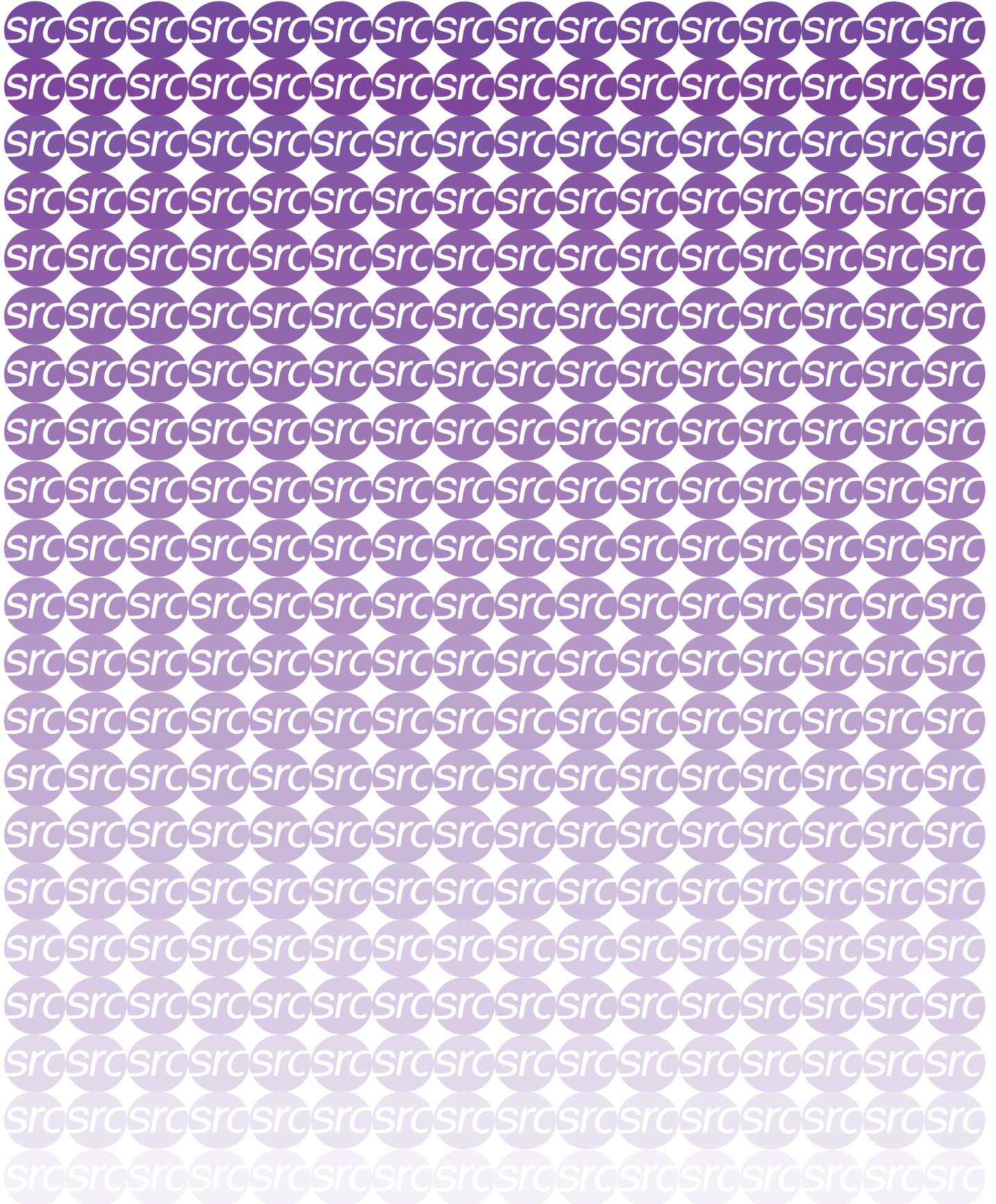


UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL

ANNUAL REPORT

2011/2012



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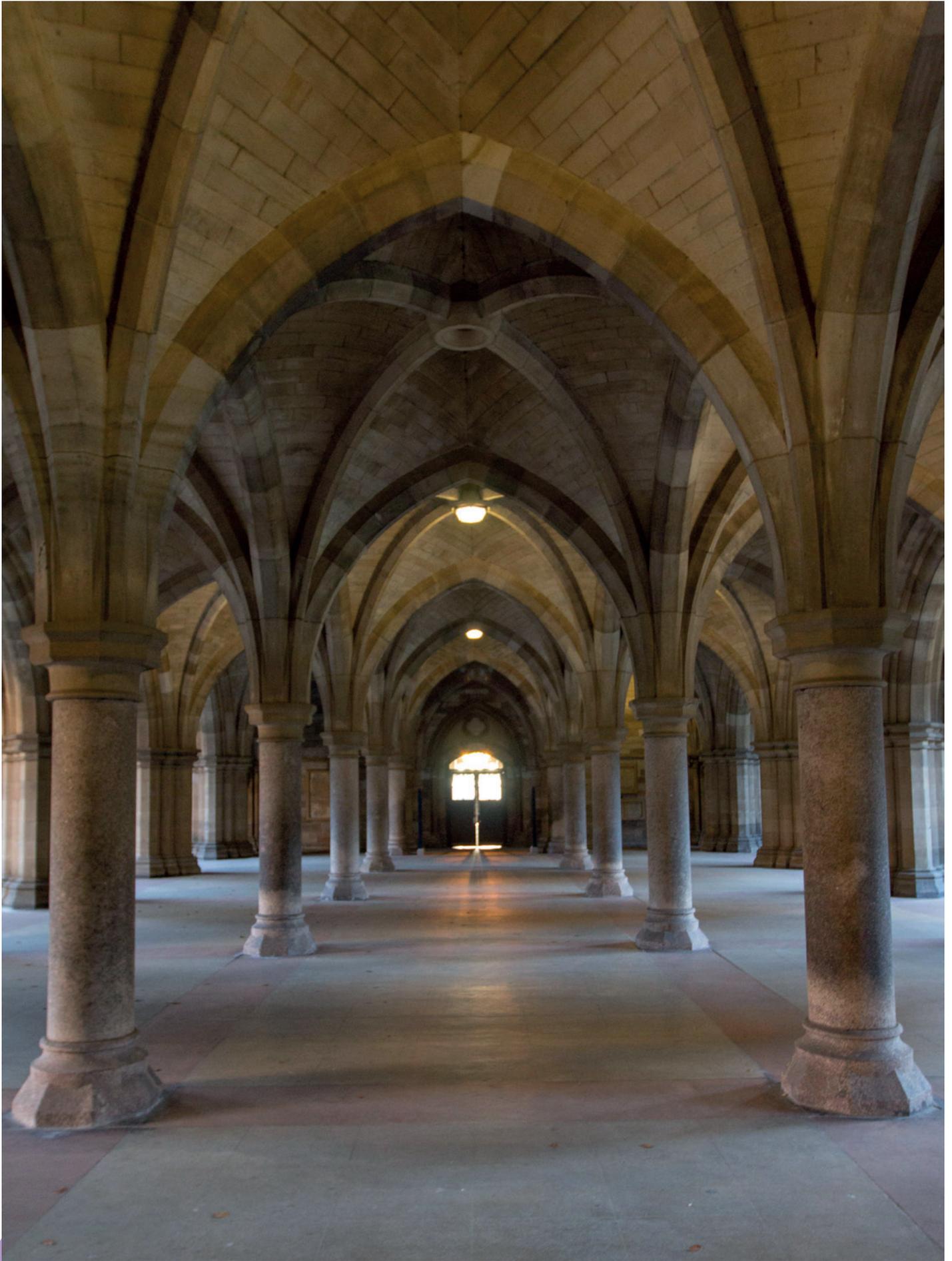
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University of Glasgow Cloisters - Part of the Gilbert Scott Building

FOREWORD.



Thank you for taking the time to pick up and read through our annual report, as always we welcome any feedback. 2011/12 was another big year for GUSRC as you will find out in this document. We faced significant challenges, including a brand new structure of GUSRC Council, brought on after the University undertook its own restructure, as well as being without one of the four sabbatical officers for most of the year. Despite these challenges, we have achieved some considerable and, we hope, long-lasting successes.

The academic year began with the University facing many issues around the newly launched student records system MyCampus. GUSRC played an integral role in working with the University to improve the system for students. With recruiting of student testers, regular meetings with MyCampus staff and suggestions of new interfaces on the system, GUSRC played a big part in reforming MyCampus to assist a more effective operation in its second year.

Representation remains at the core of our work, and this year more than ever we made efforts to engage as many students as possible in the representation process. The new structure of GUSRC Council brought a potential challenge, as there were concerns about filling the many new positions in the expanded membership. GUSRC took this opportunity to run a strong publicity campaign, including lecture shout-outs, to raise awareness of the positions to students. Overall the vast majority of positions were filled. The new structure also allows much closer interaction between GUSRC Council members and class representatives for the first time, allowing communication to flow much more easily across the different representatives. Indeed, this year also saw the highest ever amount of class reps trained by GUSRC. In addition, the

University Carers Policy developed by GUSRC, the first of its kind in the UK received its formal launch by the Scottish Minister for Health and was distributed as a template for similar policies nationally.

Further to this, in 2011/12 GUSRC took greater steps to engage in representation on a national level. GUSRC Executive and Council members often attended marches and rallies throughout the year, as well in taking part in many consultations, on issues such as University admissions, tenancy deposit schemes, equal marriage, organ donation and rest of UK fees.

Another area which saw significant development this year was graduate attributes, particularly with the Higher Education Achievement Report (HEAR). GUSRC had a representative on the HEAR working group, which eventually saw students receive accreditation for extra-curricular and co-curricular activities on their University transcripts for the first time. GUSRC played a crucial role in informing the range of activities which could be validated through HEAR as well as becoming one of the organisations who could "sign off" in the approval process for students.

This year also saw the further development of two large projects which will enhance GUSRC's profile in developing and improving the student experience, the new, GUSRC managed, postgraduate club in the Gilbert Scott Building is due to open in October 2012 and the new GUSRC managed Welcome Point on the ground floor of the John McIntyre Building is due to open in November 2012. We anticipate that these projects will be of huge benefit to the students of Glasgow, and hope it makes it clear how investment in new student spaces managed by GUSRC really improves the student experience as a whole.

Amy Johnson
Vice President - Student Support

Iain Smith
Vice President - Media & Communications

James Harrison
Vice President - Learning & Development

Bob Hay
Permanent Secretary

HIGHLIGHTS.

On the following pages is a record of almost all of the work undertaken by GUSRC in the academic year 2011/12. However, to give an oversight of the key works and developments of the organisation during the period, below is a selection of some of the highlights of the year from a GUSRC perspective along with the page reference where you'll find more about the subject. This selection represents only part of the achievements of GUSRC in 2011/12, so be sure to read through the document to discover more about the progress made and successes recorded by GUSRC in the past twelve months.



Student Safety

GUSRC had an excellent year in working to ensure the safety of students in a number of ways. The GUSRC Minibus Service operating between halls of residence and the University had a record number of users during 2011/12, as well as GUSRC reopening discussions with Glasgow City Council about safe street lighting, offering safety training as part of Freshers' Week 2011 and running a safety campaign to raise awareness during winter.

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Freshers' Week 2011

Freshers' Week 2011 provided an excellent introduction to the University of Glasgow for the thousands of new students who arrived in September. Despite slight setbacks due to inclement weather, GUSRC organised a range of events to cater to all kinds of students and administrated cross-campus events and a pass sales system designed to give students excellent value for money and a complete introduction to the University.

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Student Teaching Awards (STAs)

Following a successful pilot in 2010/11 as Prizes for Excellent Teachers, GUSRC rebranded the awards and made marked improvements in a variety of areas for the 2011/12 iteration: Students Teaching Awards. In addition to new categories and new branding and publicity strategy, this year's awards also introduced a new nomination structure across both terms, and saw an increase in nominations of over 150% as a result.

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Glasgow Student Forum & Local Council Elections

For the Glasgow City Council Elections in 2012, GUSRC collaborated with the student organisations of the city's universities and colleges to create the Glasgow Student Forum. This group collaboratively prepared the Glasgow Student Forum Manifesto, a list of pledges that candidates standing in the election were asked to acknowledge and accept should they be elected. The group also organised a council hustings meeting with candidates for students to ask questions.

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Glasgow University RAG Week 2012

An historic Raising and Giving Week for the University saw the four student organisations collaborate for a week of exciting cross-campus events to raise money for a variety of good causes. Students were encouraged to take on personal challenges and to donate by participating in events such as a 1980s themed zumba session (pictured left) and a comedy night featuring student officers from across campus. A record amount of money for charity was raised in the week.

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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.



GUSRC's home on Glasgow University campus - John McIntyre Building.

STRUCTURE, GOVERNANCE & MANAGEMENT.

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

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

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.

GUSRC COUNCIL.

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

- 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 biannually. A candidate can stand for one position at one election. Members can only vote and nominate candidates in academic constituencies (i.e. the School or College) to which they belong. Votes are cast online. There is also provision for five ex-officio members of council. Council meet monthly to discuss GUSRC business and items raised by students.

PARTNERSHIPS.

GUSRC has a close relationship with the University of Glasgow from whom it receives the vast bulk of its annual funding via block grant allocated by the Student Finance Sub-Committee. 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 both 2011/12 and throughout recent years. Whilst GUSRC operates as an independent organisation, its joint working with the University has been an important aspect in working towards an enhanced student experience for all students of the University of Glasgow

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 are consolidated into the Strategic Plan. The organisation seeks, where possible, to evaluate, and improve the quality of its work by reviewing activities against the stated aims contained in the Strategic Plan

GUSRC adopted its first ever strategic plan for the period 2008 to 2011. During 2011 a consultation exercise was carried out with a range of stakeholders; including senior University staff, students and student officers as well as senior GUSRC staff to review the aims set out in the pre-existing strategy and agree the way forward for the next three to four years. Comments from this consultation can be viewed in the highlighted box below.

This process resulted in the GUSRC Strategic Plan: 2011 to 2015 which was published and implemented in late 2011. The plan was student designed and presented at relevant University committees.

"The trajectory of GUSRC in recent years has been fantastic"

"The University now have a clear view of the GUSRC's role as does the GUSRC itself, the annual report is particularly helpful as it relates to achievements directly back to those aims set out in strategic plan".

"The range of professional services to students is valued and GUSRC overall is highly valued by senior management".

"GUSRC just seems to get better and better"

"Real difference in recent years, GUSRC has far more of a structure, like night and day"



ACHIEVEMENTS: REPRESENTATION & ENGAGEMENT

GUSRC is committed to its representational role, continually ensuring that it engages with students, University stakeholders and external partners. This section highlights and summarises some of the main aspects of GUSRC's work undertaken over the 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.

WITHIN THE UNIVERSITY.

COUNCIL & ELECTIONS.

The GUSRC Spring Elections 2012 saw a good number of candidates and turnout of voters. 15 candidates contested the four sabbatical positions (President and three Vice Presidents) a slight decrease from the previous year's 18. There was an increase in the students standing for School Representative positions with only nine positions being left vacant opposed to 14 in 2011. Overall there was slight decrease in voter turnout during the Spring Election with 3581 students casting their vote, compared with 4084 in March 2011. Over 100 students attended the Heckling Meeting, similar to 2010/11 year.

This year the structure of GUSRC Council changed in order to reflect the recent restructure at the University from faculties to colleges and schools. Council now has 19 School Representatives, who communicate directly with the four undergraduate College Convenors.

The change in structure has also allowed an increase in postgraduate representation on Council, with each college also having a Postgraduate Convenor. The new council structure has allowed for more direct communication between class representatives and GUSRC Council members, facilitating an enhanced collaborative culture amongst student representatives. This new dialogue has also led to a greater amount of students putting themselves forward for election to GUSRC Council.

In the initial part of the academic year, GUSRC operated a dual level meeting system for Full Council and Council Committee, the latter excluding School Representatives. It was decided in the second part of the academic year that this structure was not beneficial, as School

Representatives were invited to attend all meetings, and often made valuable contributions to discussions in meetings they were not required to attend. A constitutional change to reflect the updated meeting structure will be passed early in 2012/13.

In addition to internal discussions, monthly Council Meetings also serve as a platform for students and University staff to discuss issues with Council. An example of such interaction in 2011/12 was the discussion with Vice Principal Frank Coton and key staff members from the MyCampus team consulting with GUSRC Council on the problems and solutions to issues stemming from MyCampus.

GUSRC invested funds in renovating the GUSRC Council Office in 2011, in order to make the space more multifaceted for Council members. New computer equipment, a conferencing table and chairs and bookcases were brought into the room to create a space suitable for individual work or group discussions, as well as provide Council members with a space for socialising.

Following the resignation of the GUSRC President in November 2011, a decision was made that the remaining three sabbatical officers would redistribute the President's responsibilities amongst themselves. Although adding to already considerable workloads and responsibilities in a year of flux and change; the remaining sabbatical officers, in conjunction with members of Council, maintained GUSRC on an even keel whilst effectively driving the organisation forward and ensuring that student interests remained effectively represented throughout the institution and beyond.



GUSRC Council 2011-12 pictured at the Annual Council Dinner, May.



CLASS REPRESENTATIVES.

GUSRC and the University have joint responsibility for the organisation and operation of the class and PGR representation system. GUSRC and the University jointly promote the representative role to students and staff. GUSRC takes responsibility for the organisation and delivery of class and PGR representative training and the verification of completion of training. The Senate Office manages the recording of the Class or PGR representative role in the student's academic record.

The management of the system is underpinned by effective communication between the partners and a shared approach to problem solving.

Following the restructure of GUSRC Council, class representatives have been able to play much more of a role in shaping the discussions at GUSRC. Each GUSRC school representative has been encouraged to communicate with their class reps through email and meetings in the GUSRC Council Members Office, as well as through more informal means such as Facebook. This has led to more issues being brought to the attention of GUSRC sabbatical officers and staff, enabling a more speedy response when necessary. GUSRC envisages class representatives continuing to play a huge role in shaping the organisation. This year several class representatives were encouraged to stand for a position on Council as a result of communication with GUSRC Council members.

In 2011-12 a total of 36 training sessions were held, giving 637 students the chance to take learn about their representative role and how to best utilise their position for the benefit of other students.

CLASS REPRESENTATIVES TRAINED

2009/10	495
2010/11	641
2011/12	637

SUPPORT FOR ELECTED.

There is a comprehensive training and induction programme provided for the trustees with a particular focus on the sabbatical officers. A rolling training programme is delivered for sabbatical officers throughout the summer period and beyond. A training needs analysis is undertaken and the effectiveness of the training is evaluated, based on progress against set indicators. Council members are required to attend a full introductory training event plus additional sessions throughout the year. The training programme incorporates a range of areas in order to ensure effective governance and an inclusive, informed approach to organisational development:

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

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

Training delivery and associated materials were, until recently funded by Student Participation in Quality Scotland (sparqs). The withdrawal of sparqs and move by GUSRC towards internally developed, bespoke training leaves a funding gap which GUSRC are working with the University to address.

GUSRC have continued to develop Glasgow specific training materials, including the adaptation of some of the sparqs original material. This has enabled training sessions to be shortened by half an hour and allowed GUSRC to ensure the materials are relevant and reflect University of Glasgow and GUSRC specific representation and engagement structures and methods of working.

Students who took part in Class Representative training in 2011/12 were offered the chance to have their role recorded in MyCampus in 2011-12 as an extra-curricular activity and displayed on the Higher Education Achievement Report.

CLASS REPRESENTATIVE TRAINING SURVEY

90%+ Satisfaction with Class Representative training meeting its objectives.	80%+ Satisfaction with usefulness of Class Representative training.	90%+ Satisfaction with quality of Class Representative trainers.
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GUSRC Council Members discussing Council and University issues at a meeting.

PERIODIC SUBJECT REVIEW. CLERK OF SENATE.

The University continues to involve GUSRC as a partner in quality enhancement by ensuring that the panel which conducts every Periodic Subject Review (PSR) (formerly known as DPTLA) includes a GUSRC student representative. The outcome of each review is a report which highlights the strengths and achievements of the subject(s), whilst also including recommendations for changes aimed at strengthening and further enhancing the teaching provision and the student experience within the subject..

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.

In 2011-2012 GUSRC Council members participated in the following periodic subject reviews (which addressed both UG and PG provision):

- Education
- Management
- Law
- Physics and Astronomy
- Medicine (Undergraduate only)

In these reviews student members gave particular attention to the suitability of course materials that students received, as well as the level of student participation in enhancing the curriculum and the subject area as a whole. In 2011-12 student representatives also focused on feedback from staff on work, an area identified by the University for improvement following results of the National Student Survey.

A GUSRC Postgraduate Representative was part of the review of the Graduate School of Science and Engineering review which performs the same function as a PSR for postgraduate subject areas.

GUSRC were represented on the shortlisting panel for the position of Clerk of Senate by Amy Johnson, Vice President Student Support. The eventual choice would be decided by Senate ballot (including GUSRC Senate assessors), however candidates who put themselves forward were first considered by a panel made of Senior Management Group members and GUSRC. GUSRC were asked to attend to ensure that candidates put forward to the ballot would suitably recognise the role Senate plays in students' lives and the relationship between GUSRC and Senate.

Having representation on the panel also allowed GUSRC Council members who sit on Senate to be better informed about the candidates and their priorities ahead of casting their votes. GUSRC were delighted to welcome John Briggs to the role in spring 2012.

LECTURE RECORDING.

Following actions by the College of Arts, aiming to restrict the recording of lectures by students, GUSRC received feedback from student representatives and other students that they would like to see GUSRC support the development of clear policy allowing the recording of lectures at the University of Glasgow. GUSRC recognises that lecture recording not only supports both disabled students and students with English as a second language in their studying, but it also is now seen as common practice in many institutions around the world. GUSRC believed and continues to believe it would be misguided for the University to allow it's schools or colleges to actively prevent students from recording their lectures.

GUSRC collected examples of lecture recording policies from universities across the UK and used the best examples to form a draft outline of what would be ideal at Glasgow. A working group has been established and GUSRC will continue to pursue a comprehensive, permissive, university wide recording policy at Glasgow



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).

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

NSS.

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 and a student co-ordinator was employed to manage the distribution of promotional material. This approach again achieved a response rate well above the sector average. GUSRC recognises the importance of the survey in informing the student experience. This joint working 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.

The NSS response rate in 2012 fell slightly compared to 2011 due to a number of factors including a restructured prize draw system removing the allowance to reward those who completed the survey early and a technical problem with the institution-specific link to the online survey.

NSS RESPONSE RATES

73%

2012 Response Rate

77%

2011 Response Rate

75%

2010 Response Rate

HIGHER EDUCATION GOVERNANCE REVIEW.

GUSRC was represented on both the Senate and Court working groups tasked with preparing the University's response to the Scottish Government's Independent, "Review of Higher Education Governance in Scotland" chaired by Professor Ferdinand Von Prondzynski. Conclusions in the subsequent report, submitted to Scottish Ministers in January 2012 included a variety of recommendations regarding student organisations and their role in the governance of higher education institutions. Many of the recommendations are already in effect at the University, however discussions with senior management continue around the others.

HEAR.

In cooperation with the University, from 2011/12, GUSRC volunteers, Council members, class representatives, and presidents, secretaries and treasurers of a GUSRC affiliated club or society can have these extra-curricular activities verified by GUSRC and accredited on their university transcript, now known as the Higher Education Achievement Report (HEAR).

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

GUSRC have been involved with the development of the HEAR, a nationwide programme, as part of the Student Transcript Working Group and welcomes the new measures in showing the value placed on extra-curricular activity by the University.

ACADEMIC YEAR RESTRUCTURE.

2011/12 saw the Academic Year Structure Working Group report with its recommendations to University Senate. One of the preferred recommendations would have seen the revision week for the spring exams removed. GUSRC strongly believe that the spring revision week is crucial as that was the period where students face the greatest burden of exams, particularly as many final year students will have their only exams in the spring. Many GUSRC representatives spoke out at this Senate meeting, and played a significant role in preventing the proposals from going through.

HEALTH WEEK.

GUSRC organised a themed campaigning week focused on health improvement. During the week a range of events encouraged students to reflect on their health and consider what action they might take to improve it. There was a focus on mental health; through linking with the Counselling Service and Student Recreation Service, a range of drop in sessions were offered. Free massages and other relaxation workshops such as applied arts were also provided. Through working with the Anthony Nolan Trust, over 600 students signed on to the Anthony Nolan Register. A fundraising ceilidh, organised with STAR raised over £500 for the health care of a student who was deported. In addition, in order to promote and encourage safe sex, over one thousand free condoms were distributed on campus throughout the week.

WORKING WITH RECTOR.

GUSRC continues to work with University Rector, Charles Kennedy. The Rector holds monthly surgeries in the GUSRC Advice Centre for students to raise concerns about any part of the University. The surgeries are publicised to students via posters, the GUSRC website and in GUSRC newsletters.

In addition to his work with students, the Rector holds pre-Court meetings with representatives from the four student bodies to hear concerns and discuss items concerning the organisations which feature on the agenda of the following University Court meeting.



MYCAMPUS.

At the start of the academic year, there were severe difficulties with the university's new student records system, MyCampus. Many students found themselves unable to enrol properly, and faced problems with their finances as a result. There was also great amount of confusion amongst the student body on how to use the system properly.

In the period leading up to Freshers' Week 2011, as a consequence of many enquiries on the Glasgow University Freshers' Week Facebook page, administrated by GUSRC, the sabbatical officers worked with the university to create a MyCampus FAQ and guide for students.

As part of the MyCampus review, Vice-Principal for Learning and Teaching, Frank Coton attended the first meeting of GUSRC Council to seek detailed feedback from GUSRC Council members. This feedback provided the information that was needed to help improve MyCampus for future students.

In addition to this, GUSRC sabbatical officers met regularly with staff from the Student Lifecycle Project (SLP) team, responsible for the development MyCampus. These meetings allowed the SLP team to consult and gather feedback on the latest system developments, as well as planned changes. One significant example was the renaming of the "Shopping cart" on the system to "MyChoices". "Shopping cart" had received a negative reaction from both students and staff, most of whom felt the phrase reinforced the notion of 'Universities as businesses'. These meetings also allowed GUSRC sabbatical officers to regularly update the SLP team on any issues that had arisen.

GUSRC also recruited student testers to assist in the piloting of new developments and identify any flaws and adjustments to be made.

Overall many changes were made to the MyCampus system as a result of feedback from GUSRC including the aforementioned 'shopping cart' renaming. An interactive timetable was introduced that allowed students to easily see any potential timetable clashes, more user guides and instructions were added to the system with easy to use "?" buttons next to certain areas of the software, and much more.

PROGRAMME APPROVAL GROUP.

This year, following lobbying from GUSRC, student representatives were invited to sit on the University's Programme Approval Groups (PAGs) for the first time. PAGs scrutinise and decide on new courses and changes to courses at the University. Following this year's 'trial period', the University Academic Standards Committee confirmed that students will continue to be members of the PAGs for the years ahead, and noted that they often provided valuable contributions to the discussions.

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.

The policy was adopted by Senate in February 2011 and formally launched by Michael Matheson, Minister for Public Health on the 6th December 2011. Government representatives are in discussion with GUSRC with a view to sharing the policy amongst HE and FE institutions and promoting good practice nationally.

STUDENT VOICE.

GUSRC has continued to work with the university in developing the University's Student Voice website. GUSRC was involved in making recommendation to make the interface more welcoming to students, and clear to use. The website is scheduled to launch in 2012/13, and it will provide a unique platform for GUSRC class representatives and Council members to engage with the students. It will also allow for the feedback loop to be closed, as students will be able to clearly see how their recommendations are making a difference to the University.

UNIVERSITY DEBT POLICY.

Considerable work was undertaken over the year to negotiate amendments to the University Debt Policy in order to generate a more sympathetic approach to students in financial difficulty. Discussions are ongoing; in the interim the University has agreed to give greater consideration to repayment proposals and where possible to allow students access to University facilities where a repayment plan is in place.

TALIS ASPIRE.

GUSRC strongly supported the suggested use of the Talis Aspire software at the university following the Learning and Teaching Committee's working group on the provision of resources for taught courses. Talis Aspire allows for increased interactivity for reading lists, allowing students to be able to buy a resource instantly, as well as seeing how many copies are currently located in the university. It also allows students to take notes on resources within the online database.

STAs.

In the second year of organising the STAs, a range of enhancements were applied in order to build upon last year's success. The name change from Prizes in Excellent Teaching (PETs) to Student Teaching Awards was introduced to convey more accurately what was taking place and perhaps, given the importance of this work in promoting good practise, to convey a more serious and dignified approach. GUSRC received 376 valid nominations, compared to 133 last year. 207 unique staff were nominated overall in 2011/12.

The online presence and publicity across campus was refined; leading to greater awareness of the awards. This year GUSRC also provided certificates to all those shortlisted; thus acknowledging the value of the nomination, even if they weren't the direct winner. The ceremony itself was also grander thus emphasising the importance of the event in the eyes of staff and students.

A full, detailed report has since been developed to be published to students and staff in order to spread examples of best practice across the University.



Glasgow University Student Teaching Awards Trophies, pictured at the awards ceremony - May 2012.

POSTGRADUATE.

PRES.

GUSRC again facilitated forums to identify issues for consideration through the National Postgraduate Research Experience Survey (PRES). The success of this approach to PGR engagement was recently reported in an HEA/Vitae Good Practice Guide entitled "Using PRES to enhance the experience of postgraduate researchers".

The extract below summarises the nature of the approach and its success in informing the development of a new Postgraduate Facility on Campus, currently under development and due to open in September 2012.

GUSRC considers this to be an efficient and effective representation mechanism which ensures the target student group have influence at the very start of a 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 thereby ensuring a virtuous circle of consultation, involvement and feedback.

"Prior to the PRES launch date, GUSRC host an open postgraduate forum. Led by postgraduate representatives from the colleges, this gives researchers the opportunity to express their views on the big issues facing researchers at that time, these 'grassroots' views are used to devise some of the institution specific questions for PRES. During the survey period, GUSRC assist the promotion of the Survey through social media and student designed posters and flyers.

Following publication of the results, postgraduate representatives are involved in committees at both local (Graduate School) and central university level (e.g. the Deans of Graduate Studies committee) to devise action plans to respond to the survey. The results of the survey and actions taken are fed back to PGRs, ensuring a virtuous circle of consultation, involvement and feedback

In 2011, two questions were added to gather researcher views around the provision of PG social space. The data gathered was fed into a working group (jointly chaired by GUSRC and University senior management) resulting in the building of a new PG space, which is due to open in September 2012. Researchers were kept up to date with progress of the working group, and given opportunities to feed into plans through a GUSRC consultation process, including the PG society Facebook page.

Working together on PRES has helped to build effective working relationships between the GUSRC, the University's Graduate Schools and the PG community. A key aim of the new social space is to help to develop the sense of PG community on campus and the SRC-University partnership will be important for ensuring that students have ownership of that space and can use it to its full potential."

PARENTAL LEAVE.

In response to information collected by the Advice Centre the University were asked to review and amend the Maternity, Maternity Support and Adoption Policy to ensure that Postgraduate Researchers were treated consistently and fairly and had the same rights, where possible, as undergraduate students. GUSRC's proposals are currently being considered by the Deans Of Graduate Schools.

SOCIAL SPACE.

Following the initial consultation through the PRES; GUSRC and the University worked closely in the development of a new postgraduate facility. GUSRC co-chaired the PG Space working group with the Senior Vice Principal.

In consultation with representatives of the Postgraduate Society a governance structure was drafted by GUSRC and accepted by the working group. The governance structure provides for significant user involvement and feedback which will play a crucial part in the development of the facility once opened. The facility will be managed by GUSRC with input from the University where required.

Working with the University, GUSRC developed a business plan which was submitted and approved by the University's Capital Expenditure Committee. The development of the business plan involved extensive consultation with postgraduate students through focus groups and surveys. The consultation process was coordinated by GUSRC in conjunction with IBP Research. GUSRC has also had significant input into the design of the facility.

The University agreed with GUSRC proposal that a dedicated staff member would be essential to the success of the new space. Following agreement on a job description, the University has agreed to fund GUSRC to employ a Postgraduate Development Officer. The Recruitment process will begin in July 2012.

COUNCIL TAX EXEMPTION.

Following representations from GUSRC the University agreed to address the inconsistency of approach in certifying certain students as eligible for Council Tax Benefit (inconsistency is not specific to Glasgow but a common issue throughout the HE sector). In particular PhD students who may be described as 'part time' for University purposes but are in fact 'full time' in terms of the Council Tax Regulations may not have been receiving a significant financial benefit to which they are entitled. The University are now running a pilot project where Research Students' status as 'part time' or 'full time' is considered more fully in order that they receive their full financial entitlement. Where applicable this could have a significant positive impact on a student's quality of life.

STUDY SPACE.

The University announced in 2012 that the postgraduate study space, located on the first floor of the Gilbert Scott Building, would be closed to make way for Adam Smith Business School teaching space. The students who had offices located in the space felt that they weren't consulted about the change and as such GUSRC negotiated on their behalf to have a direct meeting with Vice Principal Andrea Nolan. GUSRC were also active in ensuring that the Senior Management Group would provide those evicted from the building with comparable office and study space elsewhere on campus.

GUSRC were invited to attend a consultation meeting regarding the development of a general postgraduate study space planned for Level 5 of the University Library. Discussions at this meeting were informed by research conducted by GUSRC in collaboration with the Postgraduate Society to ensure the space would meet the needs of postgraduate students.

EXTERNAL REPRESENTATION.

CAMPAIGNS.

GUSRC were involved in a number of campaigns in 2011/12 outwith the University.

GUSRC continued its work for equal LGBT rights by participating in the Love Equally march in Edinburgh. The march was called to support the Scottish Government's proposals for equal marriage and students were offered the chance to join Council members on GUSRC-arranged transport to the capital for the march. Glasgow University had more student attendees for the march than any other University. GUSRC also continued their work against homophobia by celebrating LGBT history month and IDAHO (International Day Against Homophobia) with events organised and attended by students and staff of the University.

GUSRC also marked International Womens' Day in March with an awareness campaign and video which saw GUSRC Council members taking to campus to talk to students and produce a video of their responses to questions about gender equality.

Council members and students attended both the People First rally in Glasgow in October and the Not Another Lost Generation (NALG) march in Edinburgh in February. The October demonstration was called by trade union organisations to support those affected by public sector cuts and saw thousands of people attend. The NALG demonstration was called to protest government plans to reduce funding to the further and higher education sectors.

GUSRC, co-created the Glasgow It Gets Better video, in conjunction with Glasgow University Student Television. The video, which became an internet hit, features young gay, bisexual and transgender students, alongside University staff, sharing their experiences in an effort to encourage people from all walks of life to deliver positive messages to those struggling with their sexuality.

LANDLORD PREMIUMS.

GUSRC responded to the government consultation on "Premiums in the Private Rented Sector". Evidence gathered through the Advice Centre gave strength to our position that the law should not be changed. Instead the relevant legislation is unambiguous and should be enforced. An extract from the response can be seen in the text below.

"(S90 of the Rent (Scotland) Act 1984) is clear in its current definition that any fine, sum or pecuniary consideration (including service/administration/credit check fees) is a premium. However it is also clear that the current practice among almost all landlords/letting agents is to charge these fees regardless of the Act.

Given that there has to date been no legal challenge to this practice it would be of great benefit to have this definition reaffirmed to discourage this type of charge.

It could also be made clearer that nonrefundable 'holding deposits' fall into the category of 'premium'. As an organisation providing advice to students renting in the private sector, we are increasingly seeing cases where students are being asked to pay nonrefundable deposits prior to signing a lease. In some cases these have amounted to hundreds of pounds. In a recent case an agent argued that they were entitled to charge this by law as a deposit is not a premium.

We would echo the findings of the Shelter research report published in October 2011 which states that "Shelter Scotland argues that regulations under the Private Rented Housing (Scotland) Act 2011 should reinforce that all up front charges to tenants should remain illegal, and any costs incurred in setting up a tenancy should be met by the landlord or the letting agent".



Glasgow University students at the Love Equally march and rally for equal marriage.

UCAS.

This year GUSRC, following discussions with the Russell Group Student Unions (Aldwych Group), responded to the UCAS consultation on reforming applications. The proposals involved applications to universities only being considered following the publication of school exam results, which would have radically altered the yearly calendar for applications and admissions to universities. The term start date would have moved to late October and possibly beyond, which would have put British universities greatly out of step with many other universities across the world. This too would have made it increasingly difficult for students to come to Glasgow for a semester, or for Glasgow students to take a semester abroad, as the dates would not have matched with elsewhere. GUSRC responded against the proposals, and it was announced in early 2012 that UCAS were no longer pursuing their implementation.

LOCAL ELECTIONS.

The Glasgow Student Forum was formed in 2011/12, with the student unions/SRCs/associations of the different universities and colleges coming together to discuss issues they shared in common. With the Glasgow City Council elections taking place in 2012, the GSF worked together to forge a student manifesto which highlighted the main issues the student bodies were concerned about: employment, crime, health, travel and education. Together they ensured that forms to allow students to register to vote for the council elections were placed on university campuses across the city, and forms were available to collect from GUSRC at their reception in the John McIntyre Building

IN THE MEDIA.

Traditionally, GUSRC have maintained a positive working relationship with both local and national media outlets. Independence from the National Union of Students ensures GUSRC have freedom to comment on matters independently; thus, reflecting the interests of the students it represents. Some of the media in which GUSRC featured include The Scotsman, The Herald, BBC Scotland, STV, Evening Times and The Guardian.

RUK FEES.

Following the proposals by the Scottish government to introduce fees of up to £9000 per year for students from the Rest of the UK (RUK) studying in Scotland, GUSRC submitted a consultation to the response, becoming the only student body in Scotland to call for a moratorium on the proposals. In contrast to many other Scottish universities, which opted for £9000 per year, Glasgow University proposed £6750 per year, a restrained step which was cautiously praised by GUSRC.

TENANCY DEPOSITS.

GUSRC responded to the Government consultations, arguing in favour of The Tenancy Deposit Scheme and evaluating each company's method of holding deposits. We attended open consultation meetings with the various interested companies to seek assurances as to how the interests of student/tenants would be protected. With a view to raising awareness of students' rights under the scheme, a new booklet has been produced by GUSRC, ready for distribution when the scheme goes live.

JOHN OGUCHUKWU.

GUSRC campaigned on behalf of a Glasgow University student threatened with deportation. Despite a petition lodged with Home Secretary Theresa May by GUSRC, senior members of the academic staff of the University and a group close to John in the local community, John Oguchukwu was deported to Nigeria on 20th July 2011. GUSRC had encouraged students to lobby the Home Secretary in the time leading up to John's deportation, however appeals to allow him to remain in Scotland until the completion of his degree were not recognised. Following his deportation, GUSRC continued to support John in various ways including assisting with the arrangements for him to complete his studies in Nigeria. Furthermore, GUSRC and Student Action for Refugees co-organised a ceillidh event to raise funds which were subsequently sent to John in Nigeria.



Maclay Halls of Residence, one of the University's accommodation for first year students.



ONLINE/DIGITAL.

The main GUSRC website (www.glasgowstudent.net) was regularly updated with the latest news, events and services, while new images were added to the masthead reflecting the latest graphics and posters from GUSRC events, campaigns and services.

Development of Facebook as an online engagement tool continued, albeit at a slower pace as the page stabilised in the previous year. People who subscribed (or 'liked') GUSRC's page increased 42% in its second active year to a total of 3,689 people between July 2011 and June 2012. These subscribers are instantly updated about GUSRC news, events and services via the page (www.Facebook.com/glasgowuniversitysrc) and increasingly over the year, the page became a platform for sharing media, with photo albums chronicling events such as RAG Week, Movember and the Love Equally march bringing large numbers of views to the page.

The page garnered over 38,000 total views across the year, with posts reaching an average of 8,000 people per week. The Facebook page was a vital platform for engaging with the student body during a year where it became increasingly important to communicate with students about the decisions being made within the GUSRC, and the decisions the GUSRC was influencing at the University. There were over 2,400 comments on GUSRC content in the year, an increase of over 12%.

GUSRC's profile on Twitter (www.twitter.com/gusrc) allows further, instantaneous engagement with students, staff, external organisations and other University services. In the year July-June GUSRC's twitter presence increased 110% to over 1300 followers. Twitter facilitates further promotion of websites, downloadable documents, advertising packs, photographs, news, events and services.

The cross-campus photo database established at the beginning of the academic year proved a useful resource for GUSRC and our cross-campus colleagues, providing photos for use in a variety of documents and promotional materials for the University of Glasgow student experience. The photos are planned to be used heavily in promotion of the Freshers' Week 2012, to illustrate the collaborative work done by the student bodies and the diverse nature of the University campus.

GUSRC's Youtube channel had a successful year with videos created and shared to promote GUSRC elections, the work done by GUSRC for International Womens' Day and to show highlights of Glasgow

University RAG Week 2012. By far the biggest video created by GUSRC in the academic year was the collaboration with GUST to create Glasgow University's It Gets Better video, detailed on page 19.

The way GUSRC communicates with students via email was also revamped as the decision was made to condense the regular emails from the organisation into fortnightly newsletters. Whilst one-off emails were used for important events such as elections, the newsletter allowed students to get up to date with all of GUSRC's activity quickly and efficiently and allowed GUSRC to avoid cluttering student inboxes with multiple emails each week.

GUSRC's online document hosting moved to a new online service in summer 2011, with Scribd replaced by Issuu due to security issues with the former site. This move caused a significant decrease in document views due to Issuu's incompatibility with Apple mobile devices. Documents such as The Guide, the Media Week 2012 events booklet and the 2011-2015 Strategic Plan were also made available as .PDF on the glasgowstudent.net website, however it is not possible to track the visits to these documents at this time.

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





Students being filmed for live broadcast coverage of GUSRC Spring Election 2012.

STUDENT MEDIA.

Glasgow University's student media plays two key roles for students of the University. The first is to provide students with an opportunity to meet new people, learn new skills and share in common experiences. In this respect the media organisations are similar to clubs and societies. The second function of the media to provide engaging, informative and entertaining content for students and the wider Glasgow community. This dual role played by the student media highlights its importance to GUSRC, the University and the students. GUSRC Vice President - Media and Communications works with the media organisations as GUSRC continues to support them both with funding and with administrative assistance. Below is a summary of the achievements of each of the GUSRC supported media bodies in the academic year 2011/12.

GUST.

Glasgow University Student Television (GUST) had big successes in 2011/12 despite some minor difficulties. The award-winning television station produces a wide variety of programming for online distribution.

The year began with the launch of a new GUST.tv website. The website is used as the main platform for GUST to host content and for students to view their output. The website was made much more user friendly and easier to navigate.

One of the biggest projects of the year was GUST's collaboration with GUSRC on the It Gets Better video in support of Glasgow University's LGBT community. The video was the highest viewed of any produced by the station in the year, drawing over four and a half thousand views of the GUST website in a single day. The GUST.tv website showed a 157% increase on the previous year's visits in total with other highlights including coverage of Freshers' Week 2011, GUSRC Spring Election 2012, a guide to graduation and a debate regarding the selling of 'lads mags' on campus.

An attempt to monetise the footage produced by GUST by engaging with local music events started well, with GUST contracted to cover local band festival Savifest. The broadcast was praised for being of a high, professional standard, however the project did not lead to other opportunities as hoped.

GUST continued to make investments in equipment using funding awarded by GUSRC and raised via an event run in conjunction with CUT Filmmaking Network. The investments made included an updated software suite for more efficient editing and video processing.

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.

The focus for the first part of 2011/12 was the change in URL and redevelopment of GUM's website, launched in October to coincide with the release of the magazine's first edition of the year. The glasgowuniversitymagazine.co.uk domain quickly became adopted as a channel for the magazine's editors to host topical content not suitable for the print magazine, including media reviews and competitions, particularly engaging with the Glasgow music scene. The website was slightly slow to gain recognition following its launch, however it still gained an average of over 2000 pageviews per month.

The print edition of the magazine was successful in 2011/12 with three issues created and distributed on University campus as well as across the city. The magazine was given a strong, artistic focus and was praised for its creative art direction and student-relevant content. 2500 copies of each print edition were distributed to students, for a total readership of over 10,000 for the year. Each issue of GUM involves around 40 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.

SUBCITY RADIO.

The University's student radio station, Subcity, enjoyed a successful year in 2011/12 with major innovations implemented and new strategies adopted during the 12 months. Whilst there were some difficulties caused by a large amount of former contributors and station staff leaving the organisation in the year, the station continues to thrive and is a key part in the local music community as well as the University's student media setup.

The station broadcasts online via the subcity.org website with all shows available to listen to live, or to revisit and play as a podcast. A major innovation for the station which took place in summer 2011 was the introduction of the station's HTML5 embedded audio player, allowing listeners to play shows from within specific episode pages, rather than having to launch external applications to play shows. This innovation allowed a greater degree of accessibility for students and assisted the station in monitoring statistics for shows.

The subcity.org website averaged over 13,000 visits per month for the academic year 2011/12 with total pageviews of nearly 400,000. This represents a slight increase on 2010/11.

The Subcity management team refocused the station's priorities in 2011/12 and adjusted the structure of the team in order to better reflect the station's intentions for the future. Significant changes involved how the station's events were to be run, and how feedback and training were to be conducted, with the position Head of Training appointed for the first time in a number of years.

The changes to the events set up was designed to allow more freedom for individual contributors to run events under the banner of their own show. Rather than a centralised events team, the station instead appointed officers to support and facilitate contributors in the arranging of less traditional events. The station did run an event in Freshers' Week 2011, to serve as an introduction to the station for new student, which was well received and considered a success.

One significant disappointment for the year was the station's failure to open applications for new contributors until January 2012, caused by a review of the application process and guidelines in autumn 2011. This meant new students to the University were unable to join the station for the first half of the academic year.



GUARDIAN.

Glasgow Guardian had an outstanding year in 2011/12, with both a print and digital redesign, entirely new editorial team and national award among the headlines of a landmark year.

Taking office in June, the new editorial team set about revamping the Glasgow University Guardian brand to appeal to a wider audience in addition to the student core who read the newspaper at the University. To this end, the 'University' was subtly dropped from the publication's name and the paper given a significant aesthetic overhaul including new logo, layout and online presence.

The newspaper was also restructured to provide a greater balance of content with news and views taking the most prominent positions to invite writers of topical stories and those with opinions of the stories to be presented alongside each other.

The newspaper printed five editions in the academic year with varying quantities of each issue ordered according to its release schedule. Print editions were supplemented by a wealth of content on the glasgowguardian.co.uk website which attracted over 65,000 unique visitors and 156,000 pageviews across the academic year.

Social media was also better integrated into the publication's engagement strategy with a 20% increase in Twitter followers as the result in addition to over 5000 views of Guardian content on Facebook each month.

Two major achievements of the year came from national awards recognition. Student contributor Amy Mackinnon was awarded an Amnesty International Media Award for an article about deported student John Oguchukwu whilst the newspaper's editor, Sean Anderson was shortlisted for the national Guardian Student Media Award in digital journalism. This is the first time in six years the Glasgow Guardian has been nominated for a Guardian Student Media Award, widely considered the most prestigious in the UK.

Despite the successes of the year, concerns were raised that Glasgow Guardian's position alongside those of other University's continues to worsen due to lack of funding and technical support for the newspaper. This concern was compounded by the arrival of Glasgow Journal, a cross-Glasgow student publication competing for stories and acclaim within Glasgow. In order to best prepare the incoming editorial team for 2012/13, the outgoing team elected not to publish a six issue in 2011/12 and instead dedicate funds to improved software and hardware for the newspaper offices.





via
Cass
Resistance
Freshers' Week
Public Meeting
Wed
14th Sep
5pm
Boyd Orr
Building

ACHIEVEMENTS: STUDENT WELLBEING.

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

THE ADVICE CENTRE.

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

CASEWORK.

During the last year the advice team dealt with 1036 cases (a reduction of 11% against year) and 1054 anonymous enquiries (an increase of 160% against last year). The number of pieces of casework (e.g. interviews, phone calls, research, emails) reduced by 9% to 15,086. The overall trend continues to rise, however, as last year's figure highlighted a 60% increase in casework entries.

CASES + ANONYMOUS ENQUIRIES.

2010/11		1572
2011/12		2090

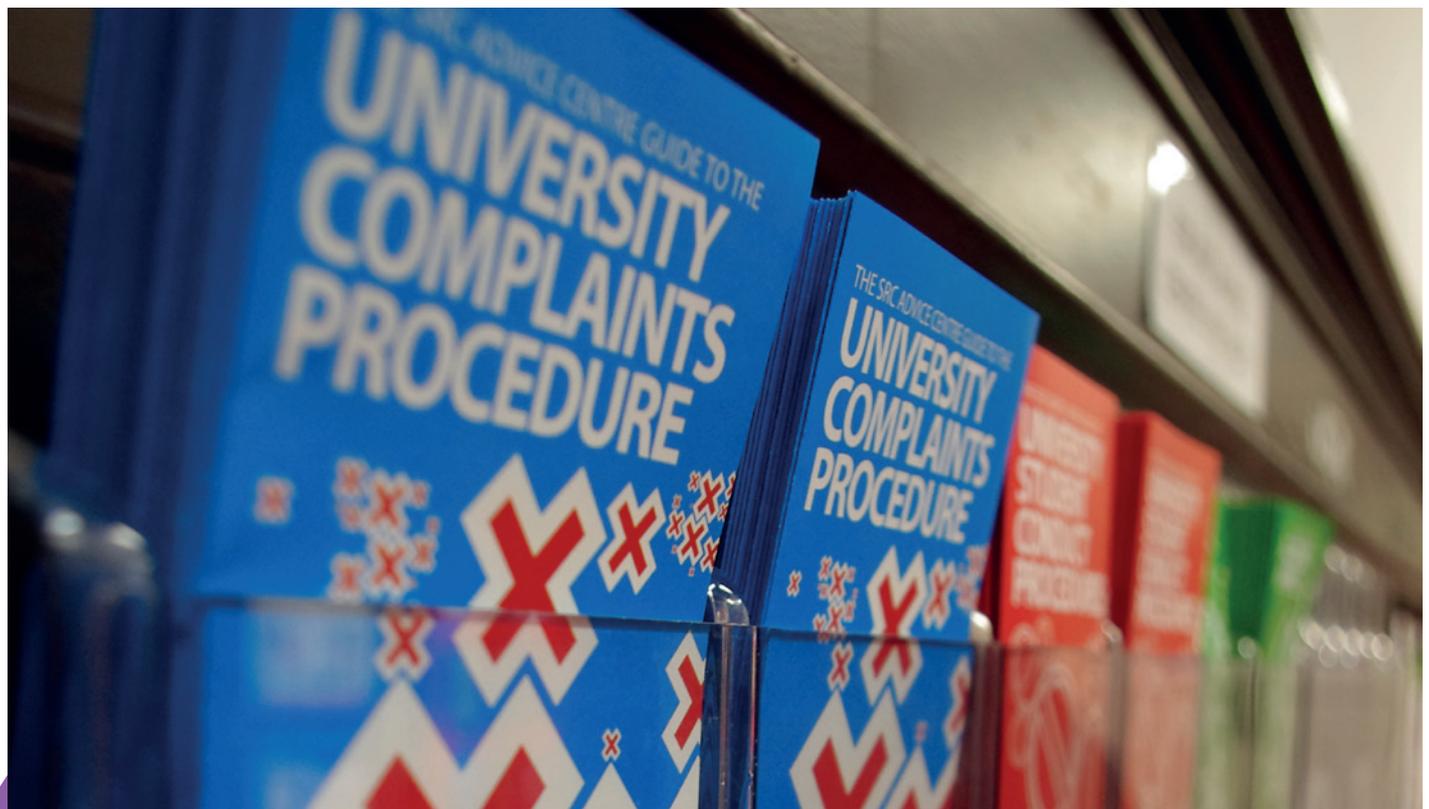
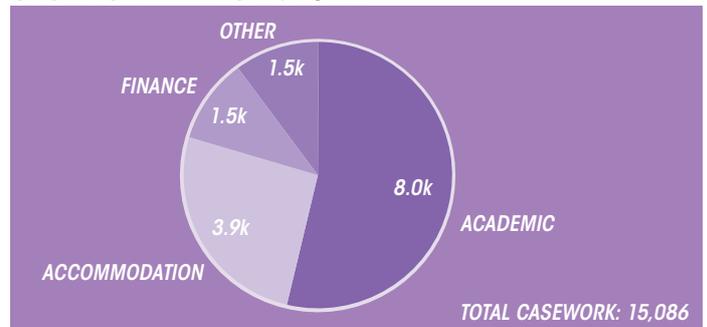
Comparison with University figures from 2010-11 (the latest available) shows that Scottish and other UK students are under-represented in The Advice Centre. The proportion of EU clients reflects the student population quite well, whereas proportionately more international students use our service¹. Around 68% of the Advice Centre's client group are undergraduates. Postgraduates are the next largest group at 18%. The rest of the enquiries come from prospective students, students' parents, University staff members, former students, non-Glasgow University students.

ISSUES.

The Advice Centre recording system enables GUSRC to break down the casework under different headings. The database recording system was revised during the previous year 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 (8,036 casework entries against 6,803 during the previous year) followed by accommodation problems (3,880 casework entries against 5,471 during the previous year) and financial issues (1,538 casework entries against 1,915 the previous year).

CASEWORK AREAS 2011/12.



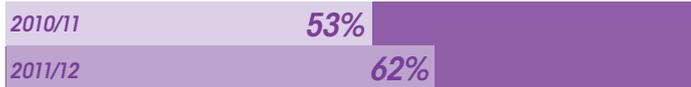
Some of the flyers and leaflets produced by The Advice Centre to give help to students.

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.

ACADEMIC.

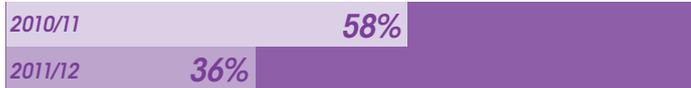
SUCCESSFUL APPEALS.



SUCCESSFUL STUDENT CONDUCT CASES.



SUCCESSFUL COMPLAINTS.



FINANCIAL GAINS.

Our reported financial gains give a total figure of £52,096 (previous year - £54,897). Financial gains for Advice Centre clients come from a variety of sources including:

- Recovery of accommodation deposits.
- Payment of wages or holiday pay previously withheld unfairly by employers.
- Successful challenging of student support overpayment decisions as the direct result of advice given about eligibility for student funding.
- Successful benefit claims/appeals.

£52,096

Financial gains for students through GUSRC Advice Centre work.

NON-FINANCIAL GAINS.

Some of the work undertaken by the Advice Centre cannot be as easily classified in percentages nor in monetary terms, however non-financial gains can often be as or more important than those listed above.

In twenty 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 17 cases. Problems with council tax exemption were resolved in three cases and intervention also helped to prevent homelessness in four cases. In 14 further cases intervention helped ensure housing repairs were carried out when the landlord had previously delayed doing so.

There were 58 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.

CASE STUDIES.

Student A had been affected during her studies by some serious personal circumstances, which she felt had not been taken into account by the Board of Examiners in determining her final degree classification. The advice worker gave the student information about the appeals process and helped her draft her letter of appeal and decide what evidence to include. As a result, the student's appeal was upheld and her degree upgraded to a first class honours.

Student B moved into a flat which was dirty and turned out to have a severe bedbug infestation. The letting agent stated that the infestation had been treated, but this was untrue, and the student was not able to stay in the property for over four months. The letting agent was very slow in responding to letters from the Advice Centre and it took a great deal of persistence, including a small claims summons being issued, before they finally agreed to terminate the lease and refund the student the rent and other expenses that she had paid (over £1300 in total). This case took over 50 hours of staff time, and lasted over a year before it was resolved.

Student C complained that a piece of work had been marked unfairly. On looking into the matter, the Advice Centre found that the School concerned had not adhered to the University's Code of Assessment, particularly the section on marking late submissions. The advice worker helped the student to put together an appeal, which was upheld and the school was required to re-mark the work in accordance with University policy.

Student D contacted the advice centre for help when her landlord failed to return her accommodation deposit, or to provide a reason for withholding it. Advice Centre letters to the landlord went unanswered, and when the Advice Centre assisted the student to raise a small claims action, the landlord failed to provide a defence. Even though the student won the court case, the landlord still did not pay up, and the Advice Centre then assisted the student to instruct an arrestment of the landlord's bank account, followed by a rent arrestment to recover the rest of the money owed. This case ended up costing the landlord in excess of £150 in costs, which could have been avoided if she had dealt with the matter at the outset. Again, it took over a year to recover the money which the student was owed. It is to be hoped that the forthcoming Tenancy Deposit Scheme will make such cases significantly quicker and easier to deal with.

Student E was required to attend a meeting about alleged plagiarism in an essay. A member of The Advice Centre team closely reviewed the piece of work with the student and helped them prepare a statement explaining how the plagiarism had come about to present at the meeting. It was decided that the plagiarism was unintentional and as it was the student's first offence, on the proviso that they agreed to see Student Learning Service for further help, the outcome was that the student was allowed to resubmit the piece of work.



Books on sale at the GUSRC 2nd Hand Bookshop.

STUDENT SERVICES.

2ND HAND BOOKSHOP.

GUSRC continues to operate its second hand book trading facility. This facility contributes to the alleviation of student poverty through providing a source of cheap course texts 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.

A total of 5164 books were sold over the year; a 16% rise against the previous year. Calculations indicate the total savings to students buying the second hand books would be £22,765 against full price whilst those students selling books made £26,564 additional income from the sales. Total financial benefit to students using the service over the period is £49,329.

TOTAL 2ND HAND BOOKS SOLD.

2009/10	4708
2010/11	4438
2011/12	5164

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; the upward trend continued with 281,581 units processed; an increase of 3,851.

The binding service continues to be well used with an ongoing struggle to meet demand and a 12% increase on usage. University guidelines for binding, introduced last year, have seen a steady increase in demand. Standardisation guidelines have enabled more efficient processing.

281,581

Print units processed by GUSRC printing services in 2011/12.

JOB SHOP.

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.

STUDENT SAFETY.

MINIBUSES.

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

Evening Service

GUSRC currently runs three minibuses on differing routes. During 2011/2012 total journeys for the evening were 57,548; a rise of 16,148 (40%) on the previous year.

TOTAL MINIBUS JOURNEYS (EVENING)

2008/09	40.9K
2009/10	54.3K
2010/11	41.1K
2011/12	57.5K

Morning Service

This was the second full year of running the morning service. The morning service, now in its third year of operation, was again in high demand with 27,915 student journeys made.

TOTAL MINIBUS JOURNEYS (MORNING)

2009/10	27.1K
2010/11	25.3K
2011/12	27.9K

Analysis

Student numbers using the service reduced slightly in the previous year (in the main as a consequence of a fortnight's suspension of the service due to extreme weather conditions). Usage figures have returned to their upwards pattern with 85,423 student journeys being made in total, against 66,437 during 2010/2011. Student feedback is extremely positive in terms of helpfulness/courtesy of drivers but often critical of what they perceive as a limited service.

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 but ruled out. GUSRC is currently has been in discussion with the University Residential Services and Glasgow Student Village in seeking to address the disproportionate level of funding committed by GUSRC to the service.

GUSRC anticipates that a resolution to the funding imbalance will prevent any reduction in the service for 2012 / 2013.



SAFETY WORKSHOPS.

GUSRC worked alongside Campus Security and Strathclyde Police to develop a training session for Freshers' Helpers focused around to educating helpers about safety issues on campus. The aim was to raise the profile of student safety at an early stage, ensure the helpers themselves stayed safe, understood potential safety issues and could pass safety knowledge to first years who perhaps may be less aware of issues.

COMMUNITY SAFETY.

Members of GUSRC Executive met with Green Councillor Martha Wardrop, Hillhead Community Council, Strathclyde Police and University Security Services to walk through campus after dark and pin point areas that could be regarded as safety 'flashpoints' where students are most vulnerable. The Executive took these findings to the University and are now working alongside them and Councillor Wardrop to find solutions, i.e. fencing off sections, improving street lighting.

WINTER SAFETY CAMPAIGN.

Following a number of incidents on and around campus in winter 2011, GUSRC collaborated with University Security Services, Corporate Communications and members of the Senior Management to create a campaign offering simple stay-safe advice to students. The campaign ran with both print and digital adverts across campus, as well as a statement being circulated online making students aware that they may be targeted during darker months.

GUSRC continues to procure and distribute personal attack alarms. These alarms are provided to students free from The Advice Centre.

INFORMATION SERVICES.

GUIDE.

The Student Guide, produced by GUSRC, has long been seen as the key introductory document to life in Glasgow in general, and the University of Glasgow in particular. Produced to high quality print and design standards, 7,000 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. This year, GUSRC undertook a comprehensive review of all aspects of The Guide, including design, content and structure. An extensive consultation with stakeholders; including the general student body, University and GUSRC staff, resulted in a slimmed down document with a change in tone to increase accessibility and fresh illustrations to ensure a memorable document.

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 including annual events schedule by GUSRC.

GUSRC RECEPTION.

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 continued to use the ‘Information Point’ brand at GUSRC Reception in order to ensure students felt comfortable approaching the desk. During the year, reception service responded to queries from over 17,000 students.

GUSRC and the University have been working together in recent years to develop an appropriate solution to the relative isolation and inaccessibility of GUSRC’s reception area upstairs in the John McIntyre Building. In addition, the University has sought to address the lack of an attractive, prestigious focal point for visitors to make first contact.

The solution has manifested in the ‘Welcome Point’ concept, which is due to open in September 2012 and will meet the aforementioned needs of both GUSRC and the University. The opening of the ‘Welcome Point’ will be a symbolic as well as practical step forward in GUSRC’s continued efforts to build its profile on Campus and deliver an accessible service to students.

FLYERS/LEAFLETS.

GUSRC, through The Advice Centre, continues to produce a range of high-quality, informative leaflets for students. These publications are an accessible, easy medium for students to get advice on subjects such as academic appeals, housing rights, budgeting and The Advice Centre itself and are updated regularly.





Members of Student Theatre at Glasgow celebrating Freshers' Week 2011.

FRESHERS' WEEK.

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 system which allows new students to attend all campus events for the week.

For the first time in three years, the price of the Freshers' Pass increased. The price of the pass was set at £40, a 14% increase compared to Freshers' Week 2010. Despite the price increase, sales of Freshers' Passes in 2011 totalled only 12 less than 2010, in part thanks to the implementation of an online pass sales system designed and implemented by GUSRC staff. The online pass sales option proved to be extremely popular with students, with 84% of all pass sales taking place online while available. The online pass system made it much easier for students, especially international students, to process pass payment quickly and easily, using PayPal as a payment method.

The continued success of the Freshers' Pass system reflects the 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.

Unfortunately, due to adverse weather, some GUSRC events were forced to move from their scheduled location to the University chapel, who kindly volunteered their space for the week, providing a visually pleasing backdrop to many events.

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 daytime and early evening events, including those listed below.

Freshers' Fair

The Glasgow University Freshers' Fair continues to expand and improve year on year, inviting local businesses and clubs and societies to introduce themselves to new Glasgow students. It also gives students a chance to meet others with similar interests by meeting at relevant society stalls.

International Ceilidh

New for 2011, the International Ceilidh was introduced in order to make international students feel welcome and introduce them to some of the more traditional aspects of Scottish culture. Guests were taught ceilidh dances and offer the chance to sample haggis and traditional Scottish drinks.

Demonstration Day

A chance for clubs and societies with an active focus to show off their activities. New for 2011, demonstration day proved a successful complementary event to the Freshers' Fair.



ACHIEVEMENTS: 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. In addition to those that are directly supported; 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 could 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 2011 to 2012 a total of 497 volunteers were supported (slightly down against 597 for the previous year). Demand for the services and support of SVSS continues to outstrip capacity to supply – cases in point 17 being the 33 students who applied for the classroom support project who could not be found a placement. There are concerns that student volunteer numbers will continue to decrease due to the funding gap in being unable to take on more volunteer partners.

On the opposite and following page are examples of projects that students can take part in as part of SVSS. GUSRC continues to search for new partners each year to expand the SVSS range and give more opportunities to students to undertake volunteering work during their degree studies.

TOTAL REGISTERED SVSS VOLUNTEERS.

2008/09	550
2009/10	636
2010/11	597
2011/12	497

HEAR.

The introduction of the Higher Education Achievement Report (HEAR) in 2011/12 is expected to provide a significant boost for the Student Volunteer Support Service in forthcoming years.

The HEAR provides details of students' extra-curricular activities during their time at the University of Glasgow via accreditation to their University transcript. The HEAR is available to student representatives, clubs and societies officers and student volunteers.

Student volunteers are offered the opportunity to have their work recorded through the HEAR system in the second term of each academic year when GUSRC collaborate with the University to confirm students' activities.

While HEAR may not have had a significant impact on student volunteer numbers in 2011/12, having come into effect in the second part of the year, it is expected that as more students become aware of the availability of formal recognition for volunteering work that demand on the service will continue to increase.

PVG SCHEME.

Disclosure Scotland introduced the Protection of Vulnerable Groups (PVG) scheme in the academic year 2011/12. During this period, GUSRC processed 162 applicants. After introducing the new scheme, a charge was initially placed on applications by Disclosure Scotland, though this was later withdrawn for students applying through SVSS. Proposed revisions to the new scheme suggest that there could be a seriously damaging impact on SVSS's work by limiting number of students that GUSRC is able to process on a monthly basis. The proposals, if implemented, will severely limit the number of volunteers SVSS can place in specific environments; in the particular organisations likely to be affected are various schools and care homes around Glasgow, with whom GUSRC works very closely.





Students taking part in a GUSRC Language Cafe event in the Williams Room, September 2011.

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, St Mary's 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. Additionally, a Romanian with social/learning difficulties is being supported by a University student to encourage integration into his class.

CLASSROOM SUPPORT.

Classroom Support remains a highly popular volunteering project, providing experience for students wishing to enter teaching, or giving them the opportunity to decide whether they would wish a career working in a child centred environment. GUSRC has strong relationships with many schools across Glasgow and is continually seeking to expand its reach into new schools and environments. 83 applicants sought placements in 2011/12, down slightly from the previous year. The key difficulty has been the introduction of the new PVG (Protection of Vulnerable Groups) scheme, as charges for registering were applied by Disclosure Scotland during its initial stages. This resulted in a reduction in recruits over 2011/12. The new scheme also creates additional procedural barriers to participation in volunteering.

GUSH.

Glasgow University's Service to Homeless People provided opportunities for 109 student volunteers 2011/12. The service provides a regular soup kitchen, two to three times a week, in conjunction with Emmaus Glasgow. Students take the lead on this project which focuses on developing confidence and decision-making, and is especially useful for the many international students who take part, allowing them to experience Glasgow outside of the 'West End Bubble'.

The project relies on the support of the recently established GUSH society. Affiliated with GUSRC, it ensures that a student committee structure is in place to monitor the project's development and continuance, and links with GUSRC to ensure smooth transition of responsibility year on year.

GIRL GUIDING.

Participating with the Girl Guides allows student volunteers the opportunity to volunteer with children. In some cases, students are unable to volunteer during normal school hours, so the Girl Guides offer another opportunity outwith the usual working day. Volunteers can choose whether to become an informal helper assisting with activities at meetings, or a Unit Leader working as part of a team to plan meetings, ensure health and safety requirements are fulfilled and finances are managed. This qualification is recognised across the world. In 2011/12, 9 GU students not only developed valuable graduate attributes through Girl Guiding, but were able to have a very positive impact on the local community.

NIGHTLINE.

GUSRC's student specific information and listening service continues to run from 7pm to 7am during term time. 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 service saw a reduction in overall calls and emails in 2011/12, with a combined total of 57 (down from 94 in 2010/11). The overall trend remains downward. Whilst Nightline is not a service that can necessarily be rated on the volume of calls it receives; GUSRC will continue to support the Nightline committee promoting the service and shaping its direction.

GUSRC continues to encourage a sense of ownership amongst the student population by supporting student coordinators in managing the day-to-day operation of Nightline.

In the coming year, it is hoped that affiliation with Nightline UK, and the development of a more robust committee structure within GU Nightline, will contribute to the development of a service which more closely meets the needs of students and is sensitive and adaptable to changing information needs.

MACMILLAN BEFRIENDING.

Through a partnership with GUSRC, MacMillan Cancer and West Dunbartonshire Council; students can volunteer as 'befrienders' to people affected by cancer. Volunteers commit to a six-month volunteering programme, attendance at seven training sessions including Cancer Awareness, Communication and Boundaries, and Confidentiality, before they are paired with a service user. Volunteers assist with the practical issues of daily life and provide emotional support, building on communication, team working, listening and time management skills.

LANGUAGE CAFE.

In addition to the Conversational English scheme, the fortnightly Language Café developed in 2008/09 are now well established. This year, GUSRC organised several themed cafes including the ever popular Burns Cafe, complete with haggis and whisky, Chinese New Year Celebrations and a Career Cafe, (in conjunction with the Careers Service incorporating elements from their popular Interview Academies). The Chinese New Year Celebrations were organised with significant input from Chinese students who helped to plan the event.

GUSRC also partnered with a variety of student clubs and societies to increase the range of activities on offer at Language Cafés. Sessions from societies such as Glasgow University Applied Visual Arts offered students to learn new skills in addition to practicing language and socialising with other students.

Language Café benefitted in 2011/12 from a new publicity strategy and the development of a Language Café brand used in all publicity to increase familiarity with students.

BUDDY A GRANNY.

The 'Buddy a Granny' scheme continues to expand with 42 volunteers participating over the last year, slightly up on the previous year's figures. Relationships with last year's new links, such as Rannoch Care Home in Clevedon, where over ten volunteers were placed in 2011/12 continue to be beneficial to volunteers and service users alike. Partnership with Bield Housing Association and Alzheimer's Scotland continued in 2011/12 and students were also placed with the Wing Hong Chinese Elderly Centre; important links which will be developed over the coming year.

"This program is an extremely good way of learning conversational English and colloquialisms for the non-native speaker, whilst being interesting and educational for the tutor. It is a great way to familiarize oneself with the different cultures ... I was also told by the girl I was paired with that it was nice to learn about Glasgow and the goings on within the University from someone, rather than just from a flyer or catalogue and it helped her feel more at home."

- Isolde Boyd - student, Classroom Support

"During session 2011-12 Linburn Academy was fortunate enough to have classroom support from fourteen volunteers from the University of Glasgow. All of these young people were exceptional – clearly equipped to be leaders of the future. They provided excellent support to our pupils, who have complex learning needs. As well as being first class role models the students provided practical support across a wide range of learning activities, including numeracy, literacy, expressive arts, physical activity, swimming and hydrotherapy."

I cannot overstate the value of their input or my admiration for the commitment they showed to pupils who require additional support."

- Jinty Stewart, Principal Teacher Linburn Secondary, ASN School

"GUSRC volunteers that work at the Emmaus soup kitchens on a Tuesday and Wednesday night in Glasgow City Centre are a crucial part of this vital service. They are a very committed team of volunteers who provide tea, coffee, hot chocolate, juice and biscuits to around 40 people attending the soup kitchen. The volunteers are excellent befrienders and always have a cheery disposition and empathetic ear for the service users. We are very grateful for the dedication and the good work of the GUSRC volunteers who turn up every week, regardless of wind, rain and snow!"

- Mags McGinty, Depute Manager, Emmaus Glasgow





GLASGOW UNI TOURS.

GU Tours continues to grow in popularity since GUSRC took over responsibility in 2010/11. Scheduled tours run four times a week, and private tours are regularly booked for groups.

In 2011/12, 311 people attended scheduled tours, and a total of 271 people attended as part of privately booked group tours. Currently, GUSRC employs several guides, all of whom are students of the University. Tours feedback shows that GUSRC Tour Guides are regularly praised for their knowledge and professionalism; it is also acknowledged by service users that current students are best placed to be ambassadors for the University.

Below is a selection of feedback received from those who have taken a tour with a GUSRC tour guide in 2011/12.

GLASGOW UNIVERSITY TOURS FEEDBACK²:

"Excellent and best tour of the University. The tour guide was so nice and great!"

"All different aspects/points have been explained very good and in a very interesting/funny way."

"Very informative. Guide has good knowledge of subject and a pleasant manner."

"I wouldn't change anything. It was very enjoyable."

"Great Guide."

MEDIA WEEK.

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

Taking place in January for the second year, the week aims to not only provide students with the opportunity to learn about different industries within the media, but to also energise students into engaging with Glasgow's own student media, each of whom ran an event as part of the week.

This year's Media Week saw over 700 people attending 23 sessions, the highest total attendance in the past six years, with a slightly lower per-event average than Media Week 2011.

The week provided a diverse range of events, incorporating a mix of new media and traditional media sessions. Students were invited to attend workshops, talks and discussion panels as well as film screenings and Q&A sessions. Key events from the week included sessions from Nicolai Gentchev (Editor, BBC Question Time) and Lesley Riddoch (Journalist/Broadcaster) as well as BBC Scotland's Graham Stewart and video game designer Edward Stern.

The week concluded with the Glasgow premiere screening of *How to Start a Revolution*, a film by Glasgow alumnus Ruaridh Arrow who also held a Q&A with students on the filmmaking process during the day before the screening.



CHARITY.

RAG WEEK.

GUSRC has continued to develop its work in charity fundraising and support. There have been many successful charity events across campus and beyond over the year. Most significantly, Raising and Giving Week (RAG) where GUSRC linked up and oversaw the activities of all the student led bodies across campus resulted in over £7,000 being raised for charity. This hugely high profile event also, for the first time, effectively brought together and involved student societies in activities to generate funds. For the first time also, students had the opportunity to nominate and vote for the charities to receive donations. This inclusive approach resulted in the most successful RAG week to date.

£7,000+

Raised for charities chosen by Glasgow University students during RAG Week 2012.

POPPY APPEAL.

The Poppy Scotland appeal on campus was co-ordinated by GUSRC, saw many hundreds of pounds raised through the sale of poppies. GUSRC also took part in Poppy Scotland's second 'RAG Raid' on the weekend of Remembrance Sunday. A total of ten student volunteers spent a day on Edinburgh streets raising over £1,000.

UNDIE RUN.

GUSRC supported the student-lead Undie Run project, an event which saw over 100 Glasgow University students complete a lap of University campus in aid of charity. Students were encouraged to wear old clothes to the race start point before discarding them (save for underwear) which were then collected and shared between local charity shops. The event was picked up by local news including STV and BBC Scotland, and footage taken by GUST was used on STV evening news on the day following the event.

MOVEMBER.

Glasgow University continued its participation in the Movember campaign to raise money for The Prostate Cancer Charity and other mens' health charities. Coordinated by GUSRC, all four student organisations participated in a cross-campus competition to see who could raise the most money across the month, by encouraging their members to sign up participate under their banner.

The start of the campaign and month was marked with a launch event at the Queen Margaret Union and at the conclusion of the month, GUSA were announced winners, with 75 students having taken part and £2,500 raised for good causes. GUST provided a video package explaining the fundraising and interviewing key figures on campus about why they were taking part and what they hoped to raise.



Volunteers participating in an event as part of Glasgow University RAG Week 2012.



Student winners of GUSRC Volunteering, Clubs and Societies Awards 2012.

CLUBS & SOCIETIES.

Clubs and societies are a key element of the 'student experience'. Over 170 clubs affiliated in 2011/12, with a total membership around 5,000. Affiliates are eligible to receive administrative and developmental support from GUSRC; this year they received funding and support worth over £18,000. Affiliated clubs and societies continued to benefit from advice and support on issues as diverse as governance, risk assessments, publicity, and event management. GUSRC continues to provide free minibuses to facilitate trips in the UK and travel to conferences and meetings, as well as free room hire, photocopying and IT access. In addition, this year, a range of mixer events were organised with clubs and societies and groups such as STAR and Amnesty were supported in organising successful events.

GUSRC launched a new induction system this year which encouraged society office bearers to have direct contact with GUSRC. This process strengthened the link between clubs and societies and GUSRC, encouraging communication throughout the year.

Clubs and societies were also an integral part of the GUSRC Freshers' Week with over sixty stalls. Events included cultural fairs, sword fighting displays, meet and greets with Society members as well as taking part in Freshers' Fair.

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

VCS AWARDS.

Now in its fourth year, the Volunteering, Clubs and Societies Awards seeks to acknowledge the role that clubs and societies play in campus life. Members are encouraged to nominate their clubs for awards, but individuals whose activity is especially acknowledged by representatives are also eligible for nomination.

The awards were expanded in 2011/12 to reflect the growing range of clubs and societies developing on a yearly basis. New categories included The Working in Partnership Award and the Innovation Award amongst others. Several nominations in each category ensured that the evening was hotly contested. Most importantly, it was recognition of the fantastic contributions which Glasgow University students made to campus life.

- Students & the Community: Medchir
- Exceptional Event: GULGBT Queerfest 2012
- Innovation Award: QMU Whisky Club
- Best New Society: GU Food Co-op
- Working in Partnership Award: Student Action For Refugees (STAR), GU Amnesty & GU Red Cross
- Dedicated Member: Angela Ireland (SVA)
- Publicity Award: GU Photography Society, C41 Zine
- GUSRC RAG Week Award: Glasgow Marrow

Two students were presented with prizes recognising 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 Clare Maguire (Glasgow University Service to Homeless People) and Elske Thaden (Buddy-A-Granny & Macmillan Cancer Support).

£18,000+

Awarded to clubs and societies in 2011/12.

17.5%

More than 2010/11

FINANCE.

INCOMING RESOURCES.

	RESTRICTED FUNDS	UNRESTRICTED FUNDS	2012 TOTAL (£)	2011 TOTAL (£)
INCOMING RESOURCES FROM GENERATING FUNDS				
VOLUNTARY INCOME	.	490,000	490,000	478,000
ACTIVITIES GENERATING FUNDS	.	36,487	36,487	39,094
INVESTMENT INCOME	.	8,426	8,426	8,101
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES	8,137	225,219	233,356	233,390
OTHER INCOME	.	833	833	.
TOTAL INCOMING RESOURCES	8,137	760,965	769,102	758,585

RESOURCES EXPENDED.

COST OF GENERATING FUNDS				
COST OF GENERATING VOLUNTARY INCOME	.	7,300	7,300	7,140
FUNDRAISING TRADING COSTS	.	3,073	3,073	2,708
CHARITABLE ACTIVITIES	8,203	707,755	715,958	684,657
GOVERNANCE COSTS	.	45,293	45,293	45,603
TOTAL RESOURCES EXPENDED	8,203	763,421	771,624	740,108

BALANCE.

NET MOVEMENT IN FUNDS	(66)	(2,456)	(2,522)	18,477
BALANCE BROUGHT FORWARDS AT JULY 1ST 2010	3301	388,076	391,377	372900
FUND BALANCE CARRIED FORWARD AT 30 JUNE 2011	3,235	385,620	388,855	391,377

NOTES.

GUSRC recorded a deficit this year of £2,522 (2011 Surplus of £18,477).

GUSRC have sought to maintain or increase its performance across activities whilst operating in a challenging financial environment.

Total reserves at 30th June 2012 stand at £385,620 (2011 - £388,076).

The block grant received from the University was £463,000. The block grant award represents a rise of £12,000 against the previous year; however the additional monies, now absorbed into the block grant award, had previously been allocated by the University as additional funding toward the production of the Student Diary. The Student

Diary costs are now inclusive and the reason for the increase. An additional £27,000 is allocated to this heading as a notional building rental charge granted to GUSRC for use of the building.

GUSRC received £33,490 from the University's Residential Services as a funding contribution towards the running of the Halls to Campus morning and evening Minibus Service, with there being no increase in funding from Residential Services this year the GUSRC has had to absorb the additional increase in operating costs of this service.

GUSRC continue to generate a limited amount of additional funding which has proved essential in enabling GUSRC to deliver its objectives.

POSTWORD.



GUSRC Sabbatical Officers 2012/13 (L-R): Jessica McGrellis, Craig Angus, Razvan Balaban, James Harrison

As you will have seen in this document, 2011/12 was another successful year for GUSRC with many significant steps forward. Overall there has been an enhanced level of engagement between GUSRC and the student population as a whole, through an increase in representatives, volunteers and general activism. I really look forward to the year ahead, so we can build on the work undertaken in engaging the student population further. Initiatives such as opening up our election processes to allow more students to put themselves forward, and reforming our sabbatical structure to reflect the work GUSRC undertakes today are real opportunities for 2012/13. GUSRC will also continue to speak out and campaign on issues that matter to students on a campus, local and national level.

2011/12 also saw big steps forward in the development of the new GUSRC Reception and Welcome Point in the John McIntyre Building, as well as the planned Postgraduate Club, managed by GUSRC. These new developments will be of huge benefit to the students of the University of Glasgow and I can't wait to see them open! The progress of these projects has shown how GUSRC can work effectively shaping and managing spaces that students can use. Nevertheless, there is still much

work that needs to be done to the John McIntyre Building, in particular we are working to bring our student facing services such as the Student Volunteer Support Service, downstairs alongside the new reception so that access is open and easy

Following on from this, 2012/13 will see the start of the process on developing a new campus masterplan. This will be an important time for the students and the university as a whole as plans for the Western Infirmary site is formed, and the existing campus is reshaped to reflect the modern learning environment. GUSRC will play a central role in the consultation process with students, and I look forward to this opportunity.

I feel privileged to have been able to play a part with GUSRC for over the past five years, particularly in the academic year 2011/12 in my role as Vice President (Learning and Development), and I'm really looking forward to the year ahead. GUSRC are fortunate to have a brilliant team of passionate staff, many of whom are students, as well as an enthusiastic and hardworking team of sabbatical officers and Council members who I have no doubt will continue to keep GUSRC as the heart of students' lives on campus.

James Harrison
GUSRC President 2012/13

NOTES.

¹ According to HESA figures for 2010-11, 72% of Glasgow University students were from Scotland, 11% from other UK countries, 7% were from the EU, and 10% were international (non EU).

Source: <http://www.gla.ac.uk/services/planning/staff/campus/sr/hesareturns/>

² Feedback taken from Glasgow University Tours feedback sheets distributed to tour participants. Comments selected at random.

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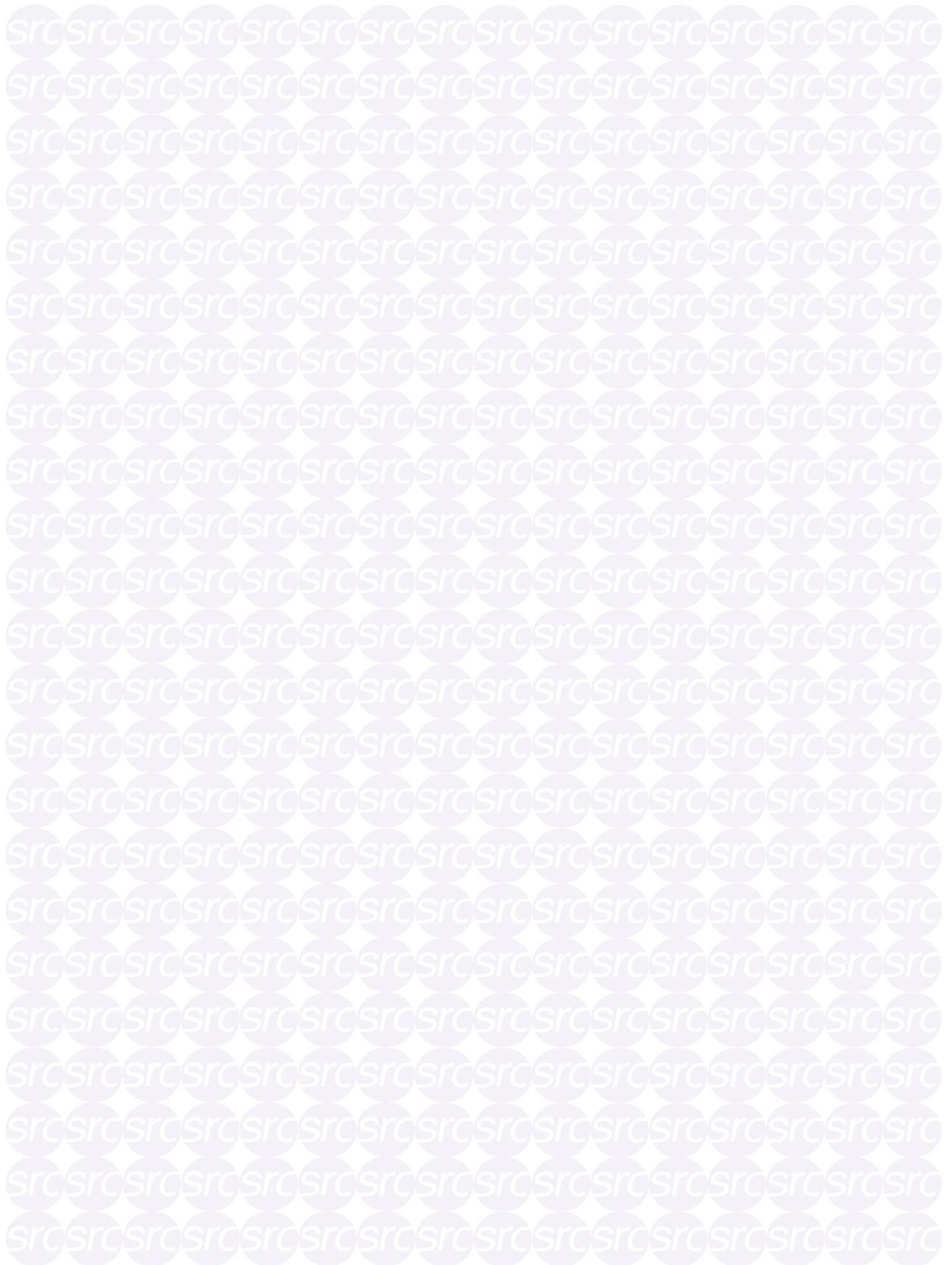
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