

UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL
ANNUAL REPORT
2012/2013



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WELCOME

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▶ FOREWORD



Welcome to our Annual Report and thank you for taking the time to pick it up and have a look. 2012/13 was yet another transformational year for GUSRC as we continue to expand and enhance our services.

After a long period of consultation with students, the Gilchrist Postgraduate Club opened its doors in October 2012. The space is managed by GUSRC and represents considerable investment by the University in ensuring postgraduates have a unique and dedicated space on campus in which they can study, socialise and relax. The club forms a central part in GUSRC's aspirations to develop and engage with the postgraduate community at Glasgow.

The opening of the new Welcome Point in November 2012 represented the culmination of several years planning and has provided GUSRC with an opportunity to heighten its profile through a more prominent and prestigious reception area. Students, visitors and staff all benefit from the information services offered by the Welcome Point by a knowledgeable team of student employees.

On the theme of spaces, 2012/13 saw the beginning of the consultation process on extending the Glasgow University campus to the Western Infirmary site. GUSRC officers regularly met with the Head of Estates to discuss the consultation strategy and were able to secure a place on the new Advisory Board for the campus development. The year saw a campus wide survey take place, allowing students to make their views heard, as well as a consultation and information event taking place in the Welcome

Point. GUSRC will continue to work closely with the university as the Western Infirmary site plans are developed.

This year also saw significant changes to the operational structure of GUSRC, with the biggest change being made to the roles of the sabbatical officers. Following an independent review into the sabbatical roles, GUSRC created the new post of Vice-President (Student Activities) to increase our focus on graduate attributes development and oversee such activities as student volunteering, Freshers' week, student media and fundraising. This was also the second year with a new GUSRC Council structure reflecting the University's own change from faculties to colleges and schools. The new GUSRC structure has 'bedded in' and enabled considerable improvement in our internal communications and representation activity.

GUSRC is most of all, a representative campaigning organisation and we are proud of our work in this area over the year. Our year started with a successful, high profile campaign to save the Wolfson Medical Library from a proposed 64% cut in its opening hours, and ended with the announcement by Scottish Water that they were backing down on their proposals to begin charging student halls of residence for their water use; an issue on which we had campaigned vigorously, enlisting the support of MSPs across Scotland.

This is only a small taste of the many things that took place over 2012/13. We hope you enjoy finding out more in these pages and appreciate the central role that GUSRC plays at the University of Glasgow.

James Harrison
President 2012/13

Bob Hay
Permanent Secretary

HIGHLIGHTS

WOLFSON LIBRARY

A major success of GUSRC in 2012/13 was the campaign to oppose the University's plans to drastically reduce the opening hours of the Wolfson Medical Library. Following the proposal that there would be a 64% cut in the hours the library would be available from the start of the 2012/13 academic year, GUSRC launched a pressure campaign to force the University to reconsider. Tactics included student petitions and appeals to the Scottish media. Success came when plans were withdrawn ahead of Freshers' Week 2012 and the opening hours reinstated.



▶ PAGE 14

WATER CHARGES

GUSRC spearheaded a national campaign, involving a large number of Scottish universities, against Scottish Water's proposals to introduce direct water service charges to university halls of accommodation. With potentially severe financial significations for students, GUSRC sought to combat a high-profile media and pressure campaign against the plans, calling on MSPs to support the cause where appropriate. To date, the campaign opposing Scottish Water's plans continues, and GUSRC continue to lead the movement against the proposed changes.



▶ PAGE 17

MENTAL HEALTH

GUSRC also created and chaired the Student Mental Health Agreements Working Group as a subgroup of the Disability Equality Group to bring together expertise from across the University and work towards achieving the Mental Health Agreements. Finally, GUSRC's Welfare Week included a range of events centred on mental health wellbeing and awareness. GUSRC also participated in the national 'Think Positive' scheme to promote good mental health on campus.



▶ PAGE 15

WELCOME POINT

The opening of the University and GUSRC Welcome Point served as the culmination of many years of collaborative planning between the University and GUSRC. Fulfilling the University's need for a central reception point for visitors to campus and GUSRC's desire for a higher-profile, more accessible services hub, the Welcome Point is a modern, vibrant space that provides a vast array of services to visitors, staff and students. Staffed by GUSRC's student employees, the Welcome Point is the ideal space for those in need to be greeted and advised.



▶ PAGE 27

GILCHRIST PG CLUB

In response to research showing the need for a dedicated informal study and social space for postgraduate students, the Gilchrist Postgraduate Club had been planned as a joint venture between the University's Hospitality Services and GUSRC. The new facility opened this year, allowing postgraduate students to have a space of their own on campus and GUSRC to further engage the postgraduate community with a programme of events including social, academic and introductory sessions. The space has helped the University's success in the annual PRES survey.



▶ PAGE 19

THE CULTURE CLUB

The Culture Club is an offshoot from the Student Volunteer Support Service's Conversational English programme, fulfilling a more social role for student volunteers. The club was formed following a massively successful string of themed events in 2012/13, each designed to help international students socialise and understand different cultures, as well as give experience in devising and planning events. GUSRC collaborated with the University's Confucius Institute for an extremely popular Chinese New Year celebration.



▶ PAGE 38

▶ YEAR IN NUMBERS

400+

STUDENTS PARTICIPATING IN
STUDENT MEDIA ACTIVITIES

PAGE 24

5081

UNIQUE VOTERS IN GUSRC'S
ANNUAL ELECTIONS

PAGE 13

240

REGISTERED GUSRC CLUBS &
SOCIETIES

PAGE 40

102,147

MINIBUS JOURNEYS MADE IN 2012/13
BY GUSRC'S HALLS TO CAMPUS MINIBUS SERVICE

PAGE 32

£21,612

FINANCIAL GAINS TO STUDENTS THROUGH
GUSRC ADVICE CENTRE WORK

PAGE 28

£53,827

TOTAL SAVINGS MADE BY STUDENTS USING THE
GUSRC SECONDHAND BOOKSHOP

PAGE 32

+387%

UNIQUE VISITORS TO
GLASGOWSTUDENT.NET,
GUSRC'S WEBSITE

PAGE 23

+129%

INCREASE IN NUMBER OF
GLASGOW UNIVERSITY TOUR
PARTICIPANTS

PAGE 39

95%

SATISFACTION WITH GUSRC
(INTERNATIONAL STUDENT
BAROMETER)

PAGE 9

668

STUDENTS VOLUNTEERING THROUGH GUSRC'S
STUDENT VOLUNTEER SUPPORT SERVICE

PAGE 37

767

NOMINATIONS IN THE 2012/13 STUDENT
TEACHING AWARDS, RUN BY GUSRC

PAGE 15

▶ 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.



▶ GOVERNANCE

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

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

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

GUSRC COUNCIL

Council is the governing body of GUSRC. Members of Council are elected through secret ballot of all students. The constitution makes provision for a Council of not more than 42 members, as well as a GUSRC Executive of four council members (President and three Vice President and Permanent Secretary. One of the three Vice Presidents also serves as Depute President.

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

PARTNERSHIPS

GUSRC has a close relationship with the University of Glasgow from whom it receives the vast bulk of its annual funding, 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 2012/13 and throughout recent years. Whilst GUSRC operates as an independent organisation, its joint working with the University has been an important aspect in ensuring an enhanced student experience for all students of the University of Glasgow.

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

- Report on the Enhancement Led Institutional Review: University of Glasgow





STRATEGY

To ensure fulfilment of GUSRC's constitutional aims, the Trustees have agreed a mission and high level strategic aims which complement those of the constitution, detailed above, and are consolidated into a strategic plan. The organisation seeks, where possible, to evaluate and improve the quality of its work by regularly reviewing its activities against the stated aims contained in each strategic plan.

GUSRC adopted its first ever strategic plan in 2008, covering the period up to 2011. During 2011 consultation exercises were 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. This process resulted in the GUSRC Strategic Plan: 2011 to 2015.

The current strategic plan came into operation in late 2011. Formed around the organisations three strategic aims, the plan serves as a broad operating and development framework to guide student officers and senior staff in their own objective setting and activities. Both formal and informal reviews of GUSRC's progression against the aims of the strategic plan take place each academic year.

While GUSRC's next strategic plan won't be adopted and actionable until the academic year 2015/2016, GUSRC have begun preliminary discussions surrounding the preparation of the plan and its aims. Current thinking includes plans for a consultation process to consider new goals for the organisation and set its course for the period covering 2015 to 2020.

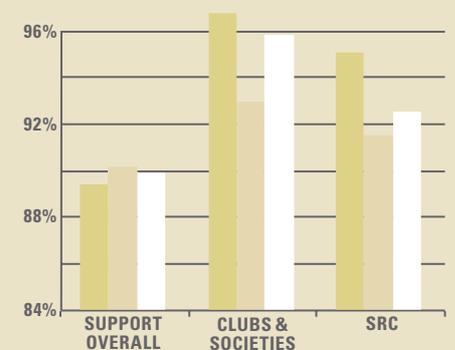
BENCHMARKING: STUDENT BAROMETER

From Freshers' Week onwards GUSRC seeks to complement University services in engaging with international students. As well as a range of social activities offered, international students make considerable use of GUSRC's own services such as Student Volunteer Support Service, Clubs and Societies or the Advice Centre. The latest International Student Barometer offered extremely positive feedback about international students' views of GUSRC and clubs and societies

Within the category of Student Support Services, clubs and societies were rated 1st with 96.7% satisfaction and GUSRC itself was rated 2nd within the University and second of all Russell Group Institutions with a score of 95%.

Given the comparatively limited resources of GUSRC relative to other Russell Group student associations, this is a satisfying outcome. Targets, as stated in GUSRC's Strategic Plan 2011-2015 were to retain a minimum ISB rating of 95% and to support clubs and societies in retaining a minimum ISB rating of 94%.

In order to ensure feedback through the ISB is GUSRC specific, the wording of the survey is altered for Glasgow students, substituting the term 'Student Representative Council' in place of Student Association or Student Union.



UNIVERSITY OF GLASGOW

ISB INTERNATIONAL AVERAGE

RUSSEL GROUP INSTITUTIONS AVERAGE

2.1

REPRESENTATION & ENGAGEMENT

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

► COUNCIL & REPRESENTATION

COUNCIL STRUCTURE

GUSRC's constitution makes for a provision of up to 42 Council members, including elected officers in the following positions:

- › Four sabbatical officers
- › 21 academic officers (including five postgraduate representatives)
- › Eight welfare officers
- › Six general representatives (two constituencies exclusively contested by first year students)

Last year the structure of GUSRC's Council changed in order to reflect the recent restructure at the University from faculties to colleges and schools. The changes allowed for a slightly larger Council, with the addition of School Representatives, providing another tier to drill further into the University decision-making structure and establish closer links with class representatives as well as developing links 'upwards' with College convenors.

The change in structure was also intended to facilitate greater postgraduate engagement with GUSRC which acknowledged the difficulties in being identified, in the main, with the undergraduate student population.

The new Council structure has allowed for more direct communication between class reps 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 Council.

Formal Council meetings are held once per month in the Williams Room of the John McIntyre Building. Meetings serve as forums for formal decisions to be discussed and ratified, as well as the opportunity for Council members to bring issues to the attention of the sabbatical officers. Informal meetings between members of Council happen more regularly; Council members are actively encouraged to raise issues with relevant parties as soon as possible.

SABBATICAL REVIEW

GUSRC's Strategic Plan 2011-2015 states an intention to "review the function and role of sabbatical officers".

During the year an independent review was commissioned and concluded:

"We believe there is a compelling case for the functions delivered currently through the Vice President (Media and Communications) role to be redistributed across a revised set of sabbatical positions, with some more operational elements being taken on by the staff team".

The following recommendations were accepted in full by GUSRC Council:

- › Continuation of the president's role, largely as is, but with a more clearly defined role to coordinate and facilitate engagement with the student body and others.
- › Re-definition of the Vice President (learning and development) role as Vice President (Education) with the 'development' elements, largely relating to graduate attributes and volunteering, being transferred to the proposed new post of Vice President (Student Activities).
- › Retention of the Vice President (Student Support) post but with the element of the role relating to support to clubs and societies being transferred to the proposed new post of Vice President (Student Activities).
- › A new post of Vice President (Student Activities) whose role would encompass support to student media, support to clubs and societies, graduate attributes and development including volunteering and overall coordination of cross-campus Freshers' Week.

With much of the Vice President (Media and Communications)'s previous role now allocated across the staff team, a more effective, efficient and coordinated approach to marketing and publicity activity is anticipated.

The creation of the role of VP Student Activities reflects the greater focus and priority given by GUSRC to graduate attributes activity.



GUSRC COUNCIL MEETINGS HELD MONTHLY IN THE WILLIAMS ROOM OF THE JOHN MCINTYRE BUILDING



CANDIDATES PARTICIPATING IN GUSRC SPRING ELECTION 2013 HECKLING MEETING IN THE JOHN MCINTYRE BUILDING

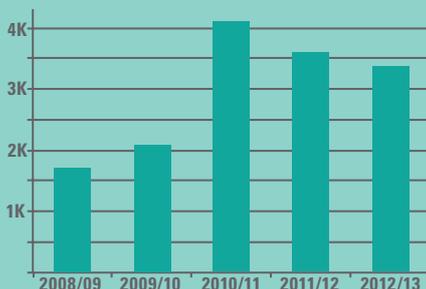
ELECTIONS

Historically the numbers voting and participating in GUSRC's autumn elections are comparatively low. This year GUSRC sought to remedy matters with a strong publicity campaign, targeting schools with vacant representative positions. This resulted in a heavily contested election with the highest ever recorded turnout for an autumn election – 1731 unique votes cast.

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

The spring elections in 2013 saw 35 candidates contesting 22 positions, though disappointingly just seven candidates contested the four Sabbatical positions (President and three Vice Presidents) a drop from 15 from the previous year. The number of votes cast, however, held up at 3350, very close to the 3581 in March 2012. Over one hundred students attended the Heckling Meeting, similar to 2012.

SPRING ELECTION TURNOUT



COUNCIL SUPPORT

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

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

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

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

There is a comprehensive training and induction programme provided for the trustees with a particular focus on the sabbatical officers. A 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. The following areas are included in the basic training offered to all council members:

- › 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 support to fulfil their roles.

CLASS & PGR REP TRAINING

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 as well as the verification of training being satisfactorily completed. The Senate Office manages the recording of class and PGR representative roles in student academic records. The current system has been operating for six years, following the introduction of the Code of Practice on Student Representation in Session 2006-07, and is reviewed annually.

GUSRC continue to develop training materials specific to the University of Glasgow. Responsibility for the delivery of training transferred from Student Participation in Quality Scotland (sparqs) to GUSRC in 2011. This includes responsibility for funding, recruiting, training and managing class representative student trainers. This has enabled a greater focus on University and GUSRC specific representation and engagement structures and methods of working. GUSRC continues to enjoy a positive working relationship with sparqs, and participates in sparqs "Training The Trainers" events – both as delivery agents and training partners. The withdrawal of sparqs in 2011 and the move by GUSRC towards internally developed bespoke training resulted in a funding gap which GUSRC has overcome through additional revenue generation, ensuring the longer-term future of class representative training at the University of Glasgow.

Class or PGR representatives who have fulfilled the following criteria are eligible to have the role recorded on their Higher Education Achievement Report, facilitated via MyCampus in 2012/2013, provided they have:

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

The management of the class representative system is underpinned by effective communication between the partners and a shared approach to problem solving. Current workings on the new student voice system will aid the managing, planning and recording process, although the requirement for some fine-tuning is anticipated.

STRENGTHENING LINKS

Following the restructure of GUSRC Council, class representatives have been able to play a more significant role in informing discussions within GUSRC. Each elected school representative is encouraged to communicate with the class representatives within their school via email and in face-to-face meetings, as well as through more informal means such as groups on Facebook. This has led to more issues being brought to the attention of GUSRC Council, sabbatical officers and staff, enabling a more comprehensive overview of activities at the University and allowing GUSRC to make a more speedy response when necessary.

The development of Student Voice will provide greater opportunities than ever before to share information amongst the student population, course representatives and Council members. Student Voice has been added to the course representative training programme and both the University and GUSRC will seek to heavily promote it in the coming year with the long-term aim of establishing Student Voice as the standard way of communicating and discussing issues raised by student members.



TRAINING STATS

- ▶ 38 REPRESENTATIVE TRAINING SESSION IN TOTAL
- ▶ 2 TRAINING SESSIONS FOR POSTGRADUATE STUDENTS
- ▶ 1 DISTANCE TRAINING SESSION FOR SIT STUDENTS

NUMBER OF REPS TRAINED



TRAINING SATISFACTION RATINGS



▶ WITHIN THE UNIVERSITY

ELIR

The previous ELIR set a high benchmark for both GUSRC and the University. The quality of student engagement between the two organisations was highly acclaimed. The development of the reflective analysis for ELIR is underway and, once again, mechanisms are in place to ensure that GUSRC is fully engaged in the process. GUSRC works closely with the University across all areas of student engagement related activity. In addition to these regular and periodic interactions, there will be provisions made for specific and dedicated student engagement in the ELIR process. The reflective analysis is not due to be completed until December 2013, but considerable work has already been undertaken including:

- ▶ An open focus group session to seek initial comments on student support, student feedback and graduate attributes titled 'Pizza and Points of View', facilitated by GUSRC staff and officers attended by approximately fifty students in April 2013.
- ▶ A subsequent focus group involving GUSRC Council members to review the feedback from the broad open session.
- ▶ Council members who have experience in Periodic Subject Reviews are engaged with reviewing the text of GUSRC's reflective analysis at various stages.

Ongoing input from GUSRC is provided through sabbatical officers who act as sounding boards for students throughout the process. Sabbatical officers are also members of the ELIR Steering Committee and the ELIR Core Group ensuring a GUSRC presence and involvement in all levels of the ELIR process..

WOLFSON MEDICAL LIBRARY

In August GUSRC became aware of a decision to severely reduce the opening hours at the Wolfson Medical School Library from September 2012 onwards. The library was to have its opening hours reduced by 64% from 168 hours a week to sixty; restricting access to 8am-8pm on weekdays only. The proposal was a substantial move away from the 24 hour access previously offered to medical students, many of whom require access at all hours of the day due to variable and wide-ranging shift hours on placements. Following unproductive informal discussions with senior staff, GUSRC launched a high-profile campaign against the proposal. The campaign was successful, with student representatives meeting with senior MVLS staff to discuss the proposal, which was ultimately abandoned in favour of retaining the status quo.

COURT WORKING GROUP

The University of Glasgow Court established a working group charged with updating its governance in the context of the new code and the GUSRC President was a full participant in this group. In addition, the GUSRC President, Court Assessor and President-Elect participated in a day-long workshop with Court members to build a common understanding of what changes were required.

Participation in the working group assisted GUSRC secure representation on the University's Court Nominations Committee for the first time, giving the organisation a say in which University staff members should be permitted to be members of Court. GUSRC also took a strong line on Court's consideration of equality and diversity issues when selecting new members, particularly with regards to the gender balance as well as arguing that expenses should be paid when necessary in order not to restrict participation to better-off groups. The GUSRC President also successfully defended the position of the University Rector on court.

Also through the working group, GUSRC gained assurances that the organisation will be officially represented on the panel that helps to select future University Principals (GUSRC was represented on the panel that re-appointed the Principal in 2012- although at that time not an official stated requirement). Although the new higher education code could have been more progressive in many areas, GUSRC and the University have reached agreement on several matters well above the baseline set by the new code.

SENATE REFORM

The Senate Operations Working Group was established by Senate in October 2012. Its primary task was to address the lack of quorate meetings as well as to identify operational improvements which will improve Senate's effectiveness. GUSRC were represented on this working group by the President who consulted with the Executive and Council members on the proposed reforms into which he had considerable input. The current proposal to establish a 'Council of Senate' is supported by GUSRC. Council of Senate will validate the position of students on this body enshrining full membership status on the elected student members. Although, under this proposal, the number of GUSRC representatives on Senate would be reduced from 16 to 12, student representatives will still constitute ~10% of the membership given that Council of Senate will incorporate 128 members compared with a current Senate membership of over 500.



THE WOLFSON MEDICAL LIBRARY'S EXTENDED OPENING HOURS WERE PRESERVED FOLLOWING A GUSRC CAMPAIGN



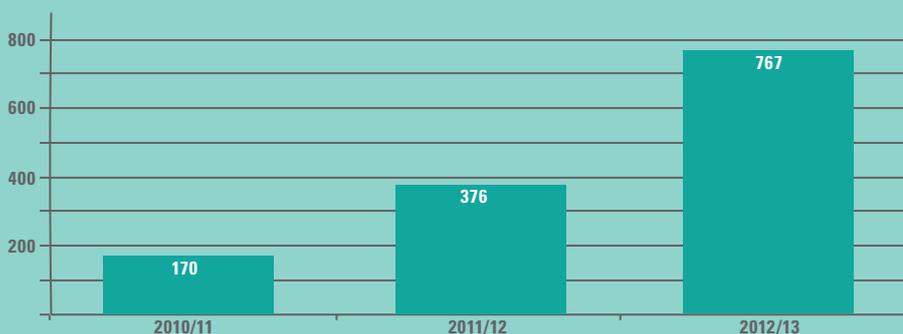
A MEMBER OF STAFF RECEIVING THEIR AWARD AT THE STAS 2012/13

STAS

For the third year of the Student Teaching Awards, marketing activity was reviewed and refocused with a heavy emphasis on electronic media, particularly Twitter and Facebook. The numbers of students participating increased considerably to 767, against 376 in the previous year. Student involvement lends a particular validity to this scheme, the premise being that students are encouraged to reflect upon the different elements of the learning experience at Glasgow. By recognising the impact of excellent tutors, lecturers, support staff and individual contributors to this experience, they will assist GUSRC and the University in shaping the learning experience of the future.

GUSRC will continue to host STAs, working with the University, in particular Professor Frank Coton, to build on the work of previous years, heightening awareness of, and participation in, the STAs even further while considering how they might best be used to enhance the student learning experience.

NUMBER OF STA NOMINATIONS



MENTAL HEALTH AGREEMENT

GUSRC took the decision to participate in the national 'Think Positive' scheme with a view to promoting good mental health on campus while tackling negative attitudes that exist surrounding mental health in general. GUSRC created and chaired the Student Mental Health Agreements Working Group as a subgroup of the Disability Equality Group to bring together expertise from across the University and work towards achieving the Mental Health Agreements as agreed by the Group. Several meetings of the Student Mental Health Agreements Working Group have been held and progress on the agreements continues.

These Agreements include:

- › Creating a new Student Mental Health Policy and guidelines for staff supporting students with a mental health condition or illness. This policy has been completed by GUSRC and will go to the Student Support and Development Committee early in 2013 session.
- › Developing a range of support activities throughout the year to support student wellbeing, including SRC Welfare Week and other activities identified from the Counselling and Psychology Service survey.
- › Promoting mental health awareness campaigns such as the Scottish Mental Health Arts and Film Festival, Mental Health Week and the See Me pledge.
- › Identifying training opportunities for staff who could benefit from Mental Health First Aid Training: Residential Wardens, Janitorial and Security staff have been suggested initially.

CAMPUS VISION

In 2012/13 a new Campus Estates Strategy Board was set up ahead of the expected expansion of the University into the Western Infirmary site. GUSRC secured representation on this board and have been involved in developing aspects of the student consultation process.

GUSRC enjoys an extremely positive working relationship with the University's Head of Estates, who meets with GUSRC representatives regularly and attended a meeting of GUSRC Council to give a presentation and answer questions on the masterplan development. The University's Estates and Buildings office held their first full consultation event over a period of several weeks in the GUSRC Welcome Point with a view to more such events being held as the project develops. GUSRC values its close partnership with Estates and Buildings and looks forward to continuing to work together as the campus development progresses.



STUDENTS GATHERED IN THE JOHN MCINTYRE BUILDING FOR THE GUSRC SABBATICAL HUSTINGS AT THE SPRING 2013 ELECTION

WATER CHARGES

In early 2013 Scottish Water outlined proposals to apply direct water service charges to student accommodation from the 1st April 2013. The financial implications of the proposals will be significant for students and the University, who would be forced to pass the charges onto students staying in its halls of residence with an anticipated further upsurge in rental charges of around 2%. GUSRC have mounted a vigorous campaign opposing the proposals; contacting MSPs and advising of the implications, as well as launching a high profile press campaign against the proposals. GUSRC contacted student organisations across Scotland seeking to build a campaign of opposition. Opposition to the proposals continues to grow and GUSRC are working with others to sustain the current momentum of opposition in the hope that Scottish Water can be forced to back down.

FEEDBACK

Similar to many higher education institutions, feedback continues to be identified as a cause for concern for University of Glasgow students responding to the National Student Survey. In February, GUSRC's Vice President (Learning & Development) presented a paper to the University's Learning & Teaching Committee proposing an "Exam Feedback Policy". The policy was agreed in principle and GUSRC will be working with the Convenor of the Committee and the Deans of Learning & Teaching on refining the policy before it is fully adopted, which will most likely be in the beginning of the 2013-14 academic year.

PLAGIARISM

GUSRC's Advice Centre continues to experience a small but significant year-on-year increase in casework associated with students charged with plagiarism. Senate Assessors for the Student Conduct Annual Report to Senate advised:

"The total number of plagiarism cases considered by the Senate Assessors and the Senate Student Conduct Committee was 37, almost double the 20 considered last year".

Experience suggests, however, that many students do not have any clear understanding of plagiarism and proper referencing procedures. Despite the University currently having a number of measures to ensure that students have an understanding of what may constitute plagiarism, GUSRC is of the view that additional measures to augment current practices would prove useful. Research by GUSRC has highlighted a number of institutions that provide compulsory plagiarism tutorials for all newly registered students. A proposal is currently being developed by GUSRC to establish a Plagiarism Working Group, which may consider such proposals, in the next academic session.

PAG

Following last year's 'trial period', the University Academic Standards Committee confirmed that students will continue to be members of the Programme Approval Groups for the years ahead, and noted that they often provided valuable contributions to the discussions.

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 advisers.

UKBA PROJECT BOARD

The University implemented a number of methods for attendance monitoring Tier 4 students. GUSRC (in conjunction with the Tier 4 Compliance Officer) conducted a series of focus groups with Tier 4 students from across the University to review their experience as well as their awareness and knowledge of their rights when a University sponsored Tier 4. Students' feedback was positive although some inconsistencies across colleges regarding attendance monitoring emerged. There were also a number of students who appeared to be unaware of their rights (e.g. whether they were able to go away for the weekend without informing the University). GUSRC will work with the University where assistance is required in ensuring such important information is effectively communicated.



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 closely involved with the development of the HEAR throughout the past few academic years and are now working with the University on its implementation.

LECTURE RECORDING

The proposals for a policy on lecture recording for students has been under discussion for some time. GUSRC has been pivotal in this initiative from the outset, and contributed to the development of the draft policy. Work this year on fine-tuning the proposal has been productive and it appears that the policy is close to being adopted.

NATIONAL STUDENT SURVEY

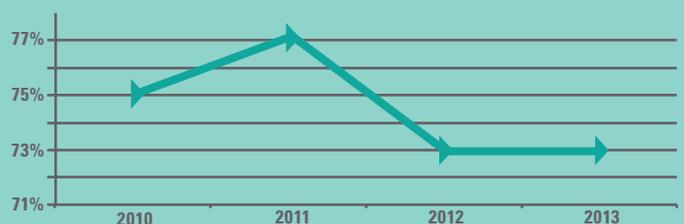
GUSRC once more had considerable success with the promotion of the NSS around the University, improving on the previous year's response rate and again achieving a response rate well above the sector average. This was particularly pleasing as it reversed a trend - albeit very slight - of declining responses since 2010. 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. In addition, student helpers gave over one hundred lecture and lab call-outs in the first three weeks of term to encourage completion of the survey, while the co-ordinator worked with subject areas to increase awareness of the survey among lecturers and support staff.

2012 was the second year in which students were asked their opinion on their Student Unions (SU) in the survey (Question 24). The University of Glasgow's system of four student bodies rather than one single SU poses a number of problems in this regard; as a result, special effort was given for the first time in our promotion to minimise any potential confusion. Bespoke material to encourage responses to this question was created and distributed around the 'Student Union' buildings as well as the Stevenson Building. The response to the questions was 76% (up from 73%) against a sector average of 67%.

GUSRC recognises the importance of the survey in informing the student experience. This joint working partnership is mutually beneficial; the University and GUSRC both use the information gathered to inform their own work and priorities in improving the student experience.

GUSRC and the University continue to review NSS response promotion. A number of suggested improvements and refinements in the existing organisational structure for promotion have been agreed for 2013/4, as we seek to build on past successes and remain amongst the top universities in Scotland and the UK for NSS response rates and student satisfaction.

UNIVERSITY OF
GLASGOW NSS
RESPONSE RATES



LGBT CAMPAIGNS

GUSRC continued to support LGBT campaigns including the marking of International Day Against Homophobia and LGBT History Month with events on campus including flag raising at the University flag pole. GUSRC's Sexual Orientation Equality Officer continues to work closely with the sabbatical officers on issues of equality.

HOSPITALITY REVIEW

In September 2012 the University Hospitality Services were subjected to a review. The GUSRC President was interviewed as part of this review and raised some concerns in a number of areas on behalf of the student body. Feedback was provided in areas including pricing, the portion sizes, the attitudes of staff and the variety of food on offer. Following the review, changes were brought in including a new variety of sandwiches with cheaper pricing. The review took place before the opening of the Gilchrist Postgraduate Club, so did not cover GUSRC's partnership with hospitality in the Gilchrist.

PERSONAL SAFETY GROUP

GUSRC took an active role in the newly established Personal Safety Coordinating Group, a working group set up to monitor crime around campus, halls of residence and the local area, as well as consider mechanisms to reduce instances of crime and personal safety awareness amongst students. GUSRC took the lead on a campaign design to ensure maximum student engagement in the group's work. Further information about the group's work in 2012/13 can be found in the Student Wellbeing section of this report (page 31).

GOVERNANCE REVIEW

In 2011/12 an independent University governance review, commissioned by Scottish Ministers, took place (the von Prondzynski Review). Following the von Prondzynski Review, the Committee of Scottish Chairs, the group representing all the Chairs of Scotland's University Courts established a steering committee to draft a new Code of Higher Education Governance. The draft Code and final Code produced in July 2013 differed markedly from the von Prondzynski recommendations causing NUS Scotland to comment "*The proposed code has ignored outright many recommendations from the independent review of higher education governance led by Professor Ferdinand von Prondzynski, and significantly watered down others*". (Scottish Code of Good HE Governance NUS Scotland written evidence Education and Culture Committee, April 2013)



GUSRC COUNCIL MEMBERS AND UNIVERSITY REPRESENTATIVES IN THE RAISING OF THE LGBT FLAG

PERIODIC SUBJECT REVIEWS

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

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

- › Medical, Veterinary and Life Sciences Graduate School: Postgraduate Taught Programmes
- › Veterinary Medicine
- › Engineering
- › Modern Languages and Cultures
- › Celtic and Gaelic
- › Centre for Open Studies

The Senate Office, in collaboration with GUSRC and the University's Academic Development Unit, Learning and Teaching Centre, developed a one and a half day 'mini-review' training event (including pre-course preparation) for student panel members, which was piloted in November 2012. The enhanced training features more tailored and extensive course content and utilises interactive sessions to prepare student panel members for PSR.

This work proved invaluable with feedback from student participants being extremely positive, particularly in relation to confidence and knowledge development. Feedback received from convener panel members post-review, suggested that student panel members had clearly benefitted from the new training provision.

▶ POSTGRADUATE REPRESENTATION

GILCHRIST POSTGRADUATE CLUB

The Gilchrist Postgraduate Club was formally launched on 26th October. The club represents a joint venture between the University and GUSRC aimed at providing a social and learning space for postgraduate students. An investment of £0.9million was agreed by the University following a range of postgraduate consultation exercises coordinated by GUSRC, with a business plan then agreed by a University/GUSRC joint working group. The management of the Gilchrist space rests with GUSRC while Hospitality Services manage the business of the cafe/bar, in consultation with GUSRC.

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

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



THE GUSRC PRESIDENT, UNIVERSITY PRINCIPAL AND RECTOR ACCOMPANIED BY MARION GILCHRIST'S GREAT-GRANDNIECES SHEENA MCLACHLAN AND MARNI MAXWELL AT THE OPENING OF THE GILCHRIST POSTGRADUATE CLUB

COLLABORATIVE WORK & EVENTS

Through the Gilchrist, GUSRC has built new working links with University departments across campus. The following are examples of these important and ongoing relationships:

- › Working with the Research Strategy and Innovation Office, GUSRC delivers events aimed at enabling postgraduate students to gain the necessary skills that will better prepare them for life after the PhD. The hosting of numerous programs, such as the 'Presenting With Impact' series, and a series of project management workshops and initiatives such as 'Risky Business' and 'Making Conversations Count' – both are programs designed to challenge students into thinking about their research in a wider context while also encouraging engagement across a variety of academic concentrations.

"Glasgow has always been recognised for encouraging and supporting researchers to take the lead on their own innovative career development initiatives. The Gilchrist has given researchers ownership of a space which allows them to do exactly that and it's been really exciting to see how its use has developed over the past year. We're now being approached by other universities who are keen to replicate this model for their own researcher community building initiatives."

- Dr. Elizabeth Adams Researcher Development Officer

- › Throughout the year, GUSRC has also cooperated in hosting numerous career related events at The Gilchrist in conjunction with the Careers Service, including the launch of their brand new 'Careers

Service Guide 2013-14', and the 'An Hour at Lunchtime With...' series. The Gilchrist club is also home to the PG and Alumni career networking group, iGnite.

- › GUSRC are also working with the Careers Service in developing ideas for the coming year. Plans have already been formed for Global Entrepreneurship Week, which will provide workshops and opportunities for postgraduates to gain a better understanding and knowledge of what is necessary to become a successful entrepreneur.
- › GUSRC works with numerous student-led initiatives including supporting a group of PhD Students in the organisation of what has become a widely popular 'Three Minute Thesis' competition, as well as assisting with the 'Assembling Identities' Arts Conference which was attended by postgraduate students from across Europe. GUSRC also collaborated with the Glasgow tier of 'Science Grrl'- a broad-based, grassroots organisation celebrating and supporting women in science. Plans are currently under way for the Gilchrist to host an Ada Lovelace day celebration, including talks from notable women in Science, as well as a 'Girl Geek' event which will promote the importance of women staying in academia in Science-based roles.
- › The Gilchrist is also home to many PG networks, including; e-Sharp and The Kelvingrove Review, Postgraduate Business Club, OBR Glasgow, Bright Club, PG Sexualities Reading Group, School of Humanities PG Reading Group, GRAMNet, and the Glasgow Human Rights Network Cluster.





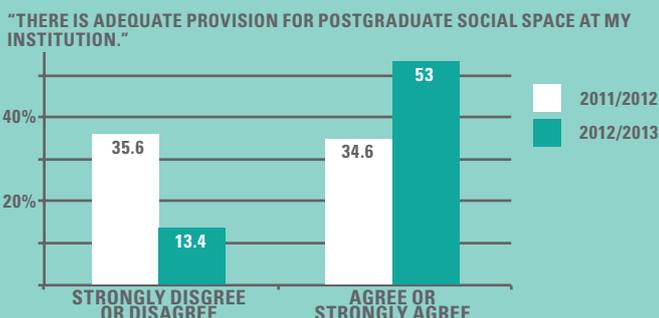
POSTGRADUATES ON COUNCIL

Following the University restructuring exercise, GUSRC amended the shape of its Council. In doing so, the number of positions for PG students was increased from two to five; this included the introduction of a postgraduate convener position for each College. Although these positions were advertised widely, GUSRC has been unable, as of yet, to fill them. At this early stage, however, a slow uptake should not be considered wholly disappointing or necessarily unusual and it is anticipated that, through the engagement process which has now been implemented, the traditional barriers to PG student representation can be overcome.

PRES

In conjunction with the University's Research, Strategy and Innovation Office (RSIO) GUSRC hosted focus groups for postgraduates to gauge the views of current PG students in order to inform the 'Institutional questions' section of the survey. This mechanism was developed by GUSRC four years ago and continues to be used as a tool to maximise the value of PRES by including, where possible, questions which reflect current concerns.

For GUSRC the most significant PRES question related to satisfaction was with social space. The research highlighted that 53% of students 'Agreed' or 'Strongly Agreed' with the statement "There is adequate provision made for postgraduate social space at my institution" up from 34.6% the previous year. This response is considered an endorsement of the work and investment undertaken to establish the Gilchrist Postgraduate Club. Also worth noting is that only 13.4% 'Disagreed' or 'Strongly Disagreed' with the statement – down from 35.6% in 2012.



POSTGRADUATE REP TRAINING

Since 2011, GUSRC have delivered specific student representative training for postgraduate research students. The standard training presentation was adapted and then reviewed further in 2012 based on feedback from trainees.

The postgraduate sessions more closely reflect the nature of the research student experience through, for example, the removal of references to 'classes', focusing instead on the PGR Code of Practice while highlighting Graduate School SSLCs and the role of the Supervisory Team in resolving student issues. These targeted adjustments have helped shape a training session which clearly provides more relevant guidance and support for GUSRC PGR student representatives.

PG MATERNITY POLICY

In early 2012 GUSRC submitted a paper to the Deans of Graduate Schools outlining some issues as presented to the Advice Centre which highlighted inconsistencies in the treatment of Postgraduate Research Students who would come under the remit of the Maternity, Maternity Support and Adoption Policy.

The key aim of the proposal was to ensure equal and consistent treatment by standardising entitlement to Maternity, Maternity Support and Adoption (MMSA) leave for all PGR students, regardless of funding source, and taking into consideration new legislation (e.g. additional paternity (maternity support) leave).

The policy was agreed in August 2012 and now forms an appendix to the existing MMSA policy, as well as being referenced in the 2012/13 version of the PGR Code of Practice.

BARRIERS TO PG ENGAGEMENT

Below we highlight key issues identified over the year as having impacted on GUSRC work to engage the University's community of Postgraduate students:

- Resistance to change: Some graduate schools have already established their own internal structures for representation. The 'representatives' within these structures may be unfamiliar with the accepted nature of representative roles and will likely also lack the support network and experience provided by the GUSRC structure. It is possible that some may also be naturally reluctant to have their positions or standing within the School scrutinised or open to wider competition, thus limiting the effectiveness of engagement in the democratic process.
- Lack of awareness of GUSRC's role: GUSRC is the only student representative organisation on campus, with a statutory requirement to fulfill this role. As previously mentioned, GUSRC is perceived by many, including past student officers, as an undergraduate organisation with little relevance to postgraduate life.
- Delayed opening of Gilchrist: GUSRC's intention was to utilise the Gilchrist Postgraduate Club as an engagement vehicle, a physical manifestation of GUSRC's eagerness to work and engage with postgraduate students. The delay in completion of works meant the Gilchrist did not open until virtually the beginning of November by which time most students had identified spaces and venues for meetings, studying and socialising.

None of the issues outlined above represent insurmountable barriers and work is underway to ensure GUSRC has maximum impact on new postgraduate students early in the next academic year and in subsequent years to increase the number of postgraduates competing in its annual elections.

▶ EXTERNAL REPRESENTATION

SUPPORT FOR CARERS ADVISORY GROUP

Following GUSRC's pioneering work in developing and establishing the first Carers Support Policy of any higher education institution in the UK and the subsequent policy launch by Michael Matheson the minister for Public Health, GUSRC were invited, through membership of the an Advisory Group, to contribute to a new government/further education initiative relating to support for carers in further education.

Scotland's College Development Network are working with the Scottish Government, through the Support for Carers Strategy Advisory Group, on a new initiative to raise awareness of the ways in which caring responsibility can impact on learner success and to ensure that college staff have information and resources which support them in working effectively with learners, both adults and young people, who have responsibilities outside of their college commitments.

The project is due to be completed in mid- 2014, although the work relates particularly to FE institutions there may be potential to develop a similar initiative focused around access and retention in HE institutions.

IN THE MEDIA

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

CPAG

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

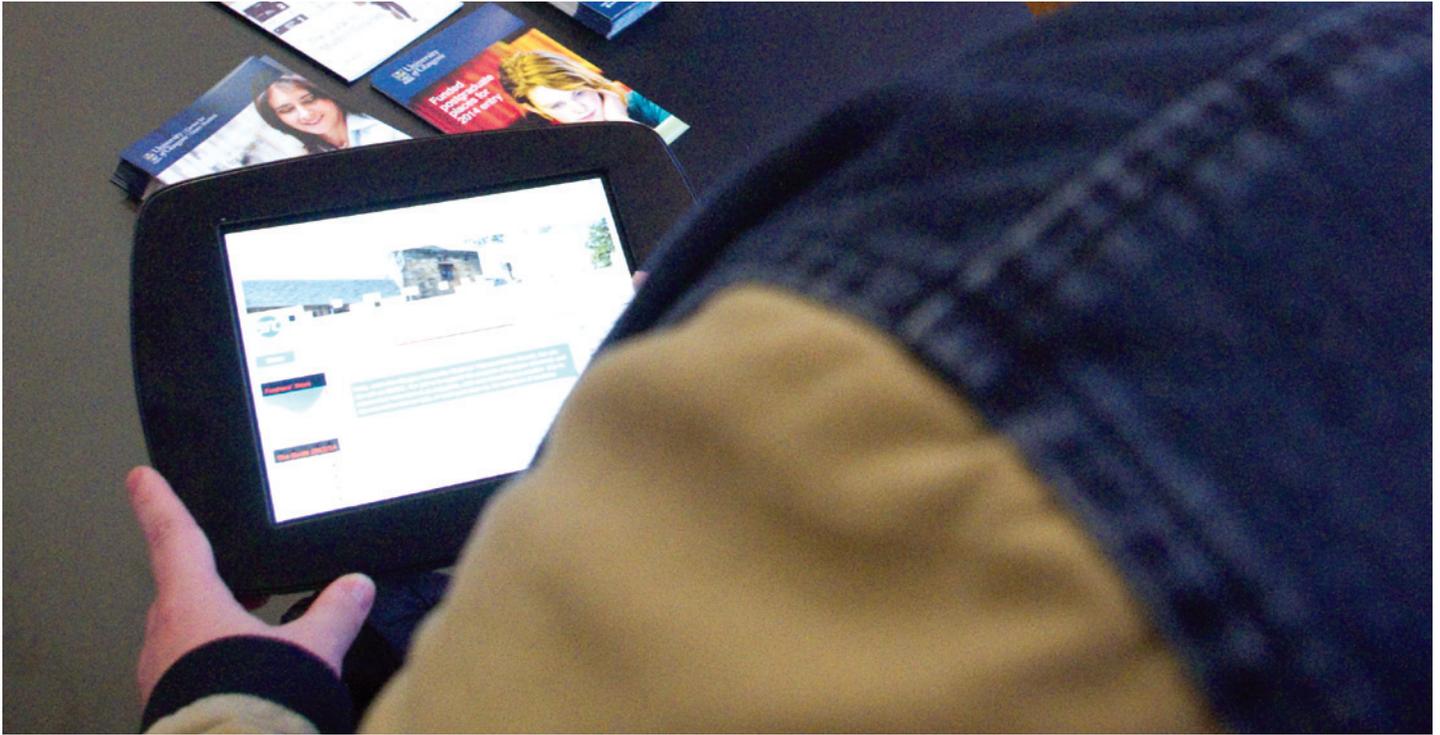
The membership of this group is wide-ranging; the project has a Scotland wide remit and includes representatives from the Scottish Funding Council. GUSRC's participation provides an opportunity to input into CPAG's national campaigning and information activities as well as keeping up to date with national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

SAAS PAYMENTS

At the start of the academic year, GUSRC participated in a national campaign to urge students to submit their SAAS funding applications on time. However, the organisation once again experienced significant administrative difficulties resulting in many students being without their loans in time for starting their studies. The GUSRC Vice President (Media and Communications) discussed the issue on BBC TV and Radio, and also met with representatives from SAAS including David Wallace, leader of the independent review commissioned by the Scottish Government, to outline the serious impact of the delays on students.

The findings of the review facilitated an extra £2m government funding allocation to SAAS who increased staff levels considerably, increased opening hours and made a range of systemic improvements to ensure a reduction in future late payments and an improved overall service to students.





ONLINE & DIGITAL

GUSRC's website (www.glasgowstudent.net) was regularly updated with news and information regarding GUSRC services throughout the year, while new images were added to the masthead reflecting the latest graphics and posters from GUSRC events, campaigns and services. Due to a greatly improved presence on the University's website, and more abundant social media linking from both GUSRC and the University, the traffic to glasgowstudent.net rose significantly, with a 328% upsurge in visits and 387% increase in unique visitors compared to the previous academic year. Traffic to the website was spread throughout the site's various sections, though, with around 28% visiting for information about GUSRC's services (minibus, printing, flatshare etc) it could be speculated that the website has increased as a source of information for prospective students. Over 30% of traffic to the website was directed to the various pages providing information on GUSRC supported clubs and societies.

GUSRC's Facebook once again served as one of its two main social media channels. In addition to allowing GUSRC to advertise news, events and updates on a platform used highly by students, Facebook also allowed GUSRC to engage in dialogues with students about current issues or any of the posted updates. Once again, popular posts from the year included photo galleries of GUSRC events and election content and updates. In 2012/13, the number of subscribers (those who have 'liked' the page) to GUSRC's Facebook increased 2350 to over 4500, though the reach of the page (those seeing and interacting with GUSRC's posts) decreased by around 20%. In addition to the reach through stories in users'

own feeds, the page was visited over 13,000 times during the academic year.

GUSRC's profile on Twitter (www.twitter.com/gusrc) allowed further, instantaneous engagement with students, staff, external organisations and other University services. In the year July-June GUSRC's twitter presence increased 47% to over 1900 followers. Twitter facilitates further promotion of websites, downloadable documents, advertising packs, photographs, news, events and services. In addition to GUSRC's main twitter account separate twitter accounts were established for each of the organisation's sabbatical officers this year. These accounts were created with the ambition of allowing students to engage with the elected officials individually and despite a lower-than-expected uptake in 2012/13, the accounts will be passed to successive officers to build audience bases year-to-year.

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

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

WEBSITE REDEVELOPMENT

Following a lengthy period in which redevelopment of the GUSRC website had been discussed, 2012/13 saw the process of creating an entirely new glasgowstudent.net begin. GUSRC's previous website was created using a custom content management system in 2005, which in addition to being outmoded, was becoming more and more cumbersome to use for both GUSRC staff and students visiting the site due to it being unable to be updated without extensive time and cost to GUSRC.

In the second half of the academic year the Permanent Secretary, Vice President (Media & Communications) and GUSRC's IT specialist collaborated to produce a website development brief which was sent to six website building companies. From the tender process, a company was selected to create a new website using Wordpress, a content management system that is flexible, updatable and easy to learn how to customise for GUSRC staff and student officers working in the website back end.

Work began on the structure of the website at the very end of the academic year, with plans to consult GUSRC Council members early in 2013/14 regarding design and navigation choices for the website. It is hoped that the new site should be completed by the end of the next academic year, and that the new website will fully operational in time for the incoming 2014 new students.

▶ STUDENT MEDIA

Glasgow University's student media plays two key roles for students of the University. The first is to provide students with an opportunity to meet new people, learn new skills and share in common experiences. In this respect the media organisations are similar to clubs and societies. The second function of the media is to provide engaging, informative and entertaining content for students and the wider Glasgow community. This dual role played by the student media highlights its importance to GUSRC, the University and the students. GUSRC Vice Presidents work with the media organisations as GUSRC continues to support them both with funding and with administrative assistance. Below is a summary of the achievements of each of GUSRC's supported media bodies in the academic year 2012/13.



THE DJ AT SUBCITY'S FRESHERS' WEEK EVENT - BRIGHT LIGHTS, SUBCITY

SUBCITY

Subcity experienced a year of many changes in 2012/2013. Perhaps the most obvious change came in the form of the new station logo, launched back in August 2012. The logo was designed by station contributor Craig Gallacher, with consultancy from both past and present team members. The new logo is based on moiré patterns, in which two sets of parallel lines come together to create a secondary pattern - conceptually, this represents the multiple styles of content that are brought together under the platform of Subcity Radio. The moiré logo replaces the old graffiti style logo (which carried irrelevant and out-of-date hip-hop connotations) in all its iterations.

The new logo was part of a wider visual identity overhaul, which included a re-design of the front end website. This was not implemented by the end of the 2012/2013 term, but all design elements and style guides are in place. The new website design features improved navigation, cleaner presentation, and is more easily maintained than the current website.

A new structure within the management team was trialled in 2012/2013, fundamentally a move away from the top-heavy hierarchy of years gone by and a move towards a small, close-knit team of contributors. This proved successful, and growth was seen in many departments. The new 'Press' team successfully communicated all events, key station news and many individual episodes over social media and traditional press methods, and the Facebook page grew by over 1000 likes (25%) to break the '5000'

milestone. The Features role, created in 2011/2012 with limited success, grew immeasurably, and overseen the production of some diverse and popular content. Features content included (but was not limited to) comedies, dramas, coverage of festivals (Edinburgh Fringe, Record Store Day, International Women's Day), and one off broadcasts of classical music. The Events Team saw production of three events throughout the year in Glasgow venues Chambre 69, Nice 'n' Sleazy and The Berkeley Suite. All of these events were financially successful and featured diverse lineups composed entirely of station contributors.

The number of contributors to the station grew to approximately 150, with a larger percentage of students than in previous years. This was in part due to an extremely positive relationship with GUSRC Sabbatical Team, particularly with Vice President (Media and Communications) (who presented a show on the station).

A noticeable buzz was present in the station for the year 2012/2013, with many contributors interacting with both the team and other contributors in a way that had been absent while the station trialled a hierarchical management structure. This was acknowledged by the wider creative community in Glasgow and beyond with extremely high numbers of incoming show applications and a full page interview with station manager Niall Morris in the December 2012 print issue of The Skinny, a culture and entertainment magazine distributed through Scotland.

GUST

GUST produced more Freshers' Week coverage than ever before, covering events across the week in both student unions and, for the first time, producing a "Getting to Know..." series in the lead up to Freshers Week, to provide information and build up interest before new students arrived on campus. Highlighted events included a screening of GUST's best videos from last year and a studio tour. There was a GUST stall at the Freshers' Fair complemented by an interactive display, allowing curious freshers to try out some of the TV recording equipment and experience presenting in front of a green screen.

GUST has continued to produce a range of programmes for students. New programmes developed included Pulse (News) and The Beat (Music). GUST also produced a lot of new videos outside of their regular programming. GUST's promo videos have been particularly successful this year. 'Fangnam Style' - a Halloween promo with a zombie take on the popular craze - has been one of their most popular videos.

This year following Freshers' Week, GUST organised a new event called 'Glasgow Showcase' a variety show with a range of talent from across the University. This was the first attempt at an event of this kind; it was conceived with the aim of raising additional funds for the organisation, promoting the work done by GUST and helping to train new GUST members. The event was well attended, with over £600 raised for new equipment and around 30 new full time members were recruited. Due to the success in achieving all of the stated aims, this event is set to become an annual fixture of the GUST calendar. During the year, GUST organised several other fundraising events including the annual ceilidh organised jointly with CUT film society.

GUSRC continually encourages student media groups to work together, cooperate and share resources where applicable. This year, GUST clearly benefited through working alongside other student media groups more regularly. For example, in collaborating with Glasgow University Magazine to film their fashion and dance display at their relaunch for arts programme G-Spot. Subcity loaned sound equipment, and the Guardian newspaper regularly included GUST promotion in its publications.

During Glasgow University Media Week 2013, GUST helped to organise several events which included a Question Time style programme, filmed and streamed online to a wide audience. GUST also produced videos throughout the year for GUSRC including a video to promote Movember, and another that was screened at a Stonewall Scotland conference, addressing LGBT in the workplace.

GUST was commissioned to produce videos for different University departments, including promotional videos for the Department of Social Sciences website and a promotional video for developing graduate attributes. The University Careers Service described the final video in the series as "a real credit to the abilities of GUST".

In 2012-2013 GUST were once again affiliated with the National Student Television Association (NaSTA). This affiliation provides contact and support from other student television stations throughout the country. GUST regularly participates in NaSTA programming and attends its conference and awards event every year.

In October 2012 GUST participated in 'Freshers TV', a NaSTA-run live link up with other student television stations across the UK, displaying the best of Freshers' Week coverage. This year an online vote rendered GUST the winners of 'Best Freshers TV segment' for NaSTA Freshers TV.

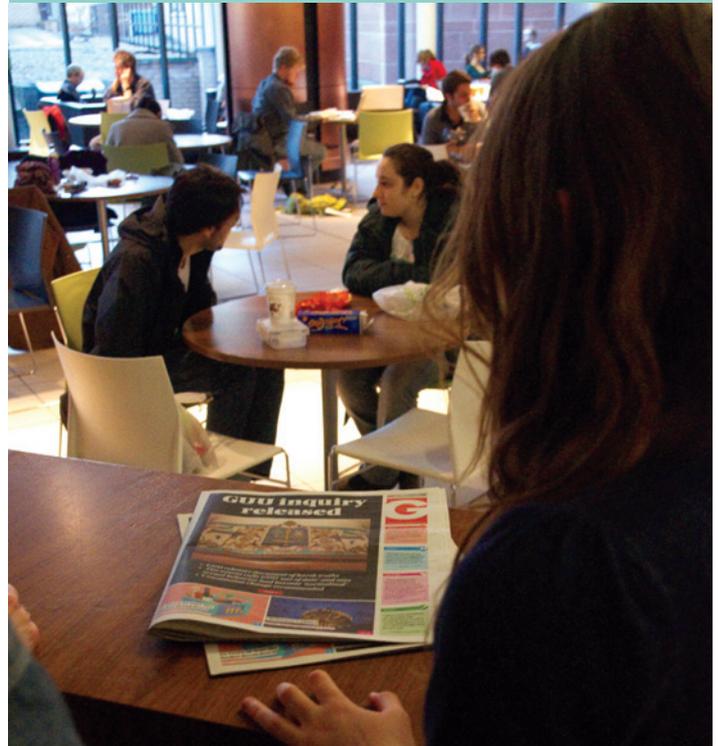
The NaSTA 40 Conference and Awards was GUST's most successful for over 5 years. Awards included Winner: Best Video-to-Music and Highly Commended Broadcaster 2013.

GUARDIAN

Guardian published six issues in 2012/13, including a special election edition. 4,000 copies of each paper were printed resulting in an estimated readership figure of 15,000 per issue. Over the year, the editorial team first reported three stories which were later picked up by local and national news media. In addition to the six 'standard' issues of Guardian published over the year. RIO funded an additional edition of Guardian's 'best bits'. This publication was distributed around campus on the 4th June Open Day. Students were employed to distribute the paper around campus throughout the day.

Work on the new Guardian website continues, while social media outlets such as facebook and twitter have further assisted in extending the newspaper's readership.

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



GUM

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

GUM continues to offer personal development opportunities to students through training sessions alongside the encouragement of ongoing peer support and editorial coaching from experienced contributors. In addition, 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.

2.2

STUDENT WELLBEING

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

▶ THE WELCOME POINT



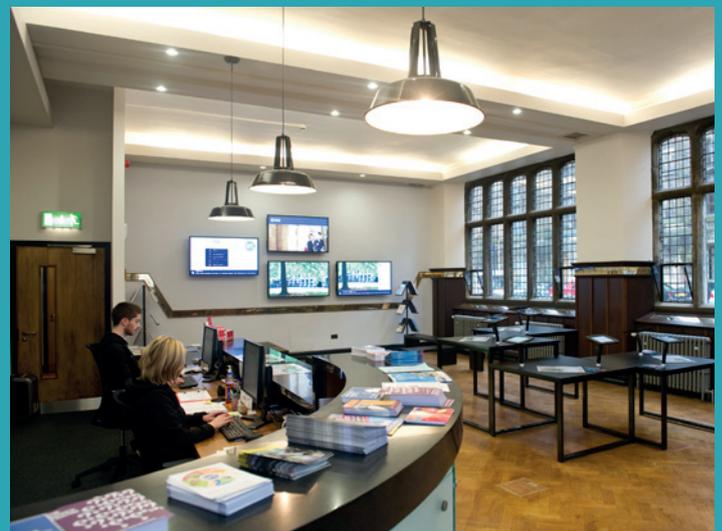
THE GUSRC AND UNIVERSITY WELCOME POINT OPENED IN NOVEMBER 2012

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

The Welcome Point is gradually becoming a focal point for University enquiries. With enquiries in the 'Campus Information' category rising from 251 on 2011/2012 to 1264 in 2012/2013, just under 1200 of these enquiries have occurred since the opening of the Welcome Point. 'Campus Information' enquiries is the term used for recording any non-student visitor enquiry. Such enquiries would have been regarded as atypical for GUSRC's reception desk but now comprises a considerably more significant proportion of enquiries. Given that the Welcome Point is a fairly recent development and, as yet has no suitable signage, we have no doubt that the number of such enquiries will increase significantly.

The University had a vision of the Welcome Point as a showpiece area which would present a positive image of the University to visitors. Through the development period there was an understandable view, from Estates and Buildings that the presence of photocopiers in the main welcome area would do little to contribute to this vision and, consequently, an additional reception and service area was developed.



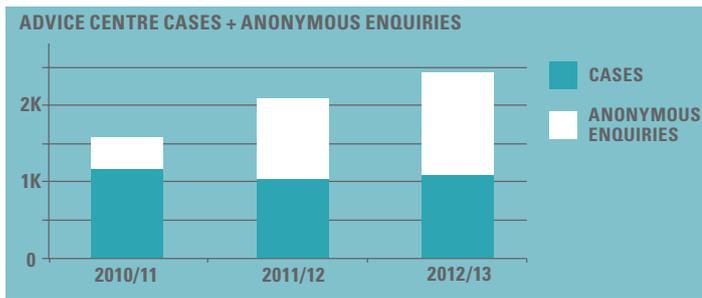
▶ THE ADVICE CENTRE

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

CASEWORK ACTIVITY

During the last year the advice team dealt with 1087 cases (a small increase against 1036 last year) and 1330 anonymous enquiries (previous year 1054). The number of casework items (e.g. interviews, phone calls, research, emails), was 13,504. This is a reduction against 15,086 the previous year. The overall trend continues upwards, however, with increases in cases and anonymous enquiries.

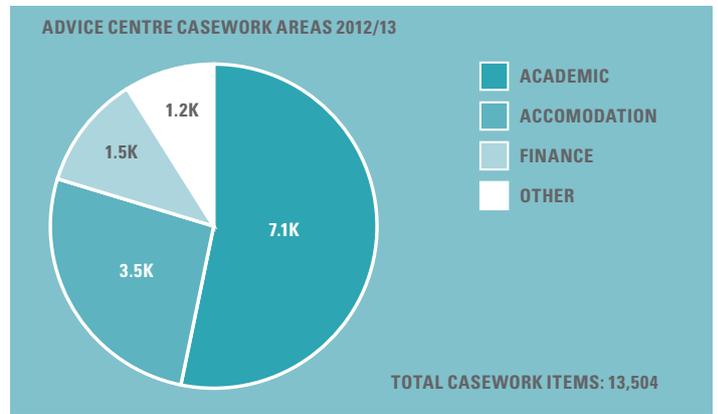
Approximately 76% of the Advice Centre's client group are undergraduates. Postgraduates are the next biggest group at 10%. The rest of our enquiries come from prospective students, students' parents, University staff members, former students, non-Glasgow students, DACE students, external agencies and members of the public. 9% of clients were not identified with any particular group.



ISSUES

The Advice Centre's 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 - 7,187 (8,036) casework entries followed by accommodation problems - 3,578 (3,880) casework entries and financial issues, 1494 (1538) casework entries.



OVER THIRTEEN THOUSAND PIECES OF CASEWORK WERE UNDERTAKEN BY GUSRC'S ADVICE CENTRE TEAM IN 2012/13

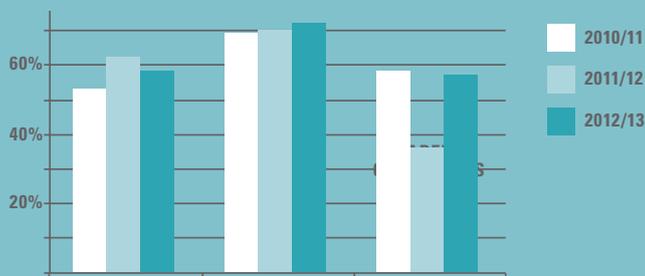
OUTCOMES

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 benefits that students have derived through assistance from the Advice Centre. Details of the outcomes are on the following page.

ACADEMIC

- › There were 64 completed appeal cases during the year, and increase of 11 from 53 in 2011/12.
- › There were 32 completed student conduct outcomes, up from 24 in 2011/12.
- › There were 7 completed complaint outcomes (11 in 2011/12)

PERCENTAGE OF SUCCESSFUL ADVICE CENTRE ACADEMIC CASES



FINANCIAL GAINS

Our confirmed financial gains for clients give a total figure of £21,612. This figure is down approximately 40% from last year. However, the Tenancy Deposit Scheme came into operation at the beginning of October 2012. This system makes it easier for tenants to recover their deposits without requiring our assistance in court action. However, there are still many landlords who ignore the law in terms of rent deposits and a considerable amount of students still seek our assistance.

Financial gains come from a variety of sources including:

- › Recovery of accommodation deposits
- › Payment of wages or holiday pay previously withheld
- › Successful challenging of student support overpayment decisions
- › Direct results of advice on eligibility for student funding.
- › Successful benefit claims/appeals

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

NON-FINANCIAL GAINS

In 21 cases, either through negotiation, appeals or student conduct processes, re-submission of an assignment or re-sit of an exam was granted. Grades were reviewed in seven cases. Students were accepted back onto their course in 27 cases and nine students were granted uncapped resits. The Advice Centre was able to sort out problems with council tax exemption in two cases. Our intervention also helped to prevent homelessness in two cases. In 12 further cases our intervention helped to ensure housing repairs were carried out after the landlord had previously delayed doing so.

CASE STUDIES

Student A had difficulties in getting their deposit back due to a change of letting agent after the end of their tenancy. The student had not been able to get any information on what steps they could take to claim the money back. The Advice Centre was able to obtain the landlord details and contact them directly to outline their responsibilities to the tenant which resulted in full payment of the deposit back to the student.

Student B had been the victim of an assault. A member of the Advice Centre team assisted them in completing an application to the Criminal Injuries Compensation Authority. The application was slow to progress but the Advice Centre contacted CICA regularly for updates. When the award was confirmed it transpired that there would be difficulty making the payment to the student's bank account. The Advice Worker contacted CICA to see if special arrangements could be made in these circumstances and payment was made to GUSRC who were then able to transfer the money to the student.

Student C had been called in front of Senate Assessors accused of plagiarism in a piece of work. The Advice Centre assisted the student writing a statement and accompanied them to the hearing where the student was able to demonstrate that there had been no intention to "pass off other work as their own". The Senate Assessors permitted a resubmission of the work which would be capped at the pass mark. There was some difficulty in relaying this information back to the School so Advice Centre staff assisted the student in liaising with their School and Senate to ensure that this cap was appropriately applied.

Student D was an international student who used an agent to assist with his application for a postgraduate place at the University. He was unaware that the agent had also reserved accommodation with the University's Residential Services on Campus until he received a bill for the full year's accommodation, by which time he had taken up a tenancy of a private rented flat elsewhere. Following negotiation with Residential Services a compromise was reached whereby the student was obliged to pay one month's rent. Residential Services have offered to work with GUSRC in reviewing procedures for international students applying through agents to ensure such anomalies are not repeated.

Students E, F G and H all contacted the Advice Centre separately regarding exams where arrangements relating to disabilities that should be made for them were not applied appropriately. Advice Centre staff assisted the students in drafting appeal letters under the unfair/defective procedure ground of appeal. These were upheld by the various Appeals Committees and the outcomes were that the students would be allowed to sit an uncapped resit with appropriate arrangements in place. Due to the frequency of the issue, Advice Centre staff also fed this back to the GUSRC Sabbatical Officers as a general issue which they were able to raise at appropriate levels in the University.

Student H had been charged a holding deposit by a letting agent, when the tenancy did not proceed this was not refunded. An Advice Worker wrote to the letting agent highlighting that this was in fact, an illegal premium and could not be retained. The letting agent persisted in their view that they were under no obligation to return the money. Further representations by the Advice Worker outlining the legislation in detail and demonstrating where the letting agency were acting unlawfully resulted in the letting agency changing its position and refunding the monies in full.

STUDENT SAFETY



MINIBUS SERVICE

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

Evening Service

GUSRC currently runs three minibuses on differing routes. During 2011/2012 total journeys for the evening were 64,557, a rise of 12% on the previous year.

Morning Service

This was the third full year of the morning minibuses service. Once again the service was in high demand with 37,590 student journeys made. This figure represents a rise 35% against last year's figure and was achieved through the addition of another bus to the morning service.

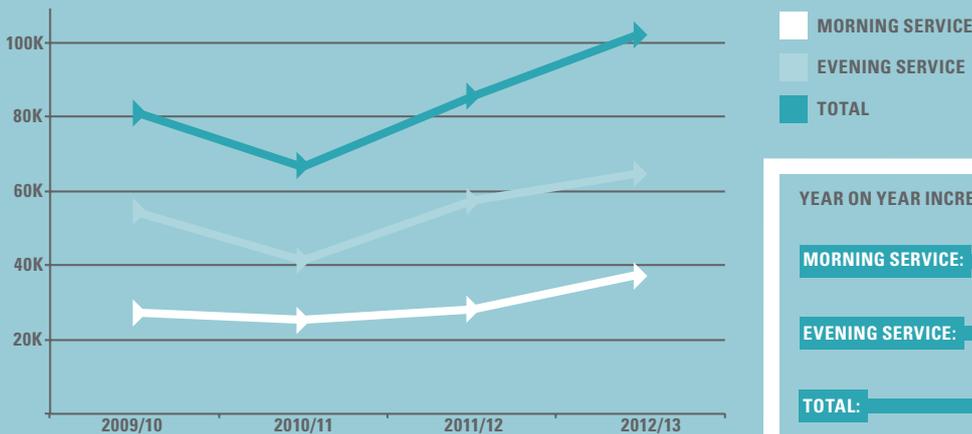
Analysis

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

Future

Feedback suggests that students' expectations of GUSRC's minibuses service are extremely high; in many cases so high as that they might be considered unrealistic. Despite continual review of the routes and times and an increase in student journeys of 400% over the last five years, demand continues to outstrip supply at particular times of the evening. However, the service is appreciated by those who use it and clearly valued as indicated by the high demand. The reduction in public bus service provision to Wolfson Halls in particular is contributing to higher levels of complaints.

TOTAL NUMBER OF STUDENT JOURNEYS



YEAR ON YEAR INCREASES - STUDENT JOURNEYS



SAFETY CAMPAIGNS

As mentioned previously, GUSRC took an active role in the newly established Personal Safety Coordinating Group which focused on campaigns to promote safety to students. GUSRC took the lead on campaign design to ensure maximum student engagement in the group's work. Key safety campaigns for the year included:

- › Freshers' Week Stay Safe
- › Winter Stay Safe
- › Shut It (halls of residence safety campaign)
- › West End housebreaking awareness campaign work
- › Assault Poster Campaign
- › Theft Campaign

Following a series of assaults on students in Glasgow's West End, February saw GUSRC coordinate a publicity campaign in consultation with Central Services and Strathclyde police on ways to limit the risk of becoming a victim of crime. In addition GUSRC procured additional personal attack alarms (partly funded by Central Services) to offer to students free of charge, with almost 1000 alarms distributed in a one month period.

SAFE ACCOMODATION

GUSRC undertook a survey of approximately 180 students living in non-University accommodation to establish security levels in privately rented houses and flats in response to a number of break-ins in the area around the University. The survey compiled worrying data on the types and number of locks on properties, number of participants with working door-entry systems and the number of locks on windows in student properties. GUSRC intends to use these findings in order to lobby the HMO licensing board to enforce a minimum level of security on properties as part of the HMO compliance process.



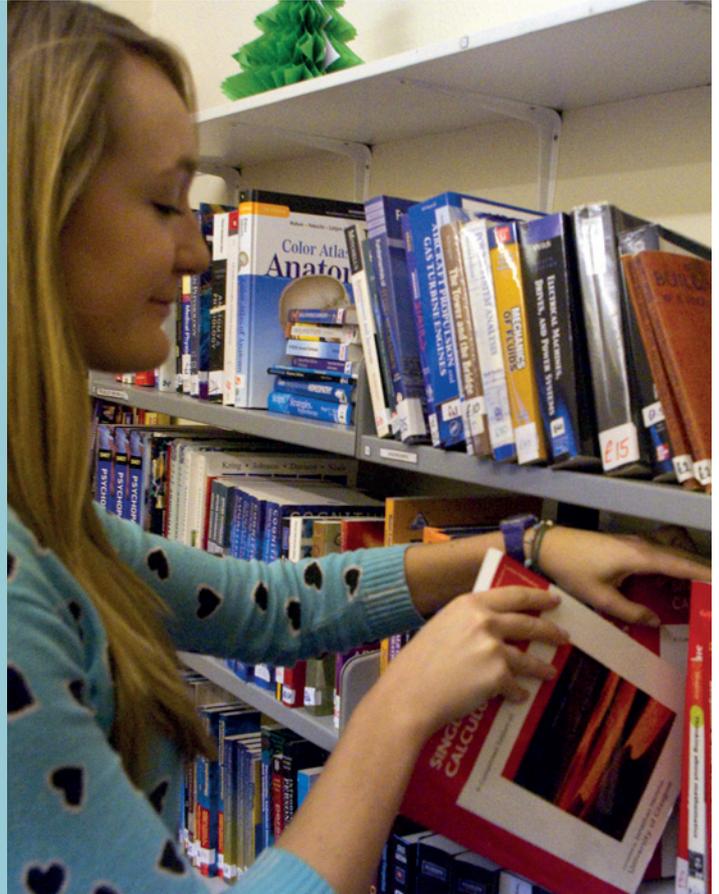
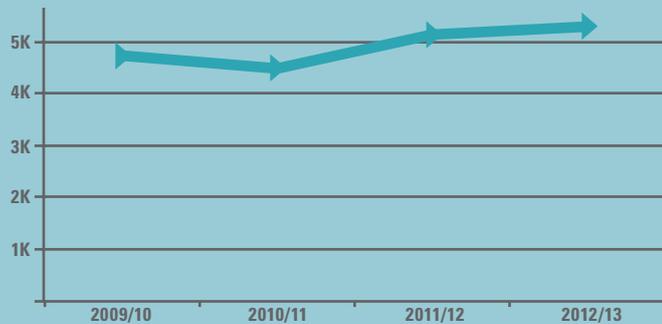
STUDENT SERVICES

2ND HAND BOOKSHOP

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

Bookshop Sales increased slightly during 2012 to 2013. A total of 5334 (5164) books were sold over the year. Calculations indicate the total savings to students buying the second hand books would be £25,575 against full price whilst those students selling books made £28,252 additional income from the sales. Total financial benefit to students using the service over the period is £53,827

TOTAL SECONDHAND BOOKS SOLD IN SRC BOOKSHOP



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 unit sales jumping by over 15,000 copies from 281,581 to 296,591. The binding service continues to be well used with an ongoing struggle to meet demand and an additional 6% increase in usage compared to 2011/12. University guidelines for binding, introduced in 2011, have assisted in ensuring the service meets the requirement of all students.

INCREASE IN PRINT UNITS PROCESSED BY GUSRC



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, 'Wage Slave or Winner' found on the GUSRC website.

FRESHERS' WEEK 2012

GUSRC continues to carry the responsibility of co-coordinating and administering Freshers' Week, working with the University and facilitating linkages with student bodies. GUSRC has responsibility for the marketing and administration of the Freshers' Pass programme. This year's Freshers' Pass sales totalled 2966 approximately 300 passes down on the previous year, but within a reasonable degree of variation.

GUSRC has developed online sales facilities over the last couple of years and this has proved to be worthwhile, easing the Freshers' Pass purchase process for new students, in particular international students who often have to deal with obstacles around money transfer issues. It has also provided the benefit of slightly reducing the administrative work undertaken in processing passes. The sales of the Freshers' Passes are a significant contribution to the finances of the Unions, with each receiving £26,500 from GUSRC as a contribution from the sales, with GUSA and GUSRC each receiving £15,500.

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



FRESHERS' WEEK ACCESSIBILITY

GUSRC is keenly aware of concerns that Freshers' Week may be too narrowly focused and actually reinforce the marginalisation of some demographics on campus. To this end, GUSRC commissioned independent research in order to evaluate the success of Freshers' Week in the context of the organisation's own aims. The following of key issues have been identified through the research for further discussion and action.

- › Engaging students that live at home.
- › Engaging postgraduate students.
- › Building the perceived value for money of the Freshers' Pass and being clear about the added value that the Pass brings to users.
- › Looking at the mix of events and, where possible, giving greater emphasis to live music, clubs and societies events and theatre/comedy.
- › Ensuring effective circulation of the Events Guide.
- › Developing the role of Freshers' Helpers and providing suitable training and support to helpers.

Taken together, these are the issues to be addressed to turn a "good" Freshers' week into a "great" one that meets the needs of, and engages with, the maximum number of new students.

Although GUSRC may be able to address some of the above, at least in part, the issue of Freshers' Pass 'value for money' is perhaps beyond this organisation's capacity to influence more than slightly.

GUSRC are currently preparing plans to use the Gilchrist Postgraduate Club to facilitate a 'Welcome Month' in the new semester, specifically focussed on developing activities which will attract and involve postgraduates students.

GUSRC are currently in dialogue with Alison Browitt, Research Associate, Recruitment and International Office (RIO) and Neil Croll, Acting Head of Widening Participation, RIO, regarding an LTDF Research Project. "Enhancing engagement of local 'commuter' students at induction to support transition and promote student retention and success". The LTDF project is looking at all 'local commuting students', which will include the majority of the University's WP students. The aim of the project is to contribute to the retention of this group at the University.

GUSRC has provided the researchers with a copy of its own research findings and agreed to assist where possible in applying any recommendations emerging from RIO's work to continue to develop a Freshers' Week as a positive and welcoming experience for all new students.



GUSRC PRODUCES A RANGE OF WRITTEN MATERIAL TO ASSIST STUDENTS ON A VARIETY OF WELFARE RELATED SUBJECTS

WELFARE WEEK

GUSRC's Welfare Week was held during November. Constituting a range of events, activities and promotions, the aims of the week were focused around encouraging students to take care of and value their own welfare, as well as raising awareness of options and access in terms of support services. A Welfare Week information stall was staffed all week in the University's main cafeteria area of the Fraser Building. Different groups were able to access the stall to conduct their awareness-raising activity. Amongst others, the stall was used by:

- › GUSRC Nightline
- › GU Boob-Team who promoted women's health and their 'Coppa Feel in the Shower' campaign
- › GU Environmental and Sustainability Team who were informing students on how to become more energy efficient and reduce energy bills, also gave out free energy saving light bulbs
- › Action on Hearing Loss who promoted their 'Loud Music' campaign, warning students about the dangers of loud music and provided hearing checks

Workshops held during the week included; 'The Happiest Day of Your Life' Workshop' and 'The Education Appreciation Experiment'. The aim of these workshops was to offer students an alternative or additional support to that offered by University Counselling services. The first workshop focussed on step-by-step approaches over a typical day and included learning how to develop and maintain self-esteem, the ability to deal with stress, using affirmations, intentional positive thinking, stress management and self-acceptance techniques. The second workshop laid out the top 10 most common challenges students face and worked through each one to suggest ways of working through these practically

by teaching skills to improve confidence and enthusiasm. Both workshops were limited to 20 attendees and were oversubscribed.

In addition to the above, a range of other activities comprised Welfare Week including; Mental Health Drop-In Sessions, Free Gym Access and Classes, Hillhead Pharmacy Discount, 'Recharge your Brain' Meditation Session, Advice seminar 'Your Home - Your Money - Your Rights', Yoga and Free Condom Distribution.

THIRD PARTY REPORTING

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

ACCOMMODATION FORUM

GUSRC were, once again, invited to participate in the Accommodation Options Forum event which is run annually, in February, by Residential Services. GUSRC staff talked directly to 138 students and many more collected information. This event is clearly a useful vehicle for promotion of the Advice Centre as a source of information and advice on housing as well as serving as a good source of information for students seeking Private Sector accommodation.

▶ INFORMATION & PUBLICATIONS

UNIVERSITY OPEN DAYS

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

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

GUSRC also contributes to the ‘Student Life Fair’ at each open day event, with both the Advice Centre and GUSRC itself represented for potential students to enquire about the facilities, services and representation offered by GUSRC. The stalls are manned by Advice Centre staff and by GUSRC Council Members who can provide first hand experiences of working with GUSRC and the services available to students.



THE WELCOME POINT WAS USED AS A HUB FOR STUDENTS VISITING AT OPEN DAY IN JUNE 2013

THE GUIDE

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

Produced to high quality print and design standards, 6,000 copies of The Guide are distributed directly to new undergraduate and postgraduate students as part of the registration process each year. The Guide is not produced as a “throwaway” document. The high standard of presentation, quality of writing and range of information ensure that The Guide is kept and used as a reference book throughout the year. As with last year, we reviewed of all aspects of The Guide, including design, content and structure in order to produce a stylish and up to date document which will hopefully serve as a useful introduction to life at the University and in the city itself.

STUDENT DIARY

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

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

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

2.3

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

The Student Volunteer Support Service (SVSS) currently supports nearly 30 different volunteering projects. In addition to directly managing 17 of these projects, SVSS provides administrative support, advice and assistance for student-led projects and also helps recruit students for outside stakeholders.

SVSS has built strong working links with several services and departments across the University. The Careers Service has been particularly supportive of the work of SVSS. The partnership with the Confucius Institute continues to strengthen and SVSS also works with the School of Psychology and the College of Arts 'Humanities in the Classroom' project.

Most importantly, SVSS continues to act as a source of volunteers for third party organisations across Glasgow. Students are offered an exciting range of personal development opportunities and the chance to earn 'more than a degree' through involvement in socially useful activities in the local community. Through our volunteering projects, SVSS promotes the University through its students across Glasgow and around the world.

Over the course of the academic year 2012/13, a total of 668 student volunteers were registered as a direct result of SVSS support and recruitment. This is a significant increase over the previous academic year's total of 497 and is the highest number of student volunteers registered in a single year to date. Despite the increase in numbers and subsequent placements, demand continues to outstrip capacity for most projects. Employers' growing interest in extracurricular activities is well documented and with participation in volunteering now officially recognised on University of Glasgow transcripts, it is likely that interest in volunteering will

continue to grow in popularity among our students.

As demand continues to escalate and pressure on SVSS increases, there are concerns that, while an increase in applicants will reflect positively on the service, the capacity to develop new projects and placements will eventually 'plateau' as the service continues to run at full capacity. There are some concerns as to how expectations are managed and reputational damage limited as a growing number of applicants will be left disappointed through the inability to secure a placement.

TOTAL NUMBER OF STUDENT VOLUNTEERS



MACMILLAN COFFEE MORNING ORGANISED BY GUSRC VOLUNTEERS AND STAFF

DISCLOSURE & PVG

Disclosure Scotland is now in its third year of the PVG scheme, which was implemented in 2010/11. All volunteers wishing to take part in projects which involve volunteering with children or vulnerable adults are required to join this scheme and update their membership each time they take on a new project which also requires disclosure.

From late 2012 until January 2013, Disclosure Scotland placed a cap on applications from GUSRC, severely limiting the capacity of SVSS to process Disclosure applications and restricting students across a number of volunteering projects. After lengthy discussions, GUSRC were able to resume the service. Despite initial difficulties in 2012/13 a total of 303 applications were processed compared with 231 the previous year.

What follows are some examples of SVSS projects and how they benefit students and the wider community. SVSS continues to form new partnerships with projects whenever possible in order to offer a selection of options to our students. Such varied opportunities not only allow students to gain experience which can be invaluable to their degree, but it may also open doors for careers in the third sector.

GUSH

GUSH is one of the most 'in demand' projects which SVSS offers to students at Glasgow. The project has slightly revised its weekly schedule over the past year to allow for a more streamlined service which offers consistent and regular volunteering opportunities. Partners in delivery include Emmaus Glasgow and Glasgow Central Mosque.

SVSS have worked with GUSH to assist it in establishing a management structure and the group is now coordinated by two senior volunteers who work with the SVSS Coordinator to manage and administer the entire group which, in 2012/13, was made up of 148 student volunteers, a considerable increase against 109 the previous year. As part of the group management review, SVSS also introduced a 'shift leader' role to the group to ensure that every shift has an experienced volunteer to lead the group and keep communication open between the rest of the team and other stakeholders who rely on GUSH to arrive with supplies at the service on time. This has reduced the number of shift cancellations dramatically to virtually zero.

With the large increase in volunteer numbers this year, the limitations of GUSH's current operating environment have become increasingly evident, and the current partnership arrangements require GUSH to limit student volunteering opportunities to 10 shifts per week for the entire group.

As a consequence of the aforementioned limitations, GUSRC will work with GUSH in the coming year to review how it currently delivers its service and how it may best be able to accommodate the increasing demand for volunteering opportunities. Both parties are keen to find a way to translate the clear enthusiasm of the many volunteers into an increased level of service delivery, which will reach out to more homeless people than is currently possible.

CONVERSATIONAL ENGLISH & THE CULTURE CLUB

The Conversational English project is one of GUSRC's most popular and is in constant demand throughout the year. The premise is simple, but very effective. International students apply through SVSS for a 'tutor' and are paired with student volunteers who speak fluent English. Once paired, the students meet at least once or twice a week, often more, and engage in informal conversation in order to help develop a more natural fluency in English. In total, 215 students took part in the project in 2012/13, compared with 162 the previous year. Of these students, a total of 197 students were paired, an increase of 65 students from the previous year. A particularly encouraging trend during 2012/13 was noted when all students who applied during the academic year were allocated tutors.

As a development from the popularity of the Conversational English programme, it was decided to create a partner project, with more of a social focus, to help encourage interaction and integration among students of all nationalities. After a series of culturally-themed events during 2012/13, including a sell-out Burns Supper in January and a Chinese New Year celebration in cooperation with the Confucius Institute at the University of Glasgow (complete with an authentic Dragon Dance), it was decided to promote 'The Culture Club' as a volunteering opportunity for those keen to take the lead in devising further social events aimed at students over the coming year.

STUDENTS VOLUNTEERING AS PART OF CONVERSATIONAL ENGLISH

2011/12

162

+33%

2012/13

215



A PERFORMER TAKING PART IN THE CHINESE NEW YEAR CELEBRATIONS ON CAMPUS ORGANISED BY SVSS AND THE CONFUCIUS INSTITUTE

NIGHTLINE

Nightline is GUSRC's confidential listening and signposting service, run by students, for students. As a signposting service, Nightline operates from the hours of 7pm and 7am and does not overlap with the services provided by the Advice Centre, The Welcome Point or the Student Enquiries Desk.

SVSS has worked with lead members of Nightline to shape a structure that now gives students a greater role and more responsibility in the running of the service. A reshaping of the Nightline Coordinator roles, including the delegation of some duties, such as publicity, to other senior team members has appeared to be successful. A 'coordinator mentoring' scheme was also implemented, to ensure that incoming leaders are able to pick up and develop the service immediately without repeating work already undertaken. It is believed that the benefits of this will continue to be apparent in 2013/14.

For the period 2012/13, Nightline saw a 157% increase in phone calls from the previous year – a total of 49 calls were received in the first two months alone, compared with a total of 46 calls for the whole of the previous year. Over 2012/13 the service also expanded its internet contact service by adding instant messaging in January 2013, which attracted a further 31 enquiries. Overall, a total of 216 calls, emails and IMs were received in 2012/13, compared with 57 in 2011/12.

Another notable development was affiliation with Nightline UK. This has allowed Nightline Coordinators to attend nationwide conferences in Scotland and England, which helps facilitate learning from practice in other institutions – the implementation of the 'three rings' rota system was as a direct result of this affiliation, which in turn saw shift coverage rise from 44.94% in semester 1 of 2012/13 to 81.00% in semester 2. It is notable that in the final month of the academic year 2012/13, shift coverage was 90.91%. With coverage having been a severely detrimental issue in previous years, it can be seen that the efforts made in improving the structure of the project has allowed the Nightline group more time to promote the service and develop through a continually active group of volunteers, whose roles are more clearly defined and who feel a real sense of ownership and pride in the development of the project.

CASES LOGGED BY NIGHTLINE VOLUNTEERS

2011/12

57

+279%

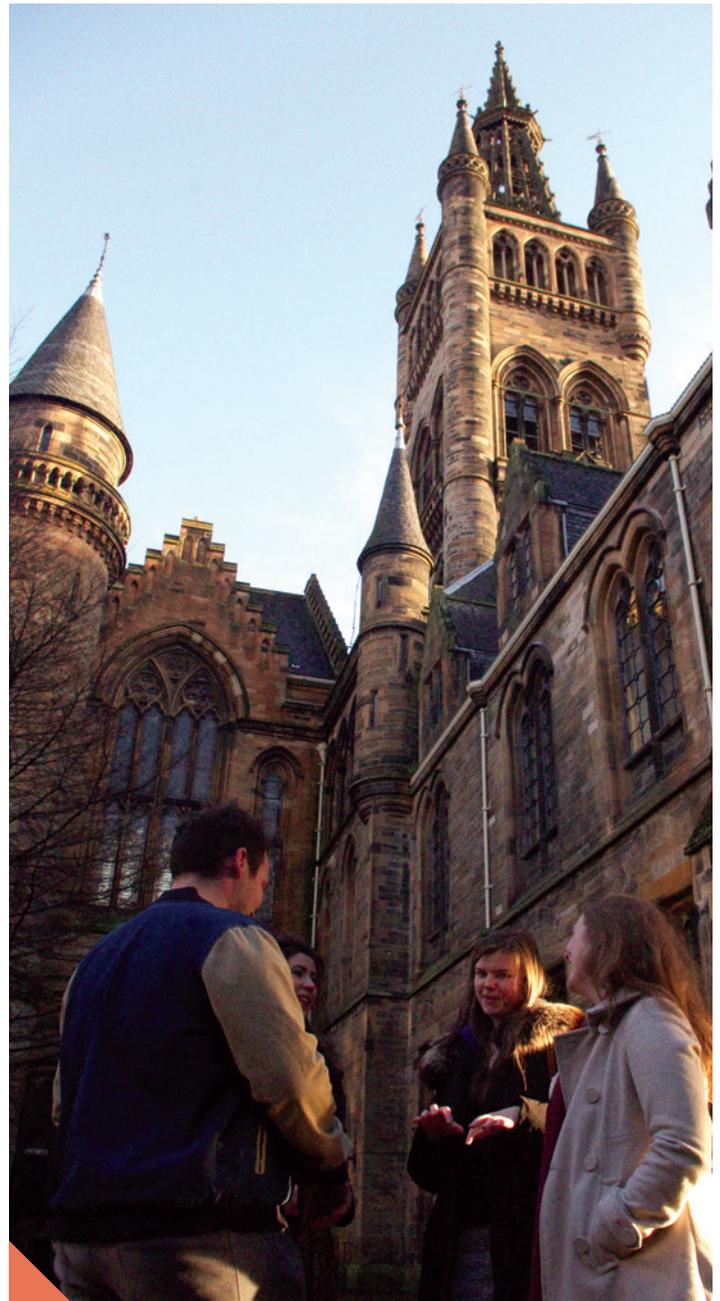
2012/13

216

OTHER VOLUNTEERING PROJECTS

Throughout 2012/13, SVSS continued its work with outside parties such as Macmillan Cancer and Alzheimer Scotland. These are two of the more challenging projects on offer by SVSS and require a greater time-commitment and training than is generally required for other projects. Macmillan requires a 6-month commitment, for example. Nevertheless, 11 students applied and 10 were taken on to work with these projects. This success has resulted in GUSRC agreeing to increase promotional activity around such projects in order to emphasise the personal rewards of a more intense and longer term volunteering commitment.

Sense Scotland, Cornerstone and Bield also continued as third party projects in 2012/13 with 8 students recruited for Bield, 5 for Cornerstone and 3 for Sense Scotland. The 'Buddy a Granny' scheme was, overall, down somewhat at 29 volunteers participating (a drop from 42 last year) – however, it should be noted that the PVG cap placed on SVSS by Disclosure Scotland during one of the busiest recruitment periods, at the end of 2012/ beginning of 2013, severely restricted its ability to provide volunteers for projects requiring disclosures.



A GUSRC GUIDE LEADS A TOUR OF THE UNIVERSITY CAMPUS

GU TOURS

GUSRC runs historical campus tours led by professionally accredited student guides, on Thursdays, Fridays, Saturdays and Sundays. Private tours for groups are also available for booking.

Positive word of mouth, general feedback and a review of our promotion and marketing activity (particularly our work in reaching out to international student tour groups) saw GU tours grow again for the year 2012/13, with a total of 1048 participating in tours, an increase of 129% against the 448 in 2011/12.

GU Historical Campus Tours are currently Trip Advisor's second most popular tourist attraction in Glasgow. Our guides are regularly praised for their professionalism, knowledge, courtesy and good nature. Over the coming year, GUSRC anticipates a further increase in tours uptake as the brand becomes even more established in the city and we continue to develop our marketing links, (e.g. partnership formed with Visit Scotland during June 2013).

CLUBS & SOCIETIES

Clubs and societies are a key element of the University of Glasgow's student experience. 240 clubs affiliated to GUSRC in 2012/2013, an increase of 70 over the previous year, with a total membership around 6,000 students. Affiliates are eligible to receive administrative and developmental support from GUSRC. This year they received funding and support worth almost £24,000, a 30% increase against the previous year. Affiliated clubs and societies continued to benefit from advice and support on issues as diverse as governance, risk assessments, publicity, and event management. GUSRC continues to provide free minibuses to facilitate trips in the UK and travel to conferences and meetings, as well as free room hire, photocopying and IT access. In addition, this year, GUSRC supported a range of mixer events which were organised with clubs and societies hosted by groups such as STAR and Amnesty.

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

Clubs and societies were also an integral part of GUSRC Freshers' Week with over 60 stalls allocated solely for this purpose. As well as taking part in the Freshers' Fair, other clubs and society events included cultural fairs, sword fighting displays and meet and greets with society members.

GUSRC's grant allocation system seeks to balance accountability with ease of access. Clubs and societies are required to advise on potential outcomes that grant funding will enable them to achieve and are invited to make a presentation to the members of the 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 fifth year, the VCS Awards continues to recognise the great work of volunteers, clubs and societies from across campus. Each category was, once again, heavily contested ensuring the judges had difficult decisions, and also highlighting the extraordinary range of work undertaken by students for students at Glasgow University.

- › Innovation Award: Philanthrobeats
- › Best New Society: Sign Language Society
- › Exceptional Club/Society Event: G-Gnomes
- › Working in Partnership Award: Glasgow University Food Co-op
- › Publicity Award: Hispanic Society
- › Students & the Community Award: Cecilian Society
- › Most Dedicated Member: Fiona McKeown (GUSH)
- › SRC RAG Award: Hester Gartrell (GUSH)
- › Student Volunteer of the Year: Nadia Bailey & Csenge Lantos (Nightline)



VOLUNTEERING, CLUBS & SOCIETIES AWARD WINNERS AT THE CEREMONY IN SPRING 2013

FUNDRAISING & CHARITY

GUSRC develops an array of fundraising events throughout the year. Movember (Prostate Cancer) continues to be one of the organisation's high profile on campus campaigns. Poppy Scotland's 'Rag Raid', also enjoys ongoing support from GUSRC with Council Members heavily involved in the Edinburgh 'Raid'. GUSRC also co-ordinates Raising and Giving (RAG) Week, which raised over £5,000 for various charities over the year.

The campaigns generally have a double purpose where the message is as important as the money. For example, two of GUSRC'S most prolific fundraising events of the year, One Dress One Month (raised over £1,800) and Vagina Monologues (raised over £700 in one evening) were accompanied by publicity regarding issues of womens' rights, in this particular case, domestic abuse. The awareness-raising element of student campaigning will be developed over the coming years, having proved to be a successful approach. The newly created Communications Officer position and the new website currently under construction will assist in ensuring new communication channels are developed and effectively utilised.

Further to this, GUSRC continues to provide for student charity groups working in the local area by completing their Disclosure checks and supporting them in fundraising work.



MEDIA WEEK



PHOTOGRAPHER DVLX AT A MEDIA WEEK 2013 EVENT

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.

Media Week aims to not only provide students with the opportunity to learn about different industries within the media, but to also energise students into engaging with Glasgow's own student media, each of whom ran an event as part of the week. The overall aim of the week is to inspire students to look beyond their degree and see what else is possible, and what activities they can undertake during their studies to help forge a career path in the media.

Media Week 2013 provided a variety of events from a range of media professionals with different backgrounds and experiences. Media Week traditionally brings together Q&A sessions, presentations and panel events with experts from different fields of the media and 2013 was no exception.

Still Game and Chewin the Fat director Michael Hines provided insight into working with scripted TV, while Alison Walker, the first female presenter of Sportscene, talked about live TV and its pressures. A topical talk for the 2013 Media Week was a presentation and discussion on Scottish Independence, hosted by Yes Scotland's Director of Communications, Susan Stewart. A representative from Better Together also spoke at an event during the week. Other sessions included radio plays and DJing, how to be a successful photographer and other sports broadcasting events.

Media Week 2013 was deemed a success, once again providing students with access to professionals to inspire them in being part of the media.

DUMFRIES CAMPUS

GUSRC provides support and training to registered University of Glasgow students based on the Crichton Campus in Dumfries. The Permanent Secretary manages two part time events and administrative staff who are funded equally by University of Glasgow and the University of The West of Scotland. The small team has responsibility for supporting Crichton students in developing extracurricular activities for the local student populace in order to enhance and enrich the cultural and educational experience at the Dumfries Campus.

CUCSA

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



EVENTS

A "Freshers' Fortnight" was organised to welcome new students to campus (essentially a fortnight as University of Glasgow and University of the West of Scotland academic sessions started a week apart). A sponsorship agreement was reached with a local establishment "The Granary" in facilitating a CUCSA produced guide, serving as an introduction to CUCSA and Freshers' events. The guide was posted out to all Freshers' prior to their arrival on campus. The Freshers' fair was successful with several hundred attending and positive feedback received from the stallholders. Events such as the comedy night at the Granary were well attended with over one hundred tickets being sold.

A range of events were held in the Granary over the year as part of the sponsorship agreement. A series of Thursday club nights took place during the first semester, including the Halloween Drag show, which was very well attended. Generally however, these nights did not prove popular with the students and following review, were discontinued after Christmas.

In February CUCSA held their first ever "sports and societies ball". It was held at the prestigious Easterbrook Hall and included dinner, speeches from the team captains and dancing. The event was successful in bringing clubs and teams together and encouraging reflection on successes during the year.

CUCSA CLUBS & SOCIETIES

The Crichton University Campus Boat Club (CUCBC): The Boat Club is a new club, affiliated to Scottish Rowing through Nithsdale Amateur Rowing Club (NARC), to whom our students pay their membership, the team reached a competitive level very quickly. Training hard alongside NARC members, the team also purchased their own racing licenses and had CUCBC team kit designed and produced. They have been competing in Scottish Rowing regattas regionally and nationally, achieving consistently good results. CUCBC were represented at the Scottish Rowing Championships 2013, where the crews came back with excellent results: the Women's Novice 4+ crossed fourth, the Women's Novice 8+ came third and the Men's Novice 4+ collected silver medals. They were also represented in the Men's Novice 2x, reaching the semi-finals, and in the Women's Novice 4x+, which just missed out on a place in the final.

Film Society: Now Dumfries Campus' longest running society, the film society continues to meet regularly. The club also began to branch out from watching films and has been organising trips to other film-related events in the local area, such as talks from visiting actors; the highlight of the year was a visit to hear Brian Cox speak.

The Netball Club: The "Crichton Ravens", were new for this academic year. The netball team trained twice a week in council premises in Dumfries. Both universities are represented on the team. The netball team have purchased their own match kit, bibs, balls and whistles. From September the netball team will have access to training in Dumfries and Galloway college sports hall, which will considerably reduce costs.

Sailing Club: This was the sailing team's second year. CUCSA funded free taster sessions at the start of the academic year which were reasonably well attended. The team boasts membership from both University of Glasgow and University of the West of Scotland. During the season the sailing club go out on Saturdays to Lochmaben and have been working with Annandale boat club. The team captain entered the Scottish Team Racing Championship and reached the quarter finals of Gold fleet. Members are working towards sailing RYA level 1 and or 2.

3

ANY OTHER BUSINESS

FINANCE

INCOMING RESOURCES

	RESTRICTED FUNDS (£)	UNRESTRICTED FUNDS (£)	2013 TOTAL (£)	2012 TOTAL (£)
INCOMING RESOURCES FROM GENERATING FUNDS				
VOLUNTARY INCOME	.	499,000	499,000	490,000
ACTIVITIES GENERATING FUNDS	.	44,325	44,325	36,487
INVESTMENT INCOME	.	8,581	8,581	
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES	4,155	295,448	299,603	233,356
OTHER INCOME	.	2,083	2,083	833
TOTAL INCOMING RESOURCES	4,155	849,437	853,592	769,102

RESOURCES EXPENDED

COST OF GENERATING FUNDS				
COST OF GENERATING VOLUNTARY INCOME	.	6,500	6,500	7,300
FUNDRAISING TRADING COSTS	.	5,780	5,780	3,073
CHARITABLE ACTIVITIES	4,354	790,607	794,607	707,755
GOVERNANCE COSTS	.	41,269	41,269	45,293
TOTAL RESOURCES EXPENDED	4,354	844,156	848,510	763,421

BALANCE

NET MOVEMENT IN FUNDS	(199)	5,281	5,082	(2,522)
BALANCE BROUGHT FORWARDS AT JULY 1ST 2012	3,235	385,620	388,855	391,377
FUND BALANCE CARRIED FORWARD AT JUNE 30TH 2013	3,036	390,901	393,937	388,855

NOTES

GUSRC recorded a surplus this year of £5,082 (2012 Deficit of £2, 542). GUSRC continues to seek to maintain or increase its performance across and increasingly broad range of activities whilst operating in a challenging financial environment.

Major new projects coming on stream over the year include the Welcome Point and the Gilchrist Postgraduate Club. The university have allocated GUSRC additional funding towards the management of the Gilchrist and associated postgraduate engagement activity. The University have agreed to consider any representations from GUSRC with regard to additional costs associated with management of the Welcome Point.

Total reserves at 30th June 2013 stand at £390,901 (2012 - £393,937). Full reserves policy detailed in audited annual accounts.

GUSRC is dependent on an annual block grant from the University which amounts to 70% of its required annual income. Ongoing dependence on grant funding from the University is a reality acknowledged by the Trustees. In order to minimise the risk to the organisation, the Trustees have agreed a policy whereby GUSRC seeks to maintain reserves at a level sufficient costs to cover contractual liabilities should the organisation have to close. This includes redundancy pay, amounts due to creditors and commitments under leases.



▶ POSTWORD

The great work undertaken by GUSRC in 2012/13 highlights the value of getting involved with student representation at Glasgow. Particular highlights of the year have included the completion of the joint GUSRC and University Welcome Point. This development is fundamental to GUSRC continuing to raise its profile on campus and to ensure that more and more students are accessing the organisations indispensable campus facilities and services. Another significant project this year was the opening of the Gilchrist Postgraduate Club to strengthen the relationship between GUSRC and the postgraduate community, a key priority is to continue to develop this relationship moving forward into the next year and encourage postgraduates to get involved with GUSRC at all levels.

My personal highlight of this year as Vice President (Student Support) has been the development of the Student Mental Health Agreements and even though there is still a lot of work to go into completing these Agreements, I am confident that this will continue after I finish this role. I feel very privileged to be a sabbatical officer in GUSRC for another year and will continue to strive to improve the student experience at the University and represent all students.

A big change moving into 2013/14 is the restructure of the sabbatical positions. This new structure should allow the sabbaticals to do more representation work whilst at the same time provide for a much more effective publicity machine to highlight the work we do. I'm excited to work with a new group of interesting individuals who I expect will bring variety and new ideas to the institution. Each sabbatical officer will be expected to set more specific goals in line with our Strategic Plan to further facilitate productivity and accountability of the Executive.

We are heading towards an important time of change for the University with the development of the campus just around the corner, and GUSRC have the opportunity to focus on what is crucial for creating a better experience for students and impacting on how our current students and students of the future will study and socialise.

In the meantime, we look forward to tackling new and existing challenges through 2013/2014. Of real concern, for example, are the pressures that continually rising student numbers are putting on critical student services and classroom space.

Students can also look forward to a new GUSRC website which will offer another crucial interface for communicating and engaging with students radically improve our means for conveying information and also generally keep them up to date with topical issues regarding student representation. February 2014 will see the next Rectorial election and we hope to receive nominations from a variety of promising candidates who will aid GUSRC to represent students and spark awareness of the present problems students face. The vote on the Council of Senate will also be a very important moment in the upcoming year for securing full student representation on Senate.

It's going to be another noteworthy year for GUSRC and we are excited about new projects and continuing to campaign and speak out for students on matters that are imperative to maintaining a fantastic experience at the University of Glasgow.

J. McGrellis

Jessica McGrellis
President 2013/14

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