



IMPACT REPORT

2020



INTRODUCTION

From NTSU President Bradley Fox, 2018-2020



This year at Nottingham Trent Students' Union (NTSU) has been one of growth and adaptation. The 2019/20 academic year was our first in the implementation of our new strategic plan, co-created with students last year. We began to develop our offer to NTU students, ensuring that all groups of students feel a sense of belonging to the NTSU community. The Executive Officers of the

Union, alongside staff, have developed our increasingly strong relationship with NTU. This relationship has provided a catalyst for change and it has enhanced the experience of NTU students, regardless of their background. This report tells the story of this journey and details the services we have delivered both at collective and personalised level.

The 2019/20 academic year was like no other. Alongside that, the experience and the journey the Union has been on is incomparable. This report tells the story of this journey and details the services we have delivered both at large and personalised scales. The report includes case studies from students that explain the difference that NTSU has made to them during their time at NTU and how we have made an impact on their life.

The change that the higher education

sector is about to experience is unmatched, and to an extent unknown. It is imperative that the Union and the University continue to develop key synergies to allow students to prosper whilst enrolled. Underpinning our work is the strategy, which is aligned to some of the key themes of 'University, reimagined' around the attainment of students and the relationship with the local community. Having a critical friend over the next academic year is vital and NTSU will be able to productively provide this. One of our priorities during the 2020/21 academic year will be building both personalised and collective student communities from the strong foundations we have laid to ensure that students can continue to develop.

The Union is grateful for the generous grant funding it receives from the University, which support the membership services delivered by the Union and enables their further development. The University also supports the Union through the provision of services in areas such as information services and payroll that are appreciated greatly. We value our relationship with the University staff that we hold, and the close working relationships we have with members of the University Executive Team. The officers have developed relationships across all dimensions of the University and this allows positive change to occur, and for services to complement each other across all parts of the University.

Looking forwards, students need stability and a place to develop. NTSU will provide this for them, and we will continue to passionately grow as an organisation. There will be learning that we can take from the recent events improving the access to our services, so regardless of where you are in the world you are receiving a quality service from the Students' Union. We have a brand-new officer team, with all six sabbatical officers starting a new term of office. This will enable the Union to move into this new territory and to develop initiatives for students from their own experiences.

**WE WILL ADVOCATE
FOR THE BEST
EDUCATIONAL
EXPERIENCE FOR NTU
STUDENTS**



POSTGRADUATE ACADEMIC SUPPORT

We campaigned on behalf of our PG members and secured the following changes:



- Extended library opening hours during summer to support PG students writing their dissertations.
- Additional PG study spaces including a new Doctoral Student Study space at 23 Goldsmith street and plans for an expansion of the Doctoral Study Room in Boots Library to be ready for September 2020.
- Worked with NTU Library to create a new dedicated PGT dissertation support service.
- Our Postgraduate Inter-Disciplinary Conference was developed to accommodate PGT students. It was attended by over 70 students and commended by the Deputy Vice-Chancellor for Research and Innovation for 'contributing to the research culture at NTU'.



EMPLOYABILITY & ENTERPRISE

- Postgraduate Employability and Wellbeing Workshop. Delivered in November 2019 at our Clifton campus, this event was the first of its kind aimed specifically at PGT students. The networking event brought together Employability managers from each school, NTU Student Support Services, and Alumni. PGT students were able to learn about the employability support available to them and benefit from the knowledge of Alumni from their respective school.
- Future You Conference. Our President and VP Postgrad supported the NTU Employability team in the planning of the conference which targeted final year undergraduate students wanting to explore their next steps post-graduation.
- This year, we expanded the scope of Enterprise Week to develop the general business skills of our students through a programme of workshops and seminars. The business pitches in the Dragon's Den contest were of such a high standard that the prize pool was increased from £4,000 to £5,000 to support the high number of meritable ideas.

We elected
764
ACADEMIC REPS
to support students' academic interests.



61 BIG IDEAS

have been submitted by our members. Student Council have been working on implementing these throughout the year.

In January 2020, we launched the Marks out of Tenancy partnership alongside UoNSU. The ratings scheme holds landlords to account and helps students make more informed decisions when it comes to accommodation. Initial investigations by the scheme found 11% of landlords in Nottingham to be incorrectly licensed.



We trained 400 Freshers' Team members to take part in the volunteer programme and support the integration of the 9,000+ first year students.



THE COLLABORATION BETWEEN STAFF AND STUDENTS IS GREAT AT NTU AND IT'S SOMETHING THAT THE UNIVERSITY AS A WHOLE SHOULD BE PROUD OF.

CASE STUDY

AMY CHAPPELL

COURSE REPRESENTATIVE

When did you get involved in NTSU?

When I first became a Course Representative in the School of Arts and Humanities three years ago.

What impact has it had on your time at university?

NTSU's opportunities have allowed me to gain valuable skills, such as communication and teamwork, which have enhanced my employability. I've also developed

professional relationships with University staff, and it's given me the opportunity to make students' voices heard in a variety of committee meetings and affect change.

Do you feel it has helped with your personal development?

It has helped in a variety of ways. I'm much more confident approaching professional situations and it's helped me realise that I would like to pursue a career in higher education. The skills I've learnt, from gathering information to speaking in meetings, will all help me with that.

What is the best thing you have got out of it?

I have been able to make connections at both NTU and externally which I believe will help develop my career progression. If it wasn't for NTSU, I would have never been in the situation to meet other people outside of my course.

What has been your favourite memory of being involved in NTSU?

My whole experience within NTSU has been surreal, with many opportunities to develop skills which I can transfer to employment. My most memorable moment was being part of the Strategy Workshop. It was great to see NTU staff listening to the ideas we presented. The collaboration between staff and students is great at NTU and it's something that the University as a whole should be proud of.

Would you recommend that other students get involved in what NTSU has to offer?

I would highly recommend that students get involved with as many opportunities as they can. These opportunities only come once and can help stand you in a better position for employment after university.



INFORMATION & ADVICE SERVICE

IAS CASE STUDY

STUDENT A ACADEMIC IRREGULARITIES SUPPORT

Student A came into IAS office very distressed and told us that NTU had asked them to attend an Academic Irregularity Meeting (AIM) due to allegations of plagiarism.

After being consoled, the student told us that while they were working on the project in question, a close friend had reached out to them regarding some serious personal issues. The student supported their friend through this personal crisis, but in doing so triggered their own personal trauma regarding related issues from childhood. This resulted in the student not being in the right frame of mind when submitting their

work, nor were they aware that they could have submitted an NEC at the time.

We arranged for a guardian to collect the student and, with their permission, we arranged a GP appointment for them so appropriate support could be put in place. We then continued to advise the student via telephone regarding the Academic Irregularities Procedure. To safeguard her wellbeing regarding her past trauma, we liaised with the University throughout the procedure and attended the AIM on her behalf.

The panel was grateful to have been made aware of the student's situation agreed to inform the student of the hearing outcome within half an hour to avoid further distress. It was decided that the student had committed an academic irregularity, but it would be classed as misconduct. The penalty applied was to cap the work in question at a pass mark. As it was agreed that the student had met the learning objective, they did not have to resubmit the work and were able to graduate with their cohort in the summer.



MENTAL HEALTH CHAMPIONS:

**322 STUDENTS
VOLUNTEERED**

38 CHAMPS TRAINED IN LOOK AFTER
YOUR MATES TRAINING

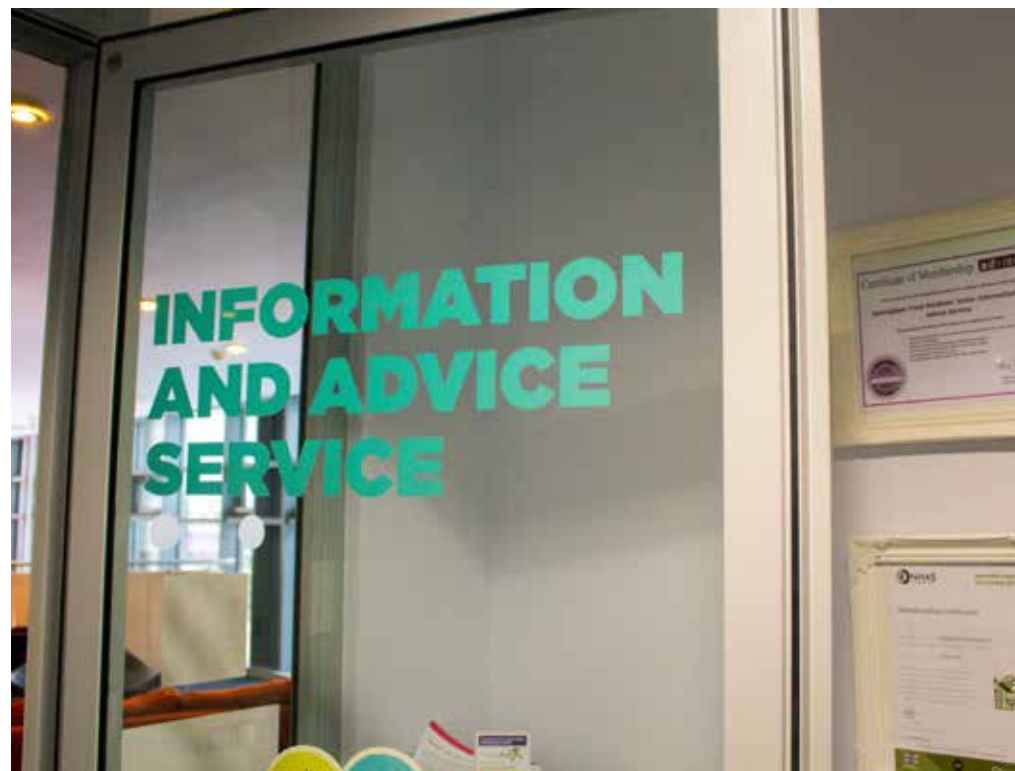
#NEVEROK HATE CRIME CAMPAIGN:

170 STUDENTS

ENGAGED OVER ONLINE SURVEYS
AND MULTIPLE EVENT

SEXUAL VIOLENCE
AWARENESS WEEK 2020:

285 STUDENTS
ENGAGED AND 64 STAFF TRAINED
OVER A WEEKLONG EVENT
PROGRAMME



IAS CASE STUDY

STUDENT B

RENTAL REPAYMENT SUCCESS

Twenty-two students approached the IAS after being informed by the Council that their Landlord did not have a Houses in Multiple Occupation (HMO) License. We explained the legal responsibilities landlords have regarding HMOs and advised the students that it is a criminal offence for a property to be improperly licensed. We explained that the landlord can be fined and ordered to repay up to 12 months' rent for not having a license.

The local authority contacted the students and was satisfied that the properties in question were safe for them to continue to occupy. As the students' safety was not a concern, we focused on helping them reclaim their rental payments for the unlicensed period by completing Rent Repayment Order application forms on their behalf. We supported the students through their tribunal cases, all of which were successful. In total, the amount of rent repaid to our students was £64,730.

INFORMATION & ADVICE SERVICE

Our IAS have provided students with advice on

3,303 CASES

We have saved students

£122,465

100%
RESOLUTION RATE
based on student perception.



IAS CASE STUDY

STUDENT C

FAST-TRACKED CREDIT SUPPORT

A student contacted us regarding a situation with their family home. They were a live-in carer for their single parent with health complications and were awaiting approval of a long-standing Universal Credit application regarding their local authority housing. The outstanding application put them in danger of potential eviction, which was causing them great anxiety.

We advised the student to get a form completed by a medical professional that would act as a factual report regarding

their parent's medical condition. They could then apply to the Department for Work and Pensions (DWP) for fast-tracked Welfare Benefits under special rules.

We explained the case to the student's parent's Benefits Handler. The DWP agreed that the case satisfied the special rules and the application was fast-tracked. Within days of us contacting the DWP, the family received a backdated benefit claim which alleviated their financial situation.

With their consent, we contacted their housing provider regarding their responsibilities for tenants in these circumstances. The housing provider then allocated a specialist Housing Officer to provide ongoing support for the family and ensure that the student was able to remain in the family home.

As part of this case, we also provided additional support to the student regarding their academic studies to further relieve their anxiety.



WE WILL ENCOURAGE HEALTHY COMMUNITIES

GIVE IT A GO



58 ACTIVITIES
delivered throughout the year
322 ATTENDEES
in total

Students from
52 DIFFERENT COUNTRIES
have engaged in GIAG activities



TRIPS & TOURS



We have delivered
7 DAY TRIPS
this academic year, travelling
1265 MILES

**MINDFUL MONDAYS
LAUNCHED AT
CITY & CLIFTON
TO AUGMENT
WELLBEING
WEDNESDAYS AT
BRACKENHURST**



RAG

RAISING & GIVING



We have facilitated
3 CHALLENGE OPPORTUNITIES

this academic year
(Kilimanjaro, 3 Peaks & Jailbreak)

Kilimanjaro – 24 sign ups, £20K+ raised so far

3 Peaks Challenge – 17 sign ups,
£5k raised so far

Jailbreak – 39 sign ups, £500 raised so far

£28,500

pledged for charity this year
*paused during Covid-19

SOCIETIES

We have 158 Societies
40 of which are new
12 are restarted societies
31 are academic societies



We have
10,625
Societies memberships from
7,462 STUDENTS

Academic societies have
4,113 MEMBERS

**WE HAVE 737 SOCIETY
COMMITTEE MEMBERS**

606 LEADERS
completed online training
**285 LEADERS COMPLETE
FACE-TO-FACE TRAINING**

We facilitated
1,082 ACTIVITIES
by student groups and
**APPROVED 81 EXTERNAL
SPEAKERS**

THE MAIN BIT OF ADVICE I WOULD GIVE IS TO TAKE THAT FIRST LEAP AND JUST GO FOR IT.

CASE STUDY

CHLOE WINKFIELD

FASHION SOCIETY

Think it's too late to join a society?

Chloe shares her experience of joining the Fashion Society in her second term at NTU.

When did you get involved in a society?

Starting out at university is inevitably overwhelming, so adjusting to all the changes and trying to get involved was tough. I paid my membership for Fashion Society at the start of the year but never actually went to

any events until January. It was something I knew I wanted to do, I just never got around to it in the first term.

What made you decide to join a society?

In my first year, I ended up living in a studio flat, which meant I had my own bathroom and kitchen, so I didn't get the usual experience of making friends through sharing living space. At times it was quite lonely and isolating. After the Christmas break, I decided to take the first step and put myself out there, so I went to a social event on my own and it went from there.

Where did you hear about the society?

When I first joined Nottingham Trent, I looked on the NTSU website at the list of societies and Fashion Soc grabbed my attention.

Are you glad you got involved?



1000%. The group of girls I met when I turned up alone that first week are now my best friends. Not only have I made amazing friends, but it's changed me as a person and given me the confidence I needed.

What is the best thing about being part of a society?

It's most definitely all the people you meet! It sounds cliché but you really do make friends for life.

What advice would you give to those that think it is too late to join a society?

It is never too late. I didn't start going to socials until January, yet I won the election to

be this year's social secretary and wellbeing officer three months later! The main bit of advice I would give is to take that first leap and just go for it. Really throw yourself in and chat with anyone and everyone. Put yourself out there and you'll make your best friends at university, I promise.

What impact has it had on your university experience?

It has honestly made my university experience. In my first term last year I wasn't sure if I was enjoying university; I was quite down and homesick, but now I literally can't stay away! I have made so many friends by joining a society; I couldn't recommend it enough.

COMMUNICATIONS

43,471 SOCIAL MEDIA FOLLOWERS

(10% annual growth)



Facebook:
18,440



Twitter:
18,583



Instagram:
6,448



Our website has received
3.8 MILLION
page views from more than
350,000
UNIQUE USERS
(36% YoY increase)



SOCIETY AWARDS

- Our Commercial Awareness Society were shortlisted in the Best Society for Commercial Awareness category at the LawCareersNet Student Law Society Awards 2020.
- Our Fly FM radio station was nominated for six different awards at the National Student Radio Awards in November and came away with four wins; Silver for its Chart Show, Bronze for Best Technical Achievement, Bronze for Best Female and Silver for Best Female.



SUPPORTING OUR POSTGRADUATE COMMUNITY

Our VP Postgraduate introduced a series new of Postgraduate community building activities, including:

- Our first ever Postgraduate End of Year Party in September 2019. The dinner-style event was attended by more than 60 PG students (PGT and PGR.)
- A personalized SU welcome at Heathrow airport for our international students during Welcome 2019.
- Introduction of tri-campus weekly Coffee Mornings to facilitate new friendships and support networks for PG students within our buildings.

- Introduction of monthly PG newsletter to inform PG students of the PG-specific services and activities available through NTSU and NTU.
- Delivery of a comprehensive Winter Welcome program for students who started in January 2020, featuring a social event which brought together new and existing PG students to develop a postgraduate community at NTU.
- Introduction of a weekly dedicated PG Drop-in Session at NTU Student Support Services so PG students can quickly access support without requiring an appointment.
- Introduction of a Postgraduate Hardship Fund, making it easier for PG students to get financial support when they need it.





CONSENT IS EVERYTHING

TO DATE,
30 WORKSHOPS
HAVE BEEN DELIVERED TO
433 STUDENTS

WE HAVE TRAINED
15 VOLUNTARY
STUDENT SEXUAL CONSENT
FACILITATORS



VENUE CAMPAIGNS & AWARDS

NTSU Venues supported and contributed to National Alcohol Awareness Week with:

- In-venue campaign promotion
- Advertising and promotional cards for NTSU Information & Advice Service
- Discounts and promotions on non-alcoholic beverages
- NTSU Venues also supported:
- No Place For Hate national hate crime awareness campaign
- Ask For Angela national safety campaign
- NTSU Bars achieved 100% Best Bar None UK score in recognition of our exceptional operational standards.

GREEN INITIATIVE

FOOD DONATIONS

We closed our buildings in March with a possibility that we would not open again until September. Rather than letting food go to waste, we gave away hundreds of products in our shops and diner outlets that would expire before September to City Hospital, Queens Medical Centre ER, Emmanuel House Food Bank and Himmah Food Aid.



BRACKENHURST

425 STUDENTS
HAVE ATTENDED ON-CAMPUS
WELLBEING ACTIVITY



207 ATTENDEES
AT BRACK WELLBEING
WEDNESDAYS ACTIVITIES

**WE WILL
REPRESENT
AND CELEBRATE
OUR DIVERSE
MEMBERSHIP**

CONVERSATIONS ON SERIES

We launched a new series of events called Conversations On... The events are designed for students and staff to explore issues relating to student representation, with a different theme for each event. Before the Coronavirus halted our on-campus activity, we held three events with respective topics of race on campus, being an LGBT student, and women in leadership, which saw over 100 attendees. These events were timed to tie in with national campaigns for Black History Month, LGBT+ History Month, and International Women's Day.

GENERAL ELECTIONS

Tri-Campus Q&As with local candidates. Over 100 students attended, asking questions on a variety of topics, including Anti-Semitism, Islamophobia, fracking, council cuts, police cuts and the exploitation of students by local landlords.

Nottingham Students' Manifesto produced collaboratively with UoNSU, with input from **300 students** to get student issues on the local political agenda. This has been the catalyst to an ongoing conversation with local MPs.



NATIONAL ENGAGEMENT

- We had **21 candidates** for NUS Delegates. 9 were elected and attended online, one of whom proposed a motion which was selected for discussion & passed.
- In November 2019, we secured over 1,000 reviews for the WhatUni Awards through on-campus activity, leading to 4 award nominations including the Students' Union category.
- We co-hosted our first National Student Sustainability Conference with NTU, with 75 attendees from around the UK.
- We ranked 7th in the 2019 National Student Survey, based on responses from our members, making this the seventh consecutive year NTSU has featured in the top 10.

LGBT+

We facilitated a group of **30 STUDENTS** to take part in the Nottinghamshire Pride March in June 2019.

REGISTER TO VOTE DRIVE

- Our register to vote campaign was delivered online and on-campus, encouraging students to register to vote ahead of the General Election. "I'm registered to vote" badges were handed out to those who registered on the spot.
- We provided FAQs on the General Election to ensure students understood the process and were able to cast an informed vote. We also provided guidance on local polling stations to encourage turnout on the day.

BME

As part of **Black History Month**, we held a workshop addressing issues related to black students, with 15 senior NTU colleagues in attendance.

TACKLING THE BLACK ATTAINMENT GAP

Our VP Education, Afua Acheampong, conducted research on the experiences of BME students at NTU and the factors affecting their attainment, engaging over 100 students and staff of multiple ethnicities in the process.

Barriers to success and key factors contributing to the attainment gap were summarised and 10 recommendations for addressing the gap were outlined.

The research has been used to shape institutional (NTU) and organisational (NTSU) policy. It features in NTU's Access and Participation Plan, and the resulting report is one of the core resources in

NTU's pledge to become a member of the AdvancedHE's Race Equality Charter.

The research was a springboard for the development of the **NTU Black Leadership Programme**, a development initiative designed to empower a new generation of black leaders. The programme, launched earlier this year by Olympic medalist Colin Jackson, CBE, is the first of its kind in the sector. Its 40 participants have engaged in intensive workshops on communication, leadership and resilience and have been assigned BME industry/professional experts as mentors.

As a result of this work, NTSU has produced a position paper on BME Attainment to provide clarity and transparency to our members. The paper also serves as a foundation to encourage further collaborative solutions from NTU and NTSU which reduce the attainment gap.



INTERNATIONAL STUDENT SUPPORT AND EXPERIENCE

The motion discusses the financial, academic and other welfare issues international students are facing in a post-Brexit UK. It argues that international students deserve an equitable experience to home students and outlines a number of solutions that should become standardised across the HE sector to improve international students' lives. These include reforms to tuition fees, employability, accommodation, visas, student engagement and research into the experience of international students to inform further decision making.

TRADING ACTIVITY

A photograph of a DJ performing at a booth in a crowded, red-lit event space. The DJ, a woman with long blonde hair, is seen from behind, wearing a light-colored sweatshirt and dark pants. She is standing behind a white DJ booth with a laptop and other equipment. The background is filled with people dancing and socializing. The entire image is overlaid with a strong red color filter. The text "TRADING ACTIVITY" is written in large, bold, white capital letters on the left side of the image.

RETAIL

UNITS SOLD:

780,000

REVENUE (EX. VAT):

£1.27 MILLION



BEST SELLING PRODUCT LINES:

Over **200,000** soft drinks

Over **6,000** items of branded NTU clothing

- NTSU again ran stalls for graduation clothing for NTU students at both winter and summer graduation ceremonies. This enabled us to provide personalised, quality clothing 20% cheaper than many other universities which helped students and their families remember their special day. The professional event set up also enabled the Union to sell graduation merchandise for NTU at zero commission.



STUDENT STAFF

We have employed

547 STUDENTS

between March 2019-March 2020

They worked

76,209 HOURS

between March 19 and Feb 20

We have

82 STUDENT TEAM LEADERS

working across the business.

This academic year we have recruited

209 NEW MEMBERS

OF STUDENT STAFF



COFFEE SHOPS

- We change our coffee supplier at City to Grumpy Mule
- YoY Sales increase of 11%
- Ethically-sourced coffee and production
- You say, we did - Increased our drinks range by introducing Flat White coffee.

PRODUCT SALES

87,000 hot drinks sold

5,000 iced drinks sold

Biggest seller:

Lattes - 31,000 sold

GREEN INITIATIVE: REUSABLE CUPS

We gave out over 700 free reusable cups during Freshers Week. This reduces landfill waste from disposable cups and encourages sustainable behaviour from students and staff.



BARS

- Updated venues Infrastructure
- Introduction of card terminals on all tills.
- Card payments now account for 87% of transactions, against 20% card transactions in 17/18. This improves speed of sales and reduces need for cash handling.



GREEN INITIATIVES

Single-use plastic straws removed from our venues.

Bottle-packaged products replaced with more sustainable alternatives:

- Bars began selling canned water
- Water stations on every bar
- NTSU Bars working with NUSSL to reduce plastic/non recycled items
- 13% reduction in bottled products (27,000 units)

NTSU IS A FLEXIBLE ORGANISATION TO WORK FOR, WHICH MADE IT PERFECT FOR GAINING EXPERIENCE WHILE I WAS A STUDENT AND MADE ME FEEL LIKE I HAD A HEAD START WHEN FINISHING UNIVERSITY.

CASE STUDY

MATTHEW PHIPPS AGED 23

NTU STUDENT AND NTSU STUDENT
STAFF MEMBER TO FULL TIME
MARKETING COORDINATOR

Bar assistant: 2015 - 2016

Bars Team Leader: 2016 - 2017

Bars Student Supervisor: 2017 - 2018

Bars Full Time Supervisor: 2018 - 2019

Marketing Coordinator: 2019 - Present

What attracted you to a student staff position at NTSU?

As a student, I had several friends that worked at NTSU who highly recommended the vacant position. Upon reading the

job description I was very interested with the freedom of hours, the convenience of working directly on campus, and the room to develop further within my role. Other employers don't usually provide student staff with development support and opportunities for promotion, but the NTSU role did.

How has NTSU helped you develop?

NTSU is a flexible organisation to work for, which made it perfect for gaining experience while I was a student and made me feel like I had a head start when finishing university. NTSU has also provided me with several opportunities to develop my skills and gain qualifications such as a personal license, first aid training and the ability to confidently lead a large team. These will benefit me greatly throughout my working career.

What's your favourite thing about working for NTSU?

They are a charity with a highly driven

culture. We constantly work on improving our services to better meet the needs of our students; which creates a stimulating and enjoyable work environment. NTSU also prioritises staff development with many opportunities for training and further educational learning. They are an organisation that values the opinions and feedback of its entire work force. For example, NTSU held Strategic Collaborative Workshops last year which allowed input from all staff members into the new 2025 strategy.

What has been your career highlight?

Freshers' Week 2019. Freshers' Week is always an enjoyable time, as all departments work together to deliver the best week possible for new students. This was my first Fresher's Week as the Venues Marketing Co-ordinator, which allowed me to participate in broader aspects of the week such as enrolment, affiliate venues and Freshers Fairs. This was an incredibly rewarding



experience and the best Fresher's Week I have been a part of.

ENTERTAINMENTS



FRESHERS

- **46 evening** Entertainments events across **11 Venues**
- **25,541** Freshers tickets purchased
- **12,253** refreshers tickets purchased (up 12.8% on 18/19)
- Highest event attendance: **7,162** Trent Army (Freshers and Refreshers combined event)
- 2019 Launched Freshtival wristband (1815 sold)

KEY EVENTS

Introduced First Day of Term (FDOT) in Jan 2020. A new event put forward and pioneered by the 37 members of NTSU's Ents Committee.

WE RAN 395 EVENTS FOR STUDENTS IN OUR VENUES.

City: **155 events**
Clifton: **120 events**
Brackenhurst: **120 events**

CLIMAX

- 50,683 students attended this academic year
- 17,152 tickets purchased online
- £848,000 revenue generated
- Developing student talent: 5 student DJ's

HIGHLIGHT EVENT OF THE YEAR

- Christmas LDOT, 13th December 2019
- 3,835 students attended across City, Clifton and Brackenhurst
- £78,699 income from Bars, Diners, Cafes and Ents across three campuses
- Showcasing NTU student talent (10 upcoming student DJ's).
- Trending #3 in the UK on Twitter, behind '#ChristmasJumperDay' and '#GeneralElectionResults'.
- Activities and themes put forward by NTSU Ents Committee

UPDATES & IMPROVEMENTS

- All advance tickets for events moved to online E-tickets for quicker and safer service as pushed forward by the NTSU Entertainments committee.
- Green initiative - Old light fixtures replaced with with LED energy saving fixtures.
- Fluid at Brackenhurst - Attendance up 83% on previous year.

BUSINESS DEVELOPMENT

FAIRS 20 DIFFERENT FAIRS

across the year generating over

£80,000

TOTAL DEPARTMENTAL
INCOME

£319,913

VENUE BOOKINGS 269 VENUE BOOKINGS

ACROSS ALL 3 CAMPUSES

93 WERE EXTERNAL

Of which **15** were Live Music events showcasing **32** different live music acts or artists.

Affiliated partners hosted

135 EVENTS

for NTSU students.

ENTERTAINMENTS SOCIAL MEDIA

**30,837 SOCIAL
MEDIA FOLLOWERS**

(9% growth since September 2019)



Facebook:
19,232



Twitter:
8,373



Instagram:
3,323



PART TWO **POST-CORONAVIRUS**

March & April 2020

The Coronavirus pandemic resulted in an abrupt change to University life. It had significant impact on the academic experience and welfare of our students, particularly in the delivery of lectures and support services.

In response to the crisis, NTSU quickly adapted many areas of business operations to ensure we continued to support students while remaining well governed and minimising risk to the business. This section of the report tells the story of how we delivered our mission during unprecedented circumstances.

WE WILL ADVOCATE FOR THE BEST EDUCATIONAL EXPERIENCE FOR NTU STUDENTS

POSTGRADUATE REPRESENTATION

Mitigating the impact online learning, the move to off-campus learning presents a challenge for Postgraduate students in the school of Science and Technology whose courses are designed around practical work. By using student feedback, we were able to negotiate with the University to make adaptations which improved student satisfaction, including:

A broadening of assessment options for Msc Bioscience students, including an online alternative for dissertations and a commitment to deliver a new Laboratory skills module in September 2020. These students were also given an option to defer studies at no cost as well as a deadline extension for securing a placement. These outcomes were well received by the 200 PGT students affected.

ACADEMIC FEEDBACK

We mobilised our Academic Reps to quickly gather student feedback on the transition to remote learning. From this exercise, we submitted 250 pieces of student feedback to NTU which contributed to the development of the No Detriment Policy. The policy will ensure that assessments are adapted so that no student's grades are unduly affected by changes to the delivery of teaching in response to the Coronavirus outbreak.

TEACHING AWARDS

We have added a new category to our Teaching Awards to recognise the achievements of NTU staff who have adapted to new teaching arrangements in response to the pandemic. We currently have 482 nominations, 142 of which have been post-campus closures.

REMOTE STUDY SUPPORT

To help students continue to work effectively



off-campus, our House Services team are delivering 200 loan laptops to students around the East Midlands in the early days of the stay home order. This prevented students having to wait for a delivery slot from swamped national delivery services, support their smooth transition to remote learning.

INFORMATION & ADVICE SERVICE

It's business as usual for IAS, except for a temporary hiatus in the provision of face-to-face advice. Our telephone service is open 9am - 5pm Monday to Friday. Students can email us 24/7 and receive a response within one working day during opening hours.

Since switching to remote operations, we have provided advice to students 372 times. The majority of cases have related to housing, with students wanting to know whether they can end their tenancies early. The remainder of the cases have related to NECs or student wellbeing.

We are now starting to receive enquiries from students whose placements have been cancelled. They require advice with how this will affect their funding, pre-booked housing, progressing their degree, and submitting complaints to NTU.

We expect our service to be busy for the foreseeable future and we are committed to helping our students navigate their way during these unprecedented times.

ACCOMMODATION SUPPORT

As students' living arrangements changed rapidly and unexpectedly towards the end of term two, we produced guidance on housing rights for students who have moved out of their term-time accommodation due to COVID-19.

We have worked with the University, NUS, and housing companies to encourage accommodation providers make fair adjustments to housing contracts, length of stay, and accommodation fees. So far, this has resulted in a saving of over £10 million in rent payments for students.

WE WILL ENCOURAGE HEALTHY COMMUNITIES



POSTGRADUATE SUPPORT

A virtual PGR community was set-up on Yammer where PGR students can raise the challenges they are facing and support each other. Several key issues raised in the group were taken to the University, which has resulted in satisfactory outcomes including:

- Relaxation of the study extension policy
- Pastoral support provision from PGR tutors
- Launch of a Doctoral School FAQ page

Increased welfare support for students

A significant amount of our postgraduate students have lost part-time jobs due to the pandemic. Our Executive Team have lobbied the University to increase support through the hardship fund to help mitigate some of the current financial impacts students are experiencing.

COMMUNICATIONS

We created a Coronavirus Community Facebook group during the first week of the stay home order to foster a sense of



community among NTU students while they are not on campus. The group has close to 1,000 members and features information and activities to support students while they are at home.

Students are encouraged to share their own messages and activities to help other people in the group. NTU departments such as libraries and NTU Sport have also made use of the group to promote their own support activities for students.

We created remote working resources and

documentation on technology and best practices to support staff with effective home working.

We are running weekly student takeovers of our Instagram channel to give students a voice and an opportunity to share their lives during lockdown and engage with other members of the NTU student community.

BRACKENHURST

Annual Brackfest delivered online with a range of online activity intended to mimic what would usually happen at the on-campus event.

OPPORTUNITIES

Online booking system set up with societies to allow them to speak to our Opportunities team on Teams/Skype. Society committees can choose a Coordinator they want to speak to and book a slot.

The NTSU Awards were moved online via Facebook Live, with 146 nominations. We created a video with hosting presentations from our VP Community & Welfare, VP Education, and President and included pre-recorded acceptance speeches from winners. Platform won Society of the Year for tripling their sign-ups and accommodating 300 members as well as campaigning on mental health and fundraising for the Student Minds charity.

Promoting online society activity and supporting them with ideas such as sign language tutorials, dance workshops, cooking challenges, playlists, and film and book recommendations.

We are running an Every Day in May programme with daily online activities including online workouts from Crossfit Society, Workshops from Sing Society, Make Up challenges, and much more.

Delivering our Mindful Monday and Wellbeing Wednesday sessions online to support students during the stay home order.

RAG Dash. Our virtual fundraising challenge set up by Opportunities team. Students

commit to running/walking/cycling a certain distance and donate £10 to the Robin Hood Fund, which has been set up to support the most vulnerable people in Nottingham during the crisis. 9 students signed up so far - £90 for the fund.

ENTERTAINMENTS

Running our weekly Sunday Quiz online that gets up 320 players every week.

Bingo event streamed on Facebook every week with up to 100 players.

Spotify playlists for our regular night-time event brands and from all of our Climax DJ's and Student DJ's.

Virtual LDOT event

An online event featuring set challenges, NTU Sport activities, bingo, quiz, livestreamed acoustic performances, and Spotify playlists. 1,000 Facebook page views on the day. 40 new Facebook followers. 120 new Instagram followers.

Our online shop is selling branded clothing, delivered directly to students' homes. Although students do not get to end this academic year quite how they would have hoped, they are still able to obtain souvenirs to commemorate their time at NTU.



