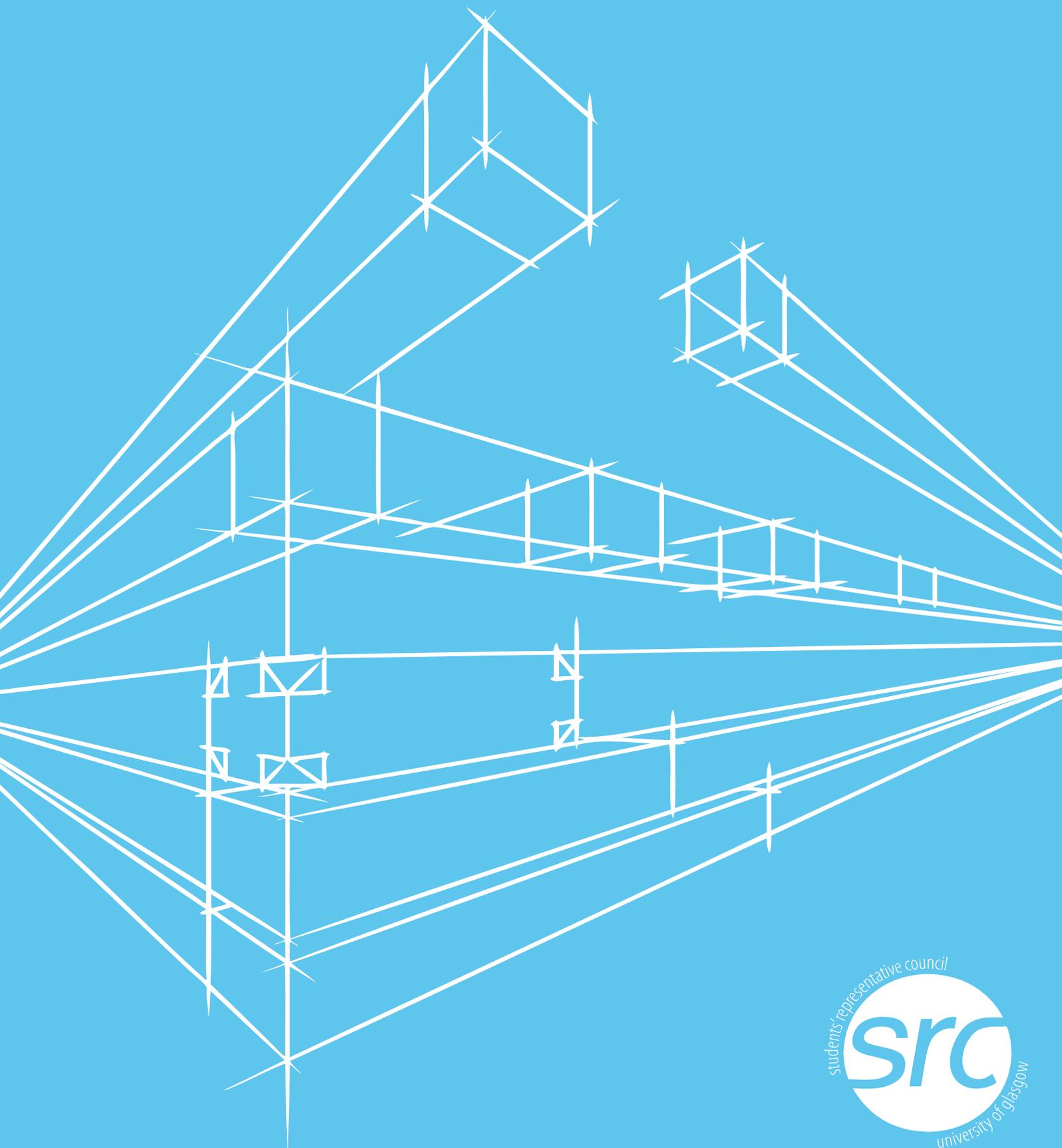


GLASGOW UNIVERSITY
STUDENTS' REPRESENTATIVE COUNCIL

.ANNUAL REPORT

2010/2011





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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

Our Annual Report is the key document in reporting back on our activities over the year to all those with an interest in GUSRC. We hope you have time to take a look through it and, as always, are happy to take feedback. This report is structured in order to demonstrate progress against the aims set out in our first strategic plan 2008 to 2011. As you'll read later on, we spent a fair bit of time this year consulting on and formulating our new strategy which will take us to 2015.

This year, as always, we were presented with some new challenges. The restructuring of the University required us to develop a revised representative framework which reflects the new University shape. This year has therefore been one of transition whilst we test our new framework's fitness for purpose. The course closure consultation launched by the University saw GUSRC playing a prominent role in engaging with the University and affected students in seeking to minimise the impact of any reduced academic provision.

Representation remains at the core of our work. We continue to represent students on over 50 University Committees and a host of working groups. Our representative role remains firmly evidence-based with the work of senior student officers being informed through the issues arising at our Advice Centre and raised through our network of class representatives. The class representative system continues to attract a large amount of interest with almost 500 students undertaking our class representative training.

This year saw our highest ever election turnout with 4084 students voting in the spring elections, compared with 2072 for the same period the previous year.

We continue to provide a range of services to students. Our Advice Centre remains in high demand. The expanded mini-bus service introduced last year continues to perform well. Our Volunteer Support Service has again expanded the number of opportunities for students to develop their graduate attributes. By taking on responsibility for University of Glasgow Tours we are providing an opportunity for students to get paid whilst learning new skills and promoting an institution they are proud of. Almost 150 Clubs and Societies benefited from GUSRC affiliation this year. Once again, we coordinated a busy Freshers' week on behalf of all the student bodies on campus, with over 3200 passes sold. Publications such as the Student Diary and Student Guide are acknowledged by students and the University as playing a useful role in orientation and retention.

Whilst we will continue to work to develop our services we are finding our current accommodation creating some barriers to effective delivery. The John McIntyre Building is in an ideal location for all those who use and benefit from our services. Its central location is of clear benefit to us. However, we believe it more important than ever, that consideration be given to the internal redevelopment of the building in order to enable us to further improve what is already recognised, as a significant contribution to the student experience at Glasgow.

*.TOMMY GORE
GUSRC PRESIDENT 2010/11*

*.BOB HAY
GUSRC PERMANENT SECRETARY*

REPRESENTATION STUDENTS UNIVERSITY OF GLASGOW SERVICES SUPPORT

.MISSION

“TO PROVIDE EFFECTIVE REPRESENTATION, SUPPORT, OPPORTUNITIES AND SERVICES FOR AND ON BEHALF OF THE STUDENTS OF THE UNIVERSITY OF GLASGOW”

.AIMS

.REPRESENTATION & ENGAGEMENT

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

.STUDENT WELLBEING

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

.VOLUNTEERING & GRADUATE ATTRIBUTES

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

.STRUCTURE, GOVERNANCE & MANAGEMENT

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

Glasgow University Students' Representative Council (GUSRC) is a non-incorporated organisation and is a registered Charity (Charity No SC006970).

.COUNCIL

Council is the governing body of GUSRC. Members of Council are elected through secret ballot. The constitution makes provision for a Council of not more than 49 members, including:

- Four Sabbatical Officers
- 27 Academic Officers (including five postgraduate representatives)
- Eight Welfare Officers
- Six General Representatives (including two exclusively for first year students)

Elections take place bi-annually. A candidate can stand for one position at one election. Members can only vote and nominate candidates in academic constituencies (i.e. the School or College) to which they belong. Votes are cast online. There is also provision for five ex-officio members of Council.

.PARTNERSHIPS

GUSRC has a close relationship with the University of Glasgow from whom it receives the vast bulk of its annual funding. There is considerable collaborative work undertaken between the two parties with a particular focus on student involvement in quality assurance, welfare, employability, inclusion and enhancing graduate attributes.

Partnership is a theme which cuts across all GUSRC activities and has been a significant factor in the organisation's success in recent years. GUSRC is an independent organisation, its joint working with the University has, however, been an important aspect in working towards an enhanced student experience. As highlighted in the text opposite from the latest Enhancement Led Institutional Review (ELIR).

.OBJECTIVES & ACTIVITIES

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

- To represent and promote the general interests of students of the University.
- To advance civic responsibility by providing a recognised means of communication between students and the Court and Senate of the University.
- To prevent and relieve poverty and advance health by providing welfare 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.

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...including late submission of coursework;... 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.



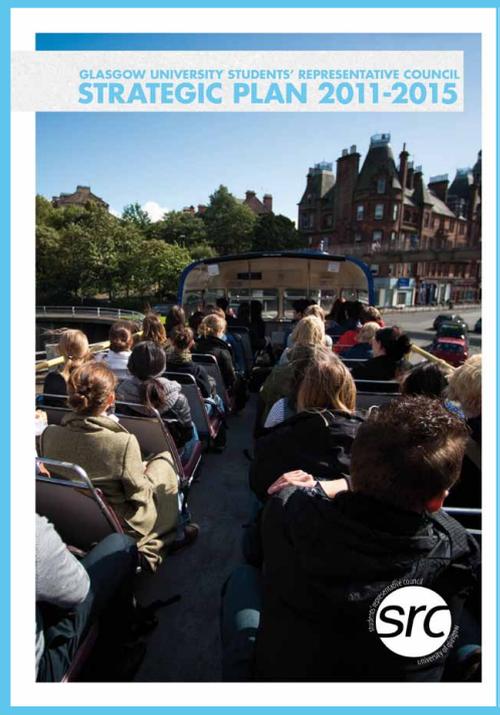
.STRATEGIC DIRECTION

To ensure fulfilment of the constitutional aims the trustees have agreed a mission and 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, where possible, 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. In order to ensure that work towards achieving and fulfilling these aims the SRC produces a Strategic Plan to identify short-term goals which will contribute to the meeting of the high level aims.

.STRATEGIC PLAN 2011-2015

2011 saw the conclusion of the first ever Strategic Plan of the GUSRC. One of the key tasks for the year was to draft a new Strategic Plan looking forward to 2015. The Permanent Secretary and GUSRC President held a number of consultative sessions and/or one-to-one meetings with key stakeholder groups, ranging from Undergraduate students to the Principal of the University. Sessions were extremely positive regarding the structure of the existing plan, the work of GUSRC and how GUSRC activities and achievements are currently reported against strategic objectives through the Annual Report. Stakeholders were happy to engage and suggest how GUSRC should continue to move forward.

The consultation sessions, coupled with a general review of the internal and external operating environment shaped the plan, endorsed June 2011, that will take GUSRC forward to 2015. The plan will be produced in the academic year 2011/2012, and will be presented at Glasgow University Court alongside the annual review of 2010/11.



.125TH ANNIVERSARY

GUSRC celebrated the 125th Anniversary of its founding on March 11th 2011. From humble beginnings and close affiliation with the Glasgow University Union in 1886, through to its modern overarching representational and support functions the SRC celebrated an illustrious 125 years of existence.

The occasion was marked with a celebratory exhibition of memorabilia and artefacts from GUSRC's proud history - covering everything the SRC has worked towards during its time representing students - from early campaigns through to its modern work with the University. University staff, Glasgow alumni, past and current student officers and GUSRC staff were invited to the event in the Wolfson Medical Building atrium to view the exhibition of archive material and hear speeches from Clerk of Senate and Vice Principal Graham Caie, as well as GUSRC President Tommy Gore.

Alongside the event, Glasgow University Archive Service undertook the major task of digitising the complete history of the Glasgow University Guardian from 1956 through to present day. Furthermore, Subcity Radio produced a digital compilation of some of the highlights of their sixteen year history to mark the occasion.

Following the event, much of the material exhibited was relocated to GUSRC's home on the first floor of the John McIntyre Building, where it remains as a permanent exhibition, chronicling the long and proud history of the organisation.



GRAEME CAIE SPEAKING TO THE GUESTS IN ATTENDANCE AT THE 125TH ANNIVERSARY

.DUMFRIES CAMPUS

GUSRC provides support and training to registered University 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. GUSRC Sabbatical Officers visited the campus to liaise with students studying at Crichton during 2010/11, as well as attending the graduation ceremonies in Summer 2010.

.HIGHLIGHTS

.RECORD ELECTIONS



The Spring elections in 2011 saw both a record number of candidates and a record turnout. Despite the challenges of introducing a new structure, the election was widely acknowledged to have been a successful event, albeit with many of the new School Representative positions having been left unfilled.

There was a considerable upsurge in voter turnout in GUSRC elections through the year. Candidate participation numbers were again particularly significant in the Spring Elections where 18 candidates (one later disqualified) contested the four Sabbatical positions (President and three Vice Presidents) compared with a total of 17 the previous year. There was a significant increase in voter turnout during the Spring Elections with 4084 students casting their vote, compared with 2072 in March 2010. Attendance at the pre-election heckling meeting also increased as the event was staged over two nights for the first time.

.CARER'S POLICY



The Carers' Policy follows from the successful development of Student Maternity, Maternity Support and Adoption Policy by GUSRC. The organisation 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. Following several meetings of a joint University/GUSRC working party (convened by GUSRC) the policy was endorsed by the Student Support and Development committee in November 2010 and adopted by Senate in February 2011.

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 (HEI). As of the production of this document there has been a large amount of interest from several other HEIs in replicating this work at other Universities in the UK.

.STUDENT TEACHING AWARDS



GUSRC established a student-led scheme to promote excellence in teaching by recognising the best tutors, lecturers, support staff and individual contributions to the student learning experience at the University. One of the aims of the scheme is to identify pockets of best practice at the University and to acknowledge the contribution of individual staff members for their input into the student experience. The scheme also aims to encourage students to consider the standards of good teaching and to inform quality enhancement across the institution based on the information gathered. A total of 170 nominations were received for 150 different members of staff. There were eight categories for the awards, including "Best Feedback"; "Best Support Staff"; "Best Graduate Teaching Assistant" and "Best Lecturer". The feedback on the scheme has been very positive from staff and students alike, and GUSRC are looking forward to expanding the scheme next year.

.CLUBS & SOCIETIES



Over one hundred clubs and societies were affiliated to GUSRC in 2010/11, with funding and support worth over £15,000 allocated to them across the year. Beneficiaries were wide-ranging, from the more established societies such as the Dialectic Society and the Cecilian Society, to newly formed affiliates, such as the African Caribbean Society and the Glasgow University Postgraduate Society. Cultural activities were enthusiastically supported, from the Muslim Student Association's Awareness Week to the Scottish Country Dancing Club's Annual Ball. GUSRC also supported the Arts and the Sciences at Glasgow through awards to Cut! Filmmaking, GU Photographic Society, Staged Theatre, GU Cult Classics, Choral Stimulation, Engineers without Borders, the Neuroscience Society and the Music Club to name but a few. Smaller 'niche' clubs and societies also benefited through affiliation, such as the Chivalric Dream Society, The Parliament of Oceana and GU Racing.

.FRESHERS' WEEK 2010



GUSRC remains the lead student body regarding the organisation and administration of Freshers' Week, working in partnership with the University and providing the main link between the University and the student bodies. GUSRC takes part in the cross-campus Freshers' Week committee and co-ordinates and administers the Freshers' Pass Programme. This year's Freshers' Pass sales totalled 3,281, with just 84 fewer passes being sold than last year's record. Hopefully, this reflects the continuing relevance and attractiveness of the programme to students from a range of backgrounds. As always, all of the events that GUSRC organises during Freshers' Week are focussed on non-alcohol related activity and are designed to be attractive to traditional and non traditional students alike. In addition to taking part in most orientation events across the four colleges, and providing campus tours and welcome talks in halls of residence, GUSRC continues to organise events for new students.

.UNIVERSITY TOURS



GUSRC have taken on responsibility for the development of University Campus tours. The tours offer some students an employment opportunity (as guides) which develop their interpersonal and communications skills. Student Tour Guides are given thorough training on the University and its history as part of taking on the role.

The idea of using students as guides is based on the view that students of the University are best placed to be ambassadors.

The tours have proven to be popular with international guests and visitors to the University thus far. In addition to the aforementioned benefits to students and the University, although initial investment has resulted in a loss under this heading, it is hoped that tours will provide a small surplus in the future which can be allocated to the funding of other GUSRC activities.



ADVISORS OF

CLASSES

REPRESENT

POSTGRADUA

CAREER

STUDENT

TEACHING

REVIEW

AWAR

REPRESENTATION & 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 UNDERTAKEN 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.



STUDENTS WAITING FOR THE RESULTS ANNOUNCEMENT OF SPRING ELECTION 2011

.ELECTIONS

The Spring elections in 2011 saw both a record number of candidates and a record turnout. Despite the challenges of introducing a new structure, the election was widely acknowledged to have been a successful event, albeit with the majority of the new School Representative positions having been left unfilled.

There was a considerable upsurge in voter turnout in GUSRC elections through the year. Candidate participation numbers were again particularly significant in the Spring Elections where 18 candidates (one later disqualified) contested the four Sabbatical positions (President and three Vice Presidents) compared with a total of 17 the previous year. There was a significant increase in voter turnout during the Spring Elections with 4084 students casting their vote, compared with 2072 in March 2010. Over 100 students attended the Heckling Meeting, similar to last year.

.SUPPORT FOR REPRESENTATIVES

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 42 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, through its casework, is often able to identify issues and trends at an early stage and brief officers accordingly.

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

.WITHIN THE UNIVERSITY

.REPRESENTATION SYSTEM

GUSRC continues to co-ordinate the delivery of student representative training. Although the sessions are delivered by sparqs associate trainers, GUSRC has a significant role in developing the Glasgow specific elements. For the first time in four years the number of students participating in the student representative training system dropped. From an all time high of 641 for 2009/2010 the number of participants for 2010/11 was 495. Whilst a reduction is unfortunate; this is inevitable as some student representatives are re-elected to the position for a second or third year and are therefore not obliged to participate in the training. Furthermore, GUSRC provides this training jointly with sparqs who experienced some administrative difficulties, meaning training dates could not be confirmed until much later than usual, this may have impacted on the uptake. The general trend is positive however, with this year's figure representing a 230% increase on numbers of five years ago. GUSRC hope to increase the number of participants in the coming year as it takes on greater responsibility for the administration and delivery of the training. The new representative structure may increase the possibilities of greater awareness raising and direct engagement with the Class Representatives.

.TRAINING EVALUATION

The sparqs evaluation of the student representation training was largely positive. The number of trainees who fully understood the representative role rose from 15% before training to 95% after training 95% advised that they would recommend the training to other student representatives. The Enhancement Led institutional Review stated :

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.

.FUTURE OF REP TRAINING

The training sessions are currently 'co-designed'; GUSRC write the Glasgow specific element and comment on the generality prepared by sparqs. Trainers are recruited by Sparqs throughout Scotland - this means that many will be unfamiliar with the system in Glasgow.

GUSRC have reached agreement with sparqs for the coming year, that sparqs will fund and train six student trainers, recruited by GUSRC, from the University of Glasgow. Not only does this allow six UoG students the chance to develop new skills and enhance existing ones, it also ensures that the training is informed by local experience. In future years sparqs have advised they will be unable to fund employment of the trainers; the funding implications of this will be addressed before GUSRC submit their grant application to the University for 2011 to 2012.

+230%

NUMBER OF STUDENTS TRAINED IN 2010/11 VS. 2005/06

Additional enhancements to student (class) representative system developed throughout the year are as follows;

- Postgraduate Research Representatives are now eligible for formal recognition of their role.
- 'Student Representatives' have been renamed 'Class Representatives' to delineate their role from other student representatives.
- The GUSRC Student Representative Handbook was reviewed and rewritten based on feedback from the previous year and was distributed as an additional guidance and self-learning tool.
- GUSRC refined and updated the Glasgow specific 'tailored' training to be delivered by sparqs trainers as part of the representatives' training session.

.LATE SUBMISSION POLICY

GUSRC made representations to, and worked with, the University in addressing the widespread inconsistency around penalties for late submission of work by developing a single 'Late Submission' policy. The key objective of the policy was to ensure fairness of treatment, consistency of application and clear procedural guidance for all students. The policy was introduced for the current academic year.

Over the year GUSRC has been lobbying to ensure that the policy is widely disseminated and universally applied. The University have agreed, following representations from GUSRC, that the policy will be incorporated in all course handbooks. The limitations of the University website have restricted the opportunity to raise awareness amongst students. A short summary with links has been drafted and posted on the SRC's website.

Despite the information having been disseminated to the Schools, it has become apparent that some subject areas are choosing not to follow the policy. GUSRC continue to lobby the University to ensure that it is applied consistently; this academic year saw the Advice Centre win an appeal against a school which did not follow the policy.

.COURSE CLOSURES

At the February 2011 meeting of the University Court, plans were announced to consult on the closure of a number of academic areas and the "reshaping" of others. Prior to and throughout the process, GUSRC engaged with students in the affected areas as well as with student activist anti-cuts groups to ensure an informed and measured response, and a high level of communication. Although GUSRC was not an official member of consultation panels, an elected student officer was nominated to take the lead in subject areas as a point of contact between students in the affected areas and the consultation panels, as well as holding regular meetings between the chairs and student members of the panels. This system worked effectively, aiding the resolution of issues arising from the process as well as reassuring students that the process was being carried out in an open and transparent manner. GUSRC requested, and was given, the opportunity to append a commentary to each of the consultation reports before they were considered by Court.

With the exception of the recommendations to close the Liberal Arts course at Dumfries and Slavonic Studies course in the School of Modern Languages and Cultures, GUSRC were generally satisfied with the responses (at the time of writing a decision on Nursing is still awaited), and felt that they reflected the arguments that the GUSRC had put forward.

.PERIODIC SUBJECT REVIEWS

The University continues to involve GUSRC as a partner in quality enhancement by ensuring that each Periodic Subject Review (PSR), (formerly DPTLA) panel includes a GUSRC student representative. The outcome of the review is a report which highlights the strengths and achievements of the Subject(s) and includes recommendations for changes aimed at strengthening and further enhancing the teaching provision and the student experience. GUSRC participation is now a requirement on every panel and the student representatives are very much seen as a positive force, with both University staff and external examiners, once again, praising the contributions and insight into the student perspective provided by student panellists.

Over the year GUSRC participated in the following reviews (addressing both undergraduate and postgraduate courses).

- . Music
- . Chemistry
- . Electronics and Electrical Engineering
- . Psychology
- . Central Eastern European Studies

The Review of Life Sciences was postponed until October 2011.

As this was the first year of the new Graduate Schools the University conducted a variation on the Graduate School Review process. A 'reflective' review of all four graduate schools was carried out. GUSRC representatives reviewed the individual graduate school submissions and provided comments as well as attending the 'pre-final' report session with the Deans to discuss the findings.

.ADVISERS OF STUDIES

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

GUSRC has been working with University Student Services in developing an information pack for advisers as well as developing training materials which will be part of the compulsory training for all new advisers. This will be implemented alongside the changes demanded by the implementation of MyCampus in September 2011.



.STUDENT TEACHING AWARDS

This year, GUSRC established a student-led scheme to promote excellence in teaching by recognising the best tutors, lecturers, support staff and individual contributions to the student learning experience at the University.

One of the aims of the scheme is to identify pockets of best practice at the University and to acknowledge the contribution of individual staff members for their input into the student experience. The scheme also aims to encourage students to consider what good teaching actually is, and to inform quality enhancement across the institution based on what the students' have said works for them. A total of 170 nominations were received for 150 different members of staff. Awards were made in eight different categories, ranging from "Best Feedback" and "Best Support Staff" to "Best Graduate Teaching Assistant" and "Best Lecturer". The feedback on the scheme has been very positive from staff and students alike, and GUSRC are looking forward to expanding the scheme in the next academic year.

510
STUDENTS NOMINATING
IN STUDENT TEACHING AWARDS

.STUDENT CARERS' POLICY

The Carers' Policy follows from the successful development of Student Maternity, Maternity Support and Adoption Policy by GUSRC. The organisation 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.

Following several meetings of a joint University/GUSRC working party (convened by GUSRC) the policy was endorsed by the Student Support and Development committee in November 2010 and adopted by senate in February 2011.

The concept of a Carers' Policy in a University context is (surprisingly) highly original. There is no such policy in any other HE Institution. As of the production of this document there has been a large amount of interest from several other HEIs and the National Union of Students in replicating this work at other Universities in the UK.

Current plans call for the policy, following its implementation, to be officially launched in an event hosted by the SRC and the University, which is likely to take place in the academic year 2011/12.

POSTGRADUATE REPRESENTATION

In previous years GUSRC facilitated forums to identify issues for consideration through the National Postgraduate Research Experience Survey (PRES). The forums enabled GUSRC to construct additional 'institution specific' questions for the survey; a direct consequence of this was additional University investment in the induction of postgraduate research students ((PGRs).

In preparation for this year's PRES, GUSRC organised discussion groups of doctoral students. This work informed GUSRC's preparation of several draft questions, three of which were included in the PRES 2011 survey. The questions focused on the areas of: PG Social Space, Interdisciplinary Studies and Graduate Teaching Assistants Opportunities, displaying the range of academic and social issues with which GUSRC is regularly concerned.

Once the results of PRES are known GUSRC will be working with the University to deliver appropriate responses to the survey outcomes.

GUSRC consider this to be an efficient and effective representation mechanism which ensures the target student group have influence at the very start of the consultation process. The PGR consultation forums identify potential issues which can then be probed further through the survey thus ensuring the process is relevant. The results of the survey and actions taken are fed back to the students ensuring a virtuous circle of consultation, involvement and feedback.

HIGHER EDUCATION ACHIEVEMENT RECORD

As part of a nationwide programme the University is introducing the Higher Education Achievement Report (HEAR). The HEAR will provide detailed information about a student's learning and achievements to supplement the traditional degree classification.

As part of the Student Transcript Working Group GUSRC are negotiating with the University to have a range of GUSRC related volunteering activities recognised and recorded on the Student Transcript, as well as acting as coordinator for other student organisations on campus who wish to be part of the program. There are currently discussions between the University and GUSRC with a view to GUSRC being able to develop its own process for validating such activities.

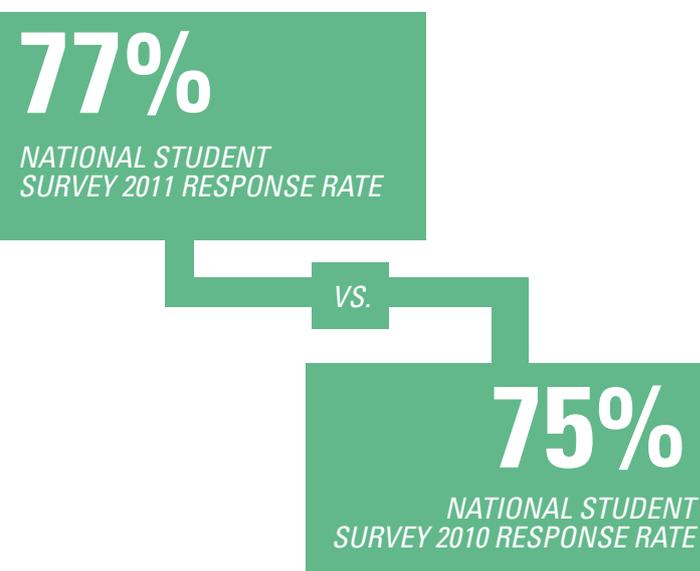


NATIONAL STUDENT SURVEY (NSS)

In the first quarter of 2011, GUSRC had considerable success with the promotion of the NSS around the University. Once again a student designer was employed to produce an innovative marketing campaign focusing specifically on Glasgow, in contrast to the generic national publicity supplied by Ipsos Mori. A student co-ordinator was employed to manage the distribution of promotional material.

This approach received positive feedback from the University's Senate Office, and from senior management. It also led to a high response rate of 77%, up from 75% in 2010. The University's response rate was 12% 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 collaborative work is beneficial to both parties; the University uses the information gathered to improve the student experience and GUSRC have evidence to inform their representational activity.





.RECTORAL ELECTION

GUSRC once again presided over the election of the Rector of the University of Glasgow, in a contest which saw incumbent, Rt Hon Charles Kennedy MP taking on writer and comedian AL Kennedy.

Whilst the other student bodies united behind Charles Kennedy's campaign in a bid to boost his polling, GUSRC took an impartial stance in order to serve as administrators of the election, choosing rather to encourage students to use their vote however they felt appropriate in order to engage students in the democratic process.

Polling took place online on February 21st and 22nd, 2011, with both candidates bidding to succeed in an historic victory, Charles Kennedy bidding to be the first Rector to serve a consecutive second term since 1871, a feat achieved then by Benjamin Disraeli. In the opposing corner, AL Kennedy strived to be only the second woman to hold the post, succeeding Winnie Mandela, who held the post between 1987-1990.

The election proved lively once again, despite candidates admitting they shared opinions on a number of key issues which enveloped much of University life during Spring 2011, notably cuts to student services and courses. The two candidates participated in a good natured Hustings Meeting, chaired by GUSRC President Tommy Gore, in the run up to polling.

Polls closed with a total of 3166 votes cast, down on the previous election of February 2008 which saw 5108 students casting votes for four candidates. Charles Kennedy secured victory - and a place in history - with 2601 votes, with AL Kennedy the preferred candidate in 565 ballots from students. The election, and its victor, was covered by national news including the Herald, the BBC, STV, Daily Record and Evening Times, using press releases written by GUSRC Vice President, Media & Communications, Luke Winter, and the University's Media Relations Team.

GUSRC also oversaw the installation of the re-elected Kennedy in a ceremony which took place in the University's Bute Hall on April 29th 2011. All four members of the GUSRC Sabbatical team took part in the ceremony which was covered by GUSRC's student media outlets and attended by over five hundred students and guests. Kennedy addressed topical issues of the time including the role of higher education in society in his Rectoral Address, the traditional first public speech given by each elected Rector at their installation.

Kennedy went on to serve as a working Rector for the University throughout the remainder of 2010-11, holding monthly surgeries in The SRC Advice Centre and co-ordinating pre-University Court discussions with the heads of the University's student bodies and liaising with the GUSRC Executive regularly on matters concerning the student populus.

.EXTERNAL REPRESENTATION

.STUDENT FEES

One of the most significant events of the year was the UK Government's announcement of increased tuition fees for students studying at English Universities. Whilst the impact on Scottish Universities was not known at the time, GUSRC was actively involved in lobbying local MPs. GUSRC targeted Liberal Democrat MPs, reminding them of the election pledges they and the party made in the run up to the May 2010 election. In addition, GUSRC worked with local student activist groups on campaigning work including organising and funding transport to the anti-fees protest that took place in London in November and a number of other rallies across the country.

.HOUSING

.TENANCY DEPOSITS

GUSRC submitted a detailed response to the "Consultation on draft Regulations for Tenancy Deposit Schemes in Scotland". This work was well received by the consultation panel and GUSRC were extensively quoted in the published report. GUSRC continued to lobby in support of its proposals up to the debate in Parliament. The bill was supported and GUSRC continue to work on this area to ensure that when the scheme is implemented and that students are aware of their rights under it.

.HMO

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.

.HIGHER EDUCATION GREEN PAPER

The higher education green paper: Building a Smarter Future, was launched in the Scottish Parliament in December 2010. Following consultation with the student body, GUSRC submitted a written response as well as participating in consultation events held by the Scottish Government.

.HOLYROOD ELECTIONS

2011 saw the fourth elections to the Scottish Parliament, returning a historic SNP majority. GUSRC was actively involved in lobbying politicians, holding meetings with a range of politicians including Education Secretary Michael Russell MSP, as well as SNP PPC for the Glasgow Kelvin constituency, Sandra White. GUSRC used such meetings to argue for positive funding settlements for Universities. GUSRC, along with other representative organisations, clearly presented a persuasive case as the subsequent budget announced by the Scottish Government did indeed offer a more positive funding settlement than had been anticipated.

.ROOM SUB-DIVISION

Following discussions with Hillhead Community Council (HCC), GUSRC and HCC jointly approached the local MSP to raise specific concerns regarding the sub-division of rooms in privately let flats which, it appeared, the Local Authority was powerless to address. The GUSRC Advice Centre advised of several complaints from students on this matter, in particular some who had no access to natural light.

GUSRC intensively and successfully lobbied MSPs both locally and nationally for an amendment to the Private Rented Housing (Scotland) Bill. Crucially, this amendment will allow for local authorities to refuse an Housing of Multiple Occupancy license where sub-division of rooms have been poorly managed.



.GIC

As part of a strategy to increase engagement with the international student community, GUSRC participated in a series of events aimed to assist the students at Glasgow International College (GIC) (a feeder institution for the University of Glasgow) to engage with the events and students at the main campus, and to advise them on the benefits of continuing their studies in order to advance to a University of Glasgow degree programme.

These events were considered a success by GIC's management teams and the students who attend the institution, with feedback reporting that the testimonials of student officers proved an excellent incentive for young international students.

.CPAG

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

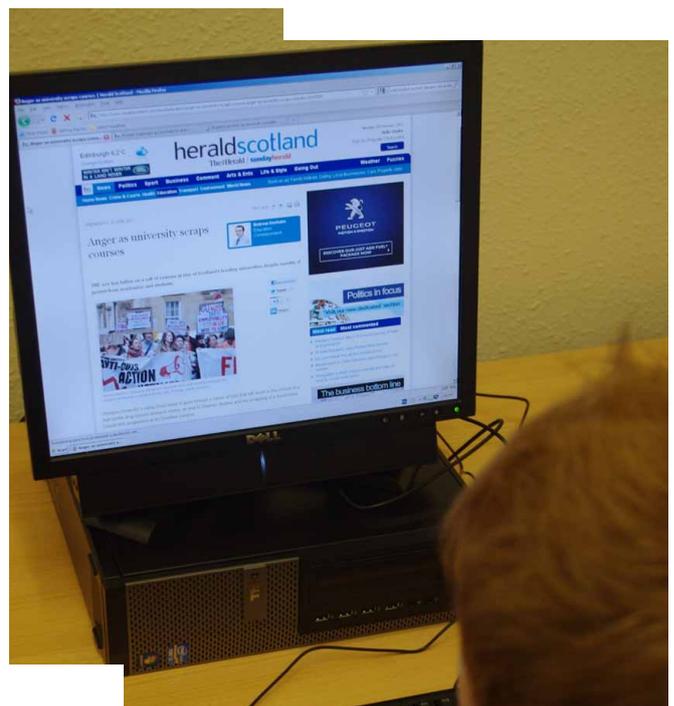
The membership of this group is wide ranging, the project has a Scotland wide remit and includes representatives from the Scottish Funding Council. GUSRC participation provides an opportunity to input into CPAG's national campaigning and information activities as well as keep up to date with national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

.IN THE MEDIA

Traditionally and throughout 2010-11, GUSRC have maintained a positive working relationship with both local and national media outlets. Independence from the National Union of Students ensures GUSRC have freedom to comment on matters independently; thus, reflecting the interests of the particular students it represents.

Some of the media in which the SRC featured include:

- . The Scotsman
- . The Herald
- . BBC Scotland
- . Evening Times
- . Radio Scotland
- . Real Radio
- . The Guardian
- . The Times
- . The Daily Record
- . STV News
- . The Independent



.ONLINE & DIGITAL

.SOCIAL MEDIA

GUSRC Facebook was reworked and revitalised. People who subscribed (or 'liked') GUSRC's page increased 211% to 2,599 people July '10 - July '11, all of whom are instantly updated about GUSRC news, events and services via the Facebook page (www.facebook.com/glasgowuniversitysrc).

Most significant however was the level of discussion in response to the regular, interesting posts on GUSRC's Facebook page with 2,212 comments posted by students on the GUSRC page during the year and 1,151,761 views of GUSRC posts on Facebook. The Facebook page was a vital platform for engaging with the student body during a year where campus tensions were significant and dissemination of accurate information was crucial in ensuring that students understood the nature of the University's cost savings proposals and what GUSRC was doing to counter them.

GUSRC's profile on Twitter (www.twitter.com/gusrc) allows further engagement with students, staff, external organisations and other University services. Twitter facilitates further promotion of websites, downloadable documents, advertising packs, photographs, news, events and services.

.CONTENT DISTRIBUTION

GUSRC continued to use Flickr and Youtube for sharing photos and video respectively, although the document hosting service, Scribd, was made inactive in favour of Issuu due to technical and professional reasons.

GUSRC's Flickr profile was updated throughout the year with high resolution photos from GUSRC events and campaigns, whilst the Youtube channel was used to host videos of campus activity, such as SRC President Tommy Gore addressing students at an open meeting regarding University cuts.

Issuu was the preferred document host for the second part of the year, hosting the Annual Report 09/10 and a number of press releases, intended to provide students with convenient access to the GUSRC's work. The total number of document views or reads for GUSRC documents rose from 16,300 in 2009/10 to 21,700 in 2010/11, largely due to the availability of press releases using the medium.

.GLASGOWSTUDENT.NET

The main GUSRC website (www.glasgowstudent.net) has been regularly updated with the latest news, events and services, while the masthead images have been updated with the latest graphics and posters from SRC events, campaigns and services.

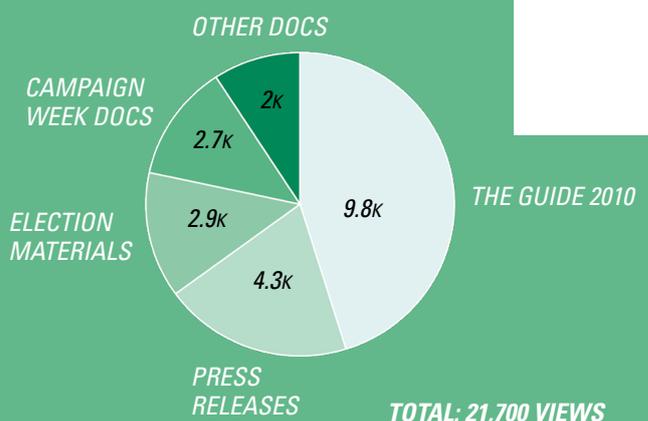
GUSRC also encourages Clubs and Societies to inform them of upcoming events and this information is then displayed on the Diary section of the GUSRC website (www.glasgowstudent.net/events/diary). This information sits alongside important dates in the GUSRC calendar (e.g. welfare weeks/Rector's Surgery) and enables website visitors to instantly find information according to day and month.

>4,000

AVERAGE
GLASGOWSTUDENT.NET
PAGE VIEWS / MONTH

.GLASGOWSTUDENT.NET
.FACEBOOK.COM/GLASGOWUNIVERSITYSRC
.TWITTER.COM/GUSRC
.ISSUU.COM/GLASGOWUNIVERSITYSRC
.YOUTUBE.COM/USER/GLASGOWUNIVERSITYSRC
.FLICKR.COM/PHOTOS/GUSRC

.ONLINE DOCUMENT READERSHIP



.STUDENT MEDIA



.GLASGOW GUARDIAN

Glasgow University Guardian published seven issues over the year, with 4000 copies of each paper printed giving an estimated readership figure of 15,000 per issue. In the past year the editorial team produced a number of exclusive stories which have ensured Guardian remains as a quality hub of news for students. The Glasgow University Guardian website, Twitter feed and Facebook page all helped to extend the newspaper's readership throughout 2010/11. The Guardian website attracts 9,000 unique visitors a month plus a further 9,000 post views on Facebook.

Content continues to be a balance of campus-specific and student-related news, along with in-depth feature articles, high-profile interviews, reviews, and sports coverage. The newspaper continues to train a number of contributors and editors in writing, editing and design, with over thirty students contributing regularly to the content.

Glasgow Guardian was nominated for two Herald Student Press Awards in 2010/11.

.GUM

The glossy student magazine is the oldest student publication in Scotland. Glasgow University Magazine (GUM) continued its success in offering a blend of fashion, art and politics in a high quality publication. GUM is also increasing its online presence with a website that now attracts around 4,000 visitors per month, an increase of 4x on the previous year. Facebook traffic on their newly established channel is also considerable, with 8,000 post views per month. Each issue of GUM involves around 75 contributors, most of whom are students at the University or Glasgow School of Art.

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 sub editor.

GUM has continued to work 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.

.TOTAL GLASGOW GUARDIAN READERSHIP (EST.)

2009/10

93,000

2010/11

105,000

4,000

WEBSITE
VIEWS
PER MONTH

8,000

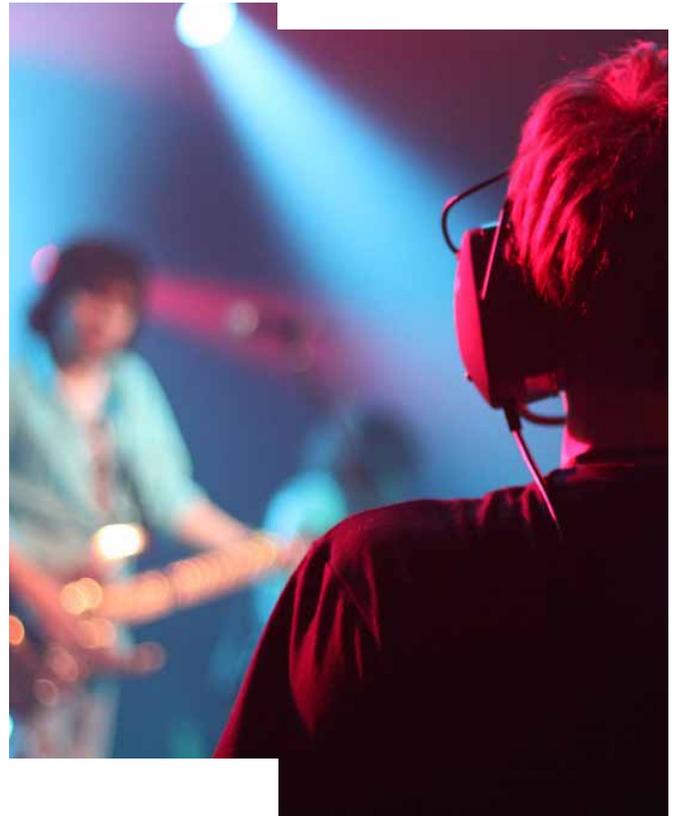
FACEBOOK POST
VIEWS
PER MONTH

.SUBCITY RADIO

Subcity thrived in 2010/11. Managed by a core team of around thirty individuals and incorporating community involvement from over 350 weekly contributors, the station released content which was accessed by tens of thousands of people across 157 countries.

In order to better facilitate web listening, Subcity's tech team developed a html5 player which can be embedded into the webpage of each show and allows playback on a wider range of devices. The development of this took place during 2010/11, with implementation in May 2011.

Off-air, the station continues its popular events which are much respected on Glasgow's 'scene'. Events in 2010/11 included an open-top bus tour of Glasgow for freshers, January 2011's 'Who Da Best?' party at Stereo, a sellout Halloween night at Glasgow School of Art and following 2010's 15th birthday party at Glasgow Arches, a Sweet Sixteen party in the same venue.



>10,000
VISITS TO SUBCITY.ORG
PER MONTH

350

WEEKLY
CONTRIBUTORS



.GUST

Glasgow University Student Television (GUST) increased its production schedule to producing 86 programs this year, averaging 36 minutes of original video content produced each week. The contributor base of around thirty students have driven a rejuvenation of the station over the past year, reflected in the increased quantity and quality of their output.

GUSRC played a role in the rise in productivity and quality of GUST's output by assisting them with a significant investment into a new HD capable camera which has been well used throughout 2010/11, with plans to invest in further similar equipment being drawn up for 2011/12.

GUST continue their shared use agreement with the University's Media Services unit to film content in the Learning & Teaching Centre at Southpark House's basement studio, to great effect. GUST also continued to work closely with student filmmaking society, CUT, with whom they have an equipment-sharing agreement and with whom they ran the inaugural CUT/GUST Ceilidh in the Glasgow University Union, which generated funds for both societies.

.AVERAGE GUST OUTPUT/WEEK (MINS)

2009/10

30

2010/11

36



GLASGOW UNIVERSITY RECTOR CHARLES KENNEDY PRESENTING HIS 'POLITICIANS & THE MEDIA' TALK AT MEDIA WEEK 2011

.MEDIA WEEK

University of Glasgow Media Week is the only event of its kind in Scotland, 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 and provide the GUSRC-funded student media with a new platform by which they will be able to find new readers, viewers, listeners and contributors.

Media Week 2011 was the most well attended week in three years with 621 people coming to the 17 key events of the week. Events included Q&As, talks, workshops and seminars with a variety of media professionals.

The record attendance can be partly attributed to the move out of first term. Media Week was held in January 2011, with previous iterations taking place in November of each year. The move was prompted by the idea that students return to University following Christmas vacations with a new sense of enthusiasm for extra-curricular activities, a notion which proved to be at least partly true.

The majority of events took place in the Williams Room of the John McIntyre Building, which became a hub of sorts for the week and its events.

The key theme of the week was individuals who had started up their own businesses and how they'd managed to become professionals within their areas. The programme focused on 'new media', including tours of the BBC Scotland HQ, and speakers from the Arches, Recoat Gallery, Yomogo Social Media Agency, The Digger, Mixed Bizness, Charles Kennedy MP and popular freelance photographer Tommy Ga-Ken Wan.

.HIGHLIGHTS

Glaswegian Photographer, Tommy Ga-Ken Wan, gave a session on shooting as a professional photographer to an audience of over eighty students in the Williams Room. The session highlighted the differences between shooting commercially and personally, and how to make the most of online photography website such as flickr. Tommy's talk was filmed by Glasgow University Student Television and put online where it received over 300 views following the event.

BBC Scotland was kind enough to open the doors of its Pacific Quay studios to a group of students for Media Week 2011. The event included a tour of an active studio given by one of the station's producers, followed by a detailed rundown of the BBC's archiving process and tour of the archive centre of the studios.

GUSRC student media was well represented throughout the week with events including a technical workshop from Subcity Radio, a writing workshop from two of GUM's editorial team and all events covered extensively by GUST and broadcast via the station's website at the end of the week. Events concluded with Subcity Radio's 'Who Da Best?' - a clubnight held in the city centre's Stereo featuring station contributors serving as DJs.

MINIBUS

SERVIC

SECONDHAND

BOOKSHP

INTERNATIONAL

STUDENT SUPP

FORMATION &

PUBLICITY

ACCOMMODATI

ADVICE

FINANC
CENTRE



.STUDENT WELLBEING

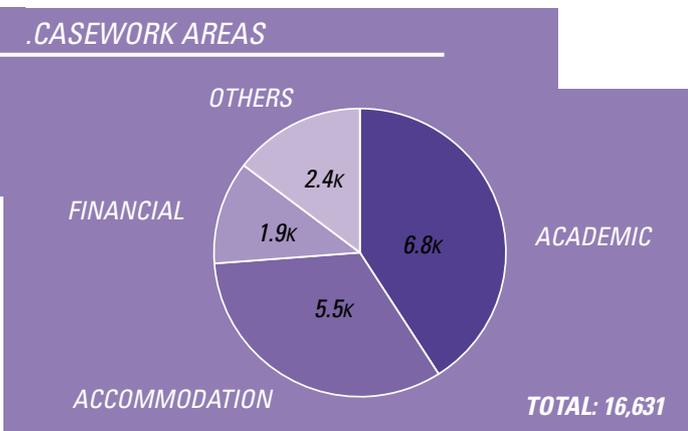
GUSRC AIMS TO CONTRIBUTE TO AND PROMOTE THE WELLBEING OF ALL STUDENTS. TO COMPLEMENT ITS REPRESENTATIVE ROLE THE ORGANISATION DELIVERS A NUMBER OF SERVICES AND EVENTS TO SUPPORT THE RANGE OF STUDENTS IT REPRESENTS. THIS SECTION COVERS SOME OF THE WORK UNDERTAKEN THROUGHOUT THE YEAR UNDER THIS HEADING.

.THE ADVICE CENTRE

.CASEWORK

During the last year the advice team dealt with 1,168 cases and an additional 404 anonymous enquiries; both figures are slightly up against the previous year. The number of pieces of casework however saw a significant jump. Over the year the advice centre carried out 16,631 pieces of casework (e.g. interviews, phone calls, research, emails). This is a 60% increase on last year's figure and reflects an increased complexity in the problems students are bring to The Advice Centre

.CASEWORK AREAS



.ISSUES

The Advice Centre Recording system enables GUSRC to break down the casework under different headings. The database recording system was revised recently in order to simplify recording and better reflect the type of work the Advice Centre deals with.

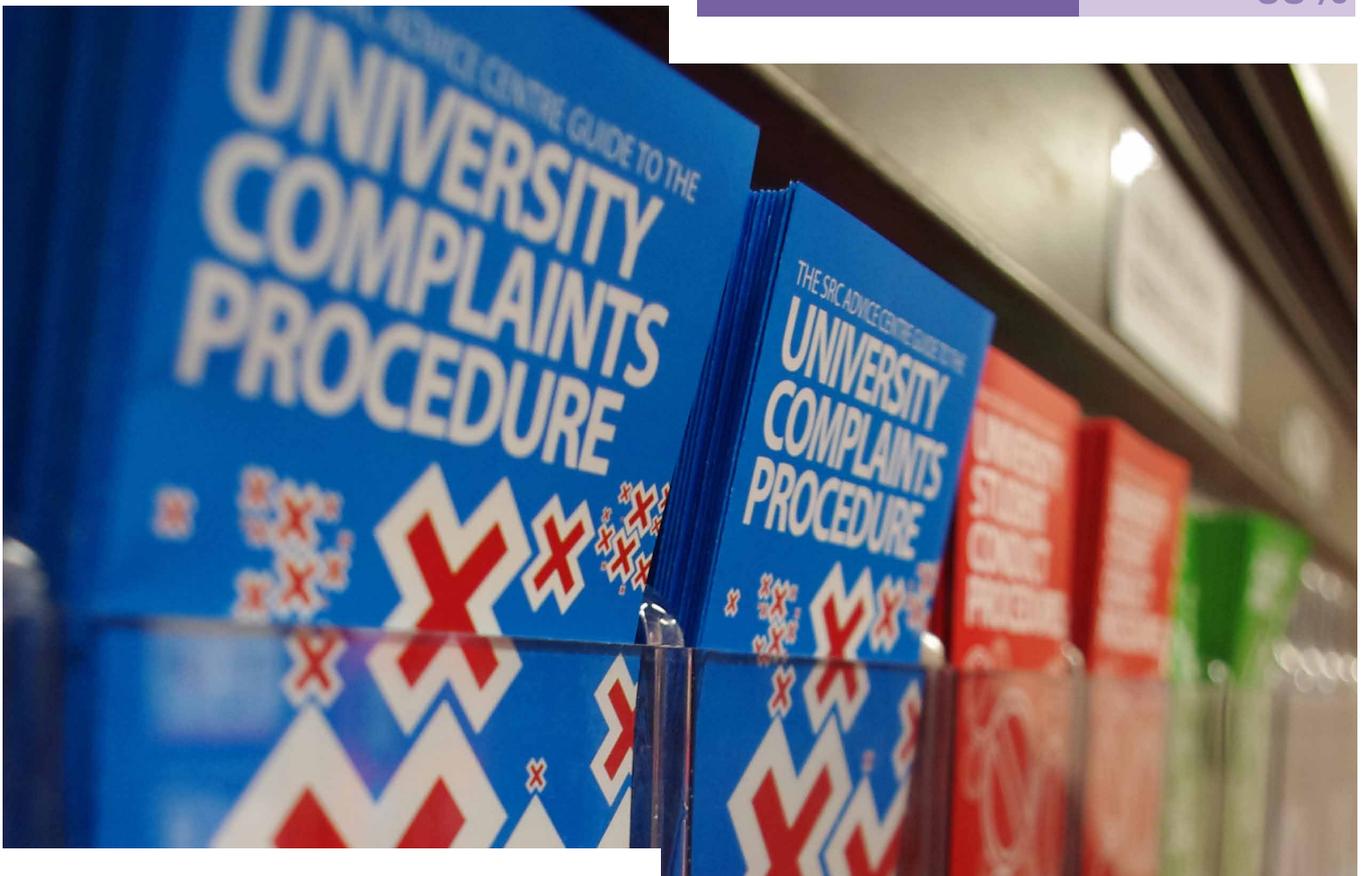
By far, University/Academic issues continue to make up the largest number of enquiries dealt with followed by accommodation problems and financial issues as illustrated by the table below.

.OUTCOMES

In many cases the client is empowered with the information to act for themselves and will not revert 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.

.SUCCESSFUL OUTCOMES 2010/11

APPEALS	53%
STUDENT CONDUCT	69%
COMPLAINTS	58%



.FINANCIAL GAINS

Our reported financial gains give a total figure of £54,897 (previous year £99,155). 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 we only record gains which are confirmed, and in many cases clients do not return to tell us the outcome of their case.

.NON-FINANCIAL GAINS

In 12 cases, either through negotiation or the appeals or student conduct processes, re-submission of an assignment or re-sit of an exam was granted. Grades were reviewed in six cases. Students were accepted back onto their course in 15 cases. The Advice Centre staff are able to resolve problems with council tax exemption in three cases and intervention also helped to prevent homelessness in two cases. In four further cases our intervention helped to ensure housing repairs to be carried out when the landlord had previously delayed doing so.

There were eighty other non-financial outcomes such as checking leases, advice on tenancy rights and dealing with landlords, assisting students with letter writing, or gathering information on services available to them.

.OTHER SERVICES

GUSRC continues to procure and distribute personal attack alarms. These alarms are provided to students free from The Advice Centre and are advertised to students through Stay Safe campaigns at relevant times of the year.

GUSRC also operates a free condom distribution services through The Advice Centre, and during 2011, made moves to link to NHS Greater Glasgow & Clyde's revamped Free Condoms programme, as an official supplier and listed distributor for students and the wider West End community.

.CASE STUDIES

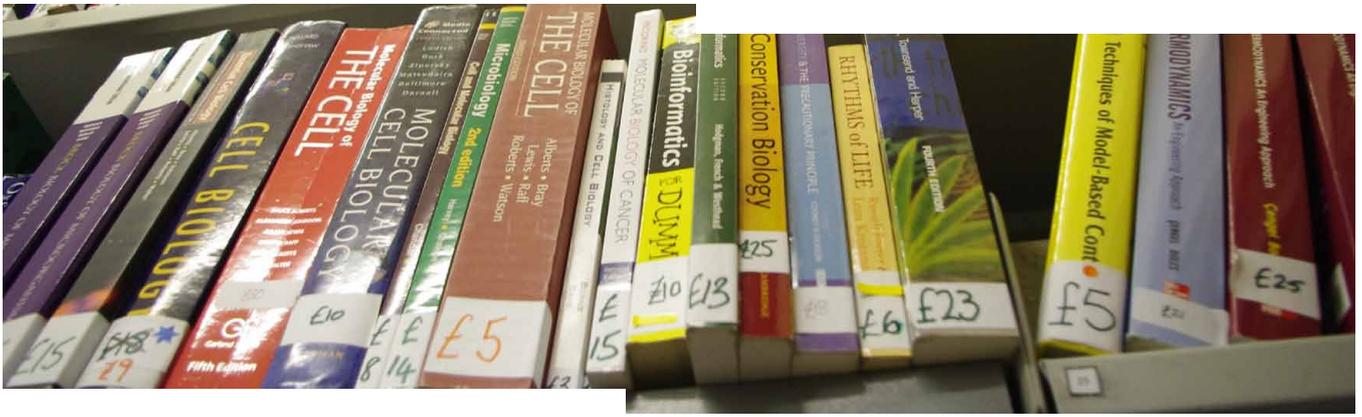
Student A and her flatmate were trying to get their deposit back from their former landlord. We wrote to the landlord twice but received no response. We therefore assisted the students with raising a small claims action, helped them to prepare their case for court and attended court with them on the day of the hearing. The court case was successful and the students recovered £850.

Student B was a recent graduate of the University and had received letters from sheriff officers who were collecting council tax arrears. She had attempted to find out more about her liability, but was confused by conflicting information by the Council. The advice worker was able to advise B about the rules for Council Tax and claiming back-dated Council Tax Benefit. The advice worker also wrote letters to the sheriff officers and Council in order to halt recovery action whilst the situation was sorted out.

Student C had been refused entry to the next year of her course as she had failed an exam. The student felt that mitigating circumstances had not been fully taken into account when she was denied the chance to progress. The advice worker talked C through the appeals procedure and helped her to edit her appeal letter, going through about 7 drafts before it was ready to submit. The appeal was subsequently successful and C was able to continue with her course.

Student D had been accepted as a UK student by the University, but her funding body were refusing to pay her fees as they did not accept that she was ordinarily resident in the UK. The student had to appeal her case to the funding body and provide evidence of her status. The advice worker assisted by checking the regulations and advising the student on her appeal letter and evidence. This was a complex case which took in excess of 12 hours of case-work to resolve, but the student's appeal was upheld and she was awarded funding.

Student E was one of the first students to fall foul of the University's new policy on fee refunds. He had withdrawn from his course in week one, without having attended any classes, but had still been charged 60% of the course fee, which he did not have. The advice worker assisted Student E with writing a letter to Registry, which was successful in having the fee waived. The student was very appreciative, and wrote to the SRC praising the advice worker, saying "... I never waited long for any answers to my emails; he also contacted me every so often just to find out how it was progressing. I have now been informed that I am no longer liable for the fees and this is thanks to his help."



.STUDENT SERVICES

.SECOND HAND BOOKSHOP

GUSRC continues to operate its second-hand book trading facility. This facility contributes to the alleviation of student poverty through providing a source of cheap course texts 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 electronic reminder and availability services through its website have also been effective in reducing staff costs.

Bookshop sales actually dropped in the period 2010-2011, due to reduced capacity which resulted in our being unable to take in stock during the summer whilst decanted. Furthermore, over one particular month, in what is usually the busiest period, no stock at all could be taken in as a result of the need to pack and prepare for relocation back into the John McIntyre building. These difficulties were compounded by marketing oversights which have now been addressed.

A total of 4,438 books were sold over the year; a small reduction of 270 against the previous year. Calculations indicate the total savings to students buying the second hand books would be £22,908 against full price whilst those students selling books made £21,300 additional income from the sales. Total financial benefit to students using the service over the period is £44,208.

£44,000
FINANCIAL BENEFIT FOR STUDENTS FROM BOOKSHOP SALES

.PRINT SERVICES

Through its frontline office, GUSRC continues to offer high quality printing and photocopying facilities to all students at a considerably lower rate than commercial high street agencies. These services remain popular; although sales matched the previous year, the number of units processed rose by 17,830 to 277,730; this reflects the use of "pre-purchased" units stored on cards purchased in the previous year.

The binding service continues to be well used with an ongoing struggle to meet demand. The new University guidelines for binding have increased demand for GUSRC services further. Standardised guidelines will encourage greater efficiencies by enabling staff to process binding orders at a faster pace. Speedier processing will further be aided by the purchase of new 'comb binding' equipment.

277,730
PRINT UNITS PROCESSED BY GUSRC PRINT SERVICES IN 2010/11

.JOBSHOP

Unlike recruitment agencies, Jobshop is a free 'job and skills' matching service, provided to all students and employers. Employers contact GUSRC with employment opportunities which are then advertised to students through GUSRC's website. GUSRC also produce information for students about their employment rights and joining trade unions in order to prevent/minimise employer exploitation. GUSRC have recently revised and updated their employment rights booklet.

.MINIBUS SERVICE

This free service, run during weekdays throughout term time, continues to be an important element in ensuring students feel safe when travelling between their residence and campus; particularly after studying late at the library on dark nights. It ensures that students can spend extra hours in the library without having to consider the costs of a late night bus ride (where available) or a taxi journey. Students are also more likely to use campus study facilities if they know they don't face a long walk home in the dark through areas which at times can be dangerous and where students have, in the past, been targeted. The morning service introduced in 2008/09, provides students with a convenient method of travelling to campus for morning lectures and classes, with the service proving especially popular throughout winter months due to Glasgow's ever-unpredictable weather. The service caters for students living in Murano, Queen Margaret, Wolfson, KHR and MacLay Residences.

.EVENING SERVICE

GUSRC currently runs three minibuses on differing routes. During 2010/2011 the usage numbers have reduced slightly (against an increase of over 100% in the last five years). Total journeys for the evening were 41,090, down against 54,364 for the previous year but up against the total of 40,913, for 2008/2009. Overall the figures show an increase of almost 100% against the figure of 20,766 in 2004/05. 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

This was the second full year of running the morning service. The service was, again, in high demand with 25,347 student journeys made, a minor reduction against 27,185 journeys of the previous year. The morning service runs between 7.45am and 10.30am.

.ANALYSIS

Due to extreme weather conditions the minibus service was suspended for two weeks. It is not clear exactly what impact this had on usage figures, but it will have contributed towards the reduction. Demand is still significant with 66,437 student journey's being made in total. Student feedback is extremely positive in terms of helpfulness/courtesy of drivers but often critical of what they perceive as a limited service.



97.8%

INCREASE IN SRC MINIBUS
USAGE FROM 2004/05 TO 2010/11

.FEEDBACK

The service continues to be highly popular. Demand often outstrips supply and complaints are regularly received about the poor capacity of the service. GUSRC's limited resources do not permit any further expansion in the service at this time. Over the years alternative funding models have been considered. Options such as charging students for using the minibuses have been considered but ruled out as impractical and unworkable. GUSRC are currently in discussion with the University to try to secure additional ring fenced funding for the minibus services.

.FRESHERS' WEEK



3,281

TOTAL FRESHERS' PASSES
SOLD FOR FRESHERS' WEEK 2010

GUSRC remains the lead student body regarding the organisation and administration of Freshers' Week, working in partnership with the University and providing the main link between the University and the student bodies. GUSRC takes part in the cross-campus Freshers' Week committee and co-ordinates and administers the Freshers' Pass Programme. This year's Freshers' Pass sales totalled 3,281, with just 84 fewer passes being sold than last year's record.

Hopefully, this reflects the continuing relevance and attractiveness of the programme to students from a range of backgrounds. As always, all of the events that GUSRC organises during Freshers' Week are focussed on non-alcohol related activity and are designed to be attractive to traditional and non traditional students alike.

In addition to taking part in most orientation events across the four colleges, and providing campus tours and welcome talks in halls of residence, GUSRC continue to organise a host of day-time and early evening events, including:

Freshers' Fair – The biggest ever Freshers' Fair in 2010 was the opportunity for a variety of organisations providing freebies to attract student business. Stalls were also provided to more than eighty university clubs and societies in order to recruit members and promote activities. The colour, excitement and vibrancy of the fair is always a positive experience for students new to the University and/or new to Glasgow.

Introduction to Volunteering / Student Activism / Student Media - These sessions were run in the afternoon as a way of introducing both new and current students to the opportunities the GUSRC offers in terms of clubs, societies, volunteering and media and attracted a lot of interest.

Treasure Hunt – This was a new event aimed at familiarising groups of Freshers with the University campus and the West End while they searched for clues on famous landmarks and points of interest. As well as running several early evening events, GUSRC also supported a number of clubs and societies' events in the evenings to encourage new students to get involved.

Cultural Carnival – Continually one of the most successful events since its inception three years ago. This year it attracted over 600 students from across the world. A large marquee in the East Quadrangle was packed with stalls providing food and entertainment from around the world. Music and dance reflecting a spectrum of nationalities – including a bag-piper, a Gaelic singer, a breakdance crew and a samba dance troupe – were notable highlights.

.INFORMATION & PUBLICATIONS

.THE GUIDE

The student Guide, produced by GUSRC, runs to around two hundred pages and has long been seen as the key introductory document to life in Glasgow in general and the University of Glasgow in particular. Produced to high quality print and design standards, 5,000 copies of The Guide are distributed directly to new undergraduate and postgraduate students as part of the registration process. The Guide is not produced as 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.

9,700

ONLINE VIEWS OF
THE GUIDE 2010/11

5,000

PRINT EDITIONS OF
THE GUIDE 2010/11
DISTRIBUTED IN FW 2010

.LEAFLETS

GUSRC, through The Advice Centre, continues to produce a range of high-quality, informative leaflets for students. These publications, containing advice on subjects such as Academic Appeals, housing rights, budgeting and The Advice Centre itself are updated regularly and provide a reference point for students on the key information in each area in an accessible, easy medium.

.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.

Although the diary undergoes an annual redesign, it retains basically the same format and includes similar (but updated) information. The diary was evaluated following the first edition in 2008. The evaluation was extremely positive, and the University, whilst originally agreeing to continue funding for a further two years, continues to fund this project. Demand for the diary continues to outstrip supply. GUSRC is currently therefore investigating additional, alternative funding sources in order to increase the print run.

.CAMPUS INFORMATION POINT

GUSRC Reception staff undergo a wide range of training, enabling them to fulfil functions beyond traditional reception duties.

GUSRC staff have good linkages 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.

GUSRC continues to use the 'Information Point' brand at GUSRC Reception in order to ensure students felt comfortable approaching the desk. During the last year reception service responded to queries from over 16,000 students.

.ACCOMMODATION

.SRC LETTING AGENCY PRIZE (SLAP)

The SLAP awards were introduced in 2007 as a mechanism for highlighting the 'most complained-about' letting agents in an attempt to shame 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.

Local private landlord, Mrs Rahman, was awarded the SLAP crown in 2010-11, however unfortunately she was unable to be presented with her award due to being completely uncontactable when members of the Executive attempted to arrange a prize-giving.

.ACCOMMODATION OPTIONS FORUM

GUSRC were, once again, invited to participate in the Accommodation Options Forum event which is run annually, in February by the University's Residential Services. GUSRC staff talked directly to 161 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. It also allowed Advice Centre staff to monitor trends in accommodation issues in Glasgow by engaging directly with students and tied in with GUSRC's work with the Glasgow Student Village Committee.





INTERNATIONAL STUDENT SUPPORT

Internationalisation continues to be at the core of a considerable amount of GUSRC'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 in voluntary activities and clubs and societies there are considerable benefits provided to international students through these routes.

GUSRC received a 95.43% satisfaction rating amongst international students at the latest i-graduate International Student Barometer (isb Ranking Sheet – Summer 2010). Consequently GUSRC had the highest rating under the Glasgow "Support Services" criteria, behind clubs and societies. All GUSRC's services are well used by International students. The unique halls to campus minibus service, the Advice Centre as well as the in-

formation and reception services, and the Student Volunteering Service all enjoy high uptake from international students. Elsewhere in this document there is information on how the work of GUSRC, directly and indirectly, benefits international students.

95.43%

SATISFACTION RATING FOR GUSRC
I-GRADUATE INTERNATIONAL
STUDENT BAROMETER

FIND A SOLUTION
GLASGOW
CLASSROOM
UNIVERSITY
CLUBS & TOU
SOCIETIES
NIGHTLINE
PSYCHOLOG
GIRL
GUIDING
PORT
STUDENT
GRAN
VOLUNTEER
SUPPORT
SERV

A group of students is walking across a large, green grassy field. In the background, there are several trees and a wooden fence. The students are dressed in casual, outdoor-appropriate clothing like jackets and scarves. The overall scene is bright and natural.

.VOLUNTEERING & GRADUATE ATTRIBUTES

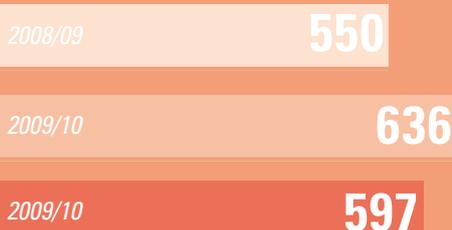
IN KEEPING WITH THE ORGANISATION'S STRATEGIC AIMS AND THE UNIVERSITY'S GRADUATE ATTRIBUTES AGENDA, GUSRC CONTINUES TO PROVIDE A DEDICATED SERVICE THAT FACILITATES VOLUNTEERING OPPORTUNITIES FOR STUDENTS AS WELL AS ACTING AS THE CENTRAL CAMPUS HUB FOR UNIVERSITY CLUBS AND SOCIETIES – ALL OF THIS HELPS CONTRIBUTE TO A THRIVING CAMPUS LIFE AND INDIVIDUAL PERSONAL DEVELOPMENT THROUGH THE PROVISION OF OPPORTUNITIES WHICH MEET THE INTELLECTUAL, CULTURAL AND SOCIAL NEEDS OF OUR MEMBERS.

.STUDENT VOLUNTEER SUPPORT SERVICE

SVSS currently supports 17 projects, a significant increase on the 12 of last year. In addition to the directly supported projects, SVSS provides administrative support, advice and assistance for student led projects; a 'Disclosure' advice and processing service is also provided, without which many of these projects would not function. 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 often benefit the individual student, the reputation of the University and the local communities which the University serves.

For the year 2010 to 2011 a total of 597 volunteers were supported (slightly down against 636 for the previous year). Demand for the services and support of SVSS continues to outstrip capacity to supply – cases in point being the 67 students who applied for the classroom support project who could not be found a placement or the 88 students who applied for 6 positions available on Find a Solution.

.TOTAL STUDENTS REGISTERED WITH SVSS



.DISCLOSURES

271 students received an Enhanced Disclosure through GUSRC at no charge (compared to 264 in 2009/10) allowing them to work with children and vulnerable adults in a number of SVSS supported projects, both in Glasgow and abroad. 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. Recent legislation, however, has introduced wholesale changes to the obligations around volunteering and the protection of children and vulnerable adults. Enhanced Disclosures have been phased out and replaced by the Protection of Vulnerable Groups scheme. In the longer term this should aid volunteering as student volunteers have to complete one form to join the scheme and then complete a short update for each new role they volunteer in. A disadvantage is the GUSRC may not be able to offer a free service to all students as the certain categories of volunteering incur a processing cost.

.CLASSROOM SUPPORT

The Classroom Support Scheme remains popular in schools across the city and provides students with the chance to gain hands-on experience in the classroom. Numbers participating in the classroom support scheme in the current academic year have reduced, in the main due to difficulties with the disclosure scheme and slow response time from schools. Over the year, 56 students have been placed into nursery, primary, secondary and additional support needs schools and after schools clubs.

.GU TOURS

GUSRC have taken on responsibility for the development of University Campus tours. The tours offer some students an employment opportunity (as guides) which develop their interpersonal and communications skills. The idea of using students as guides is based on the view that students of the University are best placed to be ambassadors. In addition to the aforementioned benefits to students and the University, although initial investment has resulted in a loss under this heading, it is hoped that tours will provide a small surplus in the future which can be allocated to the funding of other GUSRC activities.



.GIRL GUIDING

New for 2011 is the opportunity for students to volunteer with Girl Guiding. Providing students with the chance to volunteer with children, outwith school hours when students often have classes. Volunteers can choose whether to become an informal helper assisting with activities at meetings or working towards the Unit Leader qualification who will then work as part of a team with other leaders to plan the meetings, ensure health and safety requirements are fulfilled and that finances managed. This qualification is recognised for life, and across the world so it is a great opportunity. It allows student to develop many graduate attributes and learn new skills.

.FIND A SOLUTION

2010 -2011 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. This year GUSRC facilitated opportunities for another 6 students to work with three voluntary organisations (Bridging the Gap, Friends of the Earth Glasgow, New Rhythms for Glasgow). This project now in its fourth year continues to prove popular amongst students and voluntary sector organisations. There were over 88 applications for the six 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.

The project will again end with a formal presentation chaired by the University Chancellor.

.BUDDY A GRANNY

The 'Buddy a Granny' scheme continues to expand with forty registered volunteers in 2010/11. Recent developments in the scheme include new links with Rannoch Care Home in Clevedon, where students are volunteering as befrienders and are taking part in a reminiscence scheme in the home.

Partnership with Bield Housing Association continues to grow and the Bield Buddies volunteering scheme has been extended from Carntyne Gardens in the East End to Castlebank Gardens in Anniesland. Students have helped the residents to research their family trees and have helped them in fundraising fetes by making and selling cards. Also with Bield at their care home in Anniesland, volunteers have undergone training to help those with dementia access stimulating physical activities. There are hopes to expand this to the Carntyne Gardens Care Home.

Alzheimer Scotland's Forget Me Not's training now takes place in the Williams Room of the John MacIntyre Building, making it more accessible for students. Training takes place over three half days after which volunteers are placed in partner care homes, generally close to the volunteers home. In addition, volunteers have also been able to take part in the 'Adopt a Doctors Surgery' scheme, aiming to ensure that awareness of dementia is high in local GP's surgeries. They have also been attending Dementia Cafe's in the city and supporting not only those living with dementia but people who support dementia sufferers.

As part of our efforts to support the internationalisation agenda we have recently developed new links with the Wing Hong, Chinese Elderly Centre in Garnethill. The aim is to help Chinese students overcome the language barrier to volunteering by providing them with the opportunity to work with Chinese elderly people.



.NIGHTLINE

GUSRC's student specific information and listening service continues to run from 7pm to 7am during term time.

Enquiries to the service reduced considerably against the previous year receiving 88 (392) calls and six (55) emails over the period. Nightline clearly positions itself as an information service (rather than offering counselling or advice), and will refer on where the caller has additional support needs. The nature of enquiries is wide and varied; from information on bus times to signposting callers onto other services such as the GUSRC Advice Centre, Sandyford Initiative and Macmillan Cancer.

Increased access to the information provided by the internet in student accommodation may be a factor in the reduction of calls, although promotional activity around Nightline was reduced in 2010/11 and it is anticipated that an awareness raising campaign at the beginning of the academic year 2011/12 will increase the number of students using the service considerably.

.PSYCHOLOGY PORTAL

The link between SVSS and the Department of Psychology continues. SVSS can communicate 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.

Such experience is invaluable to students seeking employment in certain areas of the Psychology profession.



.SECOND LANGUAGE FIRST AID

The original project where Polish students from the University attended schools in the East End to help Polish children with their studies has expanded to include Knightswood Primary School and Linburn Secondary Additional Support Needs School. In addition to moving into new schools, the nationalities involved are diversifying. Nigerian and Spanish students are working with Nigerian and Mexican children at Knightswood Primary School. A Romanian pupil with particular social/learning difficulties is being supported by a University student to encourage integration into his class.

.SVSS FEEDBACK

I cannot speak too highly of Glasgow University Student Volunteering Scheme. The students who come here bring tremendous benefits to our pupils. They are excellent role models and mentors to the pupils. They contribute to developing their self esteem through their own excellent interpersonal skills and are a first class support to our staff. It's not really possible to be fully prepared to work with young people with complex learning needs. However the enthusiasm, open minds, commitment and flexibility of the students enables them to make an invaluable contribution to the work of our school.

*. JINTY STEWART, ASN SCHOOL
CLASSROOM SUPPORT SCHEME*

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. One of the Mum's who had come to the after school group, encouraged by the students came and read stories in Polish in the class!

*. SHONA HEGGIE, THORNTREE PS
SECOND LANGUAGE, FIRST AID*

Thank you so much for helping me with this opportunity, I've already been Wing Hong centre once and will go there tomorrow for the second time. People are nice there, the centre even cater volunteer with great Chinese food, feels like going back home country.

*. ZIHUI WU, GLASGOW STUDENT
BUDDY A GRANNY VOLUNTEER*

Alzheimer Scotland has been working successfully in partnership with Glasgow University for 3 years now supporting students as volunteers in a wide variety of roles; they range from our Forget me Not Project which gives individuals the opportunity to spend time supporting people with dementia in a care home or hospital, to volunteers supporting our own Day Care Services in Partick and Milngavie and our Dementia friendly Cafes. The working relationship between the two organisations has gone from strength to strength and has been a great enabler for supporting students who are studying psychology and medicine, this also gives Alzheimer Scotland as an organisation great support in many areas.

. SUSAN RENDELL, ALZHEIMER SCOTLAND

.CLUBS & SOCIETIES

The clubs and societies supported by GUSRC reflect the diverse interests of the student population at Glasgow. Affiliations to GUSRC in 2010/11 remained steady, at 149, with a total membership over 5,750, meaning that roughly 20% of Glasgow University students were involved in a GUSRC affiliated club or society.

GUSRC have a grant system to aid clubs and societies in their activities. Clubs and societies are required to apply for grants in advance of events or purchases, to limit any personal financial costs. For applications of over an agreed annual amount, clubs and societies are invited to meet with the clubs and societies Committee to discuss. Clubs and societies are also encouraged to raise funds and are required to maintain a society bank account before grants will be allocated. The system is one tier and straightforward and there has been a continuing upsurge in applications, with many clubs and societies maintaining and growing membership as a result.

Affiliates are encouraged to work closely with the VP Student Support and the Clubs and Societies Officer in promoting their activities and events and are offered promotional, financial and developmental support from GUSRC. Clubs and Societies received funding and support worth over £15,000 in 2010/11.

Beneficiaries were wide-ranging, from the more established societies such as the Dialectic Society and the Cecilian Society, to newly formed affiliates, such as the African Caribbean Society and the Glasgow University Postgraduate Society. Cultural activities were enthusiastically supported, from the Muslim Student Association's Awareness Week to the Scottish Country

>£15,000

TOTAL MONEY ALLOCATED TO CLUBS & SOCIETIES IN 2010/11

Dancing Club's Annual Ball. GUSRC also supported the Arts and the Sciences at Glasgow through awards to Cut! Filmmaking, GU Photographic Society, Staged Theatre, GU Cult Classics, Choral Stimulation, Engineers without Borders, the Neuroscience Society and the Music Club to name but a few. Smaller 'niche' clubs and societies also benefitted through affiliation, such as the Chivalric Dream Society, The Parliament of Oceana and GU Racing.

GUSRC continues to provide free minibuses to facilitate trips within the UK and travel to conferences and meetings, as well as free room hire across the University, photocopying and IT access.

Clubs and societies continued to form an integral part of GUSRC Freshers Week in 2010/11. Societies were invited to demonstrate their uniqueness to attract new members and events were hugely varied, including cultural fairs, sword fighting displays, dancing, live music, and 'meet and greets', culminating in the now well-established Freshers Fair.





.VOLUNTEERING, CLUBS & SOCS AWARDS

Now in its third year, the Volunteering, Clubs and Societies Awards seeks to acknowledge the role that clubs and societies play in campus life as well as the work of some individuals who's volunteering activity was attended by representatives from a range of different GUSRC affiliated clubs and societies who had been encouraged to nominate their clubs for awards. The awards ranged from best website to best event organised by a society. Each category was hotly contested, with several nominations in each reflecting the efforts of students wishing to get involved and contribute to campus life after classes.

Two students were presented with prizes to recognise their outstanding contribution to volunteering. The students who received the awards have shown exemplary dedication to their volunteering projects and have provided invaluable support to the services they dedicate their time to. The winners were Anca Muntean for her work in the Classroom Support initiative, and Stewart O'Neill for his dedication to Glasgow University Service to Homeless People (GUSH).

Planning for VCS Awards 2012 began following the conclusion of the 2011 iteration, with the introduction of online nominations very much on the agenda for Spring 2012.

.VCS AWARD WINNERS

.BEST WEBSITE:

CHIVALRIC DREAMS SOCIETY

.MOST INNOVATIVE SOCIETY:

CUT! FILMMAKING NETWORK

.BEST PUBLICITY:

STUDENT THEATRE AT GLASGOW (STAG)

.BEST NEW SOCIETY:

GLASGOW UNIVERSITY POSTGRADUATE SOCIETY

.BEST CLUB/SOCIETY EVENT:

AMNESTY INTERNATIONAL: SECRET POLICEMANS' BALL

.DEDICATION AWARD:

KIT MORELAND - GULGBT

RACHAEL DICKINSON - MEDCHIR

.FUNDRAISING

GUSRC has continued to develop its work in charity fundraising and support. There have been many successful charity events across campus and beyond in the past year.

.RAG WEEK

The SRC's annual Raising and Giving (RAG) Week took place between 7th and 12th March 2011. Each year, a team of GUSRC Council Members, volunteers and clubs and societies members join forces to raise funds for other charitable organisations through a variety of events and activities.

In 2011, students were invited to nominate charities they believed were deserving of the SRC and students' support in RAG Week, with charities then chosen from a shortlist by the RAG Week organising team.

The charities selected for RAG Week 2011 were:

- . Glasgow Women's Aid
- . Maggie's Centre
- . Glasgow Simon Community
- . Glasgow Old Peoples Welfare Association
- . Glasgow Association for Mental Health

Alongside the week, the SRC joined the One Dress One Month campaign - a challenge for students to wear just one dress for an entire month. Students, including SRC Sabbatical Officers Tuula Eriksson and Fraser Sutherland (who donned a kilt for the full month) were sponsored and raised over £1,000 for Glasgow Women's Aid.

The week of events and activities was complemented by work by University staff, who joined the fundraising to aid in the efforts. The total raised for the week topped £4,000 for the charities listed above.

Whilst the other student organisations on campus proved cooperative in the fundraising efforts, it is intended that RAG Week 2012 will be much more of a collaborative affair, with the SRC taking on a coordinating role similar to that which is done in Freshers' Week each year.





.POPPY SCOTLAND

The Poppy Scotland appeal on campus was co-ordinated by GUSRC, with council members volunteering to sell poppies across campus to raise funds for the campaign. The fundraising efforts totalled over £1,000 in the run up to remembrance Sunday, with GUSRC again thanked for their efforts by Poppy Scotland.

GUSRC also took part in Poppy Scotland's first ever 'RAG Raid' on the weekend of Remembrance Sunday. Scottish student volunteers switched cities with equivalents from different institutions to fundraise in a different city, with GUSRC reps spending the day in Edinburgh, topping the fundraising leaderboard and raising almost £1,000.

.MOVEMBER

For the second consecutive year, in partnership with GUU, QMU and GUSA, GUSRC took part in the Movember campaign. Movember aims to raise money for men's health charities, specifically The Prostate Cancer charity, whilst raising awareness of men's health issues.

The fundraising effort was co-ordinated by GUSRC, the campaign highlighted with a launch event on November 1st and concluded with a prize-giving ceremony at the end of the month. With over one hundred students participating in the effort, Glasgow University successfully raised near £3,000 and decorated campus with moustaches for good causes.

.IN THE COMMUNITY

GUSRC works closely with the local Hillhead Community Council (HCC) on issues that affect both local residents and students living in the area. There have been many successes over the past year involving both the HCC and the local authority, Glasgow City Council (GCC).

A community garden facility has been established at Willowbank Crescent mainly for the use of students at the University. This was made possible due to the close working relationship that GUSRC has with the HCC, GCC and local residents groups. One of GUSRC's affiliated societies (Environmental Club) has taken stewardship of this project and is continuing to improve the amenities of the plot.

A better understanding of recycling facilities and bulk uplift regulations has been communicated to the students through partnership and funding from Glasgow Community and Safety Services.

An interest in starting a partnership project with Cleveden Secondary School has been initiated involving pupils from the local area getting involved with arts and media projects with GUSRC clubs, societies and media outlets. There are plans to make significant developments and prepare a full strategy to implement this over the coming year.

GUSRC have been invited to sit on the Hillhead Area Committee for the first time after contact was made with local councillors about the representation of students within the City Council's structure. This committee allows for student issues to be brought to the attention of the local representatives and the officers responsible for the delivery of council services.

Successes which have developed from this have included a move towards more recycling facilities for tenement properties in which many students reside and also closer monitoring of air pollution on and around the Byres Road area.

.FINANCE

GUSRC recorded a surplus this year of £18,477 (2010 Surplus of £6,548). This surplus was, in the main, due to 'one off' funding of £15,980 in additional income received from the University to assist purchase of a second hand mini bus. GUSRC continues to seek opportunities for limited income generation to augment the University Block Grant.

GUSRC have sought to maintain or increase the performance across the GUSRC this year whilst operating in a difficult financial environment. The block grant from the University remained the equivalent of 2009-2010.

Total reserves at 30th June 2011 stand at £391,377 (2010 - £372,900). This is in line with the GUSRC's stated policy to maintain unrestricted funds which are the free reserves of the charity at a level to provide sufficient costs to cover contractual liabilities should the organisation have to close.

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, with there being no increase in funding for these services during the year the GUSRC has continued to absorb the additional increase in operating costs of around £14,000.



.INCOME & EXPENDITURE

.INCOMING RESOURCES

	<i>RESTRICTED FUNDS</i>	<i>UNRESTRICTED FUNDS</i>	<i>2011 TOTAL (£)</i>	<i>2010 TOTAL (£)</i>
INCOMING RESOURCES FROM GENERATING FUNDS				
.VOLUNTARY INCOME	.	478,000	478,000	478,000
.ACTIVITIES GENERATING FUNDS	.	39,094	39,094	33,047
.INVESTMENT INCOME	.	8,101	8,101	5,966
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES	8,193	225,197	233,390	240,589
TOTAL INCOMING RESOURCES	8,193	750,392	758,585	757,602

.RESOURCES EXPENDED

COST OF GENERATING FUNDS				
.COST OF GENERATING VOLUNTARY INCOME	.	7,140	7,140	7,000
.FUNDRAISING TRADING COSTS	.	2,708	2,708	2,437
CHARITABLE ACTIVITIES	8,327	676,330	684,657	707,492
GOVERNANCE COSTS	.	45,603	45,603	34,125
TOTAL RESOURCES EXPENDED	8,327	731,781	740,108	751,054

.BALANCE

NET INCOME/(OUTGOING) RESOURCES BEFORE TRANSFERS	(134)	18,611	18,477	6,548
GROSS TRANSFERS BETWEEN FUNDS
NET MOVEMENT IN FUNDS	(134)	18,611	18,477	6,548
BALANCE BROUGHT FORWARDS AT JULY 1ST 2010	3,435	369,465	372,900	366,352
FUND BALANCE CARRIED FORWARD AT 30 JUNE 2011	3,301	388,076	391,377	372,900

.FUTURE PLANS

The coming year will very much be taken up with the implementation of the new Strategic Plan, the development of operational objectives and linking with the University and other stakeholders where aims are shared.

A redeveloped John McIntyre building is fundamental to the delivery of our new strategy. A frontline welcome area on the ground floor and increased space for the Advice Centre, the Student Volunteer Service and clubs and societies on the ground floor of the building will be a significant move towards increasing accessibility to our services and further capitalising on our location at the heart of campus. Senior figures in the University have been supportive in urging University Estates and Buildings Service to work with GUSRC and we hope that this will bear fruit in the coming year.

Space provision will be a recurring theme for GUSRC this year as we work with the university on the development of a new postgraduate centre. It is vital that the space provided and the governance arrangements ensure that the postgraduate centre is distinct from all other provision on university as well as being pro-active and responsive to the needs of postgraduate students. Although many of GUSRCs services are used by postgraduates, the situation at Glasgow is similar to that across higher education in Scotland, where many postgraduate students, particularly researchers, typically do not engage with formal student representative structures. Our revised representation structure increases significantly the number of postgraduate representative on Council and we will continue to work with the graduate schools to increase postgraduate engagement.

The Graduate Attributes agenda continues apace. Besides delivering a massive range of personal and professional development opportunities through our Student Volunteer Support Service and GUSRC clubs and societies, we will play a full role in the Transcript Working Group to ensure that the thousands of students who participate in voluntary activities facilitated by GUSRC have an opportunity to record this work and have it recognised.

GUSRC is a relatively small organisation yet complex and multi faceted, delivering significant outcomes for students and the University for a comparatively modest outlay. The University's latest Strategic Plan on several occasions highlights the work of GUSRC and makes a commitment to the development of GUSRC services. GUSRC is the only student representative organisation on campus, the feedback on our work, from university sources, whilst we consulted the new strategic plan was virtually unanimous in its praise. We hope and trust that the work of GUSRC will continue to be recognised and funded appropriately.

As always, GUSRC will continue to build on the successes of the previous year across all activity areas, we will continue to work for all students in partnership with the University, through its recognised structures and outwith those structures if necessary.

Whatever happens, and whatever plans we make, there will no doubt be some surprises round the corner!



.POSTWORD



For us, this is an incredibly exciting time to be taking up positions in GUSRC, and whilst there's a level of apprehension following such a successful year in 2010/11, there's also a great deal of optimism as we look to lead the SRC as we head into 2011/12.

2010/11 was not an easy year for the University, the students nor GUSRC at times. The feeling of negativity which accompanied the proposed cuts, consultation process and protests on campus made for an uneasy working environment. As this report attests, the SRC worked incredibly hard to represent students, and to maintain or improve upon all of its core services despite the preoccupying business of potential cuts which dominated the narrative of the year.

This is GUSRC's fourth annual report, and in our estimation, it provides a superb chronicle of the organisations achievements, strengths and work in the past year. This document, alongside by the soon-to-be-completed Strategic Plan 2011-2015, provides us with a clear idea of what we are working towards in the next twelve months. We will use this account of the brilliant work done by GUSRC in 2010/11 to extend our reach further, aim higher, and do more in our time in office.

We look forward to tackling the challenges which have already begun to reveal themselves in these first few days in office. Working with and lobbying Scotland's first majority government on issues such as UK student fees and the proposed review of higher education governance; working with the University in a year which will see the departure of the current and

beginnings of the process to appoint the next Clerk of Senate; along with many other challenges and events. Of course working within the SRC with a new representative structure will see the number of student representatives on campus grow and as we look to redevelop the John McIntyre Building to better house the SRC's core services and provide students with better access to them.

There are, as ever financial pressures to be considered. It is for GUSRC now to rise above the very real prospect of a reduction in funding to ensure that students continue to be represented, and that the services GUSRC provide are maintained to the high standards they have come to expect from us.

There's a great deal of variation in the experience levels of the members of the new sabbatical team, and it would seem that we're all approaching this year with different ideas and from different angles. We believe this will only serve to aid the organisation, and provide dynamism in the forthcoming year, to complement the experience and hard work of the permanent staff of the organisation who have achieved so much in recent years with equally as diverse sabbatical teams.

It's going to be an exciting year for us, for GUSRC and for the University as we continue to work in partnership to provide the incredible student experience of the University of Glasgow.

*. AMY JOHNSON, IAIN SMITH & JAMES HARRISON
GUSRC SABBATICAL TEAM 2011/12*

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