



UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL
ANNUAL REPORT
2014-15



1

WELCOME

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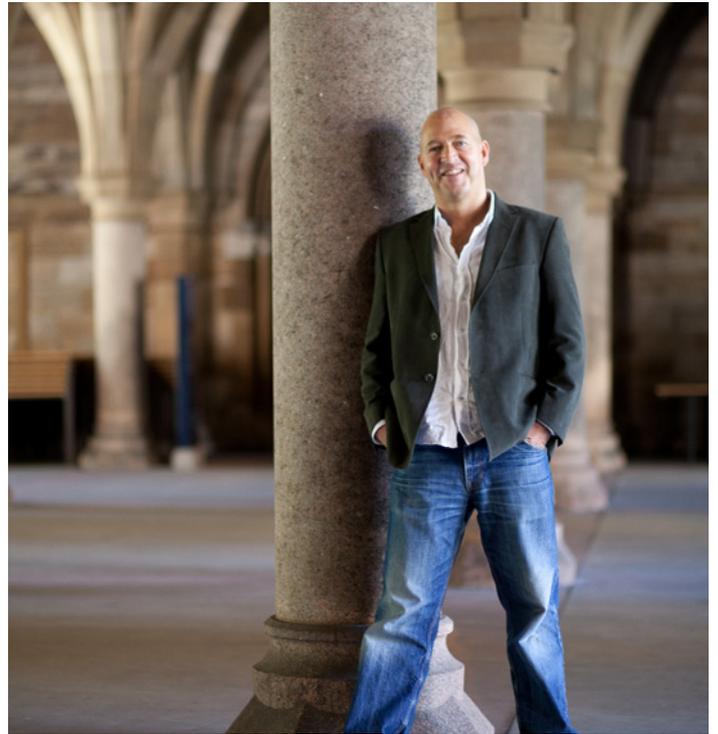
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FOREWORD



Welcome to the Annual Report from the University of Glasgow Students' Representative Council (GUSRC).

We continue to develop and deliver a range of services and activities to try and make a significant contribution to meeting needs and aspirations of the diverse range of students attending the University of Glasgow. In terms of diversity the indicators look very positive with a 97% satisfaction rating in the latest i-graduate International Student Barometer, giving us one of the highest ratings amongst University of Glasgow services.

We have entered a new planning cycle and have begun work on developing our third strategic plan which will take us to 2020. The excitement of developing a new strategy is tempered by the extremely limited funding climate but we hope that we can continue to demonstrate the value of what we do and where opportunities arise, access additional resources to develop what we offer.

As you'll read later, the demand on our Advice Centre increased considerably with a 32% increase in cases. Interestingly almost a quarter of the Advice Centre client group were postgraduates.

We continue to try and improve the orientation and induction of new students by coordinating Freshers' Week but most importantly running an 'alternative' range of events. GUSRC events that are focused on non-alcohol related activity and are, in some cases, targeted to specific groups of student and designed to be attractive to 'traditional' and 'non-traditional' students alike. Ideally we would like to work more closely with the University in encouraging a more 'joined up' approach to orientating new students, as we now do with open days and applicants visit days.

There's a considerable committee framework beginning to emerge around the new campus vision. Our involvement in the decision making process will enable us to make a contribution that will help shape the quality of the student experience in the years and decades to come for all students of the University of Glasgow.

These are examples of our work over the year. This report guides you through the massive range of activities and successes achieved throughout the year as we strive to deliver quality services and informed representation for and on behalf of the students of the University of Glasgow.

Breffni O'Connor
President 2014/15

Bob Hay
Permanent Secretary

HIGHLIGHTS



RECORD BREAKING STUDENT TEACHING AWARDS

For the fifth consecutive year, GUSRC's Student Teaching Awards (STAs) has grown, with the 2015 iteration of the awards attracting over one thousand nominations from students for the University staff members they believe deserve special recognition for their contribution to the student experience.

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ADVICE CENTRE WORK & INITIATIVES

GUSRC's Advice Centre had a landmark year, with the service in even greater demand than previously. The team processed a record number of pieces of casework in 2014/15; recording financial benefits to students of over £55,000, in addition to developing new awareness campaigns and initiatives to help students avoid commonly occurring problems.

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STUDENT MEDIA CELEBRATIONS & SUCCESS

2014/15 saw both Glasgow University Student Television (GUST) and Subcity Radio celebrate anniversaries with events of reflection, offering the opportunity for each organisation to reflect on its past successes and begin to plan for the future. Add in GUST's six-award sweep of the National Student Television Association Awards (NaSTAs) and it was a fantastic year for student media.

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CLUBS & SOCIETIES GROWTH

GUSRC's support for clubs and societies grew in 2014/15 with a record 287 student organisations affiliating in 2014/15. The number of students registered with one of the University's clubs or societies, which receive support from GUSRC, is around 14,000; approximately half of the student population of the University.

Page 38

YEAR IN NUMBERS

5671

SECOND HAND BOOKS SOLD BY GUSRC
Page 32

£3,000+

RAISED DURING RAG WEEK 2014/15
Page 39

97.3%

GUSRC ISB SATISFACTION RATE
Page 17

6

NASTA AWARD WINS FOR GUST
Page 24

£55,110

FINANCIAL GAINS FOR STUDENTS VIA
GUSRC ADVICE CENTRE
Page 27

14,000

STUDENT MEMBERS OF GUSRC AFFILIATED CLUBS
Page 38

28,834

GUSRC / UNIVERSITY WELCOME POINT ENQUIRIES
Page 32

287

AFFILIATED CLUBS / SOCIETIES
Page 38

200+

STAFF & STUDENTS REGISTERED
FOR EDUCATION & TECHNOLOGY
CONFERENCE
Page 15

198

SUICIDE PREVENTION TRAINING
PARTICIPANTS
Page 14

103,343

STUDENT MINIBUS SERVICE JOURNEYS
Page 29

5,000

STUDENT GUIDES PRODUCED
Page 33

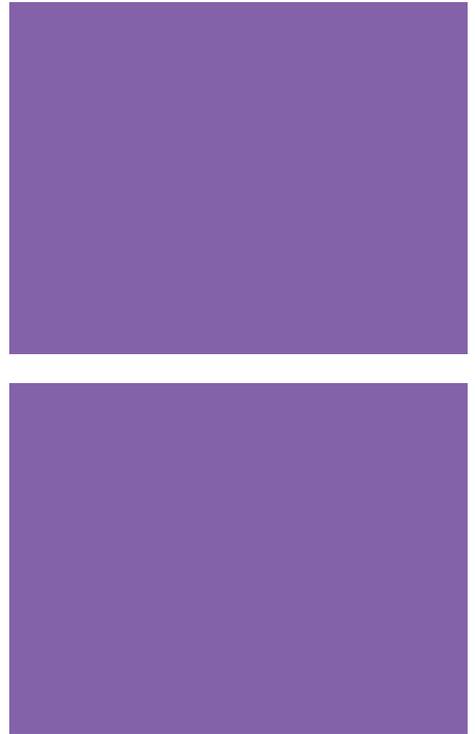
1050

STA NOMINATIONS
Page 6

888,132

PAGEVIEWS OF GLASGOWSTUDENT.NET
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GOVERNANCE



University of Glasgow Students' Representative Council (GUSRC) is a non-incorporated organisation and is a registered charity (Scottish Charity No SC006970). It is the main representative body of students of the University of Glasgow.

All students registered at the University of Glasgow are automatically members of 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.

MISSION

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

AIMS

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

Representation & Engagement

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

Student Welfare

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

Volunteering & Graduate Attributes

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

OBJECTIVES

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

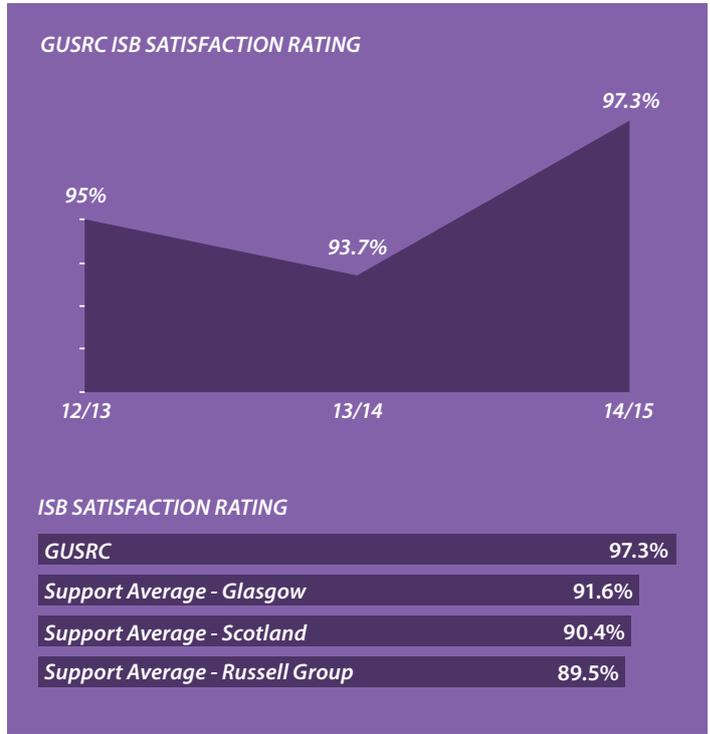
- To represent and promote the general interests of students of the University.
- To advance civic responsibility by providing a recognised means of communication between students and the Court and Senate of the University.
- To prevent and relieve poverty and to advance health by providing welfare services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

GUSRC COUNCIL

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

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

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



STRATEGY

GUSRC's mission and high level strategic aims are consolidated into a strategic plan. The organisation seeks, where possible, to evaluate and improve by reviewing its activities against the stated aims contained in each strategic plan. GUSRC's current strategic plan was prepared in 2011 via consultation with a range of stakeholders including senior University and GUSRC staff, students and student officers to review aims set out in the pre-existing strategy and agree goals for the next period. GUSRC's next strategic plan will be adopted and actioned in 2015/2016.

PARTNERSHIPS

In recent years the GUSRC and the University have worked closely together in establishing and developing meaningful informed student engagement. The University's reflective analysis for ELIR 3 demonstrates the strength of this relationship:

"A fundamental element of student engagement is the relationship between the University and the SRC and since ELIR 2, this relationship has been further consolidated as a working partnership."

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

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

INTERNATIONAL STUDENT BAROMETER

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

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

The latest International Student Barometer (ISB), with students interviewed in the summer of 2015, continued to send a positive message about International Students' perception of the work of GUSRC.

GUSRC's rating increased to 97.3%, an increase from the previous session's 94%. GUSRC was ranked first within the University in the Student Support category with a rating a full 5% higher than the Russell Group institution average. With an ever increasing number of Clubs and Societies emerging on campus and receiving support from GUSRC, we're pleased that Clubs and Societies received a satisfaction rating of 96.9% ranking them 2nd overall in the University in the Student Support category.

Both GUSRC's and Clubs and Societies' satisfaction ratings exceeded the targets stated in our current strategic plan (95% and 94% respectively). Given the comparatively limited resources of GUSRC relative to other Russell Group student associations, we consider this a satisfying outcome. We will continue to develop work with international students within the resources allocated by the University.

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

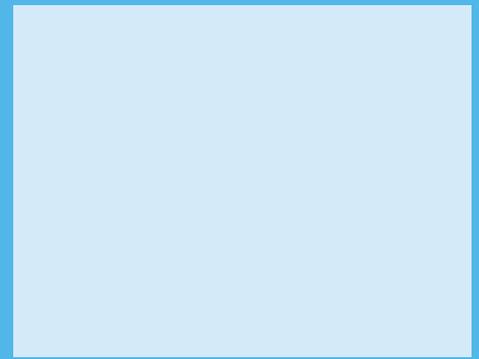
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REPRESENTATION & ENGAGEMENT



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 includes provision of up to 49 GUSRC Council members.

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

GUSRC Council has undergone significant restructuring in the past three years, with new positions introduced and others reshaped. Notable changes include the introduction of a new Welfare and Equal Opportunities officer in 2013/14 in response to the manifestation of mental health issues affecting more students, and subsequent desire to introduce a position dedicated to the area, and the restructuring of the Sabbatical Officer positions at the start of the same academic year, with the introduction of Vice President - Activities and redistribution of the responsibilities of the role of Vice President - Media & Communications. Earlier, the addition of School Representatives to Council was intended to introduce a supplementary representative tier to bridge the gap between class representatives and GUSRC and better reflect the University's academic decision making framework.

These changes, when considered overall, are fairly major for an organisation the size of GUSRC, and as part of the reflective and consultation process in producing the next GUSRC Strategic Plan, it is intended that the shape and effectiveness of Council be considered to ensure efficient working going forward for GUSRC.

COUNCIL SUPPORT & TRAINING

All student officers are elected annually. The officers are supported by a staff team who fulfil a combination of secretariat, advisory, support and developmental functions. Throughout the year the strong, positive working relationship between staff and student officers contributed to the organisation's successes. GUSRC officers sit on an extensive range of committees and working parties within the University plus a significant number of college and school level committees. Our staff team are allocated committees and will meet with the nominated student officers prior to these meetings and prepare briefing materials as required. This ensures a degree of continuity as well as informed, empowered student involvement.

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

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

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



FEEDBACK ON CLASS & PGR REP TRAINING

98%

ABLE TO PARTICIPATE FULLY

90%

TRAINERS 'VERY GOOD' / 'EXCELLENT'

96%

WOULD RECOMMEND

CLASS & PGR REPS TRAINED



UNIQUE VOTERS IN THE GUSRC SPRING ELECTIONS

2009/10	2072
2010/11	4084
2011/12	3581
2012/13	3350
2013/14	3935
2014/15	3476

OFFICER ELECTIONS

In the academic year 2013/14, GUSRC undertook a concentrated publicity and recruitment campaign ahead of the Autumn (non-) election. This campaign was deemed successful, returning the highest ever number of votes cast in the same election, where historically the turnout has been comparatively low. GUSRC attempted to repeat the feat in 2014/15, once again putting in place an extensive publicity and recruitment campaign and results were once again positive, although not recording breaking. The Autumn 2014 election saw a total of 2162 unique voters, approximately 16% down on the record 2586 in 2013, but considerably up (approximately 25%) against 1731 unique voters in the same election in 2012.

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

Traditionally the bigger of the two elections, GUSRC's Spring Elections took place in March 2015, seeing a total of 43 candidates contesting 29 positions, a slight increase in total number of candidates versus 2014. Eight candidates contested the four sabbatical positions of President and three Vice Presidents, a reduction from 11 in 2014 but one more than 2013. The number of votes cast was 3476, slightly down from 3935 in 2014 but up from up from 3350 in 2013. Over 100 students attended the Heckling Meeting, similar to last year.

Each year there are discussions about how to maximise the effectiveness of election publicity to encourage both candidates to stand for election, and for students to then vote for candidates on polling day. GUSRC constantly seeks new ideas to help further engagement in the election of student representatives to Council and the student democratic process, and will continue to do so into 2015/16.

CLASS & PGR REP TRAINING

GUSRC and the University have joint responsibility for the organisation and operation of the class and postgraduate research (PGR) representation system. GUSRC coordinates and delivers class representative training with Glasgow students benefit from the bespoke Glasgow University-focused training developed by their representative organisation, as opposed to the more generic training product or service. As GUSRC also now funds the trainers, all individuals recruited are Glasgow University students and, therefore, familiar with the structures and systems of the University, both academic and representational. As well as training on the main campus, we also provide class representative training for students on site at the Dumfries Campus, and for students on partnership programmes at Singapore Institute of Technology and UESTC in Chengdu, China (via video link).

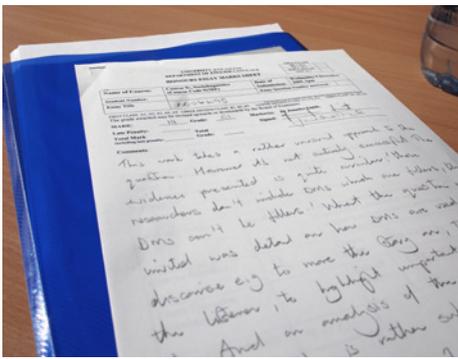
GUSRC runs two main blocks of training, one per semester. During this academic session we trained a total of 758 representatives; slightly down on the 830 trained in the previous year, but above the seven year average of 638. The feedback from the students who undertook the training enables us to ascertain the following:

- 98% felt able to participate in the training.
- 96% would recommend the training to others.
- 90% rated the trainers either 'very good' or 'excellent'.

Class representatives are eligible to have the role recorded on their Higher Education Achievement Report (HEAR) provided they have attended Class/PGR representative training and completed the term of office as a class or PGR representative to the satisfaction of their School.

We hope to develop systems in the coming year that will help us better evaluate the impact that class representatives have and their role in bringing about change.

WITHIN THE UNIVERSITY



FOSSIL FUEL DIVESTMENT

Following a successful motion at GUSRC Council proposed by the Climate Action Society, GUSRC representatives took a proposal to University court that the University divests investment in fossil fuels.

A Court working group, including GUSRC representation, was established and evidence taken from Glasgow University Climate Action Society and the University Investment Committee. Following the group's report to the October meeting, Court made a decision in principle to begin a phased divestment in the fossil fuel extraction industry over a ten year period.

The University of Glasgow therefore became the first university in the UK to commit to fully disinvesting from fossil fuel industry companies and issued a statement which acknowledged "the devastating impact that climate change may have on our planet, and the need for the world to reduce its dependence on fossil fuels". The decision brought much popular media coverage and praised the University as a pathfinder for other institutions to make similar decisions. There were however some qualifications to the decisions and we continue to work with the University on achieving complete disinvestment.

GLASGOW ARM

GUSRC continues to work with Glasgow Aid for Rwandan Medics (ARM). The charity, developed through discussions between medical students and a University professor working in Rwanda, aims to provide support for Rwandan medical students, many of whom lack the necessary equipment to complete their studies and some of whom are unable to focus because of a lack of food. The organisation had been experiencing difficulties in attaining the status of a registered charity. GUSRC worked with ARM to resolve matters and were pleased when OSCR granted charitable status. The move opened the door to many opportunities in terms of fundraising and access to funding.

DIGNITY AT WORK & STUDY

The University's Equality and Diversity Unit (EDU) proposed a campaign to increase awareness of the Dignity at Work and Study policy. GUSRC representatives were involved in contributing suggestions around the content and layout of the publicity materials to help maximise the impact of the campaign on students. Both students and staff will benefit from increased knowledge of how to deal with harassment, once the campaign is launched (planned for October 2015).

PATRIARCHITECTURE

Virtually all of the University buildings are named after male benefactors. Following a presentation by GUSRC Vice President - Student Support, the University's Equality and Diversity Strategy Committee agreed that a more inclusive naming policy for future campus developments should be adopted and, where there are unrestricted naming rights, project boards should be encouraged to consider the wider University community by recognising more women, ethnic minorities or those with other protected characteristics. It was also agreed that, where buildings are already named, spaces such as lecture theatres and meeting rooms within them, could also be named. Following further discussions between GUSRC and the Director of Estates a set of criteria was established and this GUSRC-initiated policy has now been approved and adopted by University Court.

POP-UP STUDY SPACES

At certain times of the year students find it difficult to access space to study. We worked with Central Timetabling (CTT) to identify rooms suitable for study which would be empty at certain times during the day. Once agreed, GUSRC publicised them to students as 'pop-up' quiet and group study spaces. Uptake was inconsistent, which we believe may be due to failure to effectively publicise. We will review this initiative before deciding whether to pursue it in future years.

SUICIDE PREVENTION TRAINING

Mental health issues amongst students across the UK are increasing at a significant rate. As part of our activities seeking to raise awareness and challenge stigma associated with Mental Health we successfully attracted funding from Awards for All to finance an external company to deliver 'Mind Your Mate' training.

The overall aim of the programme is to increase awareness within the student body of mental health issues and the dangers associated with undiagnosed and untreated depression as well as increasing the ability of students to identify the warning signs that a fellow student may be at risk of suicide. Students participating in the training learn how to communicate safely and effectively with a fellow student they have identified may be at risk as well as how to identify within themselves signs of depression.

The training was delivered in ten sessions over a the space of a week, with participants asked to complete a short feedback questionnaire at the end of the final session. There were 198 total attendees, and their feedback highlighted the value of the sessions. Of the 198 who attended, GUSRC was able to confirm:

- 193 agreed they were more likely to ask for help if they were feeling down or depressed after attending the training.
- 196 agreed that after completing the programme they were more likely to help a friend who is feeling down or depressed.
- 196 agreed that they would recommend the programme to other students.

The full evaluation explores distance travelled by participants in more detail; there was also an opportunity for free text responses in completing the evaluation which included a significant amount of positive qualitative feedback including the testimonial featured below.

NEW CAMPUS DEVELOPMENT

The University continues to move forward with the roll out of the new campus development and a proposed investment of £750 million. GUSRC will seek to work with the University in delivering meaningful student consultation to help ensure that the development is not just fit for purpose upon completion but is future-proofed against subsequent changes in learning and teaching.

The size of the new campus development project however has significant implications for GUSRC. Our student officers already find themselves in demand to participate in an emergent committee framework growing around estates development. The demand on GUSRC representatives to participate effectively in existing University committees is already considerable, and furthermore GUSRC staff support is finite and equally stretched. It will be a significant challenge for GUSRC to continue to engage effectively with the new campus development whilst at the same time maintaining its existing areas of representative activity in years to come.

NON-ACADEMIC DEBT

After extensive negotiations with senior University representatives around the University's non-academic debt policy the University agreed to increase the debt threshold with which students are permitted to re-register for the next academic year from £5 to £25. We also responded to two consultations carried out by the Competition & Markets Authority into HEIs' compliance with consumer protection law and have presented arguments that the restrictive, blanket approach of HEIs to collection of non-academic debt, where individual circumstances are not considered, is unfair and potentially could be regarded as breaching consumer protection regulations. In the meantime we continue to lobby the University to encourage a review of its policy.

FEEDBACK ON SUICIDE PREVENTION TRAINING

97.4%

MORE LIKELY TO
ASK FOR HELP

99%

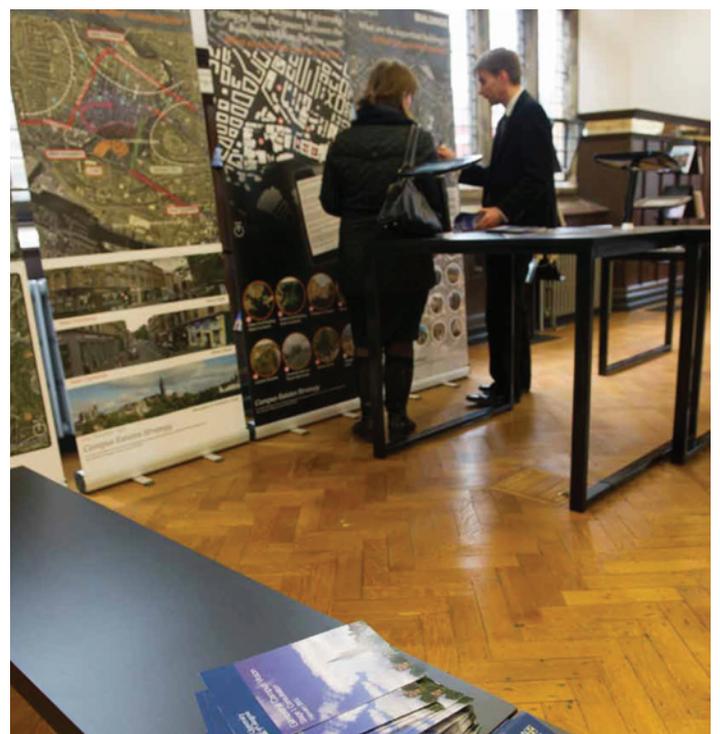
MORE LIKELY TO
HELP A FRIEND

99%

WOULD
RECOMMEND

TESTIMONIAL FROM SUICIDE PREVENTION TRAINING

"Thank you so much for this programme and for such a passionate and down-to-earth delivery. I have attempted suicide before and came today in the hope that I would be able to help someone else in similar pain. I feel I have gained that, but also I feel less likely to attempt suicide in the future. This has made a huge difference to me today"





PSRs FEATURING STUDENTS 2014/15

- Classics
- Geographical and Earth Sciences
- Urban Studies
- Chemistry
- History
- Theatre, Film and TV Studies
- Economics
- Graduate School of the College of Medicine, Veterinary Medicine and Life Sciences.

PERIODIC SUBJECT REVIEWS

The University continues to work with GUSRC as a partner in quality enhancement by ensuring that Periodic Subject Review (PSR) panels include 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 student experience. The student representatives are seen as a positive force, with both University staff and external examiners, once again, praising the contributions and insight into the student perspective provided by student panellists. During 2014/15, student panel members participated in seven PSRs and one Graduate School Review, listed above.

A key aspect of the preparation is the one day 'mini-review' training event for student panel members run by the Senate Office, GUSRC and the Academic Development Unit. The course provides an overview of PSR in relation to the Scottish Quality Enhancement Framework, as well as highlighting what is expected from panel members, including analysis and interpretation of documentation; effective communication and planning for the review. The course includes a review of documentation from a review held the previous year and an interview with the Head of the Subject. This provides a realistic and relevant scenario and an opportunity to compare outcomes with the recommendations made by the Review Panel the previous year. The course evaluation was positive, particularly in relation to increased confidence, and knowledge development. The feedback will be considered in developing next year's training session.

Liam was thorough and thoughtful in his comments on the Self-Evaluation Report received from the School prior to the review. I would consider his input to the process and discussions before and during the review as excellent. Liam was able to balance his role representing the student voice with a sensitivity to the views of the rest of the Panel and the objectives of the PSR process.

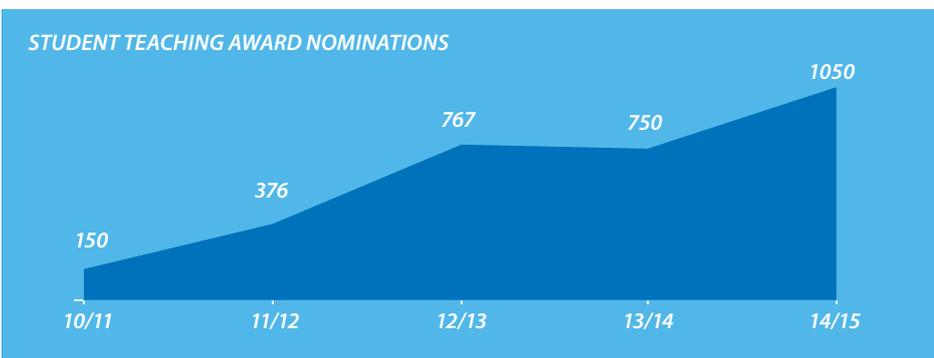
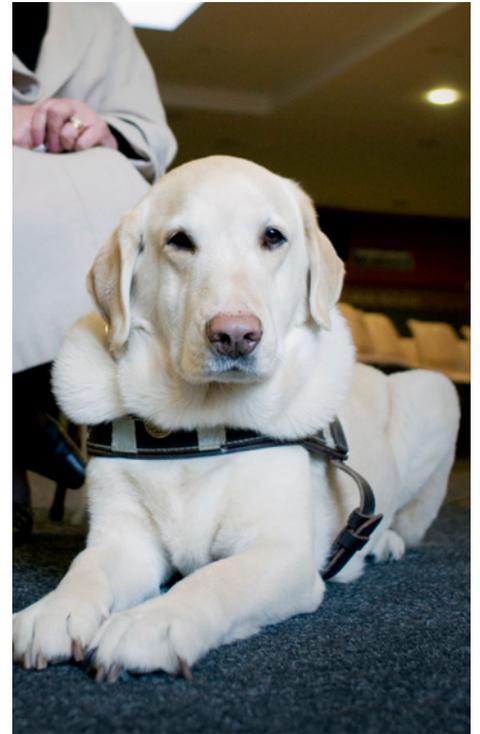
INTERNATIONAL STUDENT SUPPORT

It is often international students who are targeted for criminal exploitation. We were advised by the University International Support Team that they were being approached for advice on housing matters. It was agreed that members of our Advice Team would run a housing workshop for international students in March 2015, which aimed to give international students looking to move into the private sector an idea of the pitfalls and issues to consider. It would also publicise the services offered by the Advice Centre. International Student Support publicised and arranged a venue for the workshop. The Housing workshop received good feedback from those who attended, and it has been agreed that we will run another session next year.

EDUCATION & TECHNOLOGY CONFERENCE

The Education and Technology Conference is a new concept at the University, developed with the aim of providing students with an opportunity to gain conference experience, network and share ideas as well as presenting the tools they are using to staff. Seven students responded to the call for abstracts with six going ahead. This, along with one staff contributor and two breakout sessions completed the day. Over 150 students and fifty staff registered for the event. The seventy spaces were allocated evenly between staff and students. Student-delivered talks were: 'Stop Motion on a Shoestring' by Tim Peacock; 'Medx Toolbox' by Martyn Edge; 'Video Conference Technology' by Yasmine Abdel and Julia Bambach; 'Microsoft OneNote and Livescribe' by Lee Hill; 'Bacteria Combat' by Carla Brown and Daniel Falconer; and 'Websites to Enhance Learning' by Scott Dallas.

All speakers are producing short video summaries of their presentations, which will be shared round all of our Glasgow Campuses and consideration will be given as to which of any of the concepts can be taken forward at Glasgow.



STAS

This was the fifth year of the University of Glasgow's Student Teaching Awards (STAs), organised and administered by GUSRC on behalf of students. GUSRC developed a strong marketing campaign for 2014/15 resulting in the number of nominations received from students increasing from 750 in the previous year to 1,050 this year. There was also a substantial increase in unique staff nominations with 531 nominations received as compared to 354 2013/14. Although 'Best College Teacher' was still the most popular category we did receive considerably more nominations in the smaller categories, recognising a greater variety of work undertaken at the University. The proportion of nominations in the 'Research and Dissertation Supervisor' category showed an increase from 10% to 12%, indicating to GUSRC that more postgraduates were engaged with the process.

By recognising the impact of excellent tutors, lecturers, support staff and individual contributors to this experience, the STAs will assist GUSRC and the University in shaping the learning experience of the future.

PROHIBITED EXAM MATERIALS

Students who are caught cheating in exams often say that they did not know something was prohibited or they forgot they had notes with them. Advice Centre staff developed a poster campaign to be displayed outside exam venues, intended to serve as a last-minute trigger to remind students of the risk in cheating and encourage them to check their belongings carried. An electronic version was also distributed to staff who might be doing exam preparation lectures or tutorials. It has proved impossible to evaluate the impact of the posters this academic year due to the preventative nature of the campaign. However discussions between GUSRC, Senate office and key members of College staff around this issue are likely to be ongoing, especially regarding potential for further development of similar campaigns going forward.

RIGHT TO LEGAL REPRESENTATION

In recent years, the use of legal representation at student conduct hearings has become more commonplace, this has raised questions around fairness, and process. The University had drafted a proposal to prevent access to legal representation during appeal or conduct hearings and consulted with GUSRC. Following a constructive discussion between GUSRC representatives and the Senate Office, GUSRC submitted a written response outlining our thoughts and making suggestions on the way forward.

It was subsequently agreed that the right to legal representation would not be withdrawn. There was a consensus that problems encountered in Student Conduct hearings were not solely down to the presence or otherwise of legally qualified representatives, and it would be beneficial to all sides if the process was further formalised and made more robust. GUSRC made several recommendations to this end, including training for staff members who sit on and chair these hearings; this was accepted by the Senate Office.

DOGS ON CAMPUS

GUSRC was delighted to welcome Canine Concern Scotland Trust to campus several times during the academic year. As part of the charity's 'Paws Against Stress' project, GUSRC invited the charity to host a number of sessions to help students relieve exam-related stress and anxiety by spending time with canine friends.

The sessions were incredibly popular, with all time slots booked out in advance to ensure traffic through the venues were not troubling to the pets. Many students offered positive feedback about the project, some of whom joined a session immediately before, or immediately after an exam. GUSRC hopes to continue to develop a working relationship with Canine Concern Scotland Trust for future academic years.

SUPPORT FOR CARERS

Following on from our pioneering work in initiating the development and establishment of the first Carers Support Policy of any HE institution in the UK, we worked over this year to raise awareness of carers' issues on campus. We organised the hosting of a carers' lunch which included a consultation in the form of a world café and facilitated discussion around the University's Student Carers' Policy and carers' experiences in University.

From this exercise it became apparent that the experience of carers was that their Advisers of Studies had limited or no knowledge of the policy or Carer's Plan template. To address this GUSRC presented a paper to Chief Advisers' Sub Committee to request that awareness of the policy be increased amongst Advisers of Studies.

All attending the lunch agreed it would be productive if student carers and GUSRC were to work together and hold regular events in order that carers could meet for mutual, peer-to-peer support, and receive talks and advice from invited guest speakers such as members of the Carers Centre. GUSRC also set up a Carers' Network discussion group on Facebook and requested a change to MyCampus in order that carer status can be captured at registration and support can be proactively offered by Advisers of Studies.

GUSRC believes that student carers, who provide unpaid support to family or friends who could not manage without their help, are a hidden group of students who face unique barriers and challenges in accessing and succeeding in higher education. They are also likely to face elevated financial hardship and decreased well-being, and have a variety of support needs that are often misunderstood. GUSRC hopes that our continuing work in this area will continue to develop with the ultimate aim of mitigating some of the negative aspects of carers' experience whilst studying at University.

NATIONAL STUDENT SURVEY

Each year, GUSRC undertakes the promotion of the National Study Survey (NSS) on behalf of the University, with the aim of increasing awareness of the survey, encouraging students to complete it and ultimately increasing the University's overall response rate.

Part of the NSS promotion strategy involves GUSRC contracting one student designer to create fresh and innovative materials, including posters, flyers and digital signage, as part of a marketing campaign whilst another student is contracted to manage promotion, coordinating a publicity team in carrying out more than two hundred lecture and lab call-outs to encourage completion of the survey. We also worked closely with subject areas to increase awareness of the survey among lecturers and support staff.

2014/15 once again saw GUSRC achieve considerable success with the promotion of the NSS, as reflected in the increase in response rate to 75.6%, higher than the 2013/14 response rate and considerably higher than the sector average of 69.9%. Question 24 of the survey asks students their opinion on their 'student union'. The University of Glasgow's system of four student bodies, rather than one single union, poses some problems in this regard. The response to the question however indicated a satisfaction rating of 75.1% against a Russell Group average of 70.5% and a Scottish average of 67.1%.

The partnership between GUSRC and the University in administering the NSS is mutually beneficial; the University and GUSRC both use the information gathered to inform their own work, strategies and priorities in improving the student experience. A number of suggested improvements and refinements for NSS promotion have been agreed for 2015/2016, as we seek to build on past successes and remain amongst the top universities in Scotland and the UK in the NSS, both in terms of response rate, and student satisfaction.



NATIONAL STUDENT SURVEY STATISTICS



'Student Union' Satisfaction



EXTERNAL REPRESENTATION



PRIVATE ACCOMMODATION VIEWING SERVICE (PAVS)

Over 50% of international and European Union students that come to the University of Glasgow take up accommodation in the private rental sector. Often prospective students undertake the search for a flat whilst still in their home country and many find themselves in the position of having to sign a lease before they have had a chance to view the flat or have the lease checked by GUSRC's Advice Centre team. This situation can unfortunately mean that this category of students are regarded as an easy target by 'scammers'.

Every year the GUSRC Advice Centre deals with a high number of cases of students who have paid a deposit for a non-existent flat, paid thousands of pounds rent in advance for accommodation that is virtually uninhabitable or simply found that the flat, despite the way it has been advertised or described, is not actually in Glasgow.

In response we are developing a new project that will seek to reduce the number of students exploited in this manner. GUSRC's "Private Accommodation Viewing Service" will be jointly co-ordinated between our Volunteer Service and Advice Team. The service will use trained volunteers to view properties and complete a checklist which is then sent to the prospective tenant overseas, in order for them to make a decision on whether to take the flat.

We hope to launch the pilot of this project to international students studying within the University's Business School from the 2015/16 academic year onward. We are currently drafting a training session for potential volunteers and are in discussions with the Senate Office about HEAR recognition for project volunteers. We have explored and clarified matters around liability and are satisfied that GUSRC nor the University will not face any exposure.

SUPPORT FOR CARERS ADVISORY GROUP

GUSRC sits on the panel of Support for Carers Advisory Group's (CPAG's) Students and Benefits Project'. This project aims to increase the number of low-income students who are able to access further and higher education. 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 students.

HOUSING SCAMS

Housing issues are amongst the most common issues dealt with by the GUSRC Advice Centre. There is a large volume of evidence that, nationwide, students are becoming more and more of a target for 'scammers' or 'fraudsters' to take advantage of when it comes to housing.

As mentioned above, international students are especially prone to becoming targets of unscrupulous landlords and people posing as landlords to be victims of accommodation-related crime, especially due to their limited knowledge of the Scottish housing sector and associated rules and norms. In response to this growing trend, GUSRC developed new content, initially in the format of a leaflet and webpage, entitled '10 Tips to avoid Housing Scams'. The webpage will go live in Summer 2015 and the University's Recruitment and International Office agreed, at the March meeting of the Student Support and Development Committee, to send a link to the page to all incoming international students, with further advice to contact GUSRC should they have any enquiries regarding housing. The content will be reviewed each year going forward to determine its effectiveness and, where possible, improve upon it.



GOVERNMENT CONSULTATION RESPONSES

Consultation on Scottish guidance relating to Counter-Terrorism and Security Bill

GUSRC believes that all students who choose to study in Scotland have the right to do so safe in the knowledge that their human rights, freedom of expression and right to religious belief will be protected by law.

The consultation process for the 'Prevent' duty guidance was limited in its circulation. GUSRC only found out about it by accident and our timescale for submitting a response was limited to two days.

The main thrust of GUSRC's response argued that putting front-line University and SRC staff in charge of assessing risk and reporting students who happen to be members of certain groups whom the authorities believe are 'at risk' of being radicalised is a huge burden of responsibility, impractical to implement but more importantly has the potential to create an atmosphere of mistrust and fear. This atmosphere does not bode well for an effective learning environment and reinforces stereotypes that can further isolate students who are already stereotyped and marginalised in society.

Whilst the Bill passed with limited amendments, we did meet with the Scottish Preventing Violent Extremism Unit who contacted us after reading our response. They sought to reassure us that they are interpreting the legislation and guidance in Scotland as facilitating a 'safeguarding' approach to protect vulnerable people.

We will continue to communicate with the authorities in Scotland in order to monitor how the new duty will be implemented, and we will continue to work with the University to try and ensure that students' rights are appropriately safeguarded and the relationship of trust between staff and students is not eroded by the new duty.

Scottish Government consultations on new tenancy for private sector

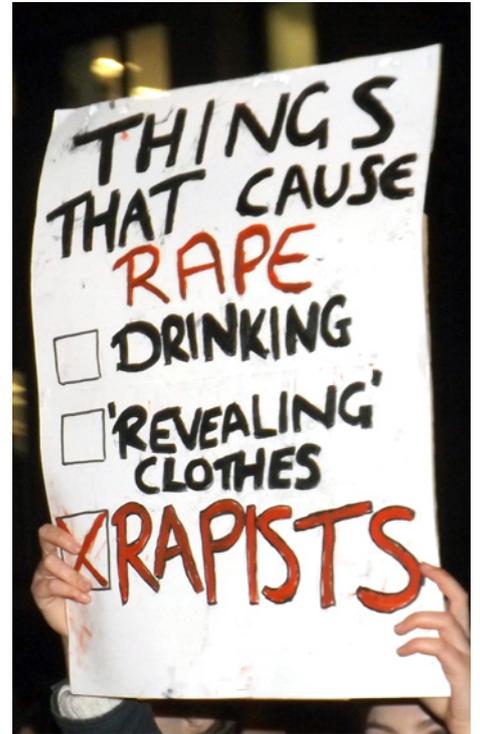
We responded to the two consultations held by the Scottish Government on their New Tenancy for the Private Rented Sector. There were several issues raised by the consultation which we believe are relevant to issues faced by students in privately rented accommodation, particularly the proposals around grounds for eviction and model tenancy agreements. If our comments are taken on board this should mean that any new tenancy regime does not unduly disadvantage student tenants. We will continue to monitor the progress of the Bill and will respond to any future consultations held.

NATIONAL VOTING AWARENESS

As in previous years, GUSRC once again acted to encourage students to educate themselves about and vote in major national polling events that took place 2014/15.

In September 2014, GUSRC hosted a hugely successful debate regarding the Scottish independence referendum in the lead up to polling. The debate took place during Freshers' Week, and though many new students were not registered to vote in Scotland, turnout was high with both freshers and returning students joining the audience for the discussion. Key speakers from both sides of the indyref debate generated lively, engaging and informative discussion to help those undecided be better informed about the issues surrounding the vote.

In the run up to the May 2015 Westminster election, GUSRC ran a small scale campaign encouraging students to ensure they were registered to vote or that their voter information was up to date and correct. While remaining neutral in the election, GUSRC further promoted awareness by linking to polling station information on polling day.



GLASGOWSTUDENT.NET

Launched in early 2014 following a year of development the revamped glasgowstudent.net completed its first year online during the academic year 2014/15.

The new GUSRC website allowed us to introduce new types of content, including video and sabbatical blogs, in addition to allowing integration with social media platforms. Furthermore, the new website was designed for easier use on smartphones and tablets, in addition to being generally easier to use on any device, with a new content hierarchy established to allow students to find relevant content more easily.

GUSRC is pleased to report that the first year saw little by way of issues with the new glasgowstudent.net website, with only a small amount work required in 2014/15 to address minor issues. Qualitative feedback on the new site was overwhelmingly positive, and quantitative feedback can be found in the Online & Digital section below.

RECLAIM THE NIGHT

In November 2014, GUSRC joined, and promoted the RapeCrisis 'Reclaim the Night' event in Glasgow's West End, part of a sixteen day plan of action for the elimination of violence towards women.

The event saw members of the community march from the Botanic Gardens to Woodlands, where a rally with key speakers was held. Members of GUSRC Council attended the march, and GUSRC promoted the event through its website and social media channels in order that students were made aware of the event and encouraged to participate alongside elected Council officers. The event was considered a success, despite some poor weather, with an increase in turnout compared to the 2013 iteration of the event.

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 autonomously, thus reflecting the interests of the particular students it represents. Some of the media in which GUSRC featured included:

- The Times
- The Scotsman
- The Herald
- BBC Scotland
- The Journal
- Evening Times
- Radio Scotland
- Real Radio
- The Guardian
- Daily Record
- The National

NATIONAL DEMONSTRATION FOR FREE EDUCATION

On 19 November, a coalition of The National Campaign Against Fees and Cuts, The Student Assembly Against Austerity and The Young Greens, with support from the NUS, arranged a national demonstration against higher education fees under the banner "Free Education: No fees. No cuts. No debt" in London. GUSRC promoted the event and arranged subsidised transport for University of Glasgow students to travel to London, as they have in previous years for major national demonstrations. Members of GUSRC Council travelled with students to the event as part of GUSRC's continued commitment to free education and in order that Glasgow was well represented at the event.

ONLINE & DIGITAL

The academic year 2014/15 was the first full year for the redeveloped glasgowstudent.net web portal, GUSRC's own website including information about all its functions, personnel and services.

Overall, the website proved successful by a number of metrics. While the number of unique visitors saw a decline of 11% to 109,822 compared with 2013/14, the website's total page views increased by 5% to 888,132 and other metrics relating to website quality also showed improvement. The number of pages per visit and average duration of visit both increased, showing those who visited the site were more likely to explore and spend time reading the content, while the bounce rate (those who visit just one page of the website before exiting) significantly decreased. These criteria have enabled GUSRC to confidently say that the website redevelopment was a worthwhile project and we hope that the website will continue to grow in future years.

In terms of integration with the University's own website, the percentage of students who visited the GUSRC website from a link on the University's site was consistent with 2013/14 (48.65% of referrals in 2013/14, versus 49.72% in 2014/15). GUSRC appreciates the mutually beneficial relationship that the two organisations' online presences share.

Trends of popular content on the website closely mirrored 2013/14, with 41% of all visitors seeking out information about GUSRC's supported clubs and societies, all of which are indexed and given their own listing on the site. Interesting, amongst the clubs and societies pages, the content regarding starting a club or society ranked amongst the most popular pages. GUSRC's services including printing, minibus and Jobshop accounted for 30% of visits.

With the role of Vice President - Media & Communications replaced by Vice President - Student Activities for 2013/14, GUSRC adopted a new strategy for maintaining and updating the organisation's social media profiles.

Each year, GUSRC contracts a student, usually a member of Council, to take on the responsibilities, however this had led to mixed results. The amount of traffic driven from GUSRC's Facebook and Twitter accounts to the glasgowstudent.net website decreased from 18% in 2013/14 to 7.8% in 2014/15, which somewhat accounts for the overall decline in unique visitors to the website.

The official Facebook page allows GUSRC to advertise news, events and updates on a platform used highly by students, as well as engage in dialogues with students about current issues or any of the posted updates. Once again, popular posts from the year included photo galleries of GUSRC events and election content and updates. In 2014/15, the number of subscribers (those who have 'liked' the page) to GUSRC's Facebook increased 21% with a total subscriber base of over 7000 with content reach of over 500,000 in the academic year. Visits to the page itself slightly decreased from 2013/14, but still totalled over 10,000 sessions.

GUSRC's profile on Twitter allowed further, instantaneous engagement with students, staff, external organisations and other University services. In the year July-June GUSRC's twitter presence increased 22% to over 3300 followers. GUSRC also operates individual twitter accounts for each sabbatical officer, with these accounts showing significant growth in 2014/15, collectively over 100% increase in followers versus 2013/14.

In September 2014, GUSRC also launched its own Instagram profile for photo sharing in event and campaign promotion. The account attracted around 400 followers in its first year.

GUSRC continues to monitor statistics for all digital media presences, to gauge how students interact with the organisation's online content and how effective it is. Where possible, GUSRC continuously seeks to improve its output and use digital media as a way of determining the level of success for its events, services, strategies and content.

888,132

PAGEVIEWS OF GLASGOWSTUDENT.NET

+1230

ADDITIONAL GUSRC FACEBOOK LIKES

+900

ADDITIONAL GUSRC TWITTER FOLLOWERS

>500,000

TOTAL REACH VIA GUSRC FACEBOOK

109,822

UNIQUE VISITORS TO GLASGOWSTUDENT.NET

149,624

PAGEVIEWS OF FRESHERS' WEEK SUBSITE

POSTGRADUATE ENGAGEMENT



GILCHRIST POSTGRADUATE CLUB

The Gilchrist Postgraduate Club, now in its 3rd full year of operation, is a joint venture between the University and GUSRC aimed at providing a social and learning space for postgraduate students. The management of the Gilchrist space rests with GUSRC while Hospitality Services manage the business of the café/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 and provides social and study space for postgraduates and staff of the University, allowing them to meet in a collegiate environment. It is unique on campus in maintaining a character which is distinct from other social spaces such as the student unions, which research suggests are not popular with postgraduate students. Its popularity continues to grow as it becomes established on campus and we develop a greater understanding of what postgraduates want. This is reflected in the increased turnover and surpluses generated for the University.

STRESS & MENTAL HEALTH SUPPORT

GUSRC developed a pilot PhD Buddy Scheme which aims to pair up willing second or third year PhD students with those in their first year who feel they may need extra support. We received positive feedback from those who participated in the scheme and there is evident demand. Future development of the scheme is resource-dependent and GUSRC intends to review the costs and benefits in order to decide whether to proceed with it in its current form for the coming year.

In conjunction with the University's Student Learning Service, GUSRC also established a 'Knit Away Your Stress' class for postgraduates, the aim being to offer a break from academic pressures and allow students a chance to engage with one another and de-stress.

WELCOME EVENTS

Following a review of the 2013 Welcome Month, a decision was taken to reduce the timespan to a fortnight. Postgraduate volunteers were recruited and trained as helpers to assist new students with orientation. We organised a programme of events, quite different to the offers of the University's student unions, to welcome Postgraduate students to Glasgow. Events over the fortnight included comedy evenings, live poetry nights, quizzes, whisky tastings, murder mysteries and a Brewdog beer festival. There were pop-up stalls from different services, including the Careers Service, the University Library and the GUSRC Advice Centre.

EVENTS & ACTIVITIES

The Gilchrist offers a meeting/social space for postgraduate networks including e-Sharp, The Kelvingrove Review, Oxbridge Biotech Roundtable - Glasgow and many more. In addition to providing space, we offer support to postgraduate students in developing their own events. In recent months this included; a postgraduate research conference, an American Revolution evening and Italian Studies Symposium, amongst others.

The venue itself continues to host regular evening events, including a bi-weekly quiz night as well as the live poetry group 'Verse Hearse', who perform once a month.

The number and range of academic workshops and seminars continues to increase. The 'Presenting with Impact' series was again well attended, six extra workshops were added last year but the sessions were again oversubscribed. Other popular workshops include 'Three Minute Thesis', 'Project Management' and 'Famelab'.

The Student Learning Service (SLS) hold their PGT and PGR dissertation writing classes, and the College of Social Sciences held a wide ranging selection of career focused workshops throughout 2014/15.

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 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 continues to support media organisations both with funding and with administrative and developmental assistance. Below is a summary of the achievements of each of GUSRC's supported media bodies in the academic year 2014/15.

GUARDIAN

The Glasgow Guardian published six issues, including a special election edition, over the year, with 4,000 copies of each paper printed. In addition to an election issue, the editorial team, working in collaboration with the other student media outlets, organised comprehensive online coverage of the elections at all four of the student bodies. This included 'live blogging', photo-journalism and 'live streaming' of events as they unfolded. The Glasgow Guardian website was adapted for this purpose, and over the course of the month, was viewed 46,000 times.

While work on a new website continues, while social media outlets have further assisted in expanding the newspaper's readership. It currently has 6,800 Twitter followers and 2,500 Facebook likes.

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. Over the course of the year, the paper published interviews with both Alex Salmond and Nicola Sturgeon. 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.

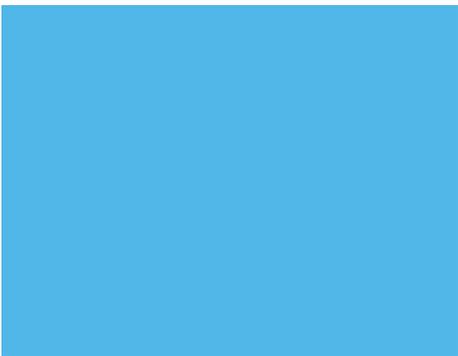
SUBCITY

Subcity Radio is GUSRC's student-led radio station, broadcasting from Glasgow to the world via the subcity.org website. The station is known for its openness, inviting not only students, but members of the local community, to be part of its infrastructure, from management through to content development. It is managed by a committed team of around fifty individuals and features contributions of nearly two hundred content creators from around the city.

In the last year, the station has received tens of thousands of listens worldwide with visits to the station website consistent at approximately 50,000 unique visitors contributing to over 100,000 individual sessions. In addition to this success, the station has held numerous successful events in a variety of venues across Glasgow, including Broadcast, Stereo and The Art School. Furthermore, the station recorded and broadcast numerous live music sessions with local bands and artists, further reinforcing its role as a pivotal part of the Glasgow music scene. The enduring success of the station is manifest in the achievements of its alumni and in its receipt of press during the 2014/15 academic year from STV Glasgow, Time Out, and Synth.

In 2015 Subcity celebrated twenty years of broadcasting, marking the occasion in a number of ways. In the time running up to the anniversary, Subcity produced a feature-length documentary about the station's history, featuring contributions from members of the team and show hosts from previous years. This was premiered at The Art School, alongside an exhibition of archival content, including publicity materials, artwork and event photography. The celebrations culminated in an appropriately grand celebration held once again at The Art School.

With plans for further expansions in events for the next academic year already underway and the recent release of a new website, the station's prospects continue to grow.



GUST

Glasgow University Student Television (GUST) is the University's student-led television station, staffed by a team of student volunteers. The organisation produces and distributes a wide variety of content, including factual, entertainment, music and more via its website, gust.tv.

2014/15 saw GUST celebrate its 50th anniversary year, and during the year the station created a wide range of celebrated content, marked five decades of student television history with a series of exciting events under the 'GUST50' banner and took home six awards from the prestigious National Student Television Association Awards (NaSTAs). In every aspect, 2014/15 was an exciting and successful year for GUST.

September 2014 saw GUST cover events during the University's Freshers' Week. A dedicated GUST team produced five daily programmes covering the events from Monday-Friday. Channeling the spontaneity of Freshers' Week, the shows were edited, shot and directed in diverse styles that particularly engaged with social media trends to appeal to the student demographic and promote cross-campus events to new students. GUST's first live broadcast of the 2014/2015 year featured the Freshers' Address and the much-anticipated live-link with the newly elected rector, Edward Snowden. At the same event, GUST broadcast their annual Freshers' Guide which showcased the university and the student bodies to the new students in attendance and those watching online.

GUST is run by a team of student volunteers and successfully recruited over 160 new students during Freshers' Week, many of whom went on to be significant contributors for the full academic year. Newcomers to the organisation had a huge advantage, joining the station at an exciting time; thanks to renovations in the Southpark House Learning and Teaching Centre Studio, filming equipment was upgraded to high definition, enabling GUST's studio produced content to be released in full HD for the first time.

Another successful change to GUST in the 2014/15 year was the addition of weekly training sessions that aimed to give new volunteers and existing members extensive training on many different aspects of GUST's content production. Training sessions included; camera training, sound training, editing training, a lighting workshop, presenting workshop, Adobe Photoshop workshops, special effects using Adobe After Effects and Flash Animation.

The celebrations for GUST50 climaxed in a black-tie event held on the 18 October at the Glasgow University Union. The event was attended by GUST members past and present, University staff, members of other student television stations and the executive of the National Student Television Association. The event included an exhibition of historical photographs, props, awards and artefacts, dinner and keynote speeches from GUST Alumni, Steven Moffatt (show-runner of BBC's Doctor Who and Sherlock), and John Hardie – CEO of ITN. GUST50 was funded in part by the 'GUST50 Showcase' fundraiser event held at the Queen Margaret Union, a night of live entertainment.

The annual NaSTA awards night was extremely successful with GUST getting six awards including winner of Best Music, Best Documentary, Best Factual and highly commended prizes for Freshers' Week coverage, On Screen Male and On Screen Female.

To end a successful year, GUST created 'One-Minute-Manifestos' for the annual GUSRC Spring elections and live-streamed the Student Teaching Awards ceremony.

GUST's social media presence continued to boost high viewership on the GUST website and regular, active membership reached an approximate high of 80 students. GUST have recently made further investments in new equipment to see them prosper further in their 51st year.



GUM

Glasgow University Magazine (GUM) is the oldest student publication in Scotland and offers a blend of fashion, art and politics in a high quality publication. Over the year three issues were produced with a circulation of 4,000 distributed at the University and throughout the wider Glasgow area, specifically targeting arts, culture and student-oriented venues for distribution.

In 2014/15, GUM made significant changes to its structure to better reflect the interests of the students of the University of Glasgow. Two new sections were added to the magazine for the year's three issues; business and economics, and science and technology. Not only did these new sections offer new types of content for students to consume and engage with, but they also helped attract new writers to the magazine, those who potentially would not have found their place writing for the magazine in any other section.

Another introduction to the magazine was a showcase section, with each issues featuring poetry, short stories and artwork from students and creatives from around Glasgow. This new content platform was introduced to help showcase GUM as a creative platform for multi-professionals and developing talent.

GUM continued to host additional content on its website, with traffic growing over 20% compared to 2013/14. The website and content were promoted using social media, with GUM's profile also showing similar levels of growth as website traffic. New for 2014/15 was the establishment of a LinkedIn page for GUM, to help those who volunteer and contribute to the magazine showcase their talents and increase potential employability.

With increased pressure on student media to become self-sustaining and to reach out and be more inclusive, GUM ran several events over the course of the academic year.

The first event of the academic year featured a successful Freshers' Week fundraising event at the Bank Street Café with complimentary food and bar snacks for contributors, and live music from Morgan Williams. Donations were taken for the funding of future issues and new students mingled with the GUM team.

To mark the release of the magazine's first issue, GUM hosted a party at The Art School on 4 December 2014. The event was a night of fashion, music and spoken word performances with all ticket proceeds going to the funding of future issues of GUM. Feedback on the night was generally very positive.

GUM also contributed to GUSRC's Media Week 2015, hosting a writing and journalism workshop featuring contributors from Scotcampus magazine.

During the year, GUM organised three fashion photoshoots for use in the magazine and online. Each was conducted on a cost-neutral basis.

The first featured clothing designer was KellyDawn^Riot with her stunning SS15 menswear collection, beautifully photographed by Jodie Mann. The clothes were a commentary on gender aesthetics and stereotypes, as GUM moved to cover more male fashion.

The second fashion shoot showed off the clothes of designer Irina Gusakova from Central Saint Martins in London. Her designs provided perfect silhouettes against Glasgow's Brutalist architectural landscape, photographed by Peter Methven.

The third fashion editorial covered designer Akash Sharma, a textile student at Glasgow School of Art. It depicted a collection of sportswear inspired by prints and imagery from the Ndebele tribe of South Africa, showcasing some of this Glaswegian's ground-breaking work.

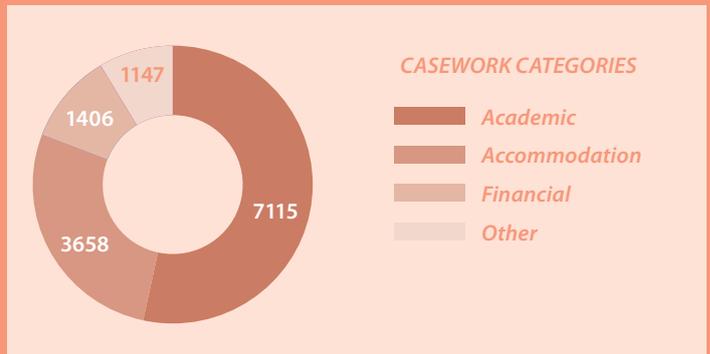
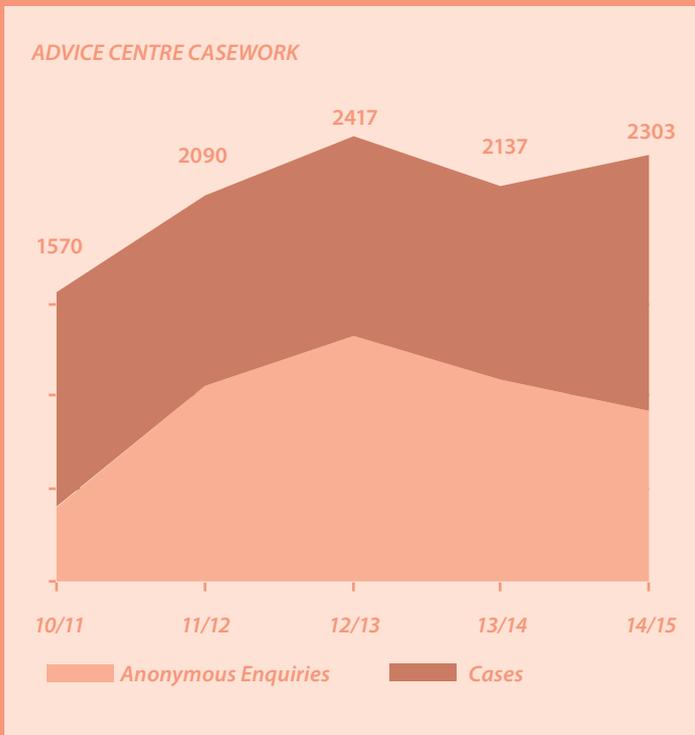
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STUDENT WELLBEING

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



THE ADVICE CENTRE



GUSRC's Advice Centre employs four full time 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

As with previous years, the Advice Centre recorded detailed information about the work it undertook in 2014/15. There were 926 anonymous enquiries, 1377 new cases and 13,326 casework entries between 1 July 2014 and 30 June 2015. Whilst these figures represent a 15% fall in anonymous enquiries compared to 2013/14, both the number of recorded cases and casework entries increased by a higher margin at 32% and 27% respectively.

The majority of the Advice Centre's users continues to be undergraduates, making up 63% of the total recorded clients for the year. This proportion is slightly down from last year, with a slight increase in postgraduates using the Advice Centre, 22% of the total recorded users. The rest of Advice Centre enquiries come from prospective students, students' parents, guardians or family members, University staff members and former students. 5% of clients were not identified with any particular group this academic year.

The Advice Centre recorded an increased proportion of international students using the service in 2014/15, compared to previous years, with 44% of users who gave geographical information identifying as international students (non-UK), up from 37% in 2013/14. This breaks down as 30% of international users from outside the EU, and 14% international students from within the EU. The single largest demographic continues to be home students from Scotland at 48%, down from 53% in 2013/14. Other home nations (England, Northern Ireland and Wales) made up approximately 9% of the total users. GUSRC continues to monitor demographics to ensure the service provided by the Advice Centre is suitable for those who need it.

CASEWORK CATEGORIES

GUSRC tracks and monitors the types of problems that students approach the Advice Centre for assistance with, in order to monitor trends in student issues and ensure team members are suitably equipped to deal with different types of problem.

By far, University or academic issues continue to make up the biggest proportion of the Advice Centre workload, with a total of 7115 casework entries logged in 2014/15, up from 5472 the previous year. Historically, this has been the biggest casework area for the past six years as there are no other alternatives to the Advice Centre for advice when it comes to matters such as academic appeals. This year GUSRC attempted to address a common problem recognised by the Advice Centre of prohibited exam materials with a targetted campaign to avoid confusion and potential issues for students (page 16).

As reported elsewhere within this annual report, accommodation continues to be a major concern for students, with the high demand for private rental accommodation and students' relative inexperience in finding property making them likely targets for exploitation. It's therefore no surprise that the second biggest category of casework undertaken by the Advice Centre is accommodation problems with 3658 casework entries this year, versus 3003 in 2013/14. GUSRC continues to find ways to help students avoid being scammed, including the PAVS initiative (page 18) and new publicity materials containing general advice.

Financial issues made up 1406 casework entries, an increase from 914 last year, while miscellaneous issues accounted for 1147 entries.

ACADEMIC OUTCOMES

Where possible, the Advice Centre will record the outcome of any enquiry or case, however in many cases the client is empowered with information to act for themselves and will not revert to the Advice Centre unless further assistance is required.

For academic appeals in 2014/15, there were 54 completed cases, of which 25 were successful. This represents a significant increase in the number of completed cases, up from 42 last year, of which 29 were successful.

The number of completed student conduct cases remained the same, with 50 completed cases. The number of successful cases decreased slightly, from 29 in 2013/14 to 26 in 2014/15

Finally, the number of complaints processed increased to 11, from eight last year. Of the 11 completed in 2014/15, six were successful, compared to seven of the eight last year.

The high percentage of successful complaints in 2013/14 meant a record high of a 72% success rate for the Advice Centre, with the 2014/15 success rate of 52% more reflective of a typical year. It is also worth noting that quantitative data can only express a certain amount about the work undertaken and that the nature of each academic case can be wildly different.

POSITIVE FINANCIAL OUTCOMES

Where possible to record, financial gains for Advice Centre users for the 2014/15 academic year totalled £55,110, a significant increase of 52% against last year's figure of £36,149. This total represents the outcomes for 45 individuals.

Recorded financial gains came from a variety of sources across all categories of GUSRC Advice Centre work. These include assisting with PhD funding, challenging unlawful tenancy fees, resolving SAAS funding issues, pressuring employers to pay wages owed, challenging tenancy deposit deductions, and several other contributors.

Whilst we continue to be proud of the work undertaken to benefit students financially through the Advice Centre, financial gains figure is always a significant underestimate of the true financial gain as GUSRC is only able to record gains which are confirmed. In the majority of cases where there is a potential financial gain, it is most typical for these clients to not return to advise of the outcome.

NON-FINANCIAL OUTCOMES

We recorded 179 non-financial gains over the year, which represents an increase of 31% on last year. This includes 22 students accepted back onto their course, 16 resubmissions/re-sits granted, 8 housing repairs carried out, 6 grades reviewed, 6 apologies received and homelessness prevented in 3 instances.

HARASSMENT ADVISERS NETWORK

We proposed to Equality & Diversity Unit (EDU) that the Advice Team should join the University's Harassment Advisers Network as the majority of student cases come to the Advice Centre in the first instance and many do not make their way to a harassment adviser subsequently. Members of the team now attend quarterly network meetings. University statistics for student harassment cases have increased this year, a fact that can very likely be attributed to a result of increased reporting through the Advice Centre.

CASE STUDIES

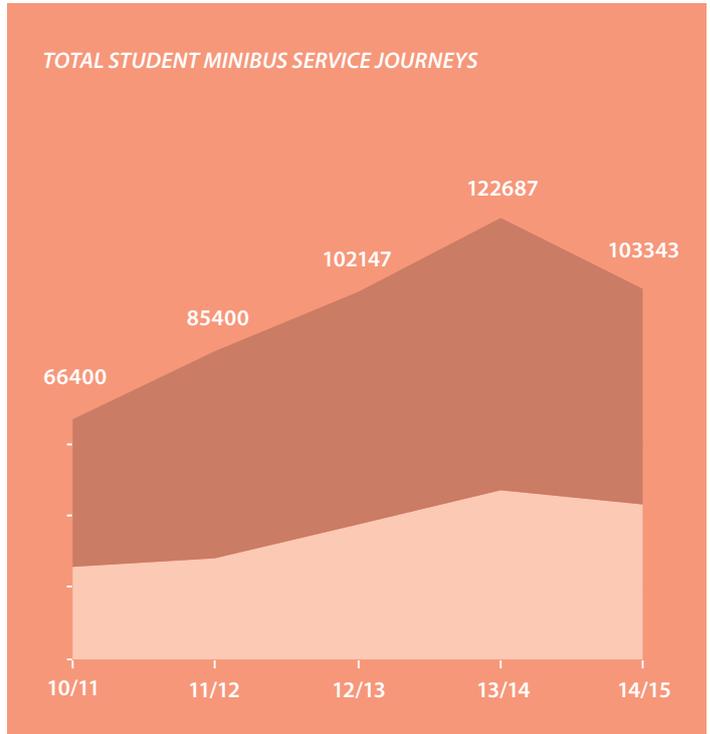
Student A had not been paid wages owed for some trial shifts he had worked at a restaurant. The employer had apparently promised to pay but nothing had happened despite the student contacting the employer repeatedly. The advice worker telephoned the employer to remind him of his legal responsibility to pay wages owed. The student subsequently received his wages in full.

Student B contacted the Advice Centre for help, having been subjected to harassment and bullying on racial grounds by her flatmates. As The Advice Centre is a Third Party Reporting Centre for Hate Crime, we were able to report the matter to the police on her behalf. The Advice Centre staff member also supported the student to contact other members of University staff, and advised on raising the matter as a breach of the Code of Student Conduct. The Advice Centre staff member accompanied Student B to meetings with the police and with the Senate Student Conduct Committee. Towards the conclusion of the case the student emailed to simply say "Thank you so much for everything".

Student C ended a rental tenancy in June 2014, and contacted the Advice Centre in October, having not received his deposit back. The landlord had not placed the deposit in an approved scheme as required by law. The Advice Centre repeatedly contacted the landlord, who advised that a portion of the deposit was to be retained to pay for repairs. This was disputed by the tenants. The Advice Centre advised the tenants of court action options, but they opted to settle the matter with a partial refund of the deposit. They finally received their part-refund in November, six months after having left the flat. It is questionable whether they would have received anything at all, had the Advice Centre not become involved.

Student E contacted us when she discovered that her PhD scholarship was only funded for 2 years and not 3 years as she had previously been led to believe. The Advice Centre assisted the student in submitting a stage 2 complaint to the University and her complaint was upheld. This resulted in her receiving the additional funding for the remaining year of her PhD which was a financial gain of over £16,000, and crucially enabled her to progress towards completion of her award.

SAFETY & WELFARE



MINIBUS SERVICE

The free campus-to-halls minibus service 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 or elsewhere on campus on dark nights. It ensures that students can spend extra hours studying without having to consider the possible dangers of walking home, the costs of a late night bus ride, if available, or a taxi journey. Students are also more likely to use campus study facilities if they know they don't face a long walk home in the dark through areas which at times can be dangerous and where students have, in the past, been targeted.

Evening Service

GUSRC currently runs three minibuses on different routes. During 2014/15 total student journeys for the evening were 59,909, a fall of 20% on the previous year's figure of 75,307.

Morning Service

Once again the service was in high demand with 43,434 student journeys made. This represents a fall of 11% against last year's record high figure of 47,380.

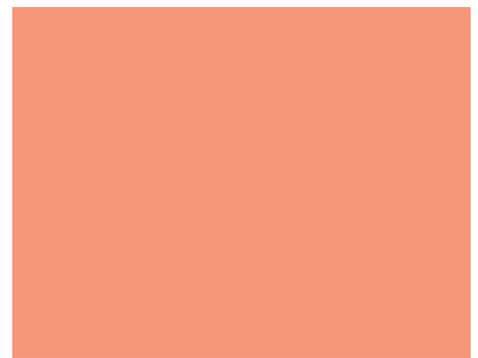
Analysis

Total student journeys of 103,343 reflect a drop of 16% against last year's 'peak' of 122,687 but still up on 2012/13 figure of 102,147 in 2012/13 85,423 in 2011/12 and 66,437 during 2010/11.

This year we were required to implement a Priority Bus Pass system to ensure students staying in halls enjoyed precedence in access to the service, especially during peak times. There was an inevitable impact on service user numbers as non-halls residents chose alternative forms of transport rather than wait for later buses when availability was greater. Student feedback, in terms of the courtesy of individual drivers, continues to be very positive.

Future Service Provision

Students clearly appreciate the bus service and, as indicated by high demand and increased uptake, it is clearly valued (over 400% increase in student journeys in a five year period). There are no additional resources available for ongoing running costs. We will continue to optimise the use of resources available to us in providing what is a virtually unique service, however, if expressed demand is to be met it may be that the University needs to consider an alternative delivery model.



FRESHERS' WEEK

GUSRC continues to carry the responsibility of coordinating and administering Freshers' Week, working with the University and facilitating linkages with student bodies. We have responsibility for the marketing and administration of the Freshers' Pass Programme as well as development, operation and maintenance of online pass sales system.

Pass sales recorded in 2014 were the second highest ever achieved. Our work around the marketing, administration and sale of the passes this year generated £31,127 for each of the Unions and £18,281 for GUSRC and for GUSA. This percentage split is historical and has no real rationale.

The majority of GUSRC events during Freshers' Week are focused on non-alcohol related activity and are, in some cases, targeted to specific groups of student and designed to be attractive to 'traditional' and 'non-traditional' students alike. Some of the events arranged and hosted by GUSRC in Freshers' Week 2014 are listed below.

- *Freshers' Fair - A student-oriented exhibition featuring over 140 clubs and societies in addition to local businesses.*
- *BeeMuse Vintage Fair - A collaboration with a touring vintage clothes fair, with free entry for freshers.*
- *Toddlers & Tea - An event targeting student parents with young children, offering the opportunity to network and socialise with other parents.*
- *International Ceilidh - Taking place in the University Chapel, this welcome event is usually full to capacity, and is especially popular with international students who are excited to experience a key part of Scottish culture in a no-pressure setting.*

REFRESHERS' WEEK

Taking place in January as a way to welcome international students who are visiting for only one semester or welcome back returning students, Refreshers' Week is a concept that has proved very successful at universities across the UK, but hadn't become a fixture in the University of Glasgow calendar until 2014/15. This January GUSRC took on the responsibility of coordinating an official, cross-campus Refreshers' Week on behalf of the four student bodies, serving a similar function to the one it performs for the main Freshers' Week in September.

Refreshers' Week took place in the second week of semester two and was generally successful in meeting its aim of organising events to reinvigorate campus after the Christmas break and welcome new students to the University. In the run up to Refreshers' Week, GUSRC had been involved in nurturing and supporting the development of a new international student society for the University and the Refreshers' Week format presented the perfect platform on which to host a launch event. GUSRC also provided another opportunity for clubs and societies to market themselves with a Refreshers' Fair in the University Memorial Chapel. Uptake was considerable, the 54 available stalls were all taken within a day of becoming available and a waiting list had to be opened for those who missed out.

In partnership with Student Learning Service we ran a Language Café, SLS were pleased with the outcome and are keen to work with us on this again. In partnership with University Archives we marketed and ran 'Explore Your History' tours. As well as the tour, students were made aware of the Club 21 placements available at University Archives. Again, feedback from Archives was very favourable.

Societies ran a variety of events over the week in addition to those organised by GUSRC. Participating societies included, GU Ballroom Dancing Society, Great Days Out, GU Photo Society and Pause Gaming.



PREVENTION OF SEXUAL OFFENDING

In response to a rise in recorded sexual assaults within the 18-24 year old age group and a range of media outlets highlighting the heightened risk to female students of sexual violence, we commissioned and produced a range of publicity materials around 'consent'. The materials, with strong messaging and graphics, were applauded widely on social media and picked up by media outlets including The Guardian. GUSRC also went on to approach Rape Crisis with a view to working together to build a stronger campaign focussed on reducing sexual violence.

We were also approached by the University's Head of Security with a view to establishing a joint initiative to deliver a methodology aimed at Preventing Sexual Assaults and specifically targeted at 18-24 year olds.

A steering group has been established incorporating GUSRC, University Security and the head of Police Scotland's National Rape Task Force to take the initiative forward based upon the following:

- there could be real benefits in a student led but co-produced initiative developing messages within the relevant age group for the relevant age group.
- communication should use media and information mechanisms that are appropriate to the audience.
- messages emerging through this work will focus on developing and creating a culture of accepting responsibility for your own actions, considering bystander responsibilities and focussing upon perpetrators' behaviours.

At the time of writing, an exploratory workshop has been organised to consider how we may progress matters. The workshop will bring together a range of additional interested parties including the Violence Reduction Unit, Communications & Public Affairs Office, the School of Social and Political Sciences, Rape Crisis and Sexpression.

3RD PARTY REPORTING

GUSRC has an integral role in developing and supporting the University's equality and diversity agenda and therefore opted to become a Third Party Reporting Centre. GUSRC is currently the only such centre on University of Glasgow campus. Any student who wishes to report a hate crime but does not want to speak to the police can now report it anonymously and more comfortably than previously.

Team members from the GUSRC's Advice Centre, the Permanent Secretary and the Vice President - Student Support have all undertaken specialist Third Party Reporting training to ensure that any student seeking support from the organisation are able to be confident that it is available to them.

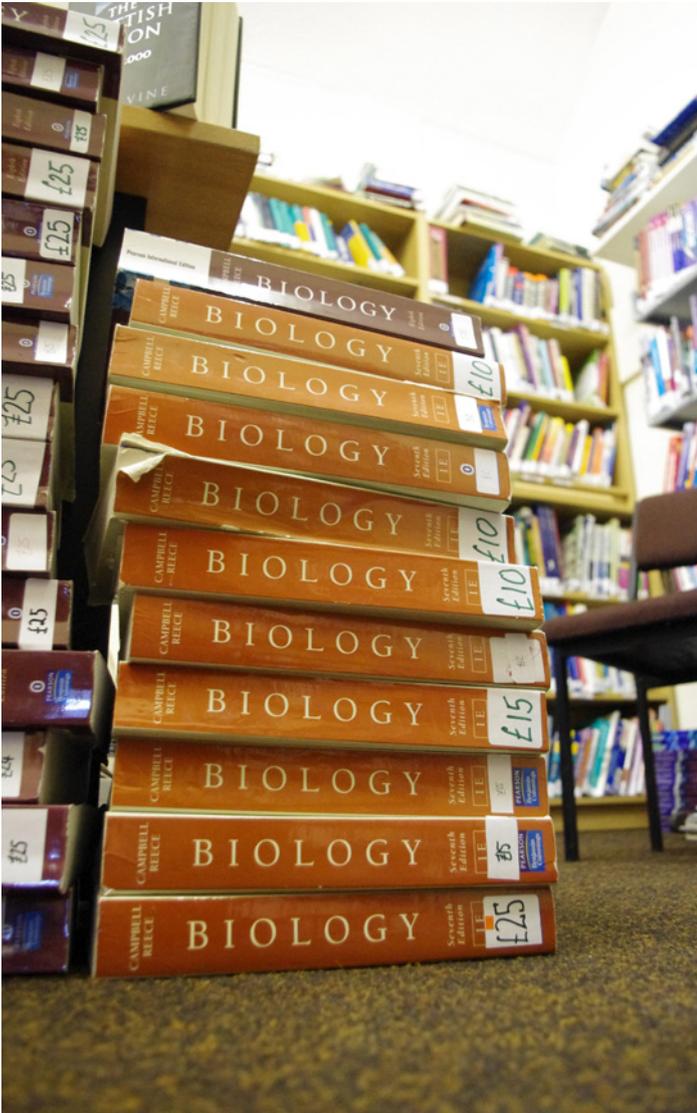
ACCOMMODATION FORUM

Held annually in February, the Accommodation Options Forum is an event organised by the University's Residential Services. GUSRC has been participating and contributing to the success of the event for the past four years and was once again invited to be part of it in early 2015.

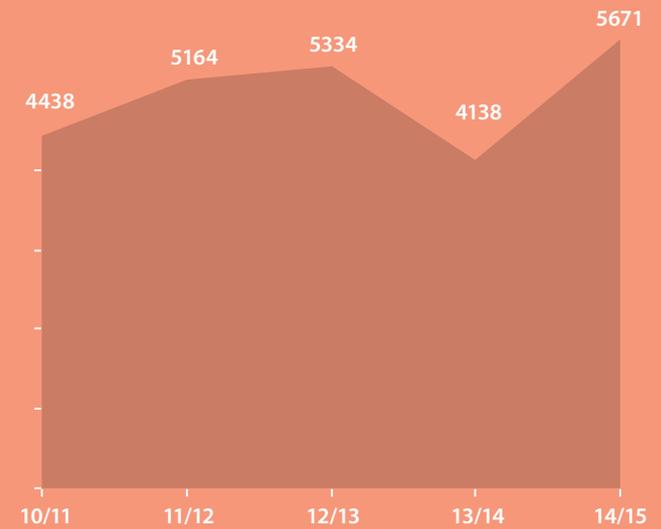
Members of the GUSRC staff team talked directly to 192 students throughout the course of the event, offering advice and guidance regarding privately rented accommodation and the rights of students seeking their first flat. Additionally, many more students visited GUSRC's area at the event to collect printed advice leaflets containing useful advice on the same topics.

This event is mutually beneficial, as students can conveniently gather information on the dos and don'ts of accommodation hunting and GUSRC is able to promote the Advice Centre as a source of information and advice on housing to students, as well as raising awareness of the support it can offer should students find themselves in a difficult situation in relation to housing.

SERVICES, INFO & PUBLICATIONS



TOTAL SECOND HAND BOOKS SOLD



2ND HAND BOOKSHOP

GUSRC's not-for-profit second hand book trading facility contributes to the alleviation of student poverty through providing cheap course texts, whilst affording an opportunity for students to gain money back on texts which they no longer require. Bookshop sales revenue increased by 30% during the year to £50,352. A total of 5,671 books were sold over the year against 4,138 in 2013/14. Calculations indicate students saved a total of £28,750 by buying books second hand whilst students selling books made £33,531 income from the sales. Total financial benefit to students using the service over the period is £62,281, against £47,593 in 2013/14.

JOB SHOP

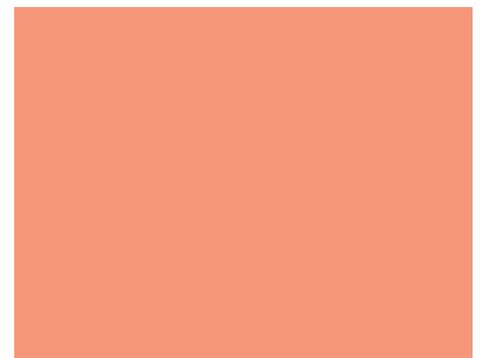
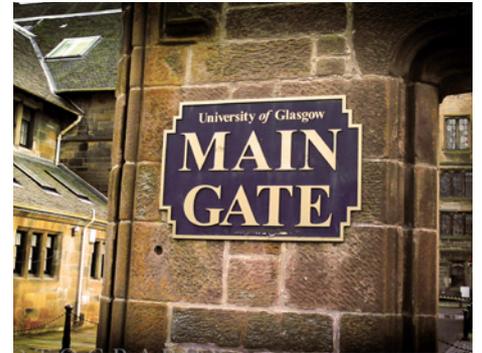
Jobshop is a free 'job and skills' matching service, provided to all students and employers. Employers contact GUSRC with employment opportunities which are then advertised to students through GUSRC's website. GUSRC also produce information for students about their employment rights and joining trade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

THE WELCOME POINT

The Welcome Point opened in November 2012. The key aims of the project include enhancing visitor perception of the University and increasing the visibility and accessibility of GUSRC on campus. Currently, the core function of the Welcome Point is to provide an information and signposting service to visitors, staff and students of the University. It is an ideal showpiece for any new visitors to the campus, with our student staff team happy to engage and inform visitors, staff and students alike. The Welcome Point has also become the key contact point for University events such as Applicants' Day and Open Day.

The number of external visitor enquiries continues to rise. This year we dealt with 28,830 enquiries, a small rise against the 27,890 enquiries the previous year.

Both the University and GUSRC are in the process of developing new strategic plans. It is likely that community engagement will be an increased priority on both and we anticipate discussions with the University as to how the Welcome Point can contribute to enhancing the community engagement activity of both organisations.



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 coordination 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 is developing further as the Welcome Point becomes an established fixture about campus.

The Welcome Point is now working in partnership with the Recruitment and International Office (RIO) on all undergraduate and postgraduate open day events, run in April, June, September and November. During these events GUSRC staff engage with hundreds of potential students providing information on a wide range of enquiries.

Feedback from the University remains positive as we continue to explore how our role can develop. GUSRC also contributes to the 'Student Life Fair' at each open day event, with both the Advice Centre and GUSRC itself attending for potential students to enquire about the facilities, services and representation role of GUSRC. The stalls are staffed by the Advice Centre team and by GUSRC Council Members. Also available at the stalls are printed publicity materials for students to take away as reminders of the organisation and its services.

PRINT SERVICES

GUSRC continues to offer high quality printing and photocopying facilities to all students at a considerably lower rate than commercial high street agencies, however the introduction of the University pull print service at comparable rates has impacted on demand. Photocopying unit sales have seen a significant drop from 248,000 in 2013/14 to 184,000 in 2014/15, roughly 35%. The binding service continues to be well used with an ongoing struggle to meet demand. The upward trend continues with sales rising 39% against the previous year.

THE GUIDE

The Student Guide, produced by GUSRC, has long been seen as the key introductory document to life in Glasgow in general, and the University of Glasgow in particular. Produced to high quality print and design standards, 5,000 copies of The Guide are distributed directly to new undergraduate and postgraduate students as part of the registration process. The Guide is not produced as a 'throwaway' document. The high standard of presentation, quality of writing and range of information ensures 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.

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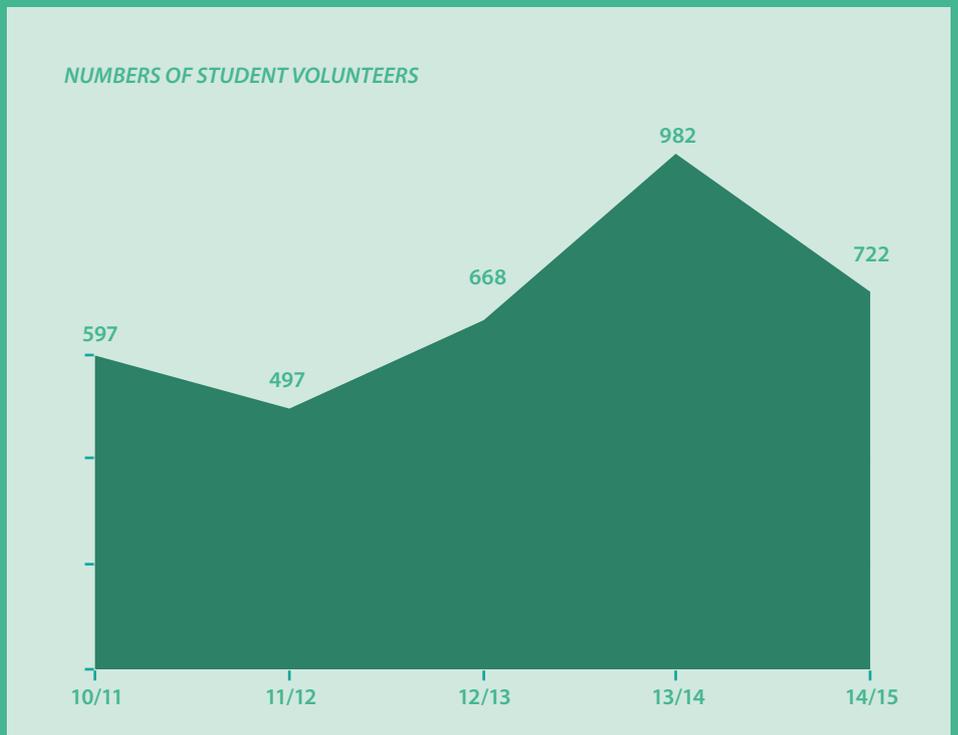
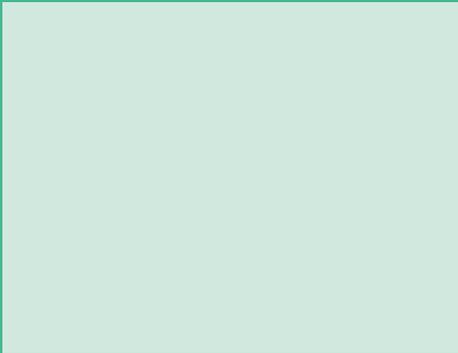
VOLUNTEERING & GRADUATE ATTRIBUTES



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



SERVICE OVERVIEW

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

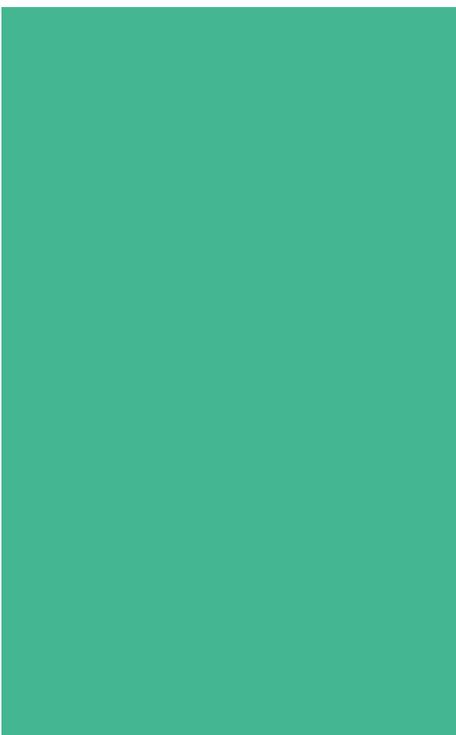
SVSS has seen a significant increase in numbers in recent years. This year we received 722 applications to take part in SVSS Projects. Down against the record high of 982 during 2013/14 but still above the previous record number of 668 in 2012/13 and 497 in 2011/12.

GUSRC staff, in consultation with sabbatical officers, continued to revise and update SVSS marketing materials with the aim of making them more effective at showing the diversity in opportunities available. Redesigned booklets and flyers have been well received and are an effective part of our volunteer recruitment process, along with the new GUSRC website and social media including a dedicated Volunteer Facebook page. Working

with University colleagues in the Library has seen the development of a GUSRC Stall near the University Library café, where partner organisations can advertise their opportunities directly to students.

The success of SVSS continues to belie its limited resources. We are conscious of the latent demand amongst University of Glasgow students for volunteering opportunities but are concerned that the service's capacity to meet that demand is extremely limited. Our partnership with the library, where students are given an opportunity to contact organisations directly, is one mechanism for reducing the pressure on SVSS to process and place volunteers although it is recognised that in utilising this alternative solution, it is less likely for students to have the opportunity to discuss options with the SVSS coordinator and make informed choices.

We are currently investigating how we can make best use of our website to simplify the process of 'signing up' for volunteering and reduce the administrative burden to GUSRC. It is hoped that gains through such efficiencies can be used to expand the service further.



PVG

Volunteers who wish to take part in projects which see them regularly working with children or protected adults, are required to undergo a 'disclosure process' through the Protection of Vulnerable Groups (PVG) scheme, a system that can be both complex and expensive. SVSS offers volunteers within such groups with a free PVG service, advising on compliance matters and liaising with Central Registered Body for Scotland (CRBS) to secure free access to the scheme for students involved in each project. This equates to a cost of £59 per individual new application and £18 per update to an existing application, a direct savings benefit to student volunteers.

Examples of schemes where PVG support service plays a significant role in enabling volunteers to find placements include after-school projects or initiatives taking place within care homes. In addition, we assist projects such as Student Volunteers Abroad (SVA) and Students for Kids International Project (SKIP) in processing students to enable them to travel to work with children abroad and we estimate that our PVG service saved UoG volunteers £9500 in 2014/15 - an increase of £1500 against the previous year's savings.

HEAR

The Higher Education Achievement Report (HEAR) allows students who engage in certain extracurricular activities to have their participation recorded on their academic record, a process which GUSRC is part of in authenticating students who have undertaken valid activities.

In the 12 months up to the end of 2014, a total of 531 student volunteers had one or more volunteering projects verified by GUSRC and added to their HEAR.

We have recently reviewed and updated our 'reflective log form' to assist students in identifying attributes, skills and knowledge which they have developed through their volunteering activities, as well as encouraging them to note how they feel participation in extracurricular activity has contributed to their overall University experience. The intention is for students to gain experience in discussing their skills and achievements outside their studies with a view to preparation for future job interviews. Volunteering, in particular, gives our students practical experience and encourages them to record and articulate this, something increasingly in demand by employers.



BEFRIENDER PROJECTS

We have continued our strategy of linking with organisations which have established volunteering procedures, which enhances our capacity and reduces set-up time. Relationships with more established volunteering organisations such as Bield and Alzheimer Scotland offer more flexibility and a greater choice of befriending options for volunteers.

Relationships with other befriender projects such as Cornerstone, Sense Scotland, Macmillan Cancer and clubs and societies like Best Buddies have also been strengthened, providing an increased range of options for volunteers.

This year we placed a total of 70 volunteers across these projects exactly the same as the previous year.

GUSH

Glasgow University Service to Homeless People (GUSH) attracts considerable interest from students, with 193 volunteers for the project this year, down slightly against last year's record total of 254 but still 20% up on the year before. We recently reviewed the operating structure of GUSH to increase efficiency and reliability, this does however highlight the limited number of volunteer opportunities that the project is actually capable of sustaining. We have approached other community projects in order to identify the potential for joint working and additional volunteer opportunities but we find that many are protective of their own area and resistant to joint working.

We will continue to seek to identify new opportunities for partnership working in this area in the hope that in years to come we will be able to offer more volunteer places to students who continue to show a keen interest in this type of work.

CLASSROOM SUPPORT

The Classroom Support project continues to be a popular project, predominantly used by students who wish to undertake classroom experience before applying for a PGDE, but this is not a requirement and many students simply enjoy working with young people. The project has maintained a similar level of operation this year; demand continues to outstrip our capacity to deliver placements. To maintain uptake, we also provide students with basic assistance and information and encourage them to secure their own placements. In 2014/15 we placed 52 students which is a significant drop from 82 the previous year. However there was a considerable gap in SVSS staff changeover which we think may be a contributory factor.

We continue to work with Professor Alice Jenkins of the College of Arts in facilitating participation in placements for the course, Humanities in the Classroom. In recent years, the number of Humanities in the Classroom participants has steadily risen from 15 in 2011/12 to 38 last year. There was a break in this year due to Professor Jenkins being away on a research placement but we intend to restart this project in the coming year.

GU TOURS

GUSRC's historical campus tours are led by professionally accredited student guides, who are regularly praised for their professionalism, knowledge, courtesy and good nature. We continue to offer one hour scheduled tours four days per week as well as privately booked group tours which we promote through a range of channels and media including Visit Scotland.

We hope in the coming year to work with University Archives in developing more bespoke tours that reflect groups' particular interests and specialisms and will continue to work with the University's Alumni Office in delivering tours to Alumni groups.

CLUBS & SOCIETIES

Clubs and societies are a key element of the student experience. The clubs affiliating to GUSRC for 2014/15 numbered 287, an increase over the previous year. Total student membership of affiliated clubs and societies is approximately 14,000. Affiliates are eligible to receive administrative and developmental support from GUSRC. Affiliated clubs and societies continued to benefit from advice and support on issues as diverse as governance, constitutional frameworks, charity registration, risk assessments, publicity, and event management. GUSRC continues to provide free minibuses to facilitate trips in the UK and travel to conferences and meetings (see case study below), as well as free room hire, website listings and postbox services.

We continue to operate our recently developed clubs and societies induction sessions, which help to strengthen the links between clubs and societies and GUSRC, encouraging dialogue and mutual support throughout the year.

GUSRC notify all eligible office bearers about HEAR and collect completed forms and update student records accordingly. This year 354 office bearers applied to have this activity recorded in their HEAR, over 100 more than the previous year.

Clubs and societies remain an integral part of GUSRC's Freshers' Week planning with 136 stalls allocated to clubs and societies on each day of Freshers' Fair. Other clubs and societies' Freshers' Week events included cultural fairs, sword fighting displays and meet and greets with society members.

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



VCS AWARDS

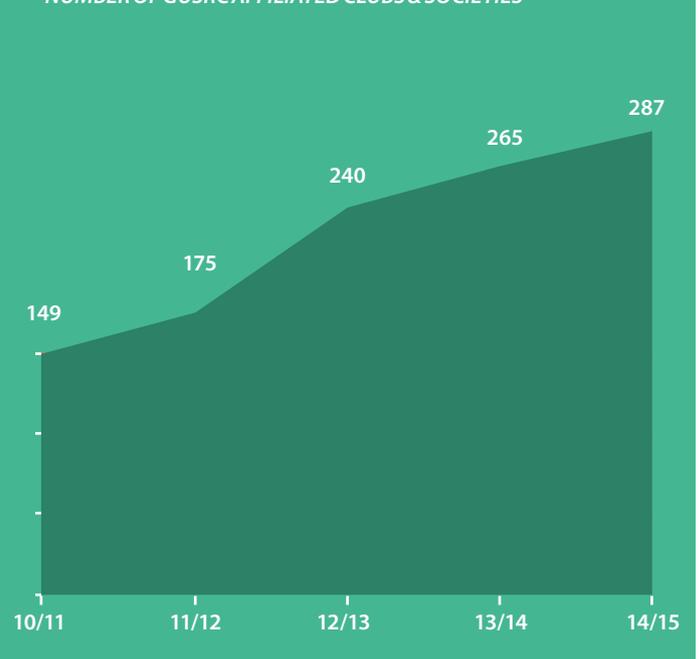
A GUSRC initiative to promote student engagement in extra-curricular activities, this year's Volunteering, Clubs and Societies Awards continued to recognise the great work of the students involved with volunteering projects, clubs and societies from across campus in its seventh successive year of taking place.

As with previous years, each of the ten categories were heavily contested, ensuring that the judges had difficult decisions to make, and also highlighting the extraordinary range of work undertaken by students at the University. The number of applications this year far surpassed that of previous years, with over 155 individuals submitting nominations, more than double last year's total of sixty and over four times the 2012 total of 35. This steady growth is a positive indicator as we continue to seek to highlight the work of student volunteers and encourage recognition of their activities.

The winners for 2014/15 are listed below, with each winner picking up their trophy at a dedicated event to which members of GUSRC Council, staff and University staff are also invited.

- *Innovation Award: Contemporary Musicians United*
- *Best New Club/Society: oSTEM*
- *Exceptional Event: "Charity Fashion Show"*
- *Working in Partnership Award: Coalition for Syrian Refugees*
- *Publicity Award: Amnesty International (second year)*
- *Students & the Community Award: Philanthrobeats*
- *Most Dedicated Member: Agota Vass*
- *Pride of Volunteering Award: Maxim Yan Muk*
- *Fundraising Award: GUMSA*
- *Volunteer of the Year: Maggi Laurie*

NUMBER OF GUSRC AFFILIATED CLUBS & SOCIETIES



CLUBS & SOCIETIES CASE STUDY

In 2014/15 academic year the University of Glasgow Flight Club aimed to enhance its members aerospace engineering design experience by forming the UG Design Build Fly (UGDBF) to take part in the prestigious annual Design, Build, Fly student competition organized by American Institute of Aeronautics and Astronautics. The aim of the competition is for university teams to design from scratch, fabricate and demonstrate flight capabilities of unmanned radio controlled model aircraft which can best meet several specified ground and flight mission profiles. In April 2015, 11 of the UGDBF team members along with teams from other one hundred leading edge engineering universities across the Globe came to Tucson, Arizona, USA to complete.

Having received comprehensive support from the University of Glasgow School of Engineering, Department of Aerospace Sciences, Chancellors fund and GUSRC the UG DBF team has managed to place 19th, one of the best results for the first year entry team in the twenty year history of the competition as mentioned by the judges. Following invaluable skills and experience gained from taking part in the competition as well as team's success the team has decided to compete again this year.



CAMPAIGN WEEKS

RAG WEEK

GUSRC continues to develop its fundraising and awareness campaigns, working with local and national charitable organisations, a significant part of which includes Raising and Giving (RAG) Week. After an attempt at decentralising raising and giving efforts in 2013/14, it was decided to refocus the fundraising on a particular week for this academic year. RAG week seeks to unite all four student organisations with the shared aim of raising money for student-nominated charities, with events taking place at various venues across campus. This year's campaign week took place in March, with over 15 events over the week contributing to a total of £3,000 raised for good causes.

Other fundraising activity during the academic year included the annual One Dress, One Month campaign for Glasgow Womens' Aid, Movember supporting The Prostate Cancer Charity and the Poppy Appeal RAG Raid in support of Poppy Scotland.

WELFARE WEEK

Falling under the remit of Vice President - Student Support, Welfare Week is timed to coincide with one of the most stressful parts of the year for students, the Winter exam digest.

The week, held in late November, featured a line up of events intended to help students relax, refocus and ready themselves for the testing exam season. Notable events include the previously mentioned suicide prevention training (page 14), introductions to meditation and mindfulness, free gym access for all students and a drop in session from the Glasgow University LGBTQ+ society.

MEDIA WEEK

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

Media Week 2015 took place in February with over twenty events covering broadcasting, writing and many other media disciplines. There were also special events highlighting the work of student media with the aim of encouraging new contributors to get involved.

Highlights of the 2015 programme included a session on the trials and tribulations of forging a career as a freelancer, a session on club promotion from successful Glasgow entrepreneur Matthew Craig of promoter iAm and a headline slot for Scottish broadcasting legend, Jackie Bird, who visited campus to offer insight into her 25 year career with the BBC.

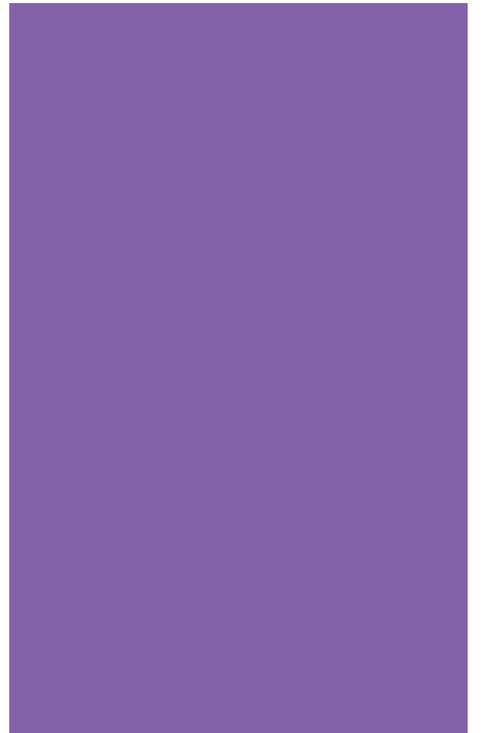
INTERNATIONAL WOMEN'S WEEK

For the first time, international women's week was marked with a full week of events organised by GUSRC, or in collaboration with GUSRC.

Events included performances of The Vagina Monologues, self-defence training sessions for women, a wide variety of discussion panels and talks, a career development session, a bring-and-buy sale and even a chess workshop. Events were held in both student unions with some of them being led by clubs and societies.

3

***ANY OTHER
BUSINESS***



FINANCE

INCOMING RESOURCES

	RESTRICTED FUNDS (£)	UNRESTRICTED FUNDS (£)	2015 TOTAL (£)	2014 TOTAL (£)
INCOMING RESOURCES FROM GENERATING FUNDS				
VOLUNTARY INCOME	.	585,055	585,055	568,800
ACTIVITIES GENERATING FUNDS	.	42,085	42,085	48,480
INVESTMENT INCOME	.	5,193	5,193	5,170
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES	3,979	286,098	290,077	292,599
OTHER INCOME	.			1000
TOTAL INCOMING RESOURCES	3,979	918,431	922,410	916,049

RESOURCES EXPENDED

COST OF GENERATING FUNDS				
COST OF GENERATING VOLUNTARY INCOME	.	7,950	7,950	7,776
FUNDRAISING TRADING COSTS	.	8,533	8,533	6,988
CHARITABLE ACTIVITIES	4,115	877,008	881,123	802,545
GOVERNANCE COSTS	.	45,622	45,622	48,404
TOTAL RESOURCES EXPENDED	4,115	939,113	943,228	865,713

BALANCE

NET MOVEMENT IN FUNDS	(136)	(20,682)	(20,818)	50,366
BALANCE BROUGHT FORWARDS AT 1 JULY 2014	2,832	441,441	444,273	393,937
FUND BALANCE CARRIED FORWARD AT 30 JUNE 2015	2,696	420,759	423,455	444,273

NOTES

GUSRC recorded a deficit this year of £20,818 compared to a surplus in 2014 of £50,366. GUSRC have sought to maintain or increase the performance across the organisation this year whilst operating in a difficult financial environment.

Total reserves at 30 June 2015 stand at £423,455, down from the 2014 total of £444,273. The fall in reserves reflects the capital funding received in 2014 being partially allocated in the expenditure accounts in 2015.

The block grant from the University was £585,055 a rise of £16,255 from the previous year. There is an additional £27,000 allocated to this heading as the University's notional building rental charge.

GUSRC received £47,880 from the University's Residential Services and Glasgow Student Village as a contribution towards the running of the Halls to Campus Minibus Service, in line with the previous year. We received £6,720 additional funding from the University Transport Services department to purchase a tracking and camera system for the minibuses.

POSTWORD



GUSRC has now published eight consecutive annual reports and every page in every year highlights the incredible value students add to the University and the student experience when they choose to become involved in student representation through GUSRC. Session 2014/15 was no different and highlights have included the highly rated 'Mind Your Mate' training; University Divestment from the Fossil Fuel Industry, a 32% increase in Advice Centre Cases and our first ever Education and Technology Conference. It could be easy for us to rest on our laurels and let others forget that effective representation is students meaningfully engaging with the full scope and depth of University activity and decision making. But we don't and what we do, we do exceptionally well. From the bread and butter of our seven hundred plus class reps across Glasgow and Singapore, to the more esoteric matters of Court's Finance Committee and its endowment investments we have been there putting students front and centre in the small and big decisions. Looking back over the last eight years of annual reports it is evident that we are still a constantly changing, dynamic organisation ever developing new ways of working to advance the interests of students at this University.

I was fortunate to experience this dynamic organisation first hand this year as Vice-President (Student Support) and I am thrilled and humbled to be continuing in the organisation as President. The burden of expectation to drive forward the organisation with such a strong record is great. But the new opportunities that both our and the University's new strategic plans open up is truly exciting. Most notable of course is the campus redevelopment which is now really taking off. This coming year will see key decisions being made on the first new build of the redevelopment programme - the Learning and Teaching Hub. It will set the bar by which all other projects will be judged but most crucially it will partially address

the now chronic overcrowding that increased student numbers has created. The overarching Campus Masterplan will also be developed and agreed this coming year. It will define the world-changing campus for the next 100 years and we must ensure GUSRC and students are central to this, and that students have accessible consultation avenues. But underlining all of this is a need to ensure our representation work is sustainable as workloads increase with the campus redevelopment whilst resources are squeezed. Looking at our activities over past years it is noticeable how our work develops both in quality and quantity, far ahead of any increase in University funding. More students, greater diversity and more committees to attend with a greater need for engagement across the board places greater demands on us than we can hope to deliver.

We will also need in the coming year to continue to engage with both the Scottish and UK Government as policy priorities for higher education look to diverge at a faster rate. Issues such as: HE Governance Bill (Scotland), Green Paper on Higher Education, government funding of universities, Commission on Widening Access, UK visa rules, and the EU referendum will collectively change UK higher education beyond what my 2007/08 predecessor would recognise. Ensuring all our students are not disadvantaged by these distant national actors is paramount. The key opportunity in this space will of course be the Scottish Parliament elections in May 2016 and the new pledges that will come from each political party.

Some of the above might sound a bit like doom and gloom if not for the comfort that an anniversary and reflection brings. On 9 March GUSRC celebrates its 130th birthday and if we have made it this far, through 130 years of tumult and success, I have no doubt that 2015/16 will be just as successful.

A handwritten signature in black ink, appearing to read 'Liam King'.

Liam King
GUSRC President 2015/16

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PHOTO

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