



# Impact Report

2018







# Introduction

This report outlines the positive impacts that Nottingham Trent Students' Union (NTSU) has made on the experiences of our members at Nottingham Trent University during the academic year 2017/18. It describes the services that we deliver and the scale on which they operate. It includes some case studies of the impact that these services have had on our members' lives and some of the developments in our service delivery this year. The document also describes some of our priorities for the next academic year, which reflect our strategic strands:

- A Confident Voice for our Members;
- An Inclusive Student Community;
- Accessible Opportunities and Entertainment.

A priority for the Union in the next academic year will be ensuring these aspirations are met through the launch of our extended and refurbished Union facilities at Clifton. This will create new social space within the Union offering opportunities for the growth of societies, representative training, information and advice and other student activities at the campus. As part of the development programme, our trading spaces

**“The Union is grateful for the generous grant funding it receives from the University, which supports our membership services and enables their further development.”**

within The Point will also be refurbished and refurnished, ensuring that our commercial offer matches the standard set by recent work at City and Brackenhurst.

The Union is grateful for the generous grant funding it receives from the University, which supports our membership services and enables their further development. The University also supports the Union through the provision of services such as information services and payroll. The Union values the strong relationships that it enjoys with University staff and with University senior managers and academics in particular. These relationships benefit both our membership activities and our trading activities. However, most importantly they enable our elected officers and representatives to negotiate positive changes to our

members academic and broader student experiences.

NTSU remains in a strong position to continue to grow, develop and strengthen the representation and services we offer for our members next year. For the first time in many years, the Union will welcome an all-new elected officer team in July 2018, at the same time that it welcomes three new student trustees and a new University appointed trustee. The Union has further strengthened its induction programme to ensure they are properly equipped for their new roles. Our new officers will join a Union which strives to reflect good practice in all its operations and decision making. Their fresh perspectives will help keep NTSU dynamic, vibrant and reflective of our members needs and interests.



## NSS ranking

NTSU continues to be one of the leading students' unions in the UK. We ranked 6th in the 2017 National Student Survey which asks students to rate how well we represent their academic interests.

## Times Higher Education Student Experience Survey

Further to our success in the NSS, we were also ranked 11th in the Students' Union section of the THE Student Experience Survey

## Advice Quality Standard

We have successfully retained our AQS status for the advice and support activity delivered through our Information & Advice Service.

## Green Impact

Our commitment to sustainability was recognised by NUS who awarded us their new look Green Impact accreditation for recent activity we have carried out including insight work and the removal of plastic straws from our venues.

## Best Bar None

Our licensed venues have achieved Best Bar None accreditation in recognition of our responsible venue management and operation. NTSU staff have also completed Drinkaware training giving them the skills to better manage customer welfare and reduce risk of harm. Our involvement in these initiatives contributes to NTU's recently achieved Purple Flag status.

# **An inclusive student community**





# Emily Binks

## Freshers Representative and Student Plus Society

### When and how did you get involved with NTSU?

At the start of this year I was a Freshers' Rep and towards the end of last year I set up a society for mature and non-traditional students.

### What impact has all of that had on your experience at NTU?

It's helped me learn how to interact with people in a different way, how to network with lots of different people, how to time manage and also how to be brave and put yourself out of your comfort zone.

### Do you think being involved with the SU has helped your personal development?

It's helped me to be brave. I don't necessarily like doing things that involve a lot of new people and I have done that on a few occasions with the things I've done with the Students' Union. Freshers' Week in

particular. Not only did I not know the vast majority of the other reps that I worked with, the role itself meant I was dealing with hundreds of new students. Also in the process of setting up the society, I had to go to a few meetings and speak in front of people I'd never met before.

“I think from a career progression point of view it's given me skills I wouldn't have got through just studying.



### Do you think it's helped with your studies at all?

It's definitely helped me to learn about time management which is a crucial aspect of studying. I think from a career progression point of view it's given me skills I wouldn't have got through just studying. Approaching people that you don't know is quite a big thing and being able to do that articulately and with confidence is an invaluable skill.

### Has it helped you to prepare for life after university?

Yeah, definitely. If I wanted to get involved in an organisation that I'd not been in before, I'd feel a

lot more confident to do that now because of the experiences I've had with the Students' Union.

### Would you recommend getting involved in NTSU to other students?

Yeah I would. I can't fault the Executive Team, they've been fantastic, really welcoming and they've just made it so easy to want to be involved. There's so many opportunities to do whatever you like to so it's not necessarily going out drinking and partying, there's so many different aspects to the Students' Union that there's really something for everyone.



## Achievements, changes and impacts

- **Black History Month** celebration with signature event featuring a showcase of cultural talent.
- **Modified our Club of the Week** award to include off-pitch activity. This allows clubs that are not in BUCS or do not necessarily compete every week to still have access to the funding this award provides.
- **Lobbied the University** to purchase a Race Runner Chair to allow greater inclusivity and more sporting opportunities to students with disabilities.
- **Introduced termly Sports Council Meetings** at the Brackenhurst Campus. This provides Brackenhurst students the opportunity to remain informed on updates from VP Sport regarding NTSU and NTU Sport.

# Communications



**35,222  
followers**

across our 3 main social  
media platforms  
(10% annual growth rate)



15,939



17,100



2,183



**2 million pageviews**

have been created on our website by over  
**160,000 unique users**



Our fortnightly email newsletter reaches over

**14,000 students**

with a **46%** open rate



# Kamran Khan

## Islamic Society

### How and when did you get involved with NTSU?

I got involved about 3 years ago via the Islamic Society which I joined and became President of.

### What impact has it had on your time at university?

It's definitely helped me develop some vital skills such as organisation and management.

### Do you feel it's helped with your personal development?

Yeah, 100%. It definitely has and it's something I can take on in the future in terms of organising and managing different things. It's helped me to work alongside different people so also increased my teamwork skills.

“University isn't a place you just come for lectures and seminars and go home. It's another society, another community.”

### And has it helped with your studies at all?

It's helped with my studies because of the organisational aspect of it. It's helped me to organise different modules and revision times and things like that.

### Has it helped you to prepare for life after uni?

It's opened my eyes to the different types of people that you might come across and how to work

with different types of people. It's something employers see as a bonus and I'll definitely put it on my CV.

### Would you recommend getting involved with NTSU to other students?

If I could, I'd make it compulsory! It's something that helps a person to understand that university isn't a place you just come for lectures and seminars and go home. It's another society, another community.

**A confident  
voice  
for our  
members**





# Information and Advice Service

**NTSU's Information & Advice Service has shown a steady increase in its activity supporting students while at university. The key issues the service has provided advice on are accommodation, money, health and academic irregularities.**

A student visited our Information & Advice Service (IAS) after having their studies failed and terminated by the University. IAS helped them submit their first appeal, called an R4R, but unfortunately this was rejected by the University, who said that their original decision still stood.

When we looked at the University's reasoning for this, it was clear that they had not taken into account the reasons that the IAS had presented in the students appeal. Most notably they hadn't reviewed the correct application. The IAS therefore helped the student submit the second appeal which, under the university's procedures is the last appeal that the student can submit. This too was rejected even though the IAS had highlighted again the student's grounds for appeal which had not been considered in the first appeal. When we read the reasoning behind the appeal panel's decision, it was again clear that they had failed to consider the facts that were presented to them or even acknowledge the R4R had reviewed the incorrect application originally.

The IAS therefore helped the student submit an appeal to an external body called the Office of the Independent Adjudicator (OIA) as there were no further appeals that the student could make within the University.

The OIA found that the University had failed to follow its own procedure as they had not considered all the information that was presented to them in both the first appeal (R4R) and also the second appeal. The OIA therefore told the University that they must look at the student's case again and consider all the facts.

18 months after the University originally failed and terminated this student's studies, the University

have reversed their decision and the student has been allowed back to study at NTU and continue their course. They will continue in the year that they would have been in had their studies not been failed and terminated.

The student could have gone to a different University after their studies had been failed and terminated by NTU but this would have had a financial bearing on them as they would have had to pay for an additional year themselves.

So not only have we got this student back into University on their original course but we have saved them a year's funding of over £9000.

**“Not only have we got this student back into University on their original course but we have saved them a year's funding of over £9000!”**



Times IAS provided students with advice

**2539**

(69% increase on previous year)



Money saved for students:

**£61,181**

(46% increase on previous year)

**100%**

resolution rate based on student perception

# Jessica Halsey

## Course Representative

### When and how did you get involved with NTSU?

I was first involved in NTSU in my first year in 2014 as a Course Rep.

### And what impact has that had on your studies?

I've been able to make big changes within the Business School, I've got to know loads of different people and become really friendly with the academics too. It's also given me loads of new skills such as time management and organisation so it's been really beneficial for me.

### Do you think it's helped with your personal development?

Definitely. I've been able to balance my studies alongside my Course Rep role which has meant I had to manage my time really carefully. It's

also given me a lot of confidence. Before I started uni, I wouldn't have been able to speak in front of 10 people but now I can speak in front of 100!

### What about life after university, has it helped you prepare for that?

Yes. As I said, it's given me loads of new skills, it's something I can put on my CV that most people don't have and I think employers will be

really impressed that I've managed to do it alongside my studies.

### Would you recommend getting involved with NTSU to other students?

Yes, I'd definitely recommend NTSU to other students. Put your hand up and become a Course Rep. It's quite daunting in the beginning but it's definitely worth it and it'll give you more opportunities than you can imagine.

“It's something I can put on my CV that most people don't have and I think employers will be really impressed that I've managed to do it alongside my studies.”





# Student Voice



**805**

academic reps  
(22% annual growth rate)

**318**

of them were elected offline

**57**

are Brackenhurst reps

**652**

pieces of student  
feedback submitted  
through Academic  
Representatives

**407**

of them were elected online

**172**

are postgraduates  
(2 are our first PhD reps)

**455**

of them have received training



**5497**

students voted in our annual  
elections

We had

**22**  
**candidates**

for Executive Officer positions



We've received

**64 Big  
Ideas**

**41** of these were accepted  
and sent to Council and **18** of  
them were passed

(Examples include free sanitary products in  
SU toilets, SU shops absorbing VAT & selling  
sanitary products for cost price, recyclable straws  
in all of our venues, & a new officer structure  
implemented)



Brackenhurst Earth Day had over

**40**  
**attendees**

**Successful launch of Brackfest at  
Brackenhurst campus**



Our Go Greener campaign ran an  
exhibition even at Brack with

**over 60**  
**guests**

The event then won an award at the  
NTSU Students' Union Awards



# Andrew Spencer

## Course Representative

### When and how did you get involved in NTSU?

I got involved with NTSU in 2016 during my first year of university when I was elected as a Course Rep.

### What impact has it had on your time at university?

I feel it's been most important for learning certain workplace skills for example learning to speak in front of people and learning to build confidence that way.

### What about your personal development. Has it helped with that?

Oh definitely. A few years ago there's no way I'd have had the confidence to speak to people. Before I would just stutter but I feel a lot more confident now.

**“A few years ago there's no way I'd have had the confidence to speak to people. Before I would just stutter but I feel a lot more confident now.”**

### Has it helped with your studies at all?

In my case, I found that being a Rep helped to improve skills that I already had like timekeeping and enhanced them.

### Has it prepared you for life after university at all?

Certainly. As I mentioned, it's helped with skills I already have and has helped me improve myself at board meetings, learn about staff

and everyday happenings you'd expect in the work place.

### Would you recommend getting involved in NTSU to other students?

I do believe it's very important to be involved with the student voice. It's having a say in your university's future and leaving a legacy so that other students can follow after you and have the best time they can here through your improvements.





## Representation developments

### Officer team review

We have implemented a new team structure to provide more effective representation for students.

**VP Services:** role dissolved due to seasonal capacity

**VP Postgraduate:** a new role to represent our increasing PGT and PGR student demographic

**VP Community:** role changed to VP Community & Welfare to reflect the importance of Student Welfare.

Our governance document has been updated in line with best practice to support structural changes to the officer team and trustee board, resulting in more opportunities for students to get involved in our governance.

We have **improved our representation of NTIC students** through progression week, welcome events and marketing activity.

Our **VP Sport** gained the role of **Student Chair within the East Midlands** regional BUCS meetings, allowing direct feedback from NTU students to BUCS.



## Academic Reps and Education

- **Academic Reps** now have their own widget on NOW, helping them to provide more effective representation to NTU students.
- **Specialist software support.** ADBE students now have 24/7 access to computers in Barnes Wallis and Physics students can now download vital software for free on their personal computers. This gives them greater opportunity for independent, flexible study.
- **Library lockers** have been installed in Boots library in response to student feedback.
- **Increased study space.** In response to student feedback over 100 new study spaces have been provided at City campus.
- **Brackenhurst shadow bus.** We have worked with NTU and NCT to provide a morning shadow bus to Brackenhurst campus, addressing a capacity issue with the regular bus service which caused some students to miss morning lectures.
- **Graduation live stream tickets.** The maximum number of live stream tickets available to students has been increased from 2 to 10 with no increase in price.
- **PG student loans.** Acting on student feedback provided through our Big Ideas scheme, the University has adjusted the tuition fee schedule for Postgraduate students to align with their loan payment dates.

## Support & welfare

- **Sexual health drop-in sessions** are now available on the 3 main campuses.
- We created a pocket-sized **Wellbeing Guide** to help students manage issues relating to wellbeing and anxiety.
- A comprehensive program of activities to support students during the exam period was delivered through our **Stamp Out Stress** campaign.
- **Respect Ambassador** roles have been created within all of our main student groups; Sports Committees, Societies, Student Staff, Course/School Reps
- We contributed to the bid and appointment of **2 HEFCE funded officers** for sexual violence and hate crime respectively.
- **3 successful resilience workshops** were delivered to over 200 students in conjunction with NTU and external provider, Grit.
- We took part in the **largest ever single study of student wellbeing** in the UK, with over 1,800 NTU students participating.





# **Accessible opportunities and entertainment**



# Josh Barkby

## Course Representative and Motorsports Society

### When did you get involved with NTSU?

I got involved in the SU in my first year, actually before I even started uni. I was interested in starting a society as there was nothing for motorsports and racing which was a personal interest of mine, so I got talking to some first years at the time and we decided to start up the society. I started out as a social secretary for my first and second year, I'm currently the Vice President in my third year and have just been elected President in my 4th year.

### What impact has it had on your time at University?

It's had quite a big impact. Being able to get involved with things and connect with other people, especially through societies, has really shaped my friendship group and that's obviously a big part of university.

### What about your personal development? Has it helped with that?

Yeah, definitely, through being

a Course Rep actually. We got offered a lot of different training opportunities like Grit Training and that really helped my personal development. I did a leadership course and a campaigning course so it's really helped me to develop my skills.

### Has it helped with your studies at all?

The personal development courses really helped my public speaking and my confidence so when I got set things like presentations on my course, it really helped.

### Do you think it's helped you prepare for life after university?

Definitely, with things like networking, leadership and being able to deal with big groups. I really think those kind of teamwork skills have set me up well for the real world.

### Would you recommend NTSU to other students?

Yes. I think university is what you make of it so the more you get involved, the better time you're going to have, I really believe that.

“Being able to get involved with things and connect with other people, especially through societies, has really shaped my friendship group and that's obviously a big part of university.”





# Dominika Rekas

## Blogging Society Founder & President

### When and how did you get involved with NTSU?

It was last year. I wanted to start my own society and I didn't really know what to do so I asked my lecturer about it and she passed on my details. All I needed to do was speak to Afonso.

### What impact has it had on your time at university?

I think it's grown my skills. Being the President, there's a lot of responsibility so doing events, talking to people, involving them etc. has made me more confident.

Before I wouldn't really approach people, now I have to.

And has it helped your studies as well as your personal development? I think so yeah. I'm doing Fashion Marketing and Branding so it's all about networking and the things I'm doing are potentially the things I'll be doing in the future so it's definitely helped me to try it out.

### What about life after university. Has it helped you to prepare for that?

Yeah I think so. Like I said, it's helped me a lot with my skills,

especially event organisation. I think if I do something like that in the future, it'll be really helpful for me. I've been to interviews for placements too and they've seen on my CV that I've started a society. It's something to talk about and it's something they really look for.

### Would you recommend getting involved with NTSU?

Yeah of course! If you can't find anything that you want to do societies wise, you should definitely start your own!

## Enterprise Week

A joint event hosted by NTSU, the HIVE and the Sustainability team. Over 20 applicants took part in the Dragon's Den, with 7 prizes awarded to students, totalling £4k.

## RAG Week

A successful series of events which saw us raise over £15,000 for charity.

## Sweatshirt design competition

Organised a sweatshirt design competition for students which, following thousands of votes on social media, ended with one student having their design sold in the NTSU Shop.

## Trent Talent showcase

Delivered Trent Talent, an event which allows Trent students to showcase their talent to a wider audience with a prize pool of £1,000.

## Day trips

147 students travelled 2,598 miles with us to 13 daytrip destinations around the UK.





# New opportunities

NTSU has introduced two new opportunities to enrich students' university experience:

## NTSU Communities

An easier way for students to come together over common interests. Our first community facilitated an event in collaboration with the University regarding mental health awareness, leading to requests from other universities to work with them on similar events. A disabled students community which will be looking at inclusivity across services in the University and Students' Union is also in the pipeline.

We have also relaunched a new look volunteering program focusing on student-led projects and internal opportunities to create more value for students.

## Give It A Go Week

A program of over 40 events to welcome January starters. This led to an increase in engagement with 410 student purchasing membership to societies within three weeks of the program.

Launch of **online training** for society committees.

Invested in **new kit for Trent Media societies**, including camera equipment and radio studio mixing desk. This should enable these societies to improve their production quality and capture more society and union events.



**28 new societies**  
**128 societies in total**

**40 academic societies**

These members will experience additional course based activities relevant to their degrees, such as Courses, Conferences and Panel debates with sector professionals

**11** new international/cultural societies

**498 students**  
hold positions on society committees **(20% from last year)**

**344** committee members  
completed training in 17/18 academic year  
**(69.5% of committee)**

**Politics and Internal Relations society have been nominated for a National Society Award**  
**Best Academic/Careers Society**

**583 society activities**

facilitated since September 2017

**(including an educational trip to Lisbon for the Design society, Rise in Hate Crime debate with local MP's and Langan on Campus - a religious event promoting equality of all people)**

# Student Staff



**521**  
student staff have worked  
**83,000**  
**hours**

24% increase in staff no.



**Earning**  
**£667,126**

**56** have been trained  
as team leaders  
70% increase in team leaders

**8** have been trained  
as supervisors

# Retail Activity

Over **900,000**  
units of stock sold



Over **100,000**  
sandwiches sold in NTSU shops

**6017**  
clothing items sold generating  
**£115,208**



Over **240,000**  
soft drinks sold in NTSU shops

# Entertainments



**450 events**  
held in NTSU venues  
(212 City, 117 Clifton, 121 Brackenhurst)

**Fastest selling event: Trentival**  
(3620 tickets sold - City event sold out in 4 hours)

Over **66,700** event tickets sold since Sept 2017  
(10% increase on previous year)

6% increase in event ticket sales

**60**

live music acts have performed to  
just over **10,000** people  
(11% increase in live acts)

Over **£245,000**

income generated from Freshers  
events ticket sales  
(9% increase in Freshers ticket sale revenue)

**9,701** last day of term tickets sold



# Venues activity



**Over  
158,000**

hot drinks sold



**Over  
84,000**

hot meals sold

## Top sellers:

**28,547** breakfasts sold  
(53% increase in breakfasts)

**15,903** burgers sold

Over **£2.3 million**  
revenue generated





