | 7,776 | 6,500 |
| FUNDRAISING TRADING COSTS | . | 6,988 | 6,988 | 5,780 |
| CHARITABLE ACTIVITIES | 4,187 | 798,358 | 802,545 | 794,607 |
| GOVERNANCE COSTS | . | 48,404 | 48,404 | 41,269 |
| TOTAL RESOURCES EXPENDED | 4,187 | 861,526 | 865,713 | 848,510 |

BALANCE

| | | | | |
|---|--------------|----------------|----------------|----------------|
| NET MOVEMENT IN FUNDS | (204) | 50,540 | 50,366 | 5,082 |
| BALANCE BROUGHT FORWARDS AT JULY 1ST 2013 | 3,036 | 390,901 | 393,937 | 388,855 |
| FUND BALANCE CARRIED FORWARD AT JUNE 30TH 2014 | 2,832 | 441,441 | 444,273 | 393,937 |

NOTES

GUSRC recorded a surplus this year of £50,366, an increase from the surplus of £5,082 recorded in 2013.

GUSRC have sought to maintain or increase the performance across an increasingly diverse range of activities year whilst operating in a challenging financial environment.

Total reserves at 30th June 2014 stand at £444,273, up from the total reserves of £393,937. The increase in reserves reflects an increase in the Designated Capital Fund as a result of funding awarded, from the University and Glasgow Student Village, towards the replacement of two minibuses. Depreciation on capital assets is charged against the fund annually.

The majority of GUSRC's income is a block grant from the University representing 68% of the total. The block grant for 2014 was £568,800, a rise of £29,800 from the previous year. The increase reflects £16,500 towards additional costs associated with operation of the Welcome Point. In addition to £13,300 assistance with additional pension costs associated with statutory auto enrolment.

Further grant income is received through the University's Residential Services and Glasgow Student Village as a funding contribution towards the running of the Halls to Campus Minibus Service. Additional income is generated through charitable activities including, Freshers' week, marketing/advertising, a second hand bookshop, printing and binding services.

POSTWORD



Once again, GUSRC enjoyed a landmark year in 2013/14 and I have been lucky enough to be part of the Executive in my role as VP (Activities), as well as being elected President for the next academic year. Taking on an entirely new role within an organisation with such a strong structure may seem intimidating from the outside, but it is a testament to the organisational strength of GUSRC that we were able to achieve so much despite such a significant change in the way responsibilities are divided.

The role GUSRC plays at the University of Glasgow cannot be underestimated, opening any page of this report will show that the organisation is invaluable in its work in representing students. The organisation has so many facets, it achieves so much, thanks to the work of the elected student officers, the staff team, and off course, the continued productive working partnership with the University itself. I hope that in 2014/15, the new Executive and I will be able to continue to improve on every function of the organisation. I feel very privileged to have been elected by the students of the University and to have the opportunity to continue as a sabbatical officer for GUSRC for another year.

The last few years have seen major changes to GUSRC with the introduction of the Welcome Point, Gilchrist PG Club and the revised sabbatical roles,

and though nothing as major is scheduled for 2014/15, GUSRC will begin the reflective process of preparing a new strategic plan which will define the organisation for the next four to five years. As with the 2011-2015 plan, the new document will have to encapsulate all that GUSRC does and give the organisation focus for the upcoming period. It'll be an exciting time, as we ask stakeholders to reflect on GUSRC's achievements, such as those detailed in this report, and make suggestions about where the organisation should aim to be in the future.

In shaping our new strategy we will of course be taking into account the University's new strategy and major initiatives such as the proposals for the Western Infirmary site, as details are expected to be made available widely. The new Campus Vision will have a major influence on the development of the University in the future and we hope we can play a role in ensuring that students are fully engaged in the realisation of this vision.

GUSRC will continue to work for the students of the University, to represent them, engage with them, to support them and to help them enhance their time as a student of the University and I am incredibly excited about continuing the good work of the organisation, and all the new projects which may arise.

Breffi O'Connor

Breffi O'Connor
President 2014/15

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PHOTO

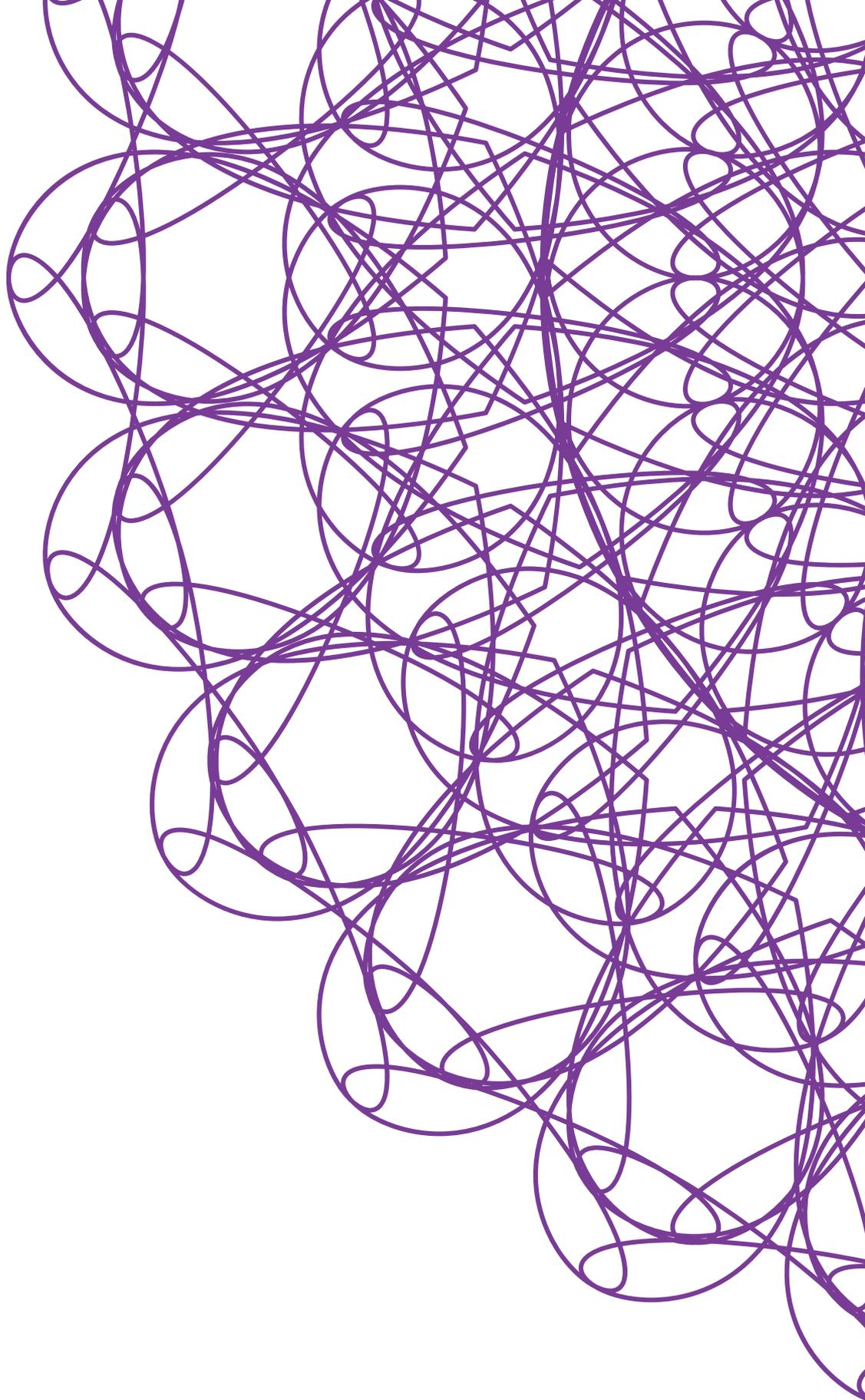
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