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GLASGOW
UNIVERSITY
STUDENTS'
REPRESENTATIVE
COUNCIL
ANNUAL
REPORT



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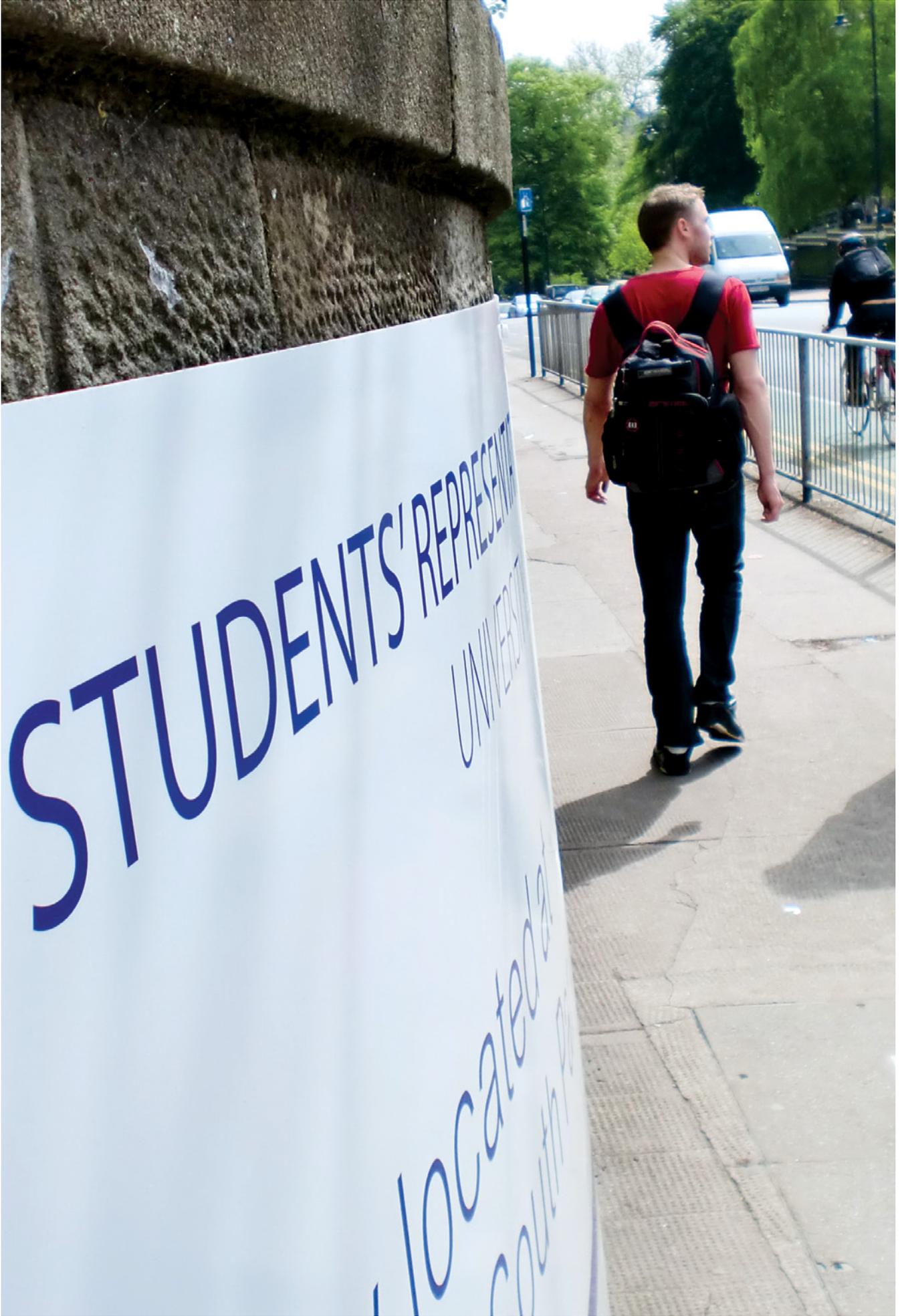
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FOREWORD



IT HAS BEEN ANOTHER EXCITING YEAR FOR GUSRC AS WE WORK HARD TO REPRESENT THE INTERESTS OF STUDENTS INSIDE AND OUTSIDE THE UNIVERSITY

This is the third report since we developed our first strategic plan and once again we use it as an opportunity to report on the progress of the aims which it outlines. We hope you take time to have a look through it, and we enthusiastically welcome feedback and comment on its contents. During the coming year we will be developing a new three year strategic plan and it is important that we get as much input as possible in order to ensure that GUSRC remains a relevant organisation which provides value for money and plays a significant role on improving the student experience at Glasgow.

This year presented new challenges as we were decanted for a period while work was being completed on the roof of our home, the John McIntyre building. We had originally anticipated that we would be decanted for two years whilst the building was completely refurbished, eventually allowing us to increase the quality of customer service provided at our front desk area and providing additional new space for student volunteers and clubs and societies. Sadly, like many others, we were affected by external financial forces and the plans have been put on hold, possibly for a few years. Nevertheless, the roof has been repaired and we are due to return to the John McIntyre building in time for the start of the next academic session.

Despite the accommodation issue, GUSRC has continued to develop its services and representation functions. A new record of 641 course representatives were trained this year.

Freshers' Week was a great success with over 3400 passes being sold - GUSRC was particularly praised for holding events which weren't focused around alcohol and targeted less traditional members of the student population (eg international students). We've also expanded the minibus service to include morning provision, and the number of volunteers we supported has increased to 636, a figure which doesn't include the hundreds of participants in the student media.

We engaged widely with students to inform our responses on the University restructuring and strategic plan proposals, an outcome of which has been the revision of our own structure in order to match the University's.

The strength of our partnership with the University was particularly highlighted in some encouragingly positive feedback from the external ELIR (Enhancement-Led Institutional Review) Report. We continue to represent students on over 50 University committees and working groups and the fruit of just some of this work is highlighted in the following pages.

All in all, it has been another exciting year for GUSRC as we work hard to represent the interests of students inside and outside the University. This report will guide you through some of the ways in which GUSRC has directly or indirectly contributed to an enhanced student experience at Glasgow.

Laura Laws
President 09/10

Bob Hay
Permanent Secretary

STRUCTURE, GOVERNANCE AND MANAGEMENT

GUSRC IS IN THE PROCESS OF REVIEWING ITS OWN STRUCTURES TO REFLECT THE UNIVERSITY RESTRUCTURING PROCESS AND ENSURE THERE REMAINS AN APPROPRIATE 'FIT' WITH THE NEW UNIVERSITY STRUCTURES. THE CURRENT STRUCTURE OF GUSRC IS SUMMARISED BELOW.

The existing structure has been in place for five years. Therefore, there is an opportunity to ensure that the governance structure provides the opportunity for trustees to have an appropriate level of involvement in managing and directing the organisation. Glasgow University Students' Representative Council (GUSRC) is a non-incorporated organisation and is a registered Charity (SC006970).

All students registered at the University of Glasgow are automatically members of GUSRC. Students can opt out of membership 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.

SRC COUNCIL

Council is the governing body of GUSRC.

The constitution makes provision for a Council of not more than 36 members, an Executive of not more than 12 Council members, Offices of President, Depute and Vice-Presidents and Permanent Secretary.

There are 30 elected positions on Council:

- » 4 in the Sabbatical Constituency
- » 8 in the Academic Constituency
- » 9 in the Welfare and Equal Opportunities Constituency
- » 9 in the General Student Constituency (of which 2 must be postgraduate and 2 first year students)

There is also provision for 6 ex officio members of Council.

All members have one vote. A candidate can stand for one position per election, and for a position with which they can self-identify. Members can only vote and nominate candidates in academic constituencies to which they belong. Votes are cast online through secret ballot using the Single Transferable Vote system.

The Executive Committee comprises of the Sabbatical constituency, together with 2 members elected from each of the Academic, Welfare & Equal Opportunities and General Student constituencies; with a further member elected from nonexecutive members of Council, making 11 positions on the Executive in total.

ROLES AND RESPONSIBILITIES

Permanent Secretary Bob Hay fulfils a Chief Executive role undertaking the day-to-day management of GUSRC on behalf of the Council Executive, who implement Council policy on a day-to-day basis.

To do so, the Executive (on behalf of the Council and through the Permanent Secretary) has operational financial power and responsibility. Various checks and balances, as required by the University, are provided for.

OBJECTIVES AND ACTIVITIES

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

- » Represent and promote the general interests of students of the University.
- » Advance civic responsibility by providing a recognised means of communication between students and the University's Court and Senate.
- » Prevent and relieve student 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.

STRATEGIC DIRECTION

To ensure fulfilment of the constitutional aims the Trustees have agreed a mission and 3 high level strategic aims which complement those of the constitution and form the basis for the direction and operational activities of GUSRC. The organisation also seeks to review and evaluate the quality of its work and continues to work towards the development of holistic evaluation and review procedures which meet the needs of the organisation and its broad range of activities.



MISSION

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

GUSRC Strategic Plan 2008-2011

AIMS

REPRESENTATION AND ENGAGEMENT



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

STUDENT WELL-BEING



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

VOLUNTEERING AND EMPLOYABILITY



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.

09/10 HIGHLIGHTS



ENHANCEMENT- LED INSTITUTIONAL REVIEW

An undoubted highlight of the year for GUSRC was the ELIR Report's acknowledgement of the way the organisation has developed since 2004. GUSRC's mature approach to working for change through partnership, along with the strength and legitimacy of the organisation, were specifically commended:

It is evident that the partnership approach between the University and the SRC has been productive in delivering a range of enhancements to provision and practice. Examples of the successful outcomes of this partnership approach include: work on a Code of Practice on Student Representation and Guidance for the operation of staff; student liaison committees; the review of the Advisers of Studies system; the development of policies on a range of matters, including late submission of coursework and a text messaging service for students; a Harassment Policy and Maternity, Paternity and Carer Policy for students; and a Student Diary. Students confirmed that they were aware of the role of the SRC in representing their views. Students also indicated that the SRC was accessible and 'easy to get to know', and that they could bring matters of concern to the SRC, including issues raised through the class representative system".

The Quality Assurance Agency for Higher Education 2010 Report on the Enhancement-led institutional review University of Glasgow

MORNING BUS SERVICE LAUNCH

The new morning minibus service has seen considerable uptake, with 27,000 student journeys made in its first year. It has, therefore, been running at capacity since implementation. The morning service now complements the evening service, which this year reached a new high of 57,000 student journeys.

BENEFITS UPTAKE WEEK

This week was organised to challenge the misconception that students are not entitled to benefits, and significantly increase information to the contrary. Training for frontline University staff was combined with publicity and events to raise awareness around campus, and individual benefit surgeries were coordinated by Advice Centre staff. This resulted in a sharp increase of enquiries at the Advice Centre, with over 150 students receiving in-depth advice or guidance on financial entitlement. The training session was also positively evaluated by University staff.

Future initiatives to emerge from this include SRC benefits training for new advisers and frontline support staff; a proposed SRC "Students and Council Tax Eligibility" leaflet and an agreement to clarify and address discrepancies in the definition of part-time students for Council tax purposes.



LATE SUBMISSION POLICY

GUSRC worked in partnership with the University to establish a late submission policy. It is anticipated that its introduction will streamline previous inconsistencies, ensuring equitable treatment and clear procedural guidance for all students.

FRESHERS' WEEK

The annual logistical challenge and festival of fun which is Freshers' Week was again a considerable success with pass sales reaching a new record of 3400. A varied range of events organised by the SRC to appeal to people of all backgrounds and faiths, were well attended by enthusiastic participants. Cultural Carnival, for example, created a spectacularly festive atmosphere, packing the cloisters and East quadrangle with stalls offering food and drink from around the world accompanied by live entertainment. Freshers' Fair, also organised by the SRC, provided a platform for around 50 University clubs and societies and hosted a range of local and national businesses to showcase their wares and provide freebies.

LANGUAGE CAFÉ- BURNS NIGHT

The language cafes grew from GUSRC's conversational English programme but have now developed a distinct identity of their own. There has been considerable interest and involvement from both University of Glasgow students and Glasgow International College students. The Burns night language cafe was one of the highlights of the year with more than 50 international students joining with UK students in a celebration of Scottish poetry and cuisine.

STUDENT REPRESENTATIVES

Glasgow continues to lead the way in student representation. This year, a new UK record of 641 Student Representatives undertook Class Rep training organized in partnership with Student Participation In Quality Scotland (SPARQS). All trainees received the newly revised SRC Student Representatives' Handbook. Over 90% of trainees advised they would recommend the training to other Student Reps.

MEDIA WEEK

The annual SRC media week was particularly successful this year with 565 students attending 31 events with a range of media professionals.

CARERS' POLICY

Although not finalised this year, the draft Carers' Policy is now ready for consideration by the relevant University Committees. GUSRC instigated and led the development of this original and inclusive policy, its swift progress demonstrating the University of Glasgow's commitment to meeting the needs of an often overlooked group who may face daily difficulties in balancing their academic obligations against the needs of their vulnerable loved ones.



ACHIEVEMENTS

REPRESENTATION
AND ENGAGEMENT



GUSRC IS COMMITTED TO ITS REPRESENTATIONAL ROLE, CONTINUALLY ENSURING THAT IT ENGAGES WITH STUDENTS, UNIVERSITY STAKEHOLDERS AND EXTERNAL PARTNERS.

THIS SECTION HIGHLIGHTS SOME OF THE MAIN ASPECTS OF GUSRC'S WORK OVER THE LAST YEAR. IT INCORPORATES THE PROCESSES WHEREBY GUSRC SEEKS TO ENSURE ITS REPRESENTATION FUNCTION IS LEGITIMATE AND RELEVANT AS WELL AS HIGHLIGHTING SOME OF THE ACTIVITIES AND ACHIEVEMENTS IN THIS CONTEXT.

photo: SRC Spring Elections saw campus filled with the colours of the students running for office. (page 12)

REPRESENTATION WITHIN THE UNIVERSITY

ENSURING THE INTERESTS AND VIEWS OF GUSRC MEMBERS ARE REPRESENTED AND ADDRESSED THROUGHOUT THE UNIVERSITY AND EXTERNALLY.

ELECTIONS

GUSRC continues to work to build and maintain its democratic legitimacy. Elections are a crucial aspect of the organisation's commitment to being representative, although increasingly GUSRC has sought to develop a range of student engagement and participatory activities, in order to ensure it reflects and represents the views and concerns of students on the range of issues which arise.

There was a considerable upsurge in both voter and candidate participation in GUSRC elections through the year. This was particularly noticeable in the Spring Elections where 17 candidates contested the 4 Sabbatical positions (President and 3 Vice Presidents) compared with a total of 5 candidates the previous year. There was a significant increase in voter turnout during these elections with 2072 students casting their vote, almost 400 more than the previous year. Over 100 students attended the Heckling Meeting, again significantly higher than last year's figures.

SUPPORT TO ELECTED

Spring Election turnout



total voters in executive constituencies

OFFICERS

All student officers are elected on an annual basis. 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 a variety of committees and working parties within the University (currently 38 committees) as well as a variety of external groups and committees. Staff members are allocated specific committees and will meet with the nominated student officers prior to any such 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 ensures that its campaigning priorities and policy formulation are evidence based and informed by the current issues affecting students. The Advice Centre *[page 26]*, through its casework, is often able to identify issues and trends at an early stage and brief officers on the issues. Matters emerging as a result of senior officers' participation

in University committees are communicated back to SRC Council in the required council report, for discussion and, where appropriate, agreement on future action.

Induction

A range of training is provided in order that Council members can fulfil their dual roles as representatives and as trustees of GUSRC. For the sabbatical officers, a rolling training programme is developed throughout the summer and beyond. A training needs analysis is undertaken and the effectiveness of the training is evaluated, based on progress against set indicators.

Council and Non-Sabbatical Executive members are required to attend a full introductory training event plus additional sessions throughout the year.

The training programme incorporates a range of areas in order to ensure effective governance and an inclusive, informed approach to future organisational development:

- » Introduction to internal policies and procedures (including financial controls)
- » Governance – roles and responsibilities
- » Financial management and budgeting skills
- » Managing professional relationships
- » Planning and Objective Setting
- » Managing professional relationships (Roles of Officers/Staff)
- » Creating/Managing Change
- » Equal Opportunities

Evaluation of Induction Process

To ascertain whether the induction training remains fit for purpose, the programme is reviewed and evaluated annually.

The review is carried out by the Senior Advice Policy & Training Officer. The process includes a review of the evaluation sheets completed after each session coupled with follow up interviews with each officer later in the year.

// The sabbatical officers' induction programme in 2009 met the new officers' needs well. The programme was felt to be useful and enjoyable by all of the participants. It is recommended that the skills matrices and IT skills audit information continue to be used in order that the close fit between individuals' needs and the training provided for them can be maintained.

2009 Induction Evaluation Report

In addition, GUSRC works to ensure that all members of Council receive adequate training and support to fulfil their roles. To complement the induction training and the ongoing support a council handbook is provided for each member. The handbook contains extensive information about the work of the organisation, its stakeholders, and how best council members can work in their role throughout the year.



Candidates address the capacity audience at the Spring Election Heckling Meeting

STUDENT REPRESENTATIVES

Once again the SRC has set a new record in terms of the number of students trained, a total of 641 for this year; an increase of over 11% on the 575 trained last year. This total is around 35% of the total number of those trained in all Scottish institutions. The success and effectiveness of the system was highlighted in the University's ELIR report.

Student Rep Training



number of student reps trained

Improvements to the provision of support for student representatives included:

GUSRC's development of Glasgow specific training to be delivered by Student Participation In Quality Scotland (SPARQS) as part of the representatives' training session.

The creation of a Facebook group that student reps could join if they wished, which was provided alongside the Student Reps' Moodle portal which GUSRC also moderates. This meant that Faculty Convenors were able to identify themselves more easily to representatives in their faculty, and information about who to contact was more readily available.

The SRC Student Representative Handbook was rewritten based on feedback from the previous year and was distributed as an additional guidance and self-learning tool.

The Sparqs evaluation of the student representation training again indicates that, similar to last year, over 90% of the participants agreed it both developed their understanding of the representative role and defined the learning experience.

Finally, 91% advised that they would recommend the training to other student representatives.

ELIR

GUSRC were heavily involved in the second Enhancement Led Institutional Review (ELIR) of the University which took place in autumn 2009, six years after the first review.

The incoming and outgoing sabbatical teams and the Permanent Secretary were involved in the creation and editing of "Reflective Analysis" - a document which gives an overview from the University's perspective on their management of quality at the institution.

A large section of the reflective analysis dealt with the student experience and GUSRC was given the opportunity to offer input on areas where its work complemented and enhanced the work of the University in improving the student experience (eg the Advisors of Study system and late submission policy).

The improved working relationship between GUSRC and University, and the steps GUSRC had taken to improve the quality of its representation and services since the last ELIR review were noted as significant.

Distance Travelled

// [2010] 'Clear evidence of a strong and effective partnership between the SRC and University, which has developed significant developments in policy and provision, all of which contribute positively to the student experience of Glasgow'

University ELIR report 2010

// [2004] 'Scope for improved consistency and effectiveness in the working partnership between the University and the SRC'

University ELIR report 2004

Clearly, the 2010 ELIR Report was highly positive and it marks the significant progress made by GUSRC in its working relationship with the University, contributing positively to the enhancement of the student experience at Glasgow.

STUDENT HARASSMENT STATEMENT

GUSRC continued to work closely with the University on student harassment following the launch of the harassment statement in January 2009. The student harassment advisory group, consisting of GUSRC representatives and University staff, created a set of guidelines, and a structure for the management of the student harassment system. Student harassment advisors were selected from the existing pool of staff harassment advisors and participated in training organised and delivered by the Senate Office, Equality and Diversity Unit and GUSRC.

LATE SUBMISSION POLICY

The lack of a centralised policy on late submission penalties for coursework had been identified by GUSRC in previous years as a key source of widespread inconsistency of practice within the University. GUSRC worked with the University to develop a single policy for all areas of study, which was formally approved by Senate in late 2009 for introduction in 2010/11. The policy aims to ensure fairness of treatment, consistency of application and clear procedural guidance for all students. Further work with the University is underway to ensure the policy is disseminated as widely as possible.

CARERS' POLICY

Last year's successful development of Student Maternity, Maternity Support & Adoption Policy by GUSRC and subsequent implementation by the University was another successful joint initiative which will ensure that all students are treated consistently and fairly.

Subsequently GUSRC agreed to take forward the development of a policy which would identify how students with caring responsibilities should be supported and how their specific needs could be met in order to support them through their studies and aid retention. GUSRC established a joint working party and considered a draft policy in May 2010. A revised draft has been agreed and is due to be presented for consideration to the Student Support and Development Committee in November 2010.

The concept of a Carers' Policy in a University context is (surprisingly) highly original. There is no such policy in any other Higher Education Institution. Considerable interest from other HEIs appears to have been generated as a result of this work.

UNDERGRADUATE DISSERTATION BINDING

Differing practices and requirements have long been in place throughout the University regarding the binding of undergraduate dissertations and final reports (eg the colour of folder, the type of binding, soft or hard back...) and were considered to be a real cause for confusion and expense to students.

Following a review, GUSRC submitted a paper to the University's Education, Policy and Strategy Committee (EdPSC) which concluded that comb binding should be the recognised standard throughout the University for all undergraduate dissertations and final reports unless an alternate format is required for academic reasons.

With this proposal gaining the support of EdPSC, GUSRC was tasked with working with the University in order to communicate the simplified guidelines to students. A short paragraph outlining these guidelines was prepared for inclusion in course handbooks, ensuring all students will be notified of the guidelines and able to consult them easily. With standard comb-binding costing £2 per copy and current alternatives beginning at £3.50 per copy, it is anticipated that students will benefit financially from this policy.

ADVISERS OF STUDIES

Following the University-wide review of Student Advisory Needs last year including the SRC commissioned survey and report, a set of Glasgow-specific advising principles were finalised that applied to all advice given to students - considerably developing the Advisory System. Standard job descriptions for Advisers of Studies and chief advisors were also finalised and passed in Senate in June 2010. These included a determination on the number of students per adviser, the inclusion of advising into staff workload planning and a number of measures to ensure quality contact time with advisers, including a focus on students' personal development outside of the classroom.

WEDNESDAY AFTERNOON FREE FROM CLASSES

In April 2009, the University Senate approved GUSRC and GUSA proposals for keeping Wednesday afternoons free from compulsory classes, to allow students to engage with clubs and societies, volunteering, sport and other personal development activities.

Whilst the take up of volunteering and sporting opportunities on Wednesday afternoons has been excellent, there have been issues with some classes continuing to be scheduled on a Wednesday afternoon. This problem has been recognised by the Clerk of Senate, who is currently working with GUSRC and GUSA to resolve the problem.

DPTLA & PGR REVIEWS

GUSRC participated in a third successful round of Departmental Programmes of Teaching, Learning and Assessment (DPTLA) reviews in 09/10; comments from both University staff and external examiners once again praised the contributions and insight provided by student panellists.

Following the successful pilot, the University continues to involve GUSRC as a partner in quality enhancement processes by inviting representatives to participate in Graduate School Reviews.

POSTGRADUATE REPRESENTATION

The Higher Education Academy is a national institution committed to monitoring and promoting good practice in order to provide the best possible learning experience for all students. The HEA coordinates the Postgraduate Research Experience Survey (PRES) and the Postgraduate Taught Experience Survey (PTES). The University of Glasgow took part in the 2010 PTES survey, which ran from mid April to the end of May.

GUSRC, in conjunction with the Senate Office and Vice Principal for Learning and Teaching, was heavily involved in the development of several institution-specific questions for PTES 2010, conducting research in order to ascertain student priorities so that questions were targeted in the most relevant areas.



Student Theatre at Glasgow are one of many societies benefiting from Wednesday Afternoons free from classes.

GUSRC's consultation process involved the hosting of a Postgraduate Taught Forum. The aim was to canvass PGT students' opinions based upon problem areas which had been flagged through a pilot PTES survey the University had participated in during 2007. Also considered were areas of concern for PGT students pulled from International Student Barometer data including:

- » PGT spaces (study and social)
- » PDP/ Careers
- » PGT Representation
- » PGT Feedback and Assessment.

The Forum also allowed GUSRC to gain a greater understanding of PGT Students' awareness of its activities. Feedback suggested PGT Students were largely aware of the class representative system. They either knew who their class rep was or knew they had one. They were very aware of the services which the SRC provides, but were less familiar about the specifics of representational functions beyond the class representative system.

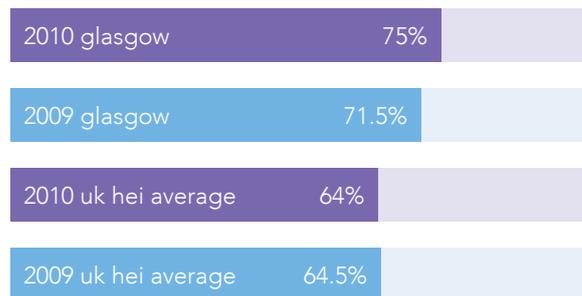
The model outlined above was successful in 2009 when applied to the Postgraduate Research Survey (PRES). One of the questions framed by the SRC, and included in the survey, after emerging as a general concern at the SRC-led PGR Forum, related to student induction.

Whilst The University and GUSRC have enjoyed considerable success with the undergraduate class representation system, there has been some discussion around the possibilities

of developing a representational system which meets the needs of postgraduate research students at Glasgow. It has been agreed that the SRC and the PGR Office will work in partnership to develop a bespoke PGR representative system augmented by appropriate support and training materials. No other institution has undertaken such work so it is likely that this leading edge work around engaging with PGRs will be of interest to the HEI sector as a whole.

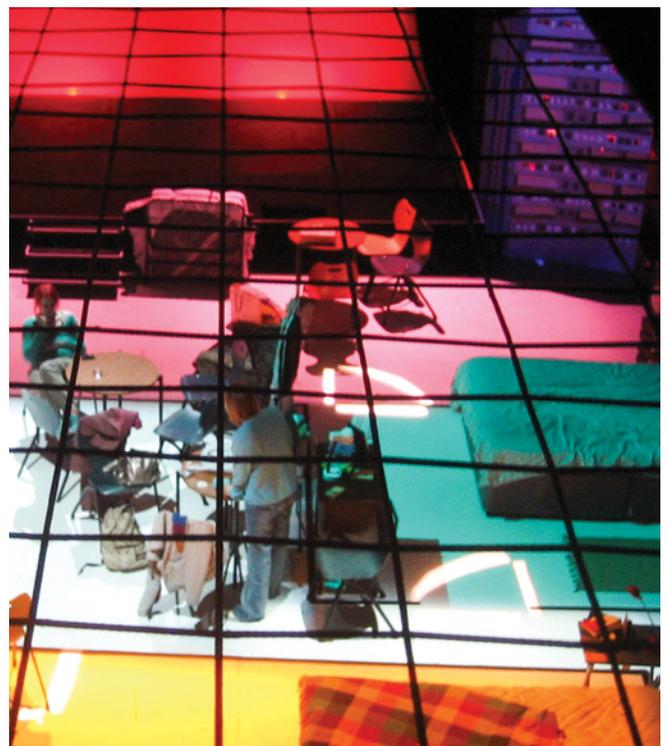
NATIONAL STUDENT SURVEY (NSS)

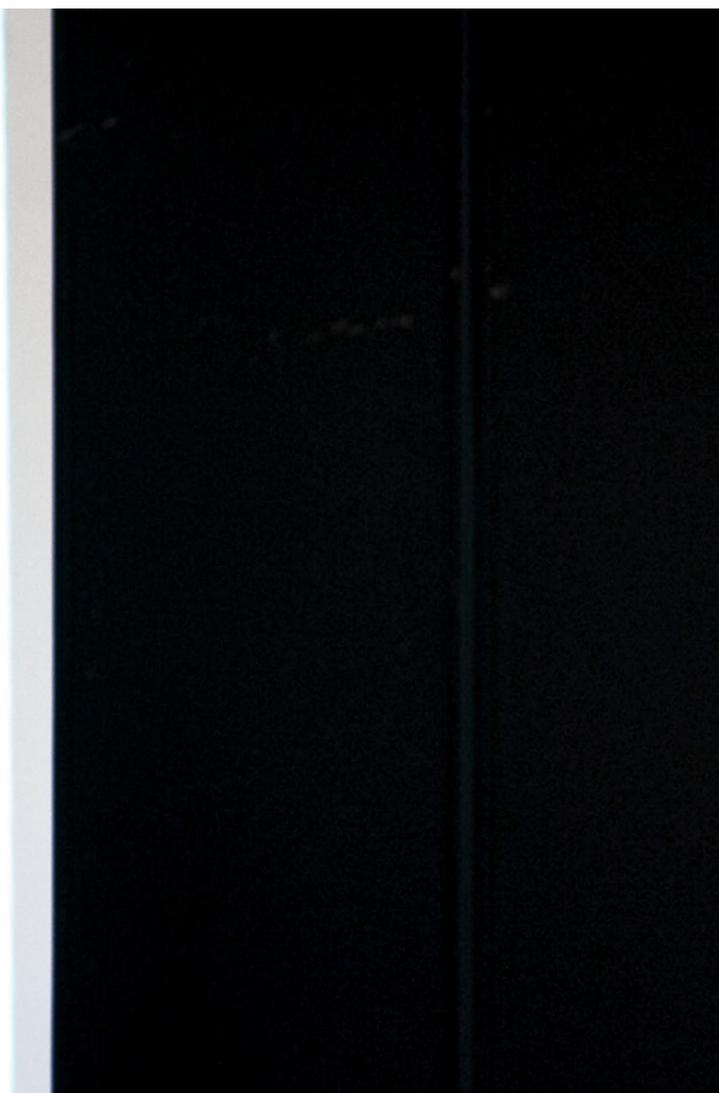
NSS Response Rate



percentage of possible respondents who returned a survey

GUSRC had considerable success with the promotion of the NSS around the University. A student designer was employed to produce new marketing and a student coordinator was employed to manage the distribution of promotional material. This approach achieved a response rate 11% higher than the average for the HEI sector. GUSRC recognises the importance of the survey in informing the student experience, as well as providing evidence for GUSRC's future campaigning priorities. This excellent example of joint working is beneficial to both parties; the University uses the information gathered to improve the student experience and GUSRC has evidence which can inform their campaigning and representational priorities over the next year.





TEACHING EXCELLENCE AWARDS

This year the groundwork was laid for the creation of an award scheme to recognise what teaching excellence means for students, and to allow students to show their appreciation to those teachers who have inspired them in their studies.

A proposal for a student-led teaching award scheme was presented to, and supported by, the University's Learning and Teaching Committee in June 2010. Such award schemes have already proven to be a success at several institutions, and are an effective way of allowing students to acknowledge teaching staff for their innovative teaching methods or their commitment to their students.

GUSRC regards this as an opportunity not only for students to show their appreciation but also to showcase best practise and encourage constructive reflection on the development of positive teaching practises. It is anticipated that the scheme will come to fruition during the coming academic year.

UNIVERSITY STRATEGIC PLAN

GUSRC was closely involved with the development of the new University strategic plan. 'Glasgow: a 2020 vision' sets out the

University's direction for the next 5 years. GUSRC had input through focus groups and brainstorming sessions as well as a student leaders session with Vice Principal for Strategy and Resources. Ongoing input was then through direct comment on later drafts and via a number of University committees.

CONSULTATION ON RESTRUCTURING

GUSRC used the student representative system as a mechanism for consultation on the restructuring process. A consultation event with a range of student representatives was also held and facilitated by Student Officers as well as an online consultation. GUSRC also worked with the University in its communication with students over the restructuring in order to ensure a broad understanding amongst the student populace of the proposals and the implications.

As highlighted later *[page 40]* GUSRC has also been reviewing its own structures, to ensure they are fit for purpose in terms of its own operations and the restructuring of the University.

DUMFRIES CAMPUS

GUSRC provides support and training to registered University



SRC President Laura Laws

of Glasgow students based on the Crichton Campus in Dumfries. GUSRC employs an administrator, based at Crichton, who has responsibility for supporting Crichton students in developing extra curricular activities for the local student populace in order to enhance and enrich the cultural and educational experience on the Dumfries Campus.

GENERAL ELECTION

Recognising the importance of young people participating in the UK democratic system, GUSRC ran a general election campaign to encourage students to register to vote, and to collate information from local candidates in order to make it easier to find information on which to base a decision on who to vote for.

As part of this process GUSRC council members participated in a "reaching out" exercise where face to face survey interviews were carried out with several hundred Glasgow students to find out what the most important issues were to them. The information gleaned was used to create a platform document and draft a series of issue specific questions, which was then sent to all candidates in the local areas. This elicited an excellent response from the local candidates, belonging to 9 political parties including all major political parties. Their responses were then collated, published on glasgowstudent.net and advertised to make the party manifestos and responses to Glasgow student concerns easily accessible.

COMPUTER CLUSTER ACCESS SURVEY

Following concerns about usage of Facebook on University Library computers, consideration was being given to blocking Facebook access on library computers.

After discussion with IT Services GUSRC agreed to conduct its own consultation with students on the matter. A short survey was carried out and a response submitted to IT services. IT services responded as below:

// As always the opinion of the SRC has significant impact on proposed and current IT services.

In this particular case, based on the feedback you provided and on a survey question we ourselves asked the students which confirmed your findings (about a fifty-fifty split) it was decided we would try to strongly persuade students to use Cluster PCs for personal use at quieter times.

Based on your recommendations we are also studying the possibility of 'quick print' computers.

IT Services
response to GUSRC consultation



EXTERNAL REPRESENTATION

PHARMACY ON CAMPUS

Many students have been disappointed by the lack of the expected pharmacy on Campus following the completion of the Fraser Building. It appears that the process for gaining permission to establish a pharmacy is bureaucratic and, to an extent, protects, the interests of the existing commercial providers in the area.

Following the initial refusal by the health board, GUSRC worked with the University in developing a questionnaire to assess the demand for a pharmacy in the Fraser building. A campaign was developed including the drafting of standard letters for students to download and send to the health board, student officers attended stalls around campus to raise awareness of the issue and local politicians were lobbied for their support.

The appeals process is laborious and has been, as yet, unsuccessful, despite considerable support from a diverse range of groups and interests such as Capability Scotland, who carried out a comparative audit with a team of disabled volunteers visiting the Barclay Medical Centre and the Boots pharmacy on Byres Road, (considered to be the closest pharmacy to the campus. Of the area's two pharmacies, this is the only one that is currently suitable for disabled patients and customers).

Following a detailed analysis of the findings of the volunteers, Capability Scotland concluded:

/// All students would appreciate this campus facility but for many disabled students the difference would be such that it could make a real positive impact on the health outcomes for disabled students at Glasgow University.

Capability Scotland

GUSRC will continue to do what it can to encourage the health board to overturn this decision and permit the provision of what would be an invaluable campus facility.

RESPONSES TO CONSULTATIONS

In addition to the political lobbying, there are circumstances where we will draft more formal responses to consultation documents on future government policy.

Housing Bill

During the year GUSRC completed a detailed response to the Scottish Government's proposed Housing Bill through the consultation: 'The Private Rented Sector, Licensing of Mobile Home Sites and the Twenty Year Rules'.

In particular, GUSRC argued for greater protection for private sector tenants through stronger links between the Landlord Registration Scheme and HMO Licensing regime as well as the relevant legislation being amended to incorporate letting agents.

/// GUSRC believes that for something as important as a landlord regaining possession of a rented property, the authorisation should always be provided by a sheriff. We believe it is absolutely essential that a landlord should have to obtain a court order in order to regain possession. This would go some way in safeguarding tenants against illegal eviction.

GUSRC response to Housing Bill consultation

GUSRC also argued strongly for the use of Rent Repayment Orders as a mechanism to compensate tenants who had unknowingly inhabited unlicensed HMO premises..

Houses in Multiple Occupation (HMO) Group

GUSRC continues to be represented on the Glasgow City Council HMO Group and therefore enjoys an opportunity to contribute to the broader discussion around future policy and practice.

There is a strong, positive, working relationship between officers of the HMO unit and GUSRC student officers and staff. This relationship has been particularly helpful in working towards negotiated solutions in some tenant-landlord disputes rather than students being required to pursue lengthy court action.

BBC TRUST

GUSRC represented Scottish students in consultation events organised by the BBC Trust to ascertain public perception of the BBC, its programming and strategies.

QAA

In January, GUSRC was invited to participate in a review of the Quality Assurance Agency (QAA), conducted by The Knowledge Partnership. The review aimed to assess stakeholder knowledge and opinions of the QAA, in order to inform their strategy moving forward.

CHILD POVERTY ACTION GROUP

GUSRC sits on the panel of Child Poverty Action Group (CPAG)'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. The project also aims to reduce the impact of poverty on students who access such educational opportunities.

The membership of this group is wide ranging and the project has a Scotland wide remit and includes representatives from the Scottish Funding Council.

GUSRC participation provides an opportunity to input into CPAG's national campaigning and information activities as well as keep up to date with national policy developments which may impact on students.

GLASGOW INTERNATIONAL COLLEGE

As part of our increased engagement with the international student community, GUSRC staff attended events coordinated by Glasgow International College (a feeder institution for the University of Glasgow) to talk with and encourage their students to use Language Café, Conversational English Service and encourage them to volunteer with Confucius Classroom to help them become part of University Community.

LOCAL COMMUNITY LINKS

GUSRC continues to foster positive relationships with the local community. Representatives attend and participate in Community Council meetings and continue to work with community representatives and local councillors on matters of mutual interest. Concerns around housing, in particular HMOs, encourage ongoing dialogue. GUSRC is the only student body represented on Glasgow City Council's HMO group which is a useful forum for dialogue as well as affording GUSRC the opportunity to raise matters of concern to students and have input into Glasgow City Council's policies and practice in relation to HMOs.

Subcity Radio's participation in the West End festival as well as organisation of other local events throughout the year provides a high profile link with young people in Glasgow, whether at the University or not. The Subcity stage at the West End festival had several hundred people dancing to music and enjoying the good weather throughout the day.

GUSRC IN THE MEDIA

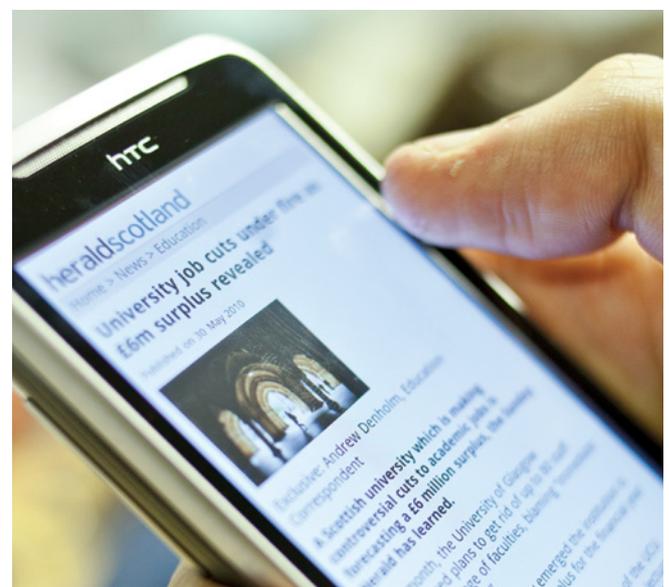
Traditionally, GUSRC have maintained a positive working relationship with local and national media. Independence from the National Union of Students ensures GUSRC have freedom to comment on matters independently, thus reflecting the interests of the particular students it represents. This year the SRC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

- » The Times
- » The Scotsman
- » The Herald
- » BBC TV Scotland, BBC Alba & Radio Scotland
- » Evening Times
- » Real Radio
- » The Guardian

A number of student media successes were also reported in a range of national media outlets: Subcity Radio events again featured in the UK Guardian, and the station was also featured on Steve Lamacq's 6music show. Details of Glasgow University Guardian's success at student award ceremonies were reported on a variety of media-focussed outlets such as Hold the Front Page.

Meanwhile, GUSRC maintained a high profile in its own student media, in particular in GU Guardian and on Subcity's current affairs programming. The SRC column written by

SRC Vice-President Communications in Guardian continued to ensure local awareness around the organisation's activities throughout the year.



ONLINE COMMUNICATION

EMBRACING WEB 2.0

GUSRC continued to expand its online presence through the year. A number of outlets were established on third-party websites which enable access to larger audiences as well as offering useful add-on features which permit GUSRC to present its message in a range of contexts.

GUSRC channels were established on Facebook, YouTube, Flickr, Scribd and Twitter. We are in the early stages of developing an online communication strategy and are pleased with the positive start outlined below.

Social Networking

The GUSRC facebook page launched in August 2009 and by the end of the academic year had attracted over 1000 followers. Posts made by GUSRC covered a wide range of content: from new opportunities in the SRC Jobshop to events hosted by Clubs and Societies, to information about SRC services and events.

Similarly the @gusrc profile on Twitter has allowed further engagement with students, staff, external organisations and other University services. Since launching in July 2009, the Twitter feed had gained over 300 followers by the end of the 09/10 academic year.

Social Media

In addition to profiles on social networking sites GUSRC established a number of profiles on content hosting sites. These have allowed us to easily share and organise our photographs, documents and videos online and are already acting as a searchable, public archive.

Scribd has enabled us to display and archive all SRC publications and documents in a flick-through format. Documents can also be downloaded in a variety of different formats and easily shared across social media platforms. 13 documents were published over the course of the year which attracted over 16,000 views in total.

Photo sharing site Flickr has enabled GUSRC to start to build a public library of its photographs of events, publicity and services. Over time this should become an invaluable resource in the production of SRC publications and publicity. Students and other photographers can also add their own SRC related photographs to the SRC Flickr group, this helps to further engage students with the organisation.

Likewise, a YouTube channel was created to enable cross-promotion of video material produced by the SRC, GUST and other University services. The channel received over 1,500 views in this first year.

Glasgowstudent.net

The GUSRC website, glasgowstudent.net, continues to be the central hub for all of the organisation's information, news and campaigns. Traffic to the website increased by more than 230% when compared to the end of 08/09, this can be attributed mainly to the increased incoming traffic from facebook and other social media platforms.

GUSRC also encouraged Clubs and Societies to inform them of upcoming events and this information was then included in The Diary section of the SRC website. This information sits alongside important dates in the GUSRC calendar like welfare weeks and Rector's Surgeries. 139 events were added to the diary this year compared to 39 in 08/09.

Analytics

In April 2009 Google Analytics software was added to glasgowstudent.net, this statistical gathering tool allows GUSRC to track visitor figures to its website, where they came from, what pages they look at and other more detailed information. This information has already helped GUSRC measure the effectiveness of its online services, campaigns and marketing.

Subcity Radio have been using this software since September 2008 on their own website and have been able to make informed decisions based upon long term trending... Major stats based decisions Subcity have taken this year include increasing focus on on-demand content and ceasing costly FM broadcasting.

By monitoring and analysing the information about its own website alongside statistics from its other online platforms, GUSRC should be able to deliver improvements to its activities, and measure the effectiveness of any changes in online strategy.

URLs

- » glasgowstudent.net
- » facebook.com/glasgowuniversitysrc
- » twitter.com/gusrc
- » scribd.com/glasgowuniversitysrc
- » flickr.com/photos/gusrc
- » subcity.org
- » glasgowguardian.co.uk
- » gumagazine.wordpress.com
- » gust.tv

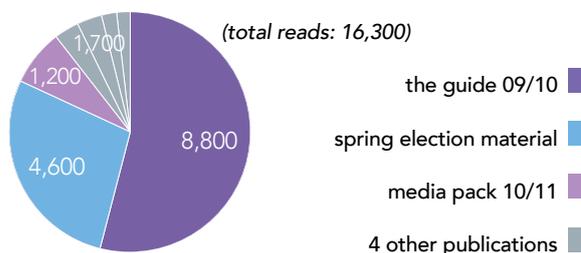
Glasgowstudent.net Visits



Facebook Traffic



09/10 Online Publication Reads



read count of gusrc documents published to scribd in 09/10

STUDENT MEDIA

IN 09/10 GUSRC STUDENT MEDIA GROUPS MANAGED TO INCREASE THEIR AUDIENCE SIZES WHILST PRODUCING HIGH QUALITY PRODUCTS WHICH SERVE TO INFORM AND ENGAGE THE STUDENT BODY.



GUARDIAN

Glasgow University Guardian newspaper distributed 4000 copies of each of their nine issues. The newspaper won 3 awards (two more than in 2009) at the 2010 Herald Scottish Student Press Awards: including the prestigious 'Student Journalist of the Year' title. The newspaper was also short-listed for 'Best Columnist', 'Best Features Writer', 'Best Photographer' and 'Best Newspaper' – receiving a nomination in almost all applicable categories.

Content continues to feature a balance of campus and student related news, along with in-depth features, articles, high-profile interviews, arts and sports coverage.

The paper continues to train contributors and editors in writing, editing and design, with over 50 students contributing to each issue. Twitter, Facebook and glasgowguardian.co.uk helped to extend readership throughout 2009/10.

Following a significant decline in income from advertising revenue in 2008/09, the Guardian continues to struggle to generate income. Such fluctuations in student media income have, in recent years, been addressed by building flexibility into the media budgets, ie surpluses in one group's budget can be used to subsidise another.

93⁰⁰⁰

est. total readership
of guardian in 09/10

3

awards won by
guardian in 09/10

GLASGOW UNIVERSITY MAGAZINE (GUM)

Glasgow University Magazine (GUM) is the oldest student publication in Scotland. 3000 copies of each of the three issues produced throughout the year were distributed around campus and in key locations throughout Glasgow as well as online via a new website combined with a Twitter feed and Facebook page increasing its reach throughout the year.

The team of around 20 student volunteers further developed the high-quality art & lifestyle format of recent years. This year they worked with a variety of businesses around Glasgow to further the links between the University and the local community. Art galleries, clothing stores and local cafes all helped to contribute to the magazine.

The publication was again short-listed for the Best Magazine Award at the 2010 Herald Scottish Student Press Awards indicating the continued high standard of production.

GUM continues to offer personal development opportunities to students through providing training sessions alongside the encouragement of ongoing peer support and coaching by the editor and assistant editor.

23⁰⁰⁰

est. total readership
of gum in 09/10

20

student contributors
per issue



SUBCITY RADIO

In 2009/10, Subcity produced an average of 18 hours of content each day during term time, broadcast online at subcity.org and also on 106.6FM during Freshers' Week. The station decided not to apply for their traditional month of FM in February 2010, deciding that the £5500 licence fees no longer represented good value in the digital age.

The station's website, subcity.org, had over 159,000 visitors in 09/10, almost double the previous year. Subcity's reputation continues to extend beyond Glasgow with around 25% of visits coming from the rest of the UK and 15% from overseas.

Social media has become key to increasing the station's reach, in 08/09 traffic from Facebook accounted for only 5% of visits compared to over 20% in 09/10. The station increased follower numbers on facebook from 450 in August 2009 to over 2000 by June 2010.

Contributor Development

Subcity counted over 260 weekly contributors in total, the core team of editors and team leaders being made up of 22 people of whom about 80% were current students, the rest being former students, students of other institutions or members of the local community.

Training sessions were held throughout the year for the station's contributors. For example, over 200 contributors took part in presenting and production workshops whilst further members of the team learned by experience in roles such as press officer, events manager, technician, advertising manager, designer, off-air manager and on-air manager.

Ethos

The station continues to stand out from others nationwide in having a clear 'contributor led' ethos, imposing no required music or content for each show to play, but instead encouraging contributors to curate content they're interested in themselves. This has resulted in a community of enthusiasts making up 85% of the schedule with specialist programming across the whole of the musical spectrum, alongside impressive current affairs and entertainment programming.

Events

Subcity's main source of income and brand recognition continued to be its events. Seven main events were held attracting over 4000 customers over the year. All but one of these events sold out raising over £12,000. As only Subcity contributors are booked to perform at these highly respected events, this has helped drive some of the city's most exciting talent to host shows on the station.

// Subcity: possibly the luckiest teenager, like, ever. A birthday bash to herald its fifteenth year of life at The Arches won't be your typical paper hat and ASDA sponge cake affair; a decade and a half of block parties, 4am raves, low-budget-but-high-quality radio broadcasting and countless rolls of masking tape deserves better.

The Skinny, February 2010

At the start of the year, Subcity threw two parties in the Hetherington Research Club, chosen for its campus location and smaller capacity, allowing for a more intimate house-party atmosphere. After club's closure however, Subcity have had to move their events off campus.

Larger events included a stage at the West End Festival ^[page 19] and the station's 15th birthday party, which saw a 1500 capacity city centre venue sell out with a line-up of performers from across the station's history.

The 15th Birthday celebrations also sparked a project to digitize archive material from the station's history. Over 1,700 items were catalogued and added to the station's photographic archive which saw over 90,000 views over the year. The station's on demand listening facility now hosts more than three years of categorised and fully described audio, with a backlog since 2002 still to be properly archived.

New Programming

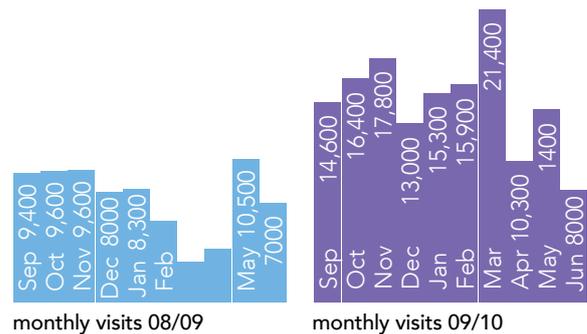
The current affairs team moved away from a daily bulletin of global news towards producing its own content. Debate is Free interviewed a number of high profile figures - MP Keith Vaz



March 2010 saw Subcity Radio celebrate their 15th anniversary with 1500 people attending the birthday party in The Arches

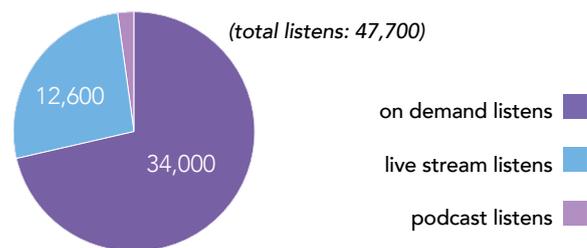
was interviewed alongside industry figures regarding violence in video games. His unguarded comments about what classifications of games his son played were widely reported on by industry and national media. Another success was a General Election Special - a Question Time style event with a panel including four MPs & MSPs alongside ex MSP Tommy Sheridan. Local school pupils as well as students were invited to form the audience. The event was well attended and the radio programme attracted over 250 listeners.

The station also started producing podcasts alongside featuring interviews, live sessions and archive audio.



260 weekly contributors in 09/10
£12⁰⁰⁰ raised from station events

Listener Figures 09/10



GLASGOW UNIVERSITY STUDENT TELEVISION (GUST)

In 09/10 Glasgow University Student Television produced an average of 30 minutes of programming per week for students, ranging from campus news to features about Glasgow events to music and film review shows. They continued to work closely with SRC-affiliated society Cut! Filmmaking to produce a number of high-quality short films. Content is distributed via GUST's website and also screens in the John McIntyre Building, The GUU and QMU.

GUST hosted the National Association of Student Television (NaSTA) annual conference and awards in March. NaSTA 2010 Glasgow had the highest attendance & number of affiliated stations in the association's 37-year history with 250 attendees from 30 stations. The conference was successful not just in terms of attendance, but also the feedback received from the stations after the event was overwhelmingly positive. The most well-received workshop event of the weekend was a Q&A session with Alan Clements, Head of Content at STV.

71 programmes made in 09/10
30 minutes of produced a week



ACHIEVEMENTS
STUDENT
WELL-BEING

A photograph of a woman dancing at a fundraising cèilidh. She is wearing a black, strapless, form-fitting top and a vibrant, multi-colored plaid skirt. The skirt features a pattern of red, green, yellow, and black lines on a light background. She is captured in a dynamic pose, with her arms and hands positioned as if in the middle of a dance move. The background is dark and out of focus, suggesting an indoor event space with other people present. A semi-transparent dark box is overlaid on the image, containing white text.

GUSRC AIMS TO CONTRIBUTE TO AND PROMOTE THE WELL-BEING OF ALL STUDENTS. THE ORGANISATION DELIVERS A NUMBER OF SERVICES AND EVENTS TO SUPPORT THE RANGE OF STUDENTS IT REPRESENTS.

*photo: A fundraising cèilidh for
Student Volunteers Abroad*



THE ADVICE CENTRE

GUSRC's Advice Centre employs 4 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.

work undertaken, Advice Centre staff use a system which allows GUSRC to establish the weight of work against cases and enquiries under set headings.

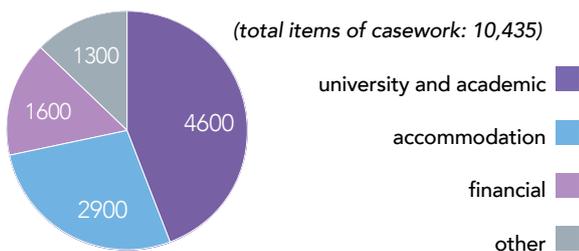
The most common issues for the Advice Centre in 09/10 were:

- » Academic appeals
- » Eligibility for student financial support
- » Other university/academic issues
- » Accommodation deposits
- » Advice on rights in accommodation
- » Accommodation repairs
- » University disciplinary issues

CASEWORK ACTIVITY

During the last year the advice team carried out over 10,400 pieces of casework (interviews, phone calls, research...) This is a 20% increase on the 08/09 which itself was more than a 75% increase on the first year figures were recorded (05/06).

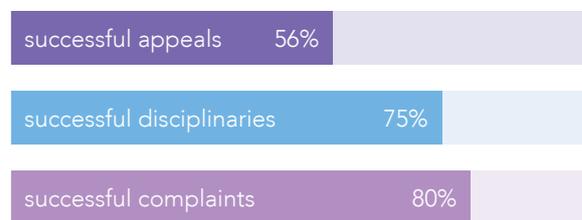
Top Casework Areas



OUTCOMES

In many cases the client is empowered with the information to act for themselves and will not return to the Advice Centre unless further assistance is required. GUSRC is able to provide some detail on the tangible benefits that students have derived through assistance from the Advice Centre.

Academic Outcomes



success rate of academic outcomes in 09/10

ISSUES

The nature and complexity of enquiries dealt with by the Advice Centre is such that, to give a true indication of the

FINANCIAL GAINS

£99⁰⁰⁰ gained by students in advice centre cases in 09.10

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 as the direct result of advice given about eligibility for student funding.
- » Successful benefit claims/appeals

The financial gains figure is always a significant underestimate of the true financial gain, as only confirmed gains are recorded. In many cases clients do not return to tell The Advice Centre the outcome of their case.

NON-FINANCIAL GAINS

There were numerous non-financial outcomes such as negotiating course changes and changes to regulations, students being supported through a complaint about harassment, amendments to unfair terms in leases and assistance in requesting a deadline extension.

- » Re-submission of an assignment or re-sit of an exam was granted in 8 cases

- » Grades were reviewed in 8 cases
- » Students were accepted back onto their course in 28 cases
- » Re-sits were uncapped in 1 case.

The Advice Centre was also able to:

- » Sort out problems with Council Tax exemption in 4 cases
- » Help prevent homelessness in 3 cases
- » Ensure housing repairs were carried out when the landlord had previously delayed doing so in 6 cases
- » Help the client receive an apology from a third party in 3 cases

INTERNATIONAL STUDENTS

As with many GUSRC services, a disproportionately high number of International students use the Advice Centre when compared with University figures.

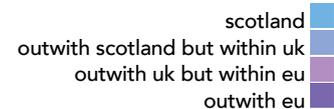
International Students



gusrc advice centre users 09/10



all glasgow students 09/10



ADVICE CENTRE CASE STUDIES

A Student A was uncomfortable about her landlord staying in her flat whenever he visited Glasgow. The Advice Centre advised about her right to peaceful enjoyment of her home and helped her work out how to negotiate with the landlord who agreed to stay elsewhere in future.

B Student B was threatened with eviction after his rented flat was repossessed as the landlord had not paid the mortgage. He was able to use the legal information supplied by The Advice Centre when contacting the bank's solicitors, and negotiated to stay in the flat until after his exams were finished.

C Student C had to attend a meeting with the Senate Assessors regarding plagiarised work. He was worried that he would be refused his degree. The Advice Centre were able to explain the plagiarism statement to him and help him put together a statement for the Assessors explaining how the plagiarism came about. The advice worker also accompanied him to the hearing for support. With Advice Centre help he was able to put his case across to the Assessors who accepted his statement and recommended that he resubmit the assignment.

D Student D had made subject choices based on information given to her by a member of University staff. The department subsequently refused to honour what the staff member had said. The student spoke to other members of staff but to no avail.

The Advice Centre assisted the student in writing a complaint, and once this was investigated she was able to continue with the course she had chosen. She said "I just want to say thank you so much for all your help: without the SRC, nothing would have been done".

E Student E came to a verbal agreement with a letting agent to terminate his tenancy early, as the flat was unsuitable for his family. The agency said they would return his deposit but six months later had not done so, leaving him out of pocket by £2000.

The Advice Centre tried phoning and emailing the letting agent but they did not respond. They wrote three letters to which there was no response, and phoned on many more occasions. Eventually small claims action was initiated on the student's behalf. Shortly after the court papers were issued, the letting agent paid part of the deposit back. When the withholding of the remainder was queried, the letting agent paid the full amount back to the student.

MONEY

SECOND HAND BOOKSHOP

GUSRC continues to operate its second hand book trading facility. The bookshop contributes to the alleviation of student poverty by providing a source of cheap course-texts for students whilst affording an opportunity for other students to gain some financial return on texts no longer required.

GUSRC continues to operate this service on a break-even basis and, in recent years, has achieved greater efficiencies through being more selective in terms of stock taken in, thus ensuring the organisation is not left with obsolete stock and books that are not relevant to current course work. GUSRC's automated reminder and availability services on its website have also been effective in reducing staff costs.

£46⁰⁰⁰ benefit to students in 09/10 from book sales

PHOTOCOPYING, PRINTING, AND BINDING

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 a drop of 7% in overall purchases is attributed to a decant from the John McIntyre Building to a less central location between April and June. Although fewer cards were purchased, the number of units processed remained similar at around 260,000; this reflects a busy period between November and March and the use of credit stored on cards purchased in the previous year.

The binding service continues to be very popular with long queues forming at certain times of the year coupled with a struggle to meet demand.

It is anticipated that new University guidelines for binding, based on a GUSRC paper [\[page 14\]](#), will increase demand for our binding services further. The standardised guidelines will enable staff to process binding orders at a faster pace. Speedier processing will further be aided by the purchase of new comb binding equipment.

JOBSHOP

Unlike recruitment agencies, GUSRC's Jobshop is a free 'job and skills' matching service, provided to all students and employers. Employers contact GUSRC with employment opportunities which are then vetted and advertised to students through the Jobshop website.

GUSRC also produces information for students about their employment rights and joining trade unions [\[page 31\]](#) in order to prevent/minimise employer exploitation.

BENEFITS UPTAKE WEEK

GUSRC organised Benefits Uptake week in an attempt to "explode the myth" that no full-time students were entitled to state benefits. This perception was found by GUSRC to be held across a range of organisations from staff at the Department of Work and Pensions to University services. As a consequence GUSRC believed that many of the most vulnerable students were missing out on financial support which could improve their quality of life.

The key objectives of the week were:

- » To ensure that potential eligibility can be identified by all student-facing support services.
- » To raise awareness among student-facing services of where to refer students with potential eligibility for expert advice.
- » To raise awareness among students of potential benefits eligibility.
- » To assist students to complete benefit claims.
- » Income maximisation for students.

GUSRC established a cross-service working-group which agreed that the objectives could be met through a range of activities during the week under the headings: training, information, advice and guidance.

The Introduction to Benefits training was well attended by University Staff; 16 staff attended from across the student support services including: Student Services Front Line Team, Residential Services, Registry Financial Aid, Student Counselling and Advisory Service, Student Disability Services, Chaplaincy, DACE and Chief Advisers.

// I thought it was an excellent session. Very clearly structured and presented.

// The benefits system is very complex and I feel that the training course helped me to understand the system much more.

Introduction to Benefits Training Evaluation

The rest of the week was equally successful with over 150 students receiving advice on financial entitlements. A full evaluation was submitted to the Student Support and Development Committee (SSDC), it demonstrated that the week had been successful in achieving its overall aims.

Actions to be taken forward by the SRC and University as a consequence of the week include:

- » SRC will develop an introduction to student benefits session to be delivered at Advisers of Studies inductions and/or at inductions for new student support frontline staff.
- » There is a need to develop a consistent policy on issuing Council Tax exemption certificates to students registered as part-time who fulfil the 21hrs study criteria. (The area of Council Tax exemption is confused and complex and the lack of a consistent policy may mean many students are paying Council Tax unnecessarily.)



GUSRC President Laura Laws delivers a SLAP award to the previous year's 'winner' Mr Kholi

ACCOMMODATION ISSUES

SLAP AWARDS (SRC LETTING AGENCY PRIZE)

The SLAP awards were introduced in 2007 as a mechanism for highlighting the 'most complained-about' letting agents in an attempt to shame the companies into improving their practices. The initial award to Grant Management in 2006/07 (Cairn Properties 2007/08) led to meetings with the company directors and some discussions around areas of potential improvement. In order to prevent any discrimination against the larger letting agents (who would clearly be likely to get most complaints) GUSRC created an independent panel to judge the award. The panel reaches a decision based upon actual cases submitted from the advice centre.

Whilst, in the past, the award of a SLAP has led, albeit often temporarily, to an improved service from the landlord/letting agent in question; this year's award has not proved quite so productive. The award went to a Mrs Rahman; owner of many properties around the West End and provider of exceptionally

poor rented accommodation. GUSRC has so far been unable to deliver the award to Mrs Rahman in person; although has succeeded in having her bank account arrested twice on a client's behalf.

The results of the SLAP were again published in The Glasgow University Guardian.

ACCOMMODATION OPTIONS FORUM

GUSRC were, once again, invited to participate in the Accommodation Options Forum event which is run annually, in February, by Residential Services. GUSRC staff talked directly to 140 students and many more collected information. This event is clearly a useful vehicle for promotion of the Advice Centre as a source of information and advice on housing as well as serving as a good source of information for students seeking Private Sector accommodation.

STUDENT RETENTION

All of GUSRC's activities in some way focus on enhancing the student experience, thereby contributing to student retention. This varies from enhanced socialisation and induction through development, promotion and support of volunteering, to finance and development support to clubs and societies, to development of student friendly policies which support those who may be marginalised because of their own particular circumstances, to advice, support and representation when dealing with academic and welfare issues.

As members of the Retention Working Group, GUSRC also has the opportunity to promote student retention through the University's decision-making structure. All of the above and much more is acknowledged by the University as contributing to student retention. In its recent response to Circular SFC/04/201, a Review of Widening Access and Retention Premium for HEIs (WARP Report), the University identified GUSRC WARP spend (staff and resources) for 2007-2010 as £314,500.



STUDENT SAFETY

HALLS TO CAMPUS SHUTTLE SERVICE

This free service, run during the evenings throughout term time, guarantees that students are safely transported between the University and their Halls of Residence. 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 for acts of crime and violence.

Minibus Users

morning 09/10 27,000

evening 09/10 54,000

evening 08/09 40,000

total journeys made

Evening Service

GUSRC currently runs three minibuses on differing routes. During 2009/10 the organisation has, again, seen a considerable increase in the number of student journeys on the evening service with 33% more journeys than in the previous year which was already double the number made 5 years ago. The increase in student numbers is due to an ongoing review and evaluation of the service to meet the requirements of the users.

Morning Service

Feedback from students indicated the desirability of a morning shuttle service. Through working with residential services, and following a pilot in the previous year, GUSRC was able to deliver a morning service for the first time. Morning journeys made up a third of all journeys this year.

Feedback

From the usage figures it is clear that the service is highly popular. There are times of the year when demand far outstrips supply. There is not, however, an endless funding stream and limitations have to be recognised. There are frequent requests for the service to run additional hours and longer routes (particularly with students being located in Victoria Halls). If additional resources were available the most popular option would be an enhanced evening service that started earlier in the day (5pm as opposed to 5.45pm).

LIGHTING AROUND CAMPUS

Lighting on and around campus has been an ongoing issue. GUSRC has raised the matter for discussion and talks have been held between the University, Sanctuary Housing and Glasgow City Council in order to agree responsibility for improved lighting in areas where students may feel vulnerable. There has already been some success in improving the lighting at the bridge leading to Murano Street Halls of Residence as well as the area behind Queen Margaret Union and the library. Discussions are ongoing.

ATTACK ALARMS

GUSRC continues to procure personal attack alarms which are available to students free from The Advice Centre.

PUBLICATIONS & INFORMATION

STUDENT DIARY

GUSRC again produced a diary targeted at 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 knew who could 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 to the University

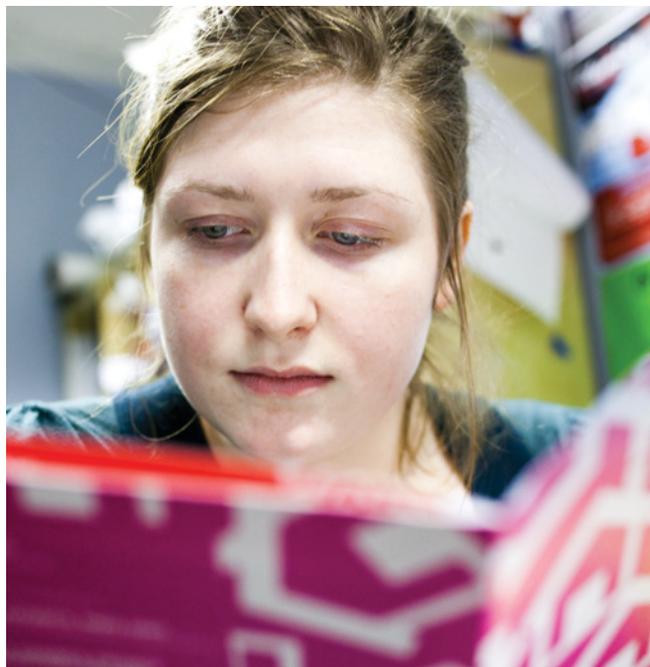
Whilst the diary was redesigned this year, it retained a similar format with updated information. The diary was evaluated following the first edition in 2008. The evaluation was very positive, and the University agreed to continue funding for a further two years. Demand for the diary continues to outstrip the 6000 copies GUSRC can supply.

STUDENT GUIDE

The Guide, produced by GUSRC, runs to around 200 pages and is a key introductory document to the University and life in Glasgow. Produced to high quality print and design standards, 5000 printed copies of the Guide are distributed directly to new undergraduate and postgraduate students as part of the registration process. The Guide, however, is not intended to be a throwaway document: the high standard of presentation, quality of writing and range of information seek to ensure that The Guide is kept and used as a reference book throughout the year. 2009/10 saw The Guide published online making use of web publishing site Scribd for the first time, this proved extremely popular with over 8600 views recorded by the end of the academic year.

LEAFLETS

Through The Advice Centre, GUSRC continues to produce a range of high-quality and informative leaflets and booklets for students. These publications are useful reference points for students, many of whom may not be aware of their rights or understand that there may be avenues of appeal or complaint available to them. Several booklets were updated or redesigned this year. With a print run of 10,000 copies each they are distributed round the University regularly as well as being accessible through GUSRC's website and Scribd site [page 3]. Presented clearly and simply, these publications are a useful device in enabling students to fully utilise the legal and regulatory mechanisms at their disposal. Some students may attempt to pursue personal cases, whilst for others these publications may encourage them to seek assistance from The Advice Centre.



Revised publications this year included:

- » Guide to Academic Appeals
- » Guide to the University Complaints Procedure
- » Guide to University Student Conduct Procedures
- » Wage Slave or Winner – a guide to your employment rights
- » Death Trap or Dead Good – a guide to flat hunting in Glasgow

STUDENT INFORMATION POINT

GUSRC continues to use the 'Information Point' brand at SRC Reception in order to ensure students feel comfortable approaching the desk. GUSRC Reception staff undergo a wide range of training, enabling them to go beyond traditional reception duties.

Reception staff have good links with the University's Student Enquiry service thus ensuring information is shared and accessible through both distribution outlets. This also ensures consistency in signposting to other services.

Despite the continuing poor accommodation, with Reception located on the first floor in an obscure location, assists again rose in 09/10 with September to January being a particularly busy period.

24% increase in gusrc reception assists

FRESHERS' WEEK



GUSRC provided stalls to over 50 University Clubs and Societies at this year's Freshers' Fair

3300 passes sold for
freshers' week 09

GUSRC is the lead student body in the organisation and administration of Freshers' Week, working in partnership with the University and providing the main link between the University and student bodies; this ensures a joined-up approach to the Orientation and Freshers' Week programmes.

GUSRC's key responsibilities in this arrangement are as convenor of the student bodies' Cross-Campus Freshers' Week Committee and coordinator and administrator of the Freshers' Pass sales: GUSRC also organise a range of events run during the week intended to reach out to and encourage participation in the week by students from less traditionally catered for backgrounds. This year's record pass sales of 3,343 is testament to both the quality of the student body provision and the value of cross-campus collaboration in creating an enhanced Freshers' Week experience for new students. The pass sales are apportioned amongst the student bodies with the highest portions going to the two Student Unions.

As stated, a focus of the GUSRC Freshers' Week programme has long been to run events which appeal to students from backgrounds which are not traditionally catered for more generally by student associations. To this end, the line-up of Freshers' Week 2009 included a series of early-evening events which ranged from dance classes to a Language Café which proved popular amongst UK and international students alike.

GUSRC's Freshers' Week 2009 line-up featured a number of established favourites from previous years, with the Freshers' Address once again kicking the week off and the ever-popular campus tours proving invaluable in orientating new students. A number of other events were created in order to cater to the University's increasingly diverse student population, and these ranged from free yoga sessions to an event for student parents and their children.

The SRC Freshers' Tent saw increased footfall on previous years, with local musical talent showcased daily in a lunchtime acoustic slot combined with free pizza to help draw in the crowds. A number of GUSRC-affiliated clubs and societies also took advantage of the space throughout the week: events ranged from a series of short plays by STaG (Student Theatre at Glasgow) to LGBTTea, a meet and greet event organised by the LGBT society to attract and welcome new members.

SRC FRESHERS' WEEK 09 EVENT HIGHLIGHTS

Cultural Carnival

Over 600 students from 50 different countries filled the East Quadrangle with stalls and music reflecting a spectrum of nationalities – including a Celtic fusion ensemble, a samba band and a breakdance crew – as well as stalls providing food and entertainment from around the world.

Freshers' Fair

A huge mix of organisations filled the Bute and Hunter Halls for 3 days providing freebies in order to attract student business. Stalls were provided for more than 50 University clubs and societies in order to recruit members and promote their activities. The excitement and vibrancy of the fair consistently makes this a very popular event for students new to the University and/or new to Glasgow.

Toddlers in the Tent

An event run for student parents, and their children. This was well attended with support from the University Nursery.

Acoustic Sessions

For three days during Freshers' Week crowds were drawn to the welcome tent as local Glasgow Acts were given the opportunity to play stripped back 'unplugged' sets.

Freshers' Address

The traditional start to Freshers' Week again saw the Bute Hall packed with freshers along with helpers from all four student bodies to listen to talks from the University's Vice-Principal, Chaplains, Rector and student presidents.

Talks

GUSRC further raised its profile amongst new students through delivering an unprecedented number of awareness-raising introductory talks at faculty and departmental events on the available support, services and opportunities of the SRC; these short Q&A presentations were well received by both students and staff and subsequent uptake of services were boosted as a result.

Alternative Tour of Glasgow

GUSRC's Subcity Radio ran a free open-top tour of the city which aimed to avoid the usual tourist sights and commercial student hangouts. Instead, the station chose to showcase the city's top cultural spots, from clubs and pubs to theatres and galleries. The journey included a stop off at and tour of city centre arts venue The Arches.



INTERNATIONAL STUDENTS

INTERNATIONALISATION CONTINUES TO BE AT THE CORE OF A CONSIDERABLE AMOUNT OF THE SRC'S WORK

The number of international students utilising GUSRC services is disproportionately high compared with the overall international student population at Glasgow. In terms of support through voluntary activities and clubs and societies there are considerable benefits provided to international students through these routes.

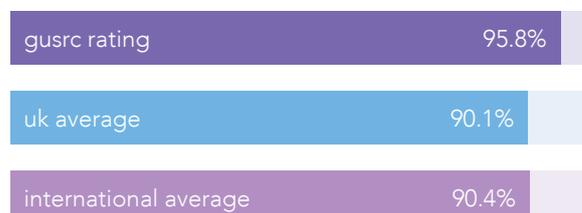
GUSRC received a 96% satisfaction rating amongst international students at the latest i-graduate International Student Barometer. Consequently GUSRC had the highest rating under the Glasgow "Support Services" criteria, GUSRC is the second highest ranked Student "Union" in the Russell Group and fifth internationally.

Clubs and Societies support is rated separately and again GUSRC scored highly with a rating of 94% compared to the UK average of 90%, GUSRC's Clubs and Societies provision was third highest ranked in The Russell Group.

All GUSRC's services are well used by International students. The unique halls to campus minibus service, The Advice Centre

as well as the information and reception services, and the Student Volunteering Service all enjoy high uptake from international students. GUSRC works hard to ensure all their services are flexible and accessible to the diverse student population. In addition, GUSRC works in partnership with the University to develop additional initiatives which take the particular needs of international students into consideration.

i-graduate International Student Barometer



overall satisfaction rating amongst international students



ACHIEVEMENTS

VOLUNTEERING &
EMPLOYABILITY



IN KEEPING WITH THE ORGANISATIONS' STRATEGIC AIMS ALONGSIDE THE UNIVERSITY'S GRADUATE ATTRIBUTES AGENDA, GUSRC CONTINUE 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.

photo: International Students attending the SRC Language cafe play a game of Jenga. (page 36)

STUDENT VOLUNTEER SUPPORT SERVICE

MORE THAN A DEGREE

Throughout the year SVSS has continued to build upon existing links with a range of University services and departments, as well as service providers in voluntary sector organisations across Glasgow, helping channel energies along routes which can benefit the individual student, the reputation of the University and the local communities which the University serves.

SVSS Volunteers

09/10

636

08/09

550

number of students in placements across the 12 projects

As the University community becomes increasingly aware of the exciting opportunities offered, SVSS has continued to receive more enquiries than resources allow it to cater for. Waiting lists remain for many of its projects – a case in point being the 132 students who applied for the 6 positions available through Find a Solution.

DISCLOSURES

264 students received an Enhanced Disclosure through GUSRC at no charge allowing them to work with children and vulnerable adults in a number of SVSS supported projects, both in Glasgow and abroad. This is slightly down on the previous year due to some partner organisations (eg Bield Housing Association) taking on responsibility for the disclosures as part of their own volunteering commitment. The disclosure service alleviates a significant administrative and financial burden for many groups and individuals who otherwise may be unable to fulfil their statutory obligations in this regard, thereby placing their own, and the University's, reputation at risk. New legislation pertaining to the protection of children and vulnerable adults will be enacted in the coming year and GUSRC will work to ensure compliance amongst its volunteers and partner organisations.

CONVERSATIONAL ENGLISH

The Conversational English programme has continued to grow from the original pilot in 07/08 and is popular with volunteers and international students alike. There are currently 73 volunteer tutors assisting 82 international students with their spoken language skills. These students are gaining invaluable help with their English and in addition they are meeting new people and establishing friendships which in turn, contribute to a greater understanding of Scottish life and culture.

In addition to the Conversational English scheme, the fortnightly Language Cafés developed in 08/09 have continued to grow and are now well established. Each event attracts around 30 international students from countries around the world and around 15 volunteers who are native

English speakers. This year the students celebrated Burns Night by partaking in some traditional Scottish fare, poetry and music which was well received. It is hoped to continue the success of such activities by organising more active events from the Language Cafés such as a historical walking tour of the Merchant City and East End to allow international students to experience more of the city.

PSYCHOLOGY PORTAL

Last year SVSS established new links with the Department of Psychology and was given the opportunity to speak directly to students in the Department via a dedicated section on their Moodle based 'Portal'. Students interested in applying course concepts are signposted towards the opportunities available at SVSS through the Portal where the advantages of volunteering experience are outlined. This has produced a high number of referrals for projects that offer experience to students who are considering careers in areas such as educational psychology or occupational therapy.

This appears to have been a success with many students identifying with SVSS's "more than a degree" philosophy and taking the opportunity to apply theory and develop skills which will complement their degree.

A recent example of this partnership in action is GUSRC's Buddy a Granny project. Students interested in going on to follow a career in clinical psychology or occupational therapy can apply for a placement within the Buddy a Granny project; volunteers work with Alzheimer Scotland in a befriending scheme known as Forget Me Not. The students benefit from the 5-day training provided by Alzheimer Scotland which prepares them for what can be a challenging experience and ensures that any worries are shared and working parameters agreed and understood from the outset.

Such experience is invaluable to students seeking employment in the Psychology profession and demonstrably complements the Graduate Attributes agenda.

BUDDY A GRANNY

The success of the Buddy a Granny project is due to a range of organisations working together incorporating GUSRC, Bield Housing Association, Alzheimer Scotland and Contact the Elderly all of whom find suitable placements for students.

// The project is extremely well organised and it is evident that there is a great amount of effort that is going into it. I would recommend it to anybody who wants to do some worthwhile volunteering, learn about something new whilst feel prepared and supported. I can't wait to begin the volunteering and I am so glad that I decided to do this project!

Rebecca Mackenzie
Buddy A Granny / Forget-Me-Not volunteer



Glasgow University Service to the Homeless (GUSH) assists with the Glasgow Simon Community Soup Kitchen every Wednesday night.

This year has seen the Bield Buddies scheme at Bield's very sheltered housing scheme in Carntyne Gardens expand to their sheltered housing complex in Anniesland, allowing more residents from sheltered housing to access the befriending scheme, and more students to volunteer for it. At Carntyne Gardens the students have assisted in producing autobiographies written by the residents to record their histories. This has proved incredibly popular and they are now assisting with family trees. Alzheimer Scotland's Forget-Me-Not programme continues to attract students, especially those studying Psychology *[page 36]*.

GUSRC's work with Contact the Elderly enables elderly and housebound residents in the University's local area to see a friendly face on a regular basis.

SVSS receives a disproportionate number of enquiries from Chinese students seeking volunteering opportunities. In order to meet demand we are working to develop links with the Wing Hong Elderly Centre in the Garnethill area.

CLASSROOM SUPPORT

The Classroom Support Scheme continues to be popular in schools across the city and provides students with the chance to gain hands-on experience in the classroom. Over 100 students have been placed into nursery, primary, secondary, and additional support needs schools and after schools clubs. Whilst many home students enjoyed participation in this project, it has also been very effective in attracting students from a variety of countries and cultures.

Polish Students

GUSRC's work with Polish students has been particularly innovative. SVSS provide Polish students with the opportunity to help children of Polish immigrants with their English by assisting with homework, helping them practise English and giving them a positive role model of someone who has moved to Scotland and gone on to succeed in Higher education.

// The Polish children loved being able to speak in Polish with the students which developed their confidence and self esteem. Their non-Polish speaking classmates were very comfortable with the students and attempted lots of Polish words during their visits.

The presentation the children made to the whole school on International Day encouraged all of the Polish children to contribute and to demonstrate their knowledge of their own country.

Shona Heggie, Principal Teacher, Thorntree Primary School

In particular GUSRC has strengthened links with Thorntree Primary School in the East End of Glasgow. At Thorntree, Polish students have gone on to help in classes rather than in after-schools clubs and it is hoped they will be able to expand into Secondary schools in the new academic year.

FIND A SOLUTION

09/10 was another successful year of working with Glasgow University Settlement on the Find a Solution Project, a scheme which provides students with the opportunity to undertake consultancy work for a local voluntary organisation and put into practice skills learnt through their academic studies.

132 applicants for the 6 available places on find a solution

This year GUSRC facilitated opportunities for another 6 students to work with three leading voluntary organisations (Alzheimer Scotland, Citizens Advice Direct and the National Youth Choir of Scotland). This project, now in its third year, continues to prove popular amongst students and voluntary sector organisations.

There were over 130 applications for the 6 posts this year ensuring a high calibre of students gaining valuable skills to take into the workplace. An additional benefit is the establishment of relationships between The University and some leading voluntary sector organisations.

NIGHTLINE

GUSRC's information and listening service continues to run from 7pm to 7am during term time. At the beginning of the year a new email service (asknightline@src.gla.ac.uk) was introduced. The service received 392 calls and 55 emails over the period (compared to 565 calls and no emails in 08/09).

Nightline clearly positions itself as an information service (rather than offering counselling or advice), and will refer callers on to other organizations depending on their specific requirements. The review of enquiries over the year shows a wide variety of enquiries from simply finding out bus times to signposting callers onto other services such as the GUSRC Advice Centre, Sandyford Initiative and Macmillan Cancer. The usage figures suggest that there is value to providing a service when other University services are closed.

CLUBS AND SOCIETIES

Clubs and Societies play a significant role in the lives of students at the University. Affiliations to GUSRC again increased this year; with 131 clubs/societies affiliated compared to 100 the previous year. These groups enjoy the benefits of advice and assistance on governance, child protection legislation and general development issues, as well as receiving direct financial support from GUSRC, totalling over £15,000 this year.

With over 5500 members of clubs and societies, a significant proportion of University of Glasgow students clearly enjoy this element of University life. Apart from the social benefits of club or society membership there are undoubted advantages in terms of softer skills development which can be a real advantage to students personally and professionally. Leadership skills, training and personal development complement the world leading learning experience provided at the University of Glasgow.

For many new students, being a member of a club or a society can represent the greatest opportunity to develop new social circles in unfamiliar surroundings. For those coming from far away, such clubs can often provide an opportunity to form links with fellow countrymen or communities of interest as a way of gently settling into a new environment. For those closer to home, membership of a club or society is also an invaluable means by which to develop new friendships and build confidence in new and different surroundings.

Our newly revised grant system seeks to balance accountability with ease of access. Clubs and Societies have to advise on outcomes that grant funding will enable them to achieve and are invited to make a presentation to the 3 members of the C&S committee. The system is one tier and straightforward, and there has been an upsurge in applications from clubs. The new system has also helped foster a closer relationship between GUSRC and some of the clubs it helps fund.

VOLUNTEERING, CLUBS AND SOCIETIES WEEK

VCS Week was developed by GUSRC to increase awareness of extracurricular activities, strengthen SRC links with Clubs and Societies by offering appropriate training, and to help Clubs and Societies raise awareness of their activities.

£15⁰⁰⁰ funding allocated to clubs and societies in 09/10

5500 members of gusrc affiliated clubs and societies

Clubs and Societies led events during the week included:

- » GU Polish Society – Speed Dating
- » GU Amnesty International – Film Screening
- » International Society – Salsa Party
- » One Voice – Documentary Screening and Discussion; Beyond Solidarity – Pragmatism and Peace in Israel and Palestine

GUSRC training events run during the week included:

- » Funding workshop
- » Marketing and Selling Your Society
- » Poster Design workshop
- » Social Networking workshop
- » Duke of Edinburgh Award – Meet and Greet

This was the first time GUSRC had chosen to dedicate a week along the theme of Volunteering and Clubs and Societies. Feedback was positive and will be used to inform future developments in this area.

FINANCIAL SUPPORT

Over £15,000 in direct financial support was given to Clubs and Societies, much of it in the form of grants. Money was awarded to applications ranging from funding a theatre writing festival to purchasing equipment for martial arts displays. Other examples include:

£175 This grant was used by the Photographic Society to host a photographic exhibition at a local bar and restaurant. As a result, the Photographic Society was able to coordinate, install and raise money for the Prince and Princess of Wales Hospice.

£268 This was a contribution to the costs to The Polish Society of organising and hosting the Congress of Polish Societies. This well-attended event included professors, businessmen and Vice Principal, Graham Caie.

£715 Cut! are a new and emerging club. This contribution enabled Cut! to purchase a Sony camera and Tripod for filmmaking purposes. Cut! regularly develop projects and host workshops on wide and varied themes relating to film making. The past year has seen them host three networking and project nights, screenwriting workshops and two 48 hour film making competitions. Cut! regularly work with GUSRC Student Media and have a large presence at Freshers' Week.



A discussion at one of Glasgow University Photo Society's weekly meetings

VOLUNTEERING, CLUBS AND SOCIETIES AWARDS

This year GUSRC sought to build on the success of the inaugural Clubs and Societies Awards event held in the previous year by also incorporating and acknowledging the contributions made by volunteers involved with GUSRC developed schemes.

The event was attended by representatives from a varied range of GUSRC affiliated clubs and societies who, alongside volunteers from GUSRC projects, had been encouraged to nominate themselves for awards. The awards ranged from best website, to best event organised by a society. Each award was hotly contested, with several nominations in each category reflecting the efforts of students getting involved and contributing to campus life after classes.

GUSRC used Nightline to assess the interest of students in the Scottish Government's Millennium Awards (MV Scheme). Interest was considerable, with a number of volunteers winning awards for 50, 100 and one award for 200 hours of voluntary service throughout 2009/10. A number of Nightline volunteers were presented with their awards on the night, and GUSRC hopes to expand the MV award scheme to other volunteering projects in the coming year.

As well as the MV scheme, three students were presented with prizes to recognise their outstanding long-term contribution to volunteering. The students who received the awards were final year students who had shown exemplary dedication to their volunteering projects over the course of their degrees.

MEDIA WEEK

The only event of its kind in the country, Media Week enables students to gain a greater understanding of the requirements, demands and expectations of a career in media. The week gives GUSRC an opportunity to cement and develop its relationship with contacts in the media.

This year Media Week was held in November rather than the traditional February. 31 events were held with a total of 565 students attending. Events included Q&As, talks, workshops and seminars with a variety of media professionals. The feedback highlighted that 82% of students enjoyed the event they attended and that it met all of their expectations.

Media Week Attendance



Media Week Events



FUTURE PLANS

This is GUSRC's third annual report against the aims set out in the three-year Strategic Plan (2008 to 2011). Next year GUSRC will be reviewing its strategy with a view to shaping its direction for the next three years. Wide-ranging consultations are planned in order to gather views on GUSRC's progress against the aims set out in the first plan and gather opinion on the extent that the strategy requires revising.

University restructuring has required GUSRC to review the representational structures set out in its own constitution. The revised constitution sets out a three tier structure for an expanded SRC Council membership. The transition to the new structure will be implemented on a staged basis in the coming year.

The HE sector is likely to experience considerable reductions in funding. GUSRC will lobby to ensure the impact in Scotland is minimised. At the University, GUSRC will work to ensure that the student experience is fully protected.

The postponement of the John McIntyre building refurbishment was demoralising but understandable in terms of the University's priorities. GUSRC will, however, continue to make representations in this regard.

Overall GUSRC will continue to provide quality services and representation at Glasgow and provide progress reports, such as this, in order to raise awareness of its activities and ensure accountability.

POSTWORD

"ENSURING THAT, IN OUR ROLE AS A CRITICAL FRIEND OF THE UNIVERSITY, WE CONTINUE TO ENHANCE THE STUDENT EXPERIENCE"

As I'm sure you'll agree from the evidence presented in this document, GUSRC has continued to go from strength to strength in the year 2009/2010, and it's my privilege to lead the organization into its 125th Anniversary. The fact that GUSRC has continued to develop the services it offers to students, and continued to campaign on behalf of students and represent them at the highest level to the University leading to the development of groundbreaking policies is testament to the hard work of the staff of the organization and the sabbatical officers that have preceded me.

With this, the publication of our third annual report, coinciding with the end of our first ever Strategic Plan, and as we look forward to the development of a new Strategic Plan taking us forward to 2014, it's a good chance to look back and celebrate some of the successes that GUSRC has enjoyed. The ELIR review of the University, which took place in October/November 2009, highlighted the progress made by GUSRC in the 6 year period following on from the first ELIR review in 2004, where GUSRC has developed a 'strong, effective partnership with the University' allowing us to 'significantly enhance the student experience'. I feel there is no higher endorsement of the hard work that has gone on at GUSRC in ensuring that, in our role as a critical friend of the University, we continue to enhance the student experience.

However, we cannot afford to dwell on the past, particularly as we enter an era where financial pressures are greater than ever before. It's therefore key that GUSRC continues to justify its existence by providing its high quality services, such as the Halls to Campus Minibus, and volunteering opportunities, within the increasing financial constraints that will be placed upon us. We continue to face challenges, particularly in regard to the redevelopment of the John McIntyre Building, but I have absolute confidence in the ability of the staff, sabbatical officers and council members we currently have, that we can continue to progress onwards and upwards and firmly cement our role in developing and improving the student experience at the University of Glasgow.



After having been involved in the SRC for over 3 years now, I'm incredibly proud of what my predecessors' have achieved, and I'm following in incredibly large shoes to fill. I hope I can continue to do the groundwork successfully to enable a platform for my successors' to continue to make GUSRC an organization which helps to improve the student experience at the University of Glasgow.

Tommy Gore
President 2010/11

FINANCIAL REVIEW

GUSRC recorded a surplus this year of £6,548 (2009 - deficit of £11,115). We have sought to maintain or increase the performance across the SRC this year whilst operating in an extremely difficult financial environment. Income has risen this year by £62,131. This increase is mainly due to the small increase in the Freshers' Week programme ticket price and an increase in sales in the second-hand bookshop. Interest income has fallen by 58% against 2009. Total reserves at 30th June 2010 stand at £372,900 (2009 - £366,352).

The block grant from the University increased from £438,000

to £451,000. There is an additional £27,000 allocated to this heading as a notional building rental charge granted to GUSRC for use of the building.

GUSRC received £33,490 from the University's Residential Services as a funding contribution towards the running of the Halls to Campus morning and evening Minibus Service.

There was £2,000 awarded from the University for the Crichton University Campus Students Association who held available funds of £1,726 at the end of June 2010.

INCOME AND EXPENDITURE

FOR THE YEAR ENDED 30 JUNE 2010

	restricted funds	unrestricted funds	2010 total £	2009 total £
INCOMING RESOURCES				
<i>Incoming Resources from Generating Funds</i>				
Voluntary Income	-	478,000	478,000	465,000
Activities for generating funds	-	33,047	33,047	29,341
Investment income	-	5,966	5,966	13,989
<i>Incoming Resources from Charitable Activities</i>	10,396	230,193	240,589	187,056
<i>Other Incoming Resources</i>	-	-	-	85
Total Incoming Resources	10,396	747,206	757,602	695,471

RESOURCES EXPENDED				
<i>Costs of Generating Funds</i>				
Costs of generating voluntary income	-	7,000	7,000	6,200
Fundraising trading costs	-	2,437	2,437	2,200
<i>Charitable Activities</i>	8,670	698,822	707,492	659,332
<i>Governance Costs</i>	-	34,125	34,125	38,854
Total Resources Expended	8,760	742,384	751,054	706,586

BALANCE				
<i>Net incoming/(outgoing) resources before transfers</i>	1,762	4,822	6,548	(11,115)
<i>Gross Transfers Between Funds</i>	-	-	-	-
<i>Net Movement in Funds</i>	1,762	4,822	6,548	(11,115)
Balance brought forward at 1 July 2009	1,709	364,643	366,352	377,467
Fund Balance Carried forward at 30 June 2010	3,435	369,465	372,900	366,352

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