

# Queen's Students' Union Strategic Plan 2015-2020

Review of Annual Delivery Plan  
(August 2018 – July 2019)

# THEME 1: We're Inclusive and Representative

↳ *Making every student's voice count*

WHAT WE WILL DO	WHAT IS SUCCESS BY 2020?	ACTIONS FOR 2018/19	DATE	LEAD RESPONSIBILITY	PROGRESS TO DATE (JUNE 2019)
<ul style="list-style-type: none"> <li>Listen to our students, meet the needs of all students and offer an enhanced student experience in line with the University's Vision 2020.</li> </ul>	<ul style="list-style-type: none"> <li>5% increase, year on year, in the number of students participating in democratic activities.</li> <li>Systems in place to allow all students to have a say in every aspect of the Union.</li> </ul>	<ul style="list-style-type: none"> <li>Build on the success of campaigns delivered by the SU in recent years, putting in place mechanisms to encourage students to take a more active role in issues impacting them encouraging more grass roots campaigns led by the student body. Continue to support the development of student-led activist/campaign groups in the areas of environmentalism, higher education funding and marketization, human rights, LGBT+ rights, women's rights, disability rights, minority rights and faith &amp; belief.</li> <li>Student Officers to lead a range of campaigning and awareness activity, such as the 'International Buddy Scheme', the 'Parents and Carers Network', student housing matters, a clubs and societies winter festival, sex education (including consent workshops), student officer surgeries in each School and 'Are Ye Well'. Academic Representation and higher education funding to continue to be a priority in 2018-19.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> <li>May 2019.</li> </ul>	<ul style="list-style-type: none"> <li>Student Voice Team, SU Policy and Engagement Manager / SU President and Marketing Manager.</li> <li>SU President / SU Officer Team and Marketing Manager.</li> </ul>	<p>Campaigns and initiatives included;</p> <ul style="list-style-type: none"> <li>Local Government – Lobbying politicians and Government on issues such as Brexit, International Student Visas, HE funding and Social issues, e.g. marriage equality and zero-tolerance to sexual harassment in licenced premises</li> <li>Education – Student Partnership Framework and Partnership Project Support, Enhancing Assessment Through Partnership Project, SSCC's and the Course Rep System, Funding of the Higher Education sector, the Education Awards, PG "Run for Something" events, Weekly "PG Drop-In" sessions in the Graduate School; Student engagement regarding Canvass; University of Sanctuary campaign</li> <li>Welfare and Student Support – Weekly term-time sexual health clinics; an enhanced International Buddy Scheme – over 1,000 students involved; the Consent campaign, support for the PSNI #NoGreyZone campaign; the 'Letting Fees' campaign; Mental health training for RA's and student reps; Wellbeing Café exam de-stress events. Winter Fest – social events for students.</li> <li>Equality and Diversity – Black History Month, 'Beyond the Binaries: Trans Students' Week – LGBT Society; the Pro-choice campaign – 'Project Choice'; All-Gender Bathrooms; Gender Recognition Act amendments; Parents' and Carers Network launch &amp; survey; Linguistic diversity on campus; BME &amp; International Retention &amp; Attainment.</li> <li>Independence and Autonomy – A</li> </ul>

		<ul style="list-style-type: none"> <li>Weekly drop-in sessions in the Graduate School to raise awareness of the new SO Postgraduate role and to increase representation of PG students and their involvement with the SU. SO Postgraduate to represent SU on various forums and committees</li> <li>The SU to lead on an Institution wide student mental health campaign.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SO Postgraduate.</li> <li>SU President, SO Welfare and Representation Support Officer.</li> </ul>	<p>working group established and a feasibility study undertaken.</p> <p><b>Awards achieved;</b></p> <ul style="list-style-type: none"> <li>USI Student Achievement Awards: Education Campaign of the Year - Queen's Student Partnership Project; Equality Campaign of the Year - Black History Month; Entrepreneur of the Year - Mr Brendan Digney; Postgraduate Engagement - Ms Rachel Powell; Award for promotion of Irish - An Cumann Gaelach QUB. Commended: Omni (Mental Health Activism); Ms Rhea Goh (International Student of the Year)</li> <li>NUS Black Students' Winter Awards - Best UK "Black History Month Campaign"</li> <li>Weekly "Drop-In" session in the Graduate School by SO Postgraduate. The new VP Postgraduate is also now sitting on various University committees.</li> </ul>
		<ul style="list-style-type: none"> <li>Delivery of the Enhancing Assessment Through Partnership Project including recruitment and support for 9 student interns.</li> <li>Continue to identify and implement mechanisms to simplify student input into decision-making and officer scrutiny in the Students' Union.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> <li>May 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SO Education, SO Postgraduate and Representation Support Officer.</li> <li>Student Voice Team / SU Officer Team.</li> </ul>	<ul style="list-style-type: none"> <li>SU led development and delivery of OMNI Mental Health movement, establishing advisory board, conducting a survey (with 2,535 respondents) and engaging with University management to establish a framework for addressing mental health issues on campus.</li> <li>Project delivered in partnership with CED &amp; supporting student interns. Outcomes include: research on assessment and feedback best practice; development of an online assessment and feedback resource for University staff; recommendations to Schools involved on enhancements to assessment and feedback practice; hosting of a Development Weeks conference.</li> </ul>
		<ul style="list-style-type: none"> <li>Effective promotion of SU Elections with over 4,200 votes in the 2019</li> </ul>	<ul style="list-style-type: none"> <li>March 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director / SU President and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>4,221 votes cast in the 2019 Student Officer Elections, increasing from 4,049 in 2018. This is the 4<sup>th</sup></li> </ul>

		<p>Student Officer Elections (increasing from 4,049 in 2018).</p> <ul style="list-style-type: none"> <li>Continue to review the design and content of the SU survey prior to circulation in May 19' to ensure that the questions result in meaningful feedback to support future decision making.</li> <li>Establish a Working Group to oversee the development of the new SU Strategic Plan beyond 2020.</li> </ul>	<ul style="list-style-type: none"> <li>March 2019 in advance of survey in May 2019.</li> <li>February 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director / SU President and Marketing Manager.</li> <li>SU Director / SU President.</li> </ul>	<p>highest turnout in SU elections history.</p> <ul style="list-style-type: none"> <li>SU survey on hold to September 2019, and will be designed to gather student input to the new SU Strategic Plan (2020-2025).</li> <li>Working Group established and Action Plan developed. The consultation process is underway.</li> </ul>
<ul style="list-style-type: none"> <li>Deliver a more comprehensive programme of training for representatives.</li> <li>Train and support hundreds of students every year who take on representative roles to ensure that our students' voices are heard.</li> </ul>	<ul style="list-style-type: none"> <li>Additional staff to review and implement a comprehensive programme of training on an annual basis.</li> <li>A minimum of 500 students trained in pro-actively working on behalf of students on an annual basis, nurturing and developing new student leaders.</li> </ul>	<ul style="list-style-type: none"> <li>Implement improvements to training for Course and School Reps, as a result of feedback and recent survey results, with support aligned to best practice in the sector. Training to be delivered to each specific School following a successful pilot in 2017/18.</li> <li>Provide Drop-in sessions and additional top-up training for Course and School reps in collaboration with DASA, to increase engagement and support to Reps.</li> <li>Feedback from SSCC's to become an agenda item at EMC meetings.</li> <li>Elected Part-time Officers to receive structured induction and training aligned to the full-time officer training.</li> <li>Ongoing engagement with Faculties with a view to agreeing actions to improve the quality of Course Rep Support as well as proactive and constructive regular meetings and engagement with the Faculty Pro-Vice Chancellors, the Directors of Operations and Deans to ensure effective engagement with the student body.</li> <li>Embed the recently introduced Faculty representation on SU Council.</li> </ul>	<ul style="list-style-type: none"> <li>October 2018.</li> <li>Nov 18 – Feb 19.</li> <li>Ongoing.</li> <li>July 2019.</li> <li>Ongoing.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Academic Representation Assistant, SO Education and SO Postgraduate.</li> <li>SU President, SO Education and SO Postgraduate.</li> <li>Academic Representation Assistant, SO Education and SO Postgraduate.</li> <li>Policy and Engagement Manager and Representation Support Officer.</li> <li>SU President, SU Director, SO Education and Policy and Engagement Manager.</li> <li>SO Education, SO Postgraduate and SU</li> </ul>	<ul style="list-style-type: none"> <li>Training content updated and delivered across 35 sessions to smaller cohorts in Schools.</li> <li>VP Education and Academic Representation Assistant provided drop-in service for reps. Additional programme of School Rep training delivered. Optional skills training provided to reps (Leadership, Problem Solving, Managing Stress, Dealing with Conflict, Negotiation Skills). Additional bespoke support provided to INTO in advance of quality review. Additional Induction and skills training developed for INTO reps.</li> <li>Ongoing – issues addressed by the SU as they arise.</li> <li>Ongoing – to be completed as new Officer Team commence roles.</li> <li>Enhanced engagement with Schools by Academic Representation Assistant to support SSCC operation and engagement by reps. SU Director currently meeting Heads of School and School Managers as part of the SU Strategic Plan consultation process.</li> <li>Ongoing, with Faculty reps elected.</li> </ul>

<ul style="list-style-type: none"> <li>Engage with under-represented groups including international students, postgraduates, women students, mature students, part-time students, disabled students, LGBT students etc.</li> </ul>	<ul style="list-style-type: none"> <li>Introduction of 12 Part-time Student Officers elected on an annual basis to support the work of our full-time Student Officers, resulting in an increase in participation from these groups.</li> </ul>	<ul style="list-style-type: none"> <li>Promote and run Part-time Elections with a view to recruiting up to 12 Part-time Officers.</li> <li>Explore the possibility of getting the Part-time Officer roles accredited for Route A Degree Plus.</li> <li>Monitor the effectiveness of the recent change which has seen the Part-time Officer elections run alongside the full-time officer elections.</li> <li>Each Officer to develop an activity Action Plan to support campaigns within their area, aligned to the needs of the students, with budgets allocated to the activity.</li> </ul>	<ul style="list-style-type: none"> <li>February 2019.</li> <li>December 2018.</li> <li>March 2019.</li> <li>September 2018.</li> </ul>	<p>President.</p> <ul style="list-style-type: none"> <li>Policy and Engagement Manager / Student Voice Team and Marketing Manager.</li> <li>Policy and Engagement Manager.</li> <li>SU President and Policy and Engagement Manager.</li> <li>SU Director and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>12 Part-Time Officer posts filled across the academic year, with 58 candidates standing for election.</li> <li>Degree Plus 'Route A' available for qualifying Part-Time Officers.</li> <li>No negative impact on overall nomination levels observed; voter participation increased in line with FTO election voting patterns.</li> <li>Student Officer Plan of Work agreed and approved by Council in Nov 2018.</li> </ul>
<ul style="list-style-type: none"> <li>Carry out further research with 'non-engaged' students to extend our commitment to reaching those students who currently have limited understanding of how the Union can add to their time at university.</li> </ul>	<ul style="list-style-type: none"> <li>A research project undertaken and recommendations implemented.</li> </ul>	<ul style="list-style-type: none"> <li>Part-time student officers to regularly engage with under-represented or non-engaged groups of students, feeding back to EMC ideas and suggestions for increasing engagement.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU President.</li> </ul>	<ul style="list-style-type: none"> <li>The Part-time officers have been pro-active in identifying issues and bringing forward suggestions for improvements throughout 2018-19. They have also been pro-active in supporting the work of the full-time officers. Examples include: supporting the Parents &amp; Carers Network; Gender, Social Justice &amp; Innovation Conference; consultation on Gender Recognition Act amendments.</li> </ul>
<ul style="list-style-type: none"> <li>Represent our Students on University committees that oversee the academic and support provision on campus.</li> </ul>	<ul style="list-style-type: none"> <li>Students represented on all University committees where decisions affecting students are made.</li> </ul>	<ul style="list-style-type: none"> <li>Student Officers to report to EMC on feedback from all University committees in which the officers are represented.</li> <li>Part-time Officers to be represented on a number of University committees and provide feedback to EMC.</li> <li>Student Officers to review membership of committees and continue to be fully engaged with committees, representing the needs of students.</li> <li>Continue to implement the Communications and Engagement Protocol agreed by the SU and the University with a view to complementing, and adding value to the existing engagement structures and mechanisms.</li> </ul>	<ul style="list-style-type: none"> <li>Fortnightly.</li> <li>Ongoing.</li> <li>July 2019.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU President and Officers.</li> <li>SU President and Part-time Officers.</li> <li>SU President and Officers.</li> <li>SU Director, SU President and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Officers in attendance provided verbal reports.</li> <li>Ongoing – Examples include: Disability Forum and the PG Advisory Body.</li> <li>The SU was represented on numerous committees and working groups during the 2018/19 Academic Year.</li> <li>Fully implemented including 2 meetings between the student officer team and the University Executive Board and a meeting with the University Operating Board.</li> </ul>
<ul style="list-style-type: none"> <li>Increase the number of students voting in elections.</li> </ul>	<ul style="list-style-type: none"> <li>5% increase, year on year, in the number of students voting in</li> </ul>	<ul style="list-style-type: none"> <li>Continue to research other Union's and how they engage and promote Student Officer Elections,</li> </ul>	<ul style="list-style-type: none"> <li>January 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Marketing Manager and Policy and Engagement Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Research carried out with new and innovative ideas implemented for Student Officer Elections, resulting in</li> </ul>

	<p>Student Officer Elections.</p> <ul style="list-style-type: none"> <li>• Student issues high on the local and national agenda.</li> </ul>	<p>implementing where possible, new and innovative ways of promoting elections, increasing student votes from 4,049 in 2018 to over 4,200 in 2019.</p> <ul style="list-style-type: none"> <li>• Student Officers to continue to increase engagement with elected representatives with active campaigning on issues such as HE funding, with assistance and liaison from the Head of Public Engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• SU President.</li> </ul>	<p>increased turnout with 4,221 students voting in the Student Leader Elections.</p> <ul style="list-style-type: none"> <li>• Engagement with elected representatives continues to increase with elected representatives supporting a number of SU led campaigns.</li> </ul>
<ul style="list-style-type: none"> <li>• Implement an independent review of 'Democracy' by the National Union of Students.</li> </ul>	<ul style="list-style-type: none"> <li>• Review recommendations and draw up Action Plan for implementation by 2018.</li> </ul>	<ul style="list-style-type: none"> <li>• Implement changes arising from changes to the SU constitution and SU processes and procedures following a comprehensive review in 2017-18.</li> <li>• Following an initial feasibility study into SU Autonomy and Independence, carried out in 2017-18, an external consultant to be appointed to conduct a further comprehensive feasibility study into the issues identified and what an independent SU might look like.</li> <li>• Research the requirements for assessment of 'Quality Students' Unions'; a new SU accreditation process (replacing SUEI), implemented by NUS across the SU sector.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• June 2019.</li> <li>• July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• SU President and Policy and Engagement Manager.</li> <li>• SU Director and SU President.</li> <li>• SU Director and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>• Approved changes implemented. Additional supporting process to be introduced in advance of 2019-20 academic year.</li> <li>• External Consultant appointed and comprehensive independent Scoping Study is underway.</li> <li>• Ongoing. Quality Students' Union's standard to inform development of Students' Union Strategic Plan.</li> </ul>
<ul style="list-style-type: none"> <li>• Enhance the partnership between student representatives and the University to ensure an increase in student satisfaction, with more effective representation and better communication of outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Student satisfaction score of 85% in the National Student Survey and ranked in the top 10 of Students' Unions in the Times Higher Survey for Student Experience by 2020.</li> <li>• University NSS satisfaction score to increase from 88% to 94% by 2020.</li> </ul>	<ul style="list-style-type: none"> <li>• Support promotion of the NSS Survey to the student body.</li> <li>• Continue the work of implementing a Student Partnership Framework in collaboration with the University, with a view to enhancing input from student representatives.</li> <li>• Work with DASA to review Staff Student Collaborative Committee (SSCC) Guidelines, with changes implemented where appropriate.</li> <li>• Key University survey results to be communicated to student representatives at a School level, to better inform representative activity.</li> </ul>	<ul style="list-style-type: none"> <li>• April 2019.</li> <li>• July 2019.</li> <li>• April 2019.</li> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• SU Director, SU President and Marketing Manager.</li> <li>• SU President, SO Education, SO Postgraduate, SU Director and Policy and Engagement Manager.</li> <li>• SU President, SO Education, SO Postgraduate and Student Voice Team.</li> <li>• Academic Representation Assistant.</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted NSS messages included in student emails and social media</li> <li>• Student Partnership Project launched with 13 Partnership projects supported as well as a Partnership Conference. Enhancing Assessment Through Partnership Project also delivered.</li> <li>• Deferred. Potential partnership project for 2019-20.</li> <li>• NSS Results available to School reps at a School-level and provided to Course Reps as required to support campaigns.</li> </ul>
<ul style="list-style-type: none"> <li>• Raise the SU profile amongst members, stakeholders and the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Development of a marketing, communications and engagement plan that</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Marketing Plan (2018-19) to be developed including specific budget to increase awareness of key SU activities and to improve</li> </ul>	<ul style="list-style-type: none"> <li>• September 2018.</li> </ul>	<ul style="list-style-type: none"> <li>• SU Director and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Marketing Plan developed and implemented.</li> </ul>

	will deliver increased awareness of the SU body and activities on an annual basis.	communications and engagement. <ul style="list-style-type: none"> <li>Students' Union staff and Student Officers to engage with a minimum of 100 external stakeholders and community organisations in the 2018/19 year.</li> <li>Increased emphasis on marketing and promotion.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and SU President.</li> <li>SU Director, SU President and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>In excess of 100 organisations engaged during 2018-19.</li> <li>Ongoing. Increased engagement levels reflect investment in marketing and promotion.</li> </ul>
<ul style="list-style-type: none"> <li>Continue to be involved in initiatives run by the local community to ensure our students are active citizens.</li> </ul>	<ul style="list-style-type: none"> <li>QUB students involved in external community initiatives.</li> <li>Increased levels of events and initiatives taking place that facilitate local community usage of the Students' Union.</li> </ul>	<ul style="list-style-type: none"> <li>Maximising relationships developed with volunteer involving organisations by promoting their volunteering opportunities to the student body via newsletter, social media, website, MyFuture, the new Integrated Management System and individually tailored guidance.</li> <li>Further development of the Handy Helpers initiative, ensuring it provides a genuine response to community needs through ad-hoc student volunteering opportunities, working directly with local residents.</li> <li>Explore the possibility of working with external organisations via the Welfare and Mental Health Campaigns run in collaboration between Student Officers and the Public Engagement Unit.</li> <li>Continued involvement in initiatives with local residents groups, including being represented on various community forums and groups, as well as co-ordinating numerous community based initiatives such as the Homework Clubs.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer SU Manager</li> <li>Volunteer and Community Support Officer</li> <li>SO Welfare</li> <li>Volunteer Support Officer, Volunteer and Community Support Officer and SO Student Activities.</li> </ul>	<ul style="list-style-type: none"> <li>Completed. 10 editions of the Volunteer SU newsletter circulated, along with social media and website posts promoting 96 volunteering opportunities. 94 volunteering opportunities have been promoted via MyFuture. The SU is currently implementing a new Information System Management to be fully operational for the 2019-20 Academic year.</li> <li>Substantial progress made in the development of Handy Helpers, with 31 community volunteering projects delivered and students receiving further skills development through 3 specialist training session.</li> <li>The SU engaged with PIPS to deliver mental health training to RA's and student reps and Common Youth (Brook NI) to deliver consent training.</li> <li>A total of 17 Homework Clubs supported throughout 2018-19 and a further 3 identified for partnership in 2019-20. Volunteer SU was represented on various community forums and groups, as well as co-ordinating numerous community based volunteering initiatives. The Volunteer and Community Officer facilitated many of these initiatives as well as co-ordinating 2 co-creation sessions enabling residents and students to generate discussion and ideas for a safer, brighter and more cohesive neighbourhood.</li> </ul>

## THEME 2: We're Welcoming & Fun

↳ Here for a chat, here for the craic

WHAT WE WILL DO	WHAT IS SUCCESS BY 2020?	ACTIONS FOR 2018/19	DATE	LEAD RESPONSIBILITY	PROGRESS TO DATE (JUNE 2019)
<ul style="list-style-type: none"> <li>Work in partnership with the University to secure funding for the development of a new world class Students' Union.</li> </ul>	<ul style="list-style-type: none"> <li>Approval granted and funds committed by the University in 2016 for a new Students' Union.</li> </ul>	<p>Following approval for the new build project priorities in 2018-19 will include;</p> <ul style="list-style-type: none"> <li>Student Engagement – The SU to continue to engage with the student body regarding the new build project, with regular updates provided. The new Student Centre to continue to be an agenda item at SU Council meetings.</li> <li>Decant Accommodation – Lead in managing the SU decant into the Elmwood Avenue premises, working closely with Estates in ensuring that the decant accommodation offers a comprehensive range of student services and becomes a vibrant home for the SU for a 3-year period. A communications plan to be developed and implemented to effectively inform the student body of the services being provided in the Decant.</li> <li>New Build – The SU to continue to be represented on the Project Steering Group and the various Working Groups, contributing positively to the project.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>September 2018.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director, Marketing Manager and SU President.</li> <li>SU Director, SU President and Marketing Manager.</li> <li>SU Director, SU President and SU representatives.</li> </ul>	<ul style="list-style-type: none"> <li>The SU continued to keep the student body informed of progress via regular updates at student council, the public consultation and via the dedicated microsite <a href="http://www.studentcentre.qub.ac.uk">www.studentcentre.qub.ac.uk</a>.</li> <li>The SU worked with the University to ensure the essential range of student services, central to the delivery of the SU Strategic Plan 2015-20, continues to be provided in the temporary decant accommodation. The decant took place in August 2018 and feedback from staff and students on the temporary accommodation is very positive.</li> <li>The SU Director and SU President have been engaging regularly with the Design Team to progress the design of the new Centre. This includes representation on the Steering group and Working Groups.</li> </ul>
<ul style="list-style-type: none"> <li>Continue to offer students a wide range of opportunities to make lasting friendships as well as providing opportunities to build skills for the future.</li> </ul>	<ul style="list-style-type: none"> <li>Higher levels of participation in SU led programmes and initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Effectively market programmes and initiatives available to the student body.</li> <li>Student Officer for Equality and Diversity to deliver the 'International Buddy Scheme' in Semester 1 and 2, supported by a student intern.</li> <li>A minimum of 15 key projects and initiatives delivered by the SU Student Development Unit enhancing the skills of Queen's students.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Oct 2018 and Jan 2019.</li> <li>June 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Marketing Manager.</li> <li>SO Equality and Diversity and Representation Support Officer.</li> <li>SU Director and Student Development Team.</li> </ul>	<ul style="list-style-type: none"> <li>Effective marketing and communications carried out during the year, including a number of new campaigns and initiatives.</li> <li>Over 1,000 International students supported with 265 buddies volunteering to support.</li> <li>A minimum of 15 key projects were delivered by Clubs and Societies, Volunteer SU and Enterprise SU.</li> </ul>
<ul style="list-style-type: none"> <li>Strive to make the Union more welcoming to</li> </ul>	<ul style="list-style-type: none"> <li>80% of students completing the annual SU survey indicating</li> </ul>	<ul style="list-style-type: none"> <li>Listen to student feedback through assessing results. 80% of students indicating that the SU had a positive</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing – SU survey delayed until Sept/Oct 2019 to enable the survey to feed into the SU Strategic Plan.</li> </ul>

students.	that the SU had a positive impact on their time at Queen's.	impact on their time at Queen's (increasing from 79% in 2017). <ul style="list-style-type: none"> <li>Improvements made to SU services and premises based on survey feedback.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and Retail and Premises Manager.</li> </ul>	<ul style="list-style-type: none"> <li>N/a – Survey taking place in Sept/Oct 2019.</li> </ul>
<ul style="list-style-type: none"> <li>A diverse range of activities over Freshers' period, reflecting our student population.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of a diverse range of activities over the Freshers' period.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of a comprehensive range of activities during Freshers' period with daytime and evening activities reflecting a more diverse student population including; <ul style="list-style-type: none"> <li>Freshers' Fair (Engagement with in excess of 13,000 students), with the fair moving to a marquee set-up and the Whitla Hall for the first time.</li> <li>Welcome activities for new students at Elms Village (engagement with a minimum of 750 students across the weekend).</li> <li>Welcome packs to be provided to over 3,000 students living in Queen's accommodation providing information on mental health, drugs and alcohol etc.</li> <li>Run a Big Breakfast/Brunch (Minimum of 200 attendees).</li> <li>Assist RAG in running the annual RAG pub crawl (A minimum of 1,800 attendees).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Sept/Oct 2018.</li> </ul>	<ul style="list-style-type: none"> <li>Clubs and Societies Co-ordinator, SU President and Student Officer Team.</li> </ul>	<ul style="list-style-type: none"> <li>A Comprehensive range of activities delivered during Freshers' Fortnight including;</li> <li>There was in excess of 17,000 attendees at the Freshers' Fair.</li> <li>Engagement from SU staff and Officers with over 500 students.</li> <li>Welcome packs were provided to all students in Queen's Accommodation.</li> <li>The Big Brunch was attended by over 400 students.</li> <li>Approximately 2,000 attendees at the RAG Pub Crawl.</li> </ul>
<ul style="list-style-type: none"> <li>Celebrate our students' contribution to university life at a number of events, in conjunction with the University.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of a calendar of key student events &amp; activities including Freshers' Fair, the SU Awards and the Education Awards.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of Freshers' Fair (Sept 18'), Refreshers' Fair (Feb 19'), the SU Awards (April 19') the Education Awards (April 19') and ongoing volunteer and enterprise recognition.</li> <li>Footfall at Freshers' Fair to exceed 12,000, with over 2,000 students attending Refreshers'.</li> </ul>	<ul style="list-style-type: none"> <li>June 2019.</li> <li>Oct 2018 and Feb 2019.</li> </ul>	<ul style="list-style-type: none"> <li>Clubs and Societies Co-ordinator, SO Education and Volunteer SU Manager and Enterprise SU Manager.</li> <li>Clubs and Societies Co-ordinator and SO Activities.</li> </ul>	<ul style="list-style-type: none"> <li>All events were successfully delivered including the SU Awards, the Freshers' and Refreshers' Fairs, the Education Awards, the Enterprise May Ball, a Social Justice and Activism Conference, a Student Partnership Conference as well as ongoing recognition of student volunteers through Millennium / Prestige Volunteers and Degree Plus.</li> <li>There was in excess of 17,000 attendees at the Freshers' Fair and approximately 1,000 at the 'Take Two' C&amp;S sign-up event.</li> </ul>
<ul style="list-style-type: none"> <li>Monitor and benchmark to ensure that the Students' Union offers value for money in its Bars, Entertainment</li> </ul>	<ul style="list-style-type: none"> <li>A commercial forum established, in partnership with the University, to look at new ways to create revenue while also</li> </ul>	<ul style="list-style-type: none"> <li>Continue to deliver a revitalised commercial offering, effectively delivered through a partnership approach between the SU, Campus Food and Drink and Eventus, supported and promoted by the</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director, SU President, Bars Manager and Retail and Premises Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Commercial offering revitalised through a partnership approach between the SU, Campus Food and Drink and Eventus.</li> </ul>

venues and Shop.	meeting the needs of all students, with all commercial profits reinvested into the Union.	Student officer Team and delivered in line with expectations. <ul style="list-style-type: none"> <li>Commercial Services performance to be reported at the Commercial Services Forum, which will meet regularly throughout the year.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU President.</li> </ul>	<ul style="list-style-type: none"> <li>The Commercial Services Forum met on 4 occasions across the year.</li> </ul>
<ul style="list-style-type: none"> <li>Create a fun environment and a sense of community for all students, providing a hub for students to participate in a diverse range of activities.</li> </ul>	<ul style="list-style-type: none"> <li>Review our entertainment programme to encourage increased numbers of students to attend events on a regular basis – an annual calendar of events and activities with something for everyone.</li> </ul>	<ul style="list-style-type: none"> <li>A diverse range of entertainment to be delivered throughout the year, fully utilising the new bar and entertainment offering at the Lisburn Road venue.</li> <li>Better awareness of the entertainments programme through consultation and sharing of information at the Commercial Services Forum.</li> <li>Review Entertainments programme at end of Semester One.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Ongoing.</li> <li>December 2018.</li> </ul>	<ul style="list-style-type: none"> <li>SU Bars Manager and Head of Campus Food and Drink.</li> <li>SU President (CSF Chair).</li> <li>SU Bars Manager and Head of Campus Food and Drink.</li> </ul>	<ul style="list-style-type: none"> <li>A diverse entertainment programme included; Monday night 'Bingo', The Quiz night, 'Good Friday', Air Punch (Rock Ballads), Taboo, Live Music nights and C&amp;S run events.</li> <li>The CSF has met on 3 occasions throughout the year. Detailed reports have been circulated at the meetings.</li> <li>Entertainments programme reviewed with changes implemented for Semester 2.</li> </ul>
<ul style="list-style-type: none"> <li>Continue to support students who set up new Clubs and Societies covering new interests.</li> <li>Provide Rooms and facilities within the Union for our Clubs &amp; Societies at no cost.</li> </ul>	<ul style="list-style-type: none"> <li>210 active Clubs and Societies by 2020, with overall membership numbers growing by a further 10% by 2020, to over 12,000 students.</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of a new Sports Development Officer post to better support and develop sports clubs at Queen's.</li> <li>Continue to implement the Clubs and Societies Action Plan, arising from the review conducted in 2017.</li> <li>Explore the potential of developing an online sign up system for all Clubs and Societies members as part of the new Integrated Management System being procured in the summer of 2018.</li> <li>Explore the potential of introducing an online training module for Clubs and Societies.</li> <li>Implement changes arising from a full review of Rule 8 of the SU Constitution which included the updating of policies and procedures.</li> <li>A more comprehensive programme of ongoing training to be delivered to C&amp;S committee members. Explore the possibility of including Degree Plus Route A accreditation for participants.</li> <li>Updated C&amp;S Handbook to be circulated to all C&amp;S committee members.</li> <li>Encourage and facilitate new Clubs and Societies leading to over 220 active Clubs and Societies by May 2019 and 12,200 members (increasing</li> </ul>	<ul style="list-style-type: none"> <li>December 2018.</li> <li>Ongoing.</li> <li>June 2018.</li> <li>December 2018.</li> <li>Ongoing.</li> <li>Ongoing</li> <li>Ongoing.</li> <li>October 2018.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and Clubs and Societies Co-ordinator.</li> <li>SU Director, Clubs and Societies Co-ordinator and SO Activities.</li> <li>Clubs and Societies Co-ordinator.</li> <li>Clubs and Societies Co-ordinator.</li> <li>SU Director, SU President and Clubs and Societies Co-ordinator.</li> <li>Clubs and Societies Co-ordinator.</li> <li>Clubs and Societies Co-ordinator.</li> <li>Clubs and Societies Co-ordinator and SO Activities.</li> </ul>	<ul style="list-style-type: none"> <li>Completed. A new Sports Development Officer has been recruited and took up post in Feb 19.</li> <li>An implementation Group continues to oversee implementation of the Plan across 2017-18.</li> <li>The IMS is currently being implemented which will include an on-line sign-up facility for C&amp;S.</li> <li>Ongoing.</li> <li>Changes have been implemented as a result of the review.</li> <li>An enhanced programme of training was delivered throughout the year.</li> <li>C&amp;S Handbook updated to reflect changes to policies and procedures.</li> <li>215 active Clubs and Societies with 15,141 memberships at June 2019. This is the highest C&amp;S membership on record.</li> </ul>

		<p>from 12,157 in 2017-18) by July 2018.</p> <ul style="list-style-type: none"> <li>• SU meeting facilities to continue to be available to any approved Club or Society for use at no cost.</li> <li>• Changes to be made to the Clubs and Societies Room Booking system to reflect the spaces available in the decant facilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• Aug 2018.</li> </ul>	<ul style="list-style-type: none"> <li>• Clubs and Societies Co-ordinator and VP Activities.</li> <li>• Retail and Premises Manager and Clubs and Societies Co-ordinator.</li> </ul>	<ul style="list-style-type: none"> <li>• All meeting facilities continue to be available to Clubs and Societies.</li> <li>• The system is fully operational and the new rooms available in the SU decant accommodation were added to the system.</li> </ul>
<ul style="list-style-type: none"> <li>• Support Clubs and Societies in running events and activities that bring together home and international students, leading to a better mix of student members to reflect a more diverse student population.</li> </ul>	<ul style="list-style-type: none"> <li>• Clubs and Societies encouraged to be more inclusive in terms of reaching out to students from all backgrounds, recognising the changing student population at Queen's.</li> </ul>	<ul style="list-style-type: none"> <li>• Support Queen's Sport in the delivery of a range of events and initiatives aimed at facilitating better collaboration between Clubs and Societies e.g. Campus Sports night, the Inter Sports night and Freshers' Fair. Deliver an initiative bringing C&amp;S together building on the success of the Great Uni-varsity piloted in 2017-18.</li> <li>• Clubs and Societies Support Officer to promote various initiatives run by other University Departments to Clubs and Societies.</li> <li>• Clubs and Societies members to be provided with information or training relating to areas such as first aid and mental health etc.</li> <li>• Work with Residential Life Team in Queen's Accommodation to bring together large groups of students from diverse backgrounds with a view to increasing awareness of and participation in C&amp;S.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• May 2019.</li> <li>• Dec 2018.</li> <li>• October 2018.</li> </ul>	<ul style="list-style-type: none"> <li>• Clubs and Societies Co-ordinator and SO Activities.</li> <li>• Clubs and Societies Co-ordinator.</li> <li>• Clubs and Societies Co-ordinator.</li> <li>• Clubs and Societies Co-ordinator.</li> </ul>	<ul style="list-style-type: none"> <li>• Worked closely with Queen's Sport in delivery of a number of initiatives including; Campus Sports Night, the Freshers' Fair, the 'Take Two' event and the Queen's 5K. QS were represented on the C&amp;S Review Implementation Group.</li> <li>• Examples include the Green Challenge, Queen's Sport events, Degree Plus, Volunteering opportunities, Development Weeks funding, Careers Fair and Career opportunities.</li> <li>• The C&amp;S handbook was updated to include information on Equality and Diversity and circulated to all C&amp;S. C&amp;S were also made aware of the OMNI student mental health survey.</li> <li>• C&amp;S Support Officer provided members of the RLT with contact information for C&amp;S. Student Officer team ran a number of activities at Elms as part of the welcome weekend. Consent classes were also run for students residing in Accommodation and mini C&amp;S recruitment events were also run in Queen's Accommodation.</li> </ul>
<ul style="list-style-type: none"> <li>• Investigate possibility of locating a 'Quiet Room' in the Union.</li> </ul>	<ul style="list-style-type: none"> <li>• A 'Quiet Room' established, available for use by all students.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed.</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• -</li> </ul>	<ul style="list-style-type: none"> <li>• While a 'Quiet Room' was introduced to the SU in 2016/17, this facility is not available in the decant accommodation due to space restrictions.</li> </ul>
<ul style="list-style-type: none"> <li>• Work closely with Queen's Sport to assist them in the delivery of the new Queen's Sport Strategy, particularly</li> </ul>	<ul style="list-style-type: none"> <li>• Queen's Sport supported in the delivery of their new Sports Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to be involved in supporting the new Queen's Sport Strategy ensuring that the actions in the QS Strategy align with the C&amp;S Action Plan.</li> <li>• Ensure that the new Sports</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• SU Director, Clubs and Societies Co-ordinator and SO Activities.</li> <li>• SU Director and Clubs</li> </ul>	<ul style="list-style-type: none"> <li>• The SU continued to have input into the Queen's Sport Strategy throughout the year, to ensure the strategy is aligned with the C&amp;S Action Plan.</li> <li>• The new post is fully aligned with</li> </ul>

<p>through developing a more comprehensive programme of recreational sport for all students, to complement the programme of competitive sport.</p>		<p>Development Officer post is aligned to the work of Queen's Sport and the Queen's Sport Strategy.</p> <ul style="list-style-type: none"> <li>The Clubs and Societies Support Officer to support Queen's Sport in promoting and delivering a range of initiatives, particularly in relation to recreational sport.</li> </ul>	<ul style="list-style-type: none"> <li>Oct 2018 – June 2019.</li> </ul>	<p>and Societies Co-ordinator.</p> <ul style="list-style-type: none"> <li>Clubs and Societies Co-ordinator and SO Activities.</li> </ul>	<p>the priorities of the SU and the priorities of Queen's Sport.</p> <ul style="list-style-type: none"> <li>Clubs and Societies Support Officer promoted a number of Queen's sport initiatives including the 5k run, Active Campus Activities, free entry days and Give it a Go events.</li> </ul>
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## THEME 3: We're On Your Side

↳ Always standing up for students & student interests

<b>WHAT WE WILL DO</b>	<b>WHAT IS SUCCESS BY 2020?</b>	<b>ACTIONS FOR 2018/19</b>	<b>DATE</b>	<b>LEAD RESPONSIBILITY.</b>	<b>PROGRESS TO DATE (JUNE 2019)</b>
<ul style="list-style-type: none"> <li>Appropriately resource Advice SU to continue to offer free, independent, confidential and non-judgmental advice to students on a wide range of issues.</li> </ul>	<ul style="list-style-type: none"> <li>An increase in awareness of Advice SU services and additional resources in place to allow Advice SU to deliver the best possible service to students.</li> </ul>	<ul style="list-style-type: none"> <li>A new Student Advisor Post in place to increase resources in Advice SU.</li> <li>Staff resource supported by a wide range of on-line resources and leaflets to allow students to self-help.</li> <li>Update Advice SU's Code of Practice ensuring compliance with all relevant legislation.</li> <li>Enhanced visibility of Advice SU at student events such as Freshers' Fair.</li> <li>Input into government consultations that relate to the activities of Advice SU.</li> <li>Support the student officer team in running a campaign to promote the out-workings of the recent successful letting Agency Fees legal case brought against a letting Agent by a Queen's student.</li> <li>Increase awareness among the student body of the changes arising from Welfare Reforms.</li> <li>Liaise with the University Student Finance Office to further streamline the application process for Support and Hardship funds.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> <li>Ongoing.</li> <li>Oct 2018.</li> <li>Ongoing.</li> <li>Ongoing.</li> <li>Jan 2019.</li> <li>Ongoing.</li> <li>Oct 2018.</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>Advice SU Manager.</li> <li>Advice SU Manager.</li> <li>Advice SU Manager.</li> <li>Advice SU Manager.</li> <li>Education and Welfare Adviser.</li> <li>Advice SU Manager and Money Management Adviser.</li> <li>Advice SU Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Completed. UEB has also approved an additional Student Adviser Post as part of the University's commitment to student mental health.</li> <li>Ongoing – updated information continues to be added on-line.</li> <li>A new Code of Practice is being developed by Advice SU.</li> <li>Advice SU staff attended numerous events to promote Advice SU including Freshers' Fair, University open days, awareness sessions for Accommodation staff and offer holder events.</li> <li>There have been no relevant government consultations released in 2018-19.</li> <li>Advice SU was represented in Radio interviews and news articles relating to the case, increasing awareness of the outcomes of the case and implications for students.</li> <li>Ongoing – the Advice SU staff have also undertaken training on Welfare reform.</li> <li>Completed – Changes have been implemented across 2018-19.</li> </ul>
<ul style="list-style-type: none"> <li>Increase the number of students involved in University disciplinary and academic progression cases being supported by Advice SU.</li> </ul>	<ul style="list-style-type: none"> <li>Increased student engagement with the range of support available from Advice SU.</li> <li>Appropriate resource in place to provide students with accurate and relevant information.</li> </ul>	<ul style="list-style-type: none"> <li>Provide appropriate support to students who are involved in University disciplinary and academic progression cases.</li> <li>Work with DASA to review the wording of documentation sent by Schools to students.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Advice SU Manager.</li> <li>SU President and SO Welfare.</li> </ul>	<ul style="list-style-type: none"> <li>In the period August 2018 - May 2019, Advice SU provided 'one to one' support to 2,204 students dealing with 3,978 issues in areas including Finance, Benefits, Debt, Academic Progression, Welfare and Housing. Queen's students were supported in accessing £0.114m in funding and benefits.</li> <li>Advice SU Code of Practice</li> </ul>

		<ul style="list-style-type: none"> <li>Student Officers to work with Advice SU to update the Advice SU Code of Practice.</li> </ul>	<ul style="list-style-type: none"> <li>Dec 2017.</li> </ul>	<ul style="list-style-type: none"> <li>Advice SU Manager and Student Officer Team.</li> </ul>	<ul style="list-style-type: none"> <li>completed. A student officer Code of Practice is being completed.</li> </ul>
<ul style="list-style-type: none"> <li>Prioritise staff and student happiness and wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing action plan developed and updated annually.</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing Action Plan to be reviewed and updated annually.</li> </ul>	<ul style="list-style-type: none"> <li>Aug 2018.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
<ul style="list-style-type: none"> <li>Develop &amp; support the delivery of enhanced democratic activities within the Union.</li> </ul>	<ul style="list-style-type: none"> <li>A Democratic and Representation Support Officer employed to provide elected Student Officers with support, both on an operational and administrative level.</li> </ul>	<ul style="list-style-type: none"> <li>Completed in 2016.</li> </ul>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
<ul style="list-style-type: none"> <li>Provide staff support to student and course representatives in planning and implementing activities.</li> </ul>	<ul style="list-style-type: none"> <li>A range of student led activities delivered on an annual basis.</li> <li>Development of key transferable skills for all student representatives</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of an Academic Representation Officer.</li> <li>All Student Officers to produce a Plan of Work highlighting key projects and campaigns for the 2018/19 year, aligned to the SU Strategic Plan 2015-2020.</li> <li>Commit an annual budget to appropriately support key activities and events throughout the year, with activities aligned to the SU Strategic Plan 2015-2020.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> <li>August 2018.</li> <li>August 2018.</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>SU President and Policy and Engagement Manager.</li> <li>SU Director and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> <li>Plans of Work produced for all full-time student officers.</li> <li>Individual Officer budgets allocated to full-time and part-time Officers.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure student reps have a stronger voice in influencing and changing curriculum design and development through better engagement and representation on University committees.</li> </ul>	<ul style="list-style-type: none"> <li>Improved student engagement and representation on committees as well as a better working partnership with the University.</li> </ul>	<ul style="list-style-type: none"> <li>The Students' Union to be represented on all University committees that relate to curriculum design and development.</li> <li>The SU to continue the work of leading on reviewing the effectiveness of representation and SSCC's, including ongoing engagement with the Faculties and Schools, to ensure a consistent approach to Course and School reps across the University. Emphasis on further improving the election processes in 2018-19, building on the positive work carried out in 2017-18.</li> <li>The SU to monitor and report on issues raised and trends identified at</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>December 2018.</li> </ul>	<ul style="list-style-type: none"> <li>SU President and SO Education.</li> <li>SU President, SO Education, SO Postgraduate and Academic Representation Assistant.</li> <li>SO Education, SO</li> </ul>	<ul style="list-style-type: none"> <li>The Student Officer for Education represented the SU on the Courses and Regulations committee. The new post of VP Postgraduate has been appointed to relevant University committees. The SU has also been represented on committees relating to the Academic year restructure. The VP Education is also co-chair of the Student Partnership Project Group.</li> <li>Enhanced engagement with Schools by Academic Representation Assistant to support SSCC operation and engagement by reps. Elections conducted in all Schools / Institutes; continued engagement to encourage consistent implementation of University regulations across Schools/Institutes.</li> <li>Relevant issues raised at EMC and</li> </ul>

		<p>SSCC meetings.</p> <ul style="list-style-type: none"> <li>The SU to play a key role in the implementation of the Student Partnership Framework in collaboration with the University.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>July 2019.</li> </ul>	<p>Postgraduate and Academic Representation Assistant.</p> <ul style="list-style-type: none"> <li>SU President, SO Education, SO Postgraduate, SU Director and Policy and Engagement Manager.</li> </ul>	<p>Academic Board.</p> <ul style="list-style-type: none"> <li>Partnership Framework formally launched in early 2019. 13 Partnership Projects have taken place across the Institution in 2018-19 and a Partnership Conference in May 2019 highlighted the success of the projects. Queen's is now recognised across the Island of Ireland as leading the way in student partnership and the University has approved funding for a full-time post to ensure that Partnership continues to be embedded across the Institution.</li> </ul>
<ul style="list-style-type: none"> <li>Increase student-led initiatives and campaigns, with a view to promoting and influencing change, focusing on campaigns with the greatest impact (for example, opposing funding cutbacks in Higher Education funding).</li> </ul>	<ul style="list-style-type: none"> <li>Having an influential voice on local and national issues including the ability to influence policy at a government level, particularly on issues such as cuts and fees.</li> <li>The Union to be seen as a key partner in shaping Higher Education policy at government level, with student officers regularly called upon for their views.</li> </ul>	<ul style="list-style-type: none"> <li>Student Officers to lead on initiatives and campaigns in relation to HE Funding.</li> <li>Student Officers to continue to increase engagement with political representatives (with support from the Queen's Public Engagement Unit), leading to positive engagement between the SU and all political parties, with buy-in from political parties on issues affecting students.</li> <li>The Student officer Team to engage and effectively represent the interests of the SU on the All-Party Group on Students pending the re-instatement of the Stormont Assembly.</li> <li>The SU to respond to relevant Public Consultations.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> <li>Ongoing.</li> <li>Ongoing.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU President and Student Officer Team.</li> <li>SU President and SU Director.</li> <li>Student Officer Team.</li> <li>SU President, SU Director and Policy and Engagement Manager.</li> </ul>	<ul style="list-style-type: none"> <li>On hold due to political inactivity in Stormont. The SU has lobbied Westminster on issues such as international student visas, equal marriage and abortion rights.</li> <li>Links with political parties continued to increase in 2018-19 including meetings with political representatives and support from political representatives in student officer campaigns. (e.g. OMNI Launch and Elections Hustings event.)</li> <li>The Group has not met since March 2018.</li> <li>Responded to the Consultation on amending the Gender Recognition Act</li> </ul>
<ul style="list-style-type: none"> <li>Continue to improve our environmental status and support the elected officer team to lobby the University on ethical and environmental issues as well as encouraging students to get involved in environmental projects.</li> </ul>	<ul style="list-style-type: none"> <li>The Union recognised as continually improving with regards environmental and sustainability issues.</li> </ul>	<ul style="list-style-type: none"> <li>The Students' Union to lead the way in the implementation of Ethical and Environmental issues, e.g. best practice in recycling of waste and ensuring the new Student Centre design is highly sustainable and efficient with a BREEAM excellent rating.</li> <li>The SU to re-achieve 'Very Good' in the Green Impact Accreditation following assessment for the standard in 2018.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>May 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU President and SU Director.</li> <li>SU President and Policy and Engagement Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Re-accreditation of Green Impact taking place in June 2019.</li> <li>Assessment being carried out in June 2019.</li> </ul>

<ul style="list-style-type: none"> <li>Review our catering following member feedback from the 2015 SU Survey.</li> </ul>	<ul style="list-style-type: none"> <li>A range of food and catering solutions available to meet all budgets.</li> <li>Kitchen facilities available for students to 'bring your own' food as well as improved spaces for eating and relaxing.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the provision of value for money food and drink within the Union that is market aligned.</li> <li>Continue to introduce a wider range of food and drink in the SU shop with a number of offers.</li> <li>Ensure that student kitchen facilities will continue to be available in the SU decant accommodation on Elmwood Avenue.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Ongoing.</li> <li>September 2018.</li> </ul>	<ul style="list-style-type: none"> <li>Retail and Premises Manager.</li> <li>Retail and Premises Manager.</li> <li>SU Director.</li> </ul>	<ul style="list-style-type: none"> <li>Evidenced overall performance in the shop (despite being in decant accommodation), including a number of offers for students.</li> <li>A wider range of food has been provided in the shop including the new vegetarian and gluten free range.</li> <li>The student kitchen facilities in the decant are proving very popular with students. The facilities also provide free tea and coffee for students.</li> </ul>
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## THEME 4: We're Available, Active, Approachable

↳ *Being on the ground & visible to students*

<b>WHAT WE WILL DO</b>	<b>WHAT IS SUCCESS BY 2020?</b>	<b>ACTIONS FOR 2018/19</b>	<b>DATE</b>	<b>LEAD RESPONSIBILITY</b>	<b>PROGRESS TO DATE (JUNE 2019)</b>
<ul style="list-style-type: none"> <li>Re-focus our democratic activity to be more student facing.</li> </ul>	<ul style="list-style-type: none"> <li>The Student Officer team recognised as being more welcoming and accessible to students.</li> </ul>	<ul style="list-style-type: none"> <li>Increase face to face interaction with students through being more visible throughout campus via initiatives such as 'School and Institute Induction Talks' (4,000 students), 'Pop-up SU' and Student Officer Surgeries (500 students), 'WellFest' (3,000 students), Enrolment and Registration (2,000 students) and running SU roadshows, information workshops and drop-in sessions (500 students).</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU President and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Pop-up SU events were staged in the MBC, the McClay Library, the Computer Science Building and the Main Site Tower and a minimum of 3,500 students actively engaged with the student officers and staff across the events. This included engagement related to OMNI – (Mental Health) and "Wellfast". Welcome and Induction talks were carried out in across all Schools and Institutes, including 9 to PG audiences, engaging with 4,500 students.</li> </ul>
<ul style="list-style-type: none"> <li>Have a well-resourced marketing and communications team that is able to communicate clearly and consistently.</li> </ul>	<ul style="list-style-type: none"> <li>An annual marketing, communications and campaigns budget in place, resulting in better engagement with the student population and key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Budget in place to support a strategically aligned programme of marketing, communications and campaigns for 2018-19 (with emphasis on promoting the new temporary home for the SU), as well as budgets allocated to student officer campaigns and activities.</li> </ul>	<ul style="list-style-type: none"> <li>August 2018.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Budget allocated supported by an annual marketing Plan.</li> </ul>
<ul style="list-style-type: none"> <li>Develop a new, modern website.</li> </ul>	<ul style="list-style-type: none"> <li>New website by 2017, offering better interaction with students and increased traffic to the site.</li> </ul>	<ul style="list-style-type: none"> <li>New website to be explored in 2018-19 following procurement and implementation of a new SU Integrated Management System. The website will be interoperable with the IMS.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>SU Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>On hold until due to maternity leave (SU Marketing Manager). The SU is currently implementing a new Management Information System to be fully operational for the 2019-20 Academic year.</li> </ul>
<ul style="list-style-type: none"> <li>Communicate our governance structures more clearly.</li> </ul>	<ul style="list-style-type: none"> <li>Students to have a better understanding of our decision-making structures.</li> <li>SU Council more visible and representative of students.</li> </ul>	<ul style="list-style-type: none"> <li>Improved communications with the student body ensuring the SU website is up to date with dates of Council meetings etc.</li> <li>Continue providing live tweeting of Council meetings to better communicate Council decisions to the student body and to improve engagement within the SU.</li> <li>Develop new and innovative ways of communicating our governance structures, e.g., enhanced on-line</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Ongoing.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Marketing Manager.</li> <li>SU Marketing Manager.</li> <li>SU Marketing Manager and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>Continued improvements to communications including dates of meetings added to the 'What's on' section of the website and adding reports and minutes etc.</li> <li>Live tweeting took place at Council meetings throughout 2018-19. Queen's Radio and The Gown also provided coverage of Council meetings.</li> <li>Governance structures such as SU Council and the decisions arising from the structures were publicised</li> </ul>

		<p>polling, Council updates communicated to the student body via info-graphics etc.</p> <ul style="list-style-type: none"> <li>• Aim to hold a minimum of 1 SU Council meeting off-site, in professional debating Chambers (e.g. Parliament Buildings or Belfast City Hall), to improve engagement.</li> <li>• Increased emphasis on promoting SU Council elections to underrepresented groups.</li> </ul>	<ul style="list-style-type: none"> <li>• April 2019.</li> <li>• October 2018.</li> </ul>	<ul style="list-style-type: none"> <li>• SU President and Representation Support Officer.</li> <li>• Marketing Manager and Student Voice Team.</li> </ul>	<p>more widely across 2018-19, via the SU marketing and communication channels.</p> <ul style="list-style-type: none"> <li>• Not undertaken due to unavailability of Belfast City Hall and Parliament Buildings at required times.</li> <li>• Actioned – reflected through increased engagement from under-represented groups in the Council elections: 47 candidates standing in the International Students constituency (+32% on PY) and 52 candidates in PG constituency (+40% on PY)</li> </ul>
<ul style="list-style-type: none"> <li>• Work in partnership with relevant Queen’s departments to ensure that we effectively communicate with our students.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved communication with the student body, external stakeholders and the wider community.</li> </ul>	<ul style="list-style-type: none"> <li>• Further develop relationships with for example, the University’s Communications Department and the Public Engagement Unit in order to effectively engage with external stakeholders and the wider community.</li> <li>• Continued engagement with the new Faculties and Schools via representation on committees and one-to-one engagement.</li> <li>• Continue to explore opportunities for cross-functional collaboration within the Student Plus Directorate through joint working, sharing resources, joint initiatives etc.</li> <li>• Collaborate with the Public Engagement Unit to support PEU in showcasing the 5 SU initiatives selected by PEU as signature Social Charter Projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• Ongoing.</li> <li>• Ongoing.</li> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• SU Director, SU President, Enterprise SU Manager, Volunteer SU Manager, Volunteer and Community Support Officer and Marketing Manager.</li> <li>• SU Director and SU President.</li> <li>• SU Director and SU President.</li> <li>• Volunteer SU Manager, Enterprise SU Manager and Clubs &amp; Societies Co-ordinator.</li> </ul>	<ul style="list-style-type: none"> <li>• Stronger links established with the Communications Department and the Public Engagement Office, with the SU represented on the Public Engagement Operational Group. The 5 SU projects chosen as Social Charter projects continued to be promoted. The SU also works closely with the Public Engagement Office through a jointly funded post (until Sept 2020) creating social action projects serving the needs of local residents/community groups through student volunteering.</li> <li>• The SU is represented on the AHSS Student Experience Forum. The SU attended 2 UEB meetings and 1 UOB meeting enhancing communication with for example, Faculty Pro-Vice Chancellors.</li> <li>• Increased collaboration during 2018-19 across all areas of Student Plus as well as further developing links with other areas of the University, e.g. DASA, Public Engagement, Marketing and Communications and the Graduate School etc.</li> <li>• The SU has worked closely with the Public Engagement Unit to showcase the 5 SU initiatives selected as Social Charter Projects and also participated in the Social Charter Anniversary event.</li> </ul>

<ul style="list-style-type: none"> <li>Aim to have increased numbers of students using our services and a highly visible representative service within the Union.</li> </ul>	<ul style="list-style-type: none"> <li>Student Officers spending more time actively engaging with the student population through the SU pop-up initiative, lecture shout-outs and drop-in clinics etc.</li> </ul>	<ul style="list-style-type: none"> <li>Pop-Up SU and student officer surgeries to be delivered, in both semesters by Student Officers engaging a minimum of 500 students.</li> <li>Student Officers to deliver Induction talks in every School and Institute (15 Schools and 3 Institutes), to promote the services of the Union, supported by ongoing engagement with the student body throughout the year via scheduled workshops, roadshows and drop-in clinics etc.</li> <li>Increase participation at postgraduate taught level and research induction talks.</li> <li>Schedule one 'Student Officer' surgery in each School / Institute in each semester.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Ongoing.</li> <li>Ongoing.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Student Officer Team and Student Voice Team.</li> <li>SU President.</li> <li>Student Officer Team and Student Voice Team.</li> <li>Student Officer Team and Student Voice Team.</li> </ul>	<ul style="list-style-type: none"> <li>Pop-up SU events were staged in the MBC, the McClay Library, the Computer Science Building and the Main Site Tower and a minimum of 3,500 students actively engaged with the student officers and staff across the events. This included engagement related to OMNI – (Mental Health) and "Wellfast".</li> <li>Welcome and Induction talks were carried out in across all Schools and Institutes, including 9 to PG audiences, engaging with 4,500 students. Other initiatives were run throughout the year to support the student body e.g. The 'Wellfest' exam de-stress week, the introduction of sexual health clinics; OMNI – Mental Health promotion pop-ups/ lecture address; An enhanced International Buddy Scheme (1,000 students); the Consent campaign, the 'Letting Fees' campaign and The Parents' and Carers Network.</li> <li>The student officers have increased their presence at PG induction talks. Weekly "Drop-In" session in the Graduate School also took place.</li> <li>Student Officer presence focused on mental health engagement activity on campus and targeted engagement of PG students in the Graduate School.</li> </ul>
<ul style="list-style-type: none"> <li>Improve our social media presence so that students want to engage and connect with us more regularly.</li> </ul>	<ul style="list-style-type: none"> <li>Greater levels of interaction with students across various social media platforms.</li> </ul>	<ul style="list-style-type: none"> <li>Increased numbers of students communicating with the SU through for e.g. Facebook (target 16,000 'likes' increasing from 15,691 at July 2018), Twitter (target 10,400 followers increasing from 9,928 in July 2018) and Instagram (target 1,400 likes increasing from 1,262 in July 2018).</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Marketing Manager and SU President.</li> </ul>	<ul style="list-style-type: none"> <li>Currently 16,872 'likes' on the SU Facebook Page, 10,546 followers on Twitter and 1,686 followers on Instagram.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure all of our students feel included, supported and part of the Union.</li> </ul>	<ul style="list-style-type: none"> <li>Communications developed that better reflect and celebrate the diversity of our student body.</li> </ul>	<ul style="list-style-type: none"> <li>Constantly review best practice from other Student's Unions (through for example, attendance at SU2019 conference), to establish creative and innovative ways to communicate with the student body.</li> </ul>	<ul style="list-style-type: none"> <li>July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>All staff.</li> </ul>	<ul style="list-style-type: none"> <li>The SU was represented at the ASUA conference, and an ASUA information sharing day, as well as a number of other conferences and best practice related events.</li> </ul>
<ul style="list-style-type: none"> <li>Improve communication of our achievements and the</li> </ul>	<ul style="list-style-type: none"> <li>The achievements of the Students' Union effectively</li> </ul>	<ul style="list-style-type: none"> <li>Ensure SU achievements are more effectively communicated to the student body.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director, Marketing Manager and Clubs and Societies Co-ordinator.</li> </ul>	<ul style="list-style-type: none"> <li>Several officer led campaigns received local and National media coverage including press, radio and</li> </ul>

<p>achievements of our students to the membership.</p>	<p>communicated both internally and externally.</p>				<p>on-line.</p>
<ul style="list-style-type: none"> <li>• Make students more aware of how to locate our various support services.</li> </ul>	<ul style="list-style-type: none"> <li>• More effective communication on how to access all support services in the Union, including implementing better signage.</li> </ul>	<ul style="list-style-type: none"> <li>• Emphasis on effective way finding and signage directing students to the new temporary SU between 2018-21.</li> <li>• More effective communication with the student body in line with the Data Sharing Protocol agreed between the SU and the University.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• SU Director and Marketing Manager.</li> <li>• SU Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Signage has been erected as well as regular communications to the student body regarding the location of the decant facilities.</li> <li>• The Protocol has allowed the Union to communicate directly with its members, facilitating more personalised engagement, and the SU has experienced increased student engagement in SU communications, since the introduction of the new arrangements. One example is the <i>Inside SU</i> e-newsletter, with an average open rate of 30%+ of the student body. Prior to the data sharing protocol, the open rate was 3-5%.</li> </ul>

## THEME 5: Serious about Your Success

↳ *Committed to developing your potential*

WHAT WE WILL DO	WHAT IS SUCCESS BY 2020?	ACTIONS FOR 2018/19	DATE	LEAD RESPONSIBILITY	PROGRESS TO DATE (JUNE 2019)
<ul style="list-style-type: none"> <li>Provide excellent volunteering opportunities and experiences to all students ensuring our membership makes a positive contribution within local, national and international communities.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriately resource Volunteer SU so it continues to provide outstanding volunteering experiences as well as making a positive contribution to wider society.</li> <li>10% increase in students participating in volunteering to over 6,000 students by 2020.</li> <li>Connections with over 300 external volunteer involving organisations by 2018.</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of a Volunteering module as part of the new Integrated Management System to assist in the day to day running of Volunteer SU.</li> <li>Effective marketing and promotion of Volunteer SU activity, through infographics etc.</li> <li>Introduce a FAQ section on the SU website to better educate and support students interested in getting involved in Volunteering.</li> <li>Attend Freshers' Fair, SU Pop-Ups and other promotional events; produce and disseminate regular newsletters, regular activity on social media and the SU website and promote MyFuture (and eventually the new SU IMS) to students and volunteer involving organisations to effectively communicate the benefits of volunteering to students. Promote volunteering opportunities available to meet the following engagement levels;               <ul style="list-style-type: none"> <li>➢ Volunteer SU to engage with 6,500 students in 2018-19.</li> <li>➢ Volunteer SU to account for 6,000 student volunteers in 2018-19.</li> <li>➢ 950 students to have received one to one guidance on volunteering or have researched volunteering opportunities via the new SU IMS.</li> <li>➢ 200 volunteering opportunities to be promoted via MyFuture or the new IMS.</li> <li>➢ 7,200 students signed up to the Volunteer SU newsletter.</li> <li>➢ 1,000 followers on Twitter, 850</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>June 2019.</li> <li>June 2019.</li> <li>Oct 2018.</li> <li>June 2019.</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer SU Team.</li> <li>Volunteer SU Team.</li> <li>Volunteer SU Manager.</li> <li>Volunteer SU Manager.</li> </ul>	<ul style="list-style-type: none"> <li>The SU is currently implementing a new Information System Management to be fully operational for the 2019-20 Academic year.</li> <li>Effective infographics designed and used to explain processes such as Degree Plus and supporting volunteer involving organisations to navigate the many ways Queen's can support them.</li> <li>A FAQ section designed and uploaded to website; has supported Volunteer SU to reduce admin through answering repetitive enquiries.</li> <li>Freshers' Fair, Take Two and various other promotional events attended. 10 editions of the Volunteer SU newsletter circulated, along with social media and website posts promoting 96 volunteering opportunities. 94 volunteering opportunities have been promoted via MyFuture. The SU is currently implementing a new Information System Management to be fully operational for the 2019-20 Academic year.               <ul style="list-style-type: none"> <li>- 12,496 students engaged.</li> <li>- 6500 student volunteers accounted for as of June 2019.</li> <li>- 1,095 students received one to one guidance (the new IMS is only currently being implemented).</li> <li>- 125 opportunities promoted via MyFuture (the new IMS is only currently being implemented).</li> <li>- 7,734 students signed up to Volunteer SU newsletter.</li> <li>- 1,094 Twitter followers and 918</li> </ul> </li> </ul>

		<p>likes on Facebook page and 300 members of Facebook group.</p> <ul style="list-style-type: none"> <li>➤ 155 Millennium Volunteers awards achieved by students.</li> <li>➤ 15 Prestige Volunteers awards achieved by students.</li> <li>➤ 210 students to achieve Degree Plus through volunteering.</li> </ul> <ul style="list-style-type: none"> <li>• Successful delivery of Inspiring Leaders Programme, with 150 students selected to participate, from 180 applications. <ul style="list-style-type: none"> <li>➤ An Inspiring Leaders Graduation Ceremony delivered to celebrate the achievements of participants.</li> <li>➤ 2 Inspiring Leaders Masterclasses to be delivered, with 60 student engagements.</li> <li>➤ Successful partnership working with programme sponsors.</li> </ul> </li> <li>• Continue to co-ordinate and support a minimum of 19 Homework Clubs, supporting 570 local children and young people. 160 students to be successfully matched to a Homework Club from 210 applications. <ul style="list-style-type: none"> <li>➤ Continue to develop the knowledge and skills of Homework Club volunteers through facilitating 5 specialist workshops, with 170 student engagements.</li> <li>➤ Co-ordination of a campus-based activity for Homework Clubs children and young people to contribute in raising their aspirations towards further and higher education.</li> <li>➤ Facilitate an annual Homework Clubs Co-ordinators Focus Group, enabling the sharing of best practice and development of the</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• May 2019.</li> <li>• July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer SU Manager.</li> <li>• Volunteer Support Officer.</li> </ul>	<p>Facebook page likes (978 following the page. The Facebook group has been closed as part of Volunteer SU social media strategy.</p> <ul style="list-style-type: none"> <li>- 164 Millennium Volunteers Awards achieved</li> <li>- 42 Prestige Awards achieved.</li> <li>- 199 students achieved Degree Plus (Route A) through volunteering.</li> </ul> <ul style="list-style-type: none"> <li>• 165 students allocated a place on the Inspiring Leaders programme, with 135 going on to participate, from 174 applications. <ul style="list-style-type: none"> <li>- A graduation ceremony was held on 25 March in Whitla Hall.</li> <li>- 3 masterclasses were held with 65 student engagements.</li> <li>- Very positive engagement with programme sponsors and currently exploring their input for 2019-20.</li> </ul> </li> <li>• A total of 17 Homework Clubs supported throughout 2018-19 and a further 2 identified for partnership in 2019-20. 541 young people supported with figures to be updated further in July 2019. 163 students trained and matched to a Homework Club from 216 applications. <ul style="list-style-type: none"> <li>- 5 specialist workshops facilitated with 160 student engagements</li> </ul> </li> <li>- Campus based activities for participating young people planned for 17 and 25 June 2019</li> <li>- Homework Clubs Co-ordinators Focus Group held on 15th November 2018 and co-ordinator check-in calls conducted in</li> </ul>
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		<p>initiative.</p> <ul style="list-style-type: none"> <li>➤ Conduct 2 mid-semester Support Check-in's with Homework Clubs student volunteers, recognising their efforts via volunteer certificates.</li> </ul> <ul style="list-style-type: none"> <li>• Emphasis on building external links with Volunteer SU being aligned with over 450 Volunteer Involving Organisations.</li> <li>• Volunteer SU to co-ordinate 2 Volunteering Working Group Meetings.</li> <li>• Facilitate 5 volunteer-related events/activities during development weeks.</li> <li>• Support 30 Lloyds Scholars in achieving their volunteering targets, as part of the Lloyds Scholars Programme.</li> <li>• Implementation of a global volunteering Degree Plus Route A pathway.</li> <li>• A Volunteer SU Social Media Strategy to be developed to improve Volunteer SU's engagement as well as exploring the feasibility of introducing Volunteer SU Instagram.</li> <li>• Apply to Queen's Annual Fund for funding to support an activist programme, enabling students to challenge social injustices. A minimum of 30 students to participate.</li> <li>• Establish the Handy Helpers initiative as a Volunteer SU Flagship programme, responding to community needs including the following; <ul style="list-style-type: none"> <li>➤ Developing guidelines to support the operation of the Handy Helpers initiative.</li> <li>➤ 100 students recruited to be a Handy Helper.</li> <li>➤ 12 community volunteering</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• June 2019.</li> <li>• July 2019.</li> <li>• May 2019.</li> <li>• June 2019.</li> <li>• Oct 2018.</li> <li>• Oct 2018.</li> <li>• May 2019.</li> <li>• July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer SU Manager.</li> <li>• Volunteer SU Manager and Volunteer and Community Officer.</li> <li>• Volunteer SU Manager.</li> <li>• Volunteer and Community Support Officer.</li> </ul>	<p>February.</p> <ul style="list-style-type: none"> <li>- 2 mid-semester Support Check-in's with volunteers conducted in November and February. Students who volunteered and took part in specialist workshops were offered certificates of participation</li> <li>• Volunteer SU is aligned with 470 Volunteer Involving Organisations.</li> <li>• Meeting facilitated on 18 December 2018 with a further due to take place in July 2019.</li> <li>• 8 events held engaging with 159 students</li> <li>• Lloyds scholars provided with relevant information to support them in achieving volunteering targets and supported throughout year.</li> <li>• Pathway designed, pending submission to Degree Plus panel for approval</li> <li>• A social media strategy was developed and implemented supporting Volunteer SU to engage more on social media. An Instagram account was also introduced.</li> <li>• £1k successfully secured from Queen's Annual Fund and 'Action Changes Things', an activism and social justice conference was delivered on 29 May with 85 attendees.</li> <li>• Handy Helpers is now a Volunteer SU flagship programme.</li> <li>- Guidelines were devised and are reviewed as the programme develops</li> <li>- 329 students recruited</li> <li>- 31 community volunteering</li> </ul>
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		<p>projects delivered.</p> <ul style="list-style-type: none"> <li>➤ 4 skills development training sessions delivered.</li> <li>➤ Development and implementation of a Handy Helpers Degree Plus Route A pathway.</li> <li>➤ Co-ordination and delivery of a campus-based social event for students and local residents to promote Handy Helpers and community relations.</li> <li>➤ Co-ordination of a campus-wide campaign encouraging students moving out of halls/privately rented accommodation to donate their reusable unwanted goods to charity, with 5 donation points across campus collecting in excess of 100 bags.</li> </ul>			<p>projects delivered</p> <ul style="list-style-type: none"> <li>- 3 training sessions delivered engaging 48 students</li> <li>- Route A devised and implemented with nine students successfully achieving this pathway to Degree Plus</li> <li>- A neighbourly Christmas party was held in the community and two Community Co-Creation sessions, bringing students and local residents together also delivered. A further two additional social events for students held, including Welcome event and Volunteer Recognition event.</li> <li>- The Big Give is currently underway with nine collection points across campus. Collection figures will be available in August 2019.</li> </ul>
<ul style="list-style-type: none"> <li>• Increase the volume of volunteering opportunities with an emphasis on the development of student-led activity.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate support provided for Student-led volunteering initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide ongoing support to student-led volunteering initiatives such as RAG and Enactus, while also encouraging participants of the Innovateher programme to use their enterprise skills to support RAG fundraising initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer SU Manager and Enterprise SU Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer SU and Enterprise SU provided support to Enactus through their Business Advisory Board as well as supporting them at National Competition. Meetings held with RAG President throughout year to support and encourage their fundraising efforts. Volunteer SU also supported the initiation of the Cavaliers in Need society. These student-led groups were provided with ad-hoc support and guidance throughout the year.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide our students with CV enhancing skills, accreditations, recognition schemes and experiences.</li> </ul>	<ul style="list-style-type: none"> <li>• The Union recognised as 'adding value' to the student experience.</li> <li>• Internal and external student accreditation opportunities provided annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure each student engaging in activity is aware of Degree Plus and has the opportunity to sign up to Degree Plus in order to get recognition for their activities.</li> <li>• Actively promote internal and external accreditation opportunities including 'Prestige Volunteers' and 'Millennium Volunteers'.</li> <li>• Encourage students to access external sources of enterprise support, and</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• Ongoing.</li> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer SU Manager, Clubs and Societies Officer and Enterprise SU Manager.</li> <li>• Volunteer SU Manager and Enterprise SU Manager.</li> <li>• Enterprise SU Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Students are made aware at sign-up stage that their participation enables them to achieve Degree/Graduate/Researcher Plus.</li> <li>• Millennium and Prestige Volunteers are actively promoted to all students engaged in Volunteer SU activity.</li> <li>• 78 students supported with considerable success in external</li> </ul>

		<p>take part in competitions, developing their skills and experience.</p> <ul style="list-style-type: none"> <li>The SU to appropriately plan its activities considering the changes arising from the new academic year, ensuring the student experience is maximised.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and SU President.</li> </ul>	<p>enterprise related competitions.</p> <ul style="list-style-type: none"> <li>A number of changes have been made to SU scheduling of events as a result of the Academic Year Re-structure.</li> </ul>
<ul style="list-style-type: none"> <li>Work in partnership with Queen's Careers and Employability department to provide students with access to employers and employment opportunities, linking the work of Enterprise SU to improve future employment opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Students indicating that they feel better placed to avail of employment opportunities.</li> <li>Students provided with more exposure to employers.</li> </ul>	<ul style="list-style-type: none"> <li>Regular engagement with employers. Companies supporting SU activities through sitting on assessment panels, providing guest speakers and sponsorship of programmes and initiatives etc.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director, SU President, Volunteer SU team and Enterprise team.</li> </ul>	<ul style="list-style-type: none"> <li>Through the Inspiring Leaders programme, Volunteer SU have enabled students access to employers PwC, Allen &amp; Overy and Santander through 'Meet the Leader' exercises, information stands, masterclasses and Degree Plus judging panels.</li> <li>Through Enterprise SU initiatives, Enterprise SU have enabled students to access employers such as PwC, First Trust Bank and Catalyst.</li> </ul>
<ul style="list-style-type: none"> <li>Promote innovative student enterprise programmes by continuing to develop and improve the range of initiatives run by Enterprise SU.</li> </ul>	<ul style="list-style-type: none"> <li>5% increase, year on year, in the number of students engaging in a range of enterprise programmes and initiatives.</li> <li>Improved student employability and enterprise skills and increased exposure to business support agencies such as Invest NI and the Northern Ireland Science Park.</li> <li>Improvements to our incubation facilities and the Enterprise Suite to better facilitate student entrepreneurship.</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of 2,991 students (5% increase on previous year) to engage in entrepreneurial activity including; <ul style="list-style-type: none"> <li>A minimum of 550 students accessing information via the Enterprise SU newsletter, with the number of students registered to receive the newsletter increasing from 2,780 students in 2017/18 to over 2,900 by July 2019.</li> <li>'Let's talk Enterprise' workshops, taster sessions and enterprise activity to be delivered to over 2,400 students across various schools, increasing by 5% from the previous year.</li> <li>A minimum of 150 one to one business advice sessions to be delivered to students.</li> <li>Delivery of the 'What's the Big Idea' competition securing a minimum of 90 applications.</li> <li>Delivery of QUB Dragons' Den with a minimum of 55 applications received from 90 students.</li> <li>Successful Delivery of Innovateher with a target number</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>June 2019.</li> <li>June 2019.</li> <li>July 2019.</li> <li>Dec 2018.</li> <li>April 2019.</li> <li>April 2019.</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Team.</li> <li>Enterprise Team.</li> <li>Enterprise Team.</li> <li>Enterprise Team.</li> <li>Enterprise Team.</li> <li>Enterprise Team.</li> </ul>	<ul style="list-style-type: none"> <li>3,713 students are registered to receive the newsletter, with approximately 33% of students accessing information per newsletter.</li> <li>2,380 students received support across 10 Schools.</li> <li>175 one-to-one advice sessions delivered.</li> <li>57 applications received from 103 students.</li> <li>117 students applied for Dragon's Den representing 53 business ideas.</li> <li>25 students participated on the programme with 20 completing</li> </ul>

		<p>of 25 participants (maximum number of participants permitted).</p> <ul style="list-style-type: none"> <li>➢ Secure a minimum of 15 places for Queen's students on Belfast Enterprise Academy.</li> <li>➢ A minimum of 25 students to be supported in applying to external competitions and external funded programmes and initiatives, achieving success at a local and National level.</li> <li>➢ A maximum of 7 students (capacity) to be provided with free incubation space via 'The Hatch'.</li> <li>➢ A range of events including a business start-up bootcamp to be delivered as part of Development Weeks, with 30 students participating.</li> <li>➢ Engage with a minimum of 580 students through the delivery of a range of enterprise events across campus as part of the Santander Universities Enterprise and Entrepreneurship fund.</li> <li>➢ A minimum of 5 students to achieve degree plus route A through running their own business</li> </ul> <ul style="list-style-type: none"> <li>• Continue to develop links with internal Queen's departments, for example, Research and Enterprise and Careers and Employability as well as key external stakeholders and Business Support Agencies such as Belfast City Council, Invest NI, Catalyst Inc. and numerous private companies.</li> <li>• Deliver a minimum of 2 joint initiatives with the Graduate School throughout 2018-19, with a view to enhancing support to Postgrads.</li> </ul>	<ul style="list-style-type: none"> <li>• June 2019.</li> <li>• July 2019.</li> <li>• Ongoing.</li> <li>• May 2019</li> <li>• May 2019</li> <li>• May 2019</li> <li>• Ongoing</li> <li>• July 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• Enterprise Team.</li> <li>• Enterprise Team</li> <li>• Enterprise Team.</li> <li>• Enterprise Team.</li> </ul>	<p>and receiving degree plus.</p> <ul style="list-style-type: none"> <li>• 20 Queen's students were successful in gaining a place on the programme and with 13 completing and receiving degree plus.</li> <li>• 78 students supported with considerable success in external enterprise related competitions.</li> <li>• 10 students currently occupying the Hatch.</li> <li>• Enterprise SU held 3 events as part of development weeks in January. Generate, Spark and Network. Over 160 registered for these events, with 49 attending.</li> <li>• 2,800 students engaged with Enterprise SU through a range of events including, Startup Fest, the Make it Happen Fund, an international Study Trip to San Francisco and the Kickstart Accelerator.</li> <li>• n/a (eligible student entrepreneurs received degree plus through other avenues such as Innovateher and Dragons' Den)</li> <li>• Effective links maintained and further developed in 2018-19 with active partnerships and collaboration with the private sector, Invest NI, Enterprise NI, Belfast City Council, Catalyst, Ignite, Social Enterprise NI, internal Queen's Departments and the local business network.</li> <li>• Enterprise SU worked closely with the Graduate School on a number of initiatives including Tier 1 GE Visa endorsements, the Kickstart Accelerator and the International study trip to San Francisco.</li> </ul>
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		<ul style="list-style-type: none"> <li>Investigate new opportunities to engage young people with business opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Team.</li> </ul>	<ul style="list-style-type: none"> <li>Examples include positive levels of engagement with external economic development programmes including INVENT, Propel and Belfast Enterprise Academy etc. and continued success for Queen's students in National Entrepreneurship Programmes.</li> <li>The first Enterprise SU May Ball was held in the Great Hall in May with 107 students and guests from the business community in attendance to celebrate and promote entrepreneurship success at QUB.</li> </ul>
<ul style="list-style-type: none"> <li>In addition to the Enterprise SU activity run in the Students' Union we will work with Schools to further extend our support in developing student enterprise and entrepreneurship skills.</li> </ul>	<ul style="list-style-type: none"> <li>Increased numbers of Schools embedding entrepreneurial activity into their course curriculum.</li> </ul>	<ul style="list-style-type: none"> <li>Deliver enterprise workshops, taster sessions and enterprise activity to over 2,328 students across various Schools (5% increase on previous year).</li> <li>Facilitate a university wide enterprise forum 3 times a year, open to all staff members involved in enterprise related activity to collaborate, share knowledge and best practice.</li> </ul>	<ul style="list-style-type: none"> <li>April 2019.</li> <li>May 2019.</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Team.</li> <li>Enterprise Team.</li> </ul>	<ul style="list-style-type: none"> <li>2,380 students supported across 10 Schools.</li> <li>The Enterprise Forum was held 3 times this year as an information sharing and collaborative platform. Feedback was positive and it will be continued into the next academic year.</li> </ul>
<ul style="list-style-type: none"> <li>Prepare students to be future socially responsible leaders through delivery of programmes focusing on developing leadership skills.</li> </ul>	<ul style="list-style-type: none"> <li>Extension secured of the Inspiring Leaders Programme beyond 2017.</li> </ul>	<ul style="list-style-type: none"> <li>Completed. The programme will continue as part of the new SU funding model.</li> </ul>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
<ul style="list-style-type: none"> <li>Provide advice and administrative support to a growing number of Clubs and Societies.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate staffing resource in place to support our Clubs and Societies.</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of a new Club Development Officer post to better support and develop over 50 sports clubs at Queen's.</li> </ul>	<ul style="list-style-type: none"> <li>December 2018.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and Clubs and Societies Co-ordinator.</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Post commenced in early 2019.</li> </ul>
<ul style="list-style-type: none"> <li>Clubs and Societies supported to ensure that they continue to make a significant contribution to the lives of our students.</li> </ul>	<ul style="list-style-type: none"> <li>Increased funding for Clubs and Societies to improve facilities and the programme of activities delivered by these student groups.</li> </ul>	<ul style="list-style-type: none"> <li>Completed in 2017-18.</li> </ul>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
<ul style="list-style-type: none"> <li>Review the Clubs and Societies Finance Office processes.</li> </ul>	<ul style="list-style-type: none"> <li>Effective and efficient financial processes in place.</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Regularly review the changes implemented as part of the Clubs and Societies Review, as stated in the Clubs and Societies Review</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>SU Director and Finance Office Supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>

		Action Plan.			
<ul style="list-style-type: none"> <li>Students' skills and experiences enhanced through annual extra-curricular activities, internships and work experience.</li> </ul>	<ul style="list-style-type: none"> <li>Work experience provided within the Union ranging from part-time jobs to placements and internships.</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of 3 Interns in September 18' to support Student Development activity.</li> <li>Recruitment of a graduate enterprise officer (1 year post).</li> <li>Recruitment of a Graphic Design placement student in August 18'.</li> <li>Part-time job opportunities to be promoted to Queen's students in the SU Shop and Bars.</li> </ul>	<ul style="list-style-type: none"> <li>September 2018.</li> <li>September 2018</li> <li>September 2018.</li> <li>Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer SU Manager/Enterprise SU Manager.</li> <li>Enterprise SU Manager.</li> <li>Marketing Manager.</li> <li>Bars Manager, Retail and Premises Manager and Marketing Manager.</li> </ul>	<ul style="list-style-type: none"> <li>An Inspiring Leaders, Homework Clubs and Enterprise SU intern were recruited and supported activity throughout 2018-19.</li> <li>A Graduate Enterprise Officer was recruited and supported activity throughout 2018-19.</li> <li>Completed.</li> <li>Completed.</li> </ul>