



IMPACT REPORT 2021

NOTTINGHAM
TRENT UNIVERSITY

University
of the Year
2017

THE AWARDS



CONOR NAUGHTON

NTSU President 2020-22

PRESIDENT'S WELCOME

THIS YEAR, OUR STUDENTS AND THE BROADER HIGHER EDUCATION SECTOR HAVE FACED COMPLEX CHALLENGES. NTSU HAS SUCCESSFULLY NAVIGATED THESE FOR THE BENEFIT OF OUR MEMBERS.

We have provided local and national representation, developed in-person and virtual student communities, and given our students the advice, support and space they require to foster academic, social, and personal growth. We have also delivered some of the best social experiences and nights out in Nottingham.

Our Executive Officers and staff have been agile in response to a pandemic that has changed higher education in profound ways. We have continued to develop our strong relationship with NTU, which has been instrumental in our work this year. Despite facing unprecedented challenges, we have successfully advocated for our members' best educational and social experience, encouraged healthy communities, and represented and celebrated our diverse membership.

We have continued to build on our sector-leading work on equality, diversity, and inclusion. Our partnership with NTU on the Black Leadership project aims to empower a new generation of black leaders. We also launched our Black Futures initiative to represent and support our black students and staff via

events, resources, and campaigns and create a more equal future for everyone. Additionally, we have delivered projects and training in consent, bystander awareness, allyship, and sexual violence awareness, which have been a catalyst for wider activity across the University.

This report tells the story of our journey in the 2020 – 2021 academic year and details the services we have delivered on and off-campus. It features student case studies highlighting the positive impacts NTSU has made to them during their time at NTU and throughout the pandemic.

Looking ahead to 2021 – 2022, NTSU is in a strong position to continue growing, developing and strengthening our organisation and the services we offer for our members. We have used the learning from this academic year to improve how we operate to ensure all students are supported and represented.

The re-election of four Union officers for a second term in office, an established senior management team, University appointed trustee, and effective governance procedures underpin a strong and stable Students' Union. This stability will be invaluable as we move into new territory to improve the lives of our students.

I trust you will find this report showcasing our achievements and work this year insightful.

Thank you.



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

STUDENT VOICE

OUR STUDENT VOICE TEAM ADAPTED TO THE PANDEMIC BY MOVING MOST OF THEIR OPERATIONS - INCLUDING ACADEMIC REP ASSEMBLIES, STUDENT COUNCIL, UNION MEETINGS, TRAINING SESSIONS, AND ELECTIONS - ONLINE.

We launched a booking app so students could book online 'Student Voice Chats' as needed, and we worked closely with our School Officers and Exec to inform the focus of our Students Deserve Better campaign.

Training sessions, including Academic Rep training and consent workshops, were delivered online and adapted to be as interactive and engaging as their in-person equivalents.

ELECTIONS

6932 students voted in our 2021 Officer elections. **This is the largest number of voters since 2015 and one of the highest SU turnouts in the country.** NTSU student voters accounted for 10% of all voters on our national web platform, UnionCloud.

ACADEMIC REPS

Students elected 781 Academic Reps to represent them in 2020/21. This includes 16 School Officers - a new role - who have worked closely with our VP Education, Troy, to provide student feedback on the impact of COVID throughout the year.



6,932 STUDENTS
STUDENTS VOTED IN OUR
2021 ELECTIONS



**781 ACADEMIC
REPS ELECTED**
TO REPRESENT STUDENTS



STUDENTS DESERVE BETTER

IN RESPONSE TO THE DISPROPORTIONATE IMPACT OF THE PANDEMIC ON STUDENTS AND THE LACK OF ADEQUATE PROVISION OR GUIDANCE FROM THE GOVERNMENT, WE LAUNCHED A YEAR-ROUND STUDENTS DESERVE BETTER CAMPAIGN.

This involved a national lobbying effort alongside working with the University and other stakeholders. Our proactive stance on a wide range of student issues led to a series of immediate improvements that helped alleviate the impact of the pandemic. Some notable activity and include:

- We helped to launch regular Q&As between students and the University at School and senior management levels.
- Successfully lobbied the University

to provide rent waivers for students who were not living in the accommodation.

- Saved students thousands of pounds in on-campus parking fees.
- Provided flexible, easily accessible study space on three campuses.
- Writing to Gavin Williamson, Secretary of State for Education, and Michelle Donegan, Minister of State for Universities, urging them to take university students' struggles seriously and implement immediate measures including academic and financial protections to insulate students from the most immediate effects of the pandemic.
- We urged students to write to their own MP and provided a template letter to help them.

More of our Students Deserve Better campaign activity is detailed throughout this report.



CASE STUDY

KAT FAGG

- **STUDENT TRUSTEE OF NTSU, SCHOOL OFFICER FOR NOTTINGHAM BUSINESS SCHOOL, AND VP EDUCATION-ELECT FOR 2021/22**
- **FINAL YEAR BA (HONS) ECONOMICS WITH INTERNATIONAL FINANCE AND BANKING**

WHEN DID YOU GET INVOLVED IN NTSU?

I was a Course Representative for BA (Hons) Economics in my first year.

WHAT MADE YOU WANT TO GET INVOLVED?

As a new student, I was keen to get involved with activities that would allow me to make friends and learn skills that I couldn't through my degree alone. There was an incredible community spirit surrounding NTSU and the students who engaged, which has continued to grow since then despite adverse circumstances.

WHAT IMPACT HAS IT HAD ON YOUR TIME AT UNIVERSITY?

For me, NTSU has been a place of community, inspiration and growth for the past three years. My roles have given me a unique perspective on NTSU as a charity and the various strategies used to create the NTU student experience. Having not completed a placement year, most of my professional development stems from the opportunities I've engaged with at NTSU. I believe these have propelled me ahead of my peers when it comes to networking, leadership, and analytical skills. NTSU's impact on my higher education experience and learning outside of my degree has been invaluable.

HOW HAS NTSU HELPED YOUR PERSONAL DEVELOPMENT?

Engaging with students, academics, and senior management at NTSU and NTU has been central to my roles. As a result, I am more confident in approaching and interacting with people outside of my immediate network. The responsibilities I have taken on have boosted my self-confidence, and I am now more self-assured and open to engaging in challenging discussions or situations. I've also learnt about leadership styles and how to integrate into new teams to effectively engage others and achieve goals.



FOR ME, NTSU HAS BEEN A PLACE OF COMMUNITY, INSPIRATION AND GROWTH FOR THE PAST THREE YEARS



WHAT IS THE BEST THING YOU HAVE GOT OUT OF IT?

As a Trustee and School Officer, I have had the opportunity to meet people from various disciplinary backgrounds. This has guided my own professional aspirations and informed me about the inner workings of large organisations. I now have more clarity about the type of organisations and roles I would like to work in – many of which will involve similar leadership components to those I have been fortunate to hold with NTSU.

WHAT HAS BEEN YOUR FAVOURITE MEMORY OF BEING INVOLVED IN NTSU?

I have two! Firstly, campaigning for (and securing) the VP Education role for 2021/22. I learnt so much from the other candidates about effective campaigning, professionalism

and keeping calm under pressure. Knowing thousands of students have put their trust in me to lead positive change on their behalf is a feeling unmatched and a huge motivator.

Also, the NTSU Student Union Awards 2019, which took place before COVID, was an incredible celebration of personal and community success. When you come from a background of adversity without guidance, inspiration, or celebration of your personal wins, acknowledgements at this scale can be pivotal in developing self-belief and confidence. It is my wish that other students are also able to experience similar moments of accomplishment.

WOULD YOU RECOMMEND THAT OTHER STUDENTS GET INVOLVED IN WHAT NTSU HAS TO OFFER?

Yes. There are so many unique opportunities available for students to develop their skills and/or have fun. Even if none of the opportunities available seem like your cup of tea, the NTSU study spaces, coffee shops and lounges are great places to get a feel for the buzz of NTSU and the community it serves. And if there's something you want to try that isn't offered yet, be assured that the NTSU Exec team will do everything they can to accommodate it for you.



CASE STUDY

SIRWAN FARAJ

• ADBE COURSE REP

WHEN DID YOU FIRST GET INVOLVED WITH NTSU, AND HOW DID THIS COME ABOUT?

In October, I received a couple of emails from the Students' Union about the Academic Rep positions and nominated myself to be a

“THE SU IS GREAT FOR DEVELOPING CONFIDENCE IN YOURSELF, ESPECIALLY FOR PEOPLE WHO DON'T HAVE A STRONG NETWORK. YOU ARE THERE TO HELP OTHER PEOPLE, BUT YOU ARE HELPING YOURSELF AT THE SAME TIME

Course Rep. I have now been in the role for about five months.

WHAT IMPACT HAS IT HAD ON YOUR EXPERIENCE AT NTU?

It has helped me a lot in communicating with friends from the School of Architecture and Design. Being able to exchange ideas has helped me to hear different people's perspectives.

HAS BEING INVOLVED WITH THE SU HAS HELPED YOU FEEL PART OF A COMMUNITY?

Of course. Getting involved with the SU encouraged me to stand on my own feet and be more confident. Working with so many different types of students has helped me to understand the issues they face.

HAS IT AFFECTED YOUR STUDIES IN ANY WAY?

It has made my studies much easier. Dealing with student issues as a Course Rep, you

learn many new things you didn't know before. I have found students who are working on similar projects to me and being able to discuss our ideas together has helped us with our work.

HAS IT HELPED YOU TO PREPARE FOR LIFE AFTER UNIVERSITY?

Yes. Once I finish university, I will likely join a new team when I take a job. Now I know how to deal with group situations and appreciate different people's perspectives. I have had lots of conversations with many students and staff within the SU, which has helped me feel comfortable about communicating with people in my future career.

DO YOU FEEL THAT NTSU HAS DONE ENOUGH TO SUPPORT STUDENTS THROUGHOUT THE COVID-19 PANDEMIC?

100%. They always keep you updated through emails. They have also given lots of advice and information right through the lockdown. If people have a problem, they

will always try to sort it out, even in this pandemic.

WHAT IS THE BEST THING YOU HAVE GOTTEN OUT OF BEING INVOLVED WITH NTSU?

Last year, I got a lot of complaints from third-year students who needed to access the lab, which was not open, to do their work. I conveyed their concerns to the Student's Union, who solved the issue within a couple of days. The students came back and thanked me resolving their issue so quickly, but I couldn't have done it without the SU's help.

WOULD YOU RECOMMEND GETTING INVOLVED WITH NTSU TO OTHER POSTGRADUATE STUDENTS?

Yes, indeed. The SU is great for developing confidence in yourself, especially for people who don't have a strong network. You are there to help other people, but you are helping yourself at the same time.

SUPPORTING OUR STUDENTS



OUR AQS-ACCREDITED INFORMATION & ADVICE SERVICE (IAS) HAS HAD A BUSY YEAR.

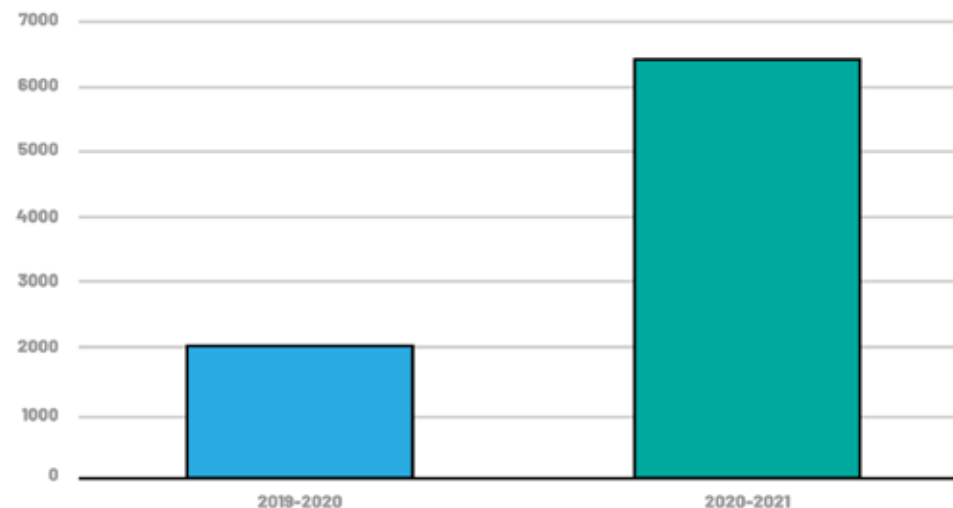
The impact of the pandemic on our members has led to a tripling of our caseload YoY, resulting in record-level demand. Most cases have related to accommodation and academic issues, with student health, wellbeing, and finance issues making up the remainder of casework.

ADAPTING THE SERVICE

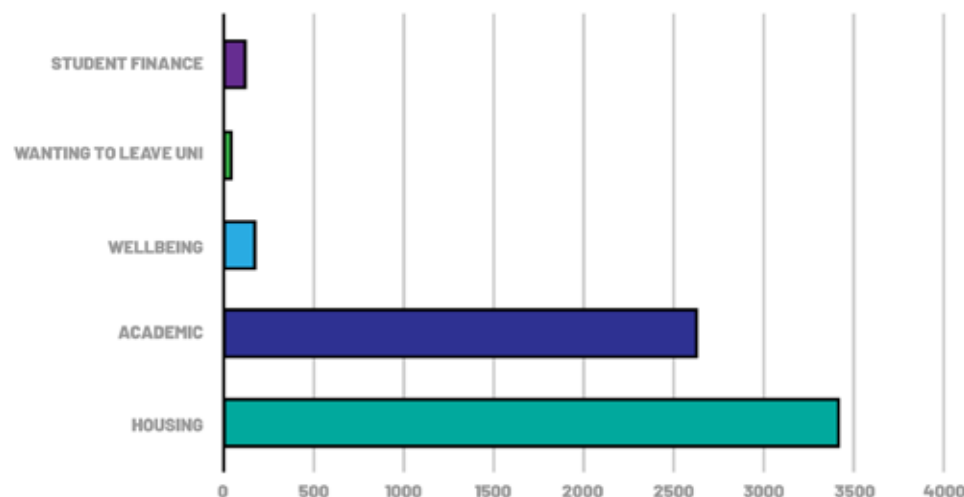
To best support students, IAS adopted a digital-only service, delivering advice through email, phone, and video, with no in-person appointments. Staff have adapted well to this transition, working flexibly, including out of office hours, to meet the increased service demand from students.

We worked with Exec officers and the Communications team to create online guides for the most common studies queries. This relieved some of the demand from our advisors and allowed students to support themselves where possible.

YoY Caseload Comparison (Sept-Feb)



Advice Cases By Topic (Sept 2020 - Feb 2021)





CLEAR WEBSITE INDICATING TELEPHONE-ONLY APPOINTMENTS. EASY TO USE ONLINE BOOKING FORM. GREAT WEB PAGE - GRAPHICS ARE BETTER THAN THE OTHER NTU WEB PAGES I'VE LOOKED AT. THE BOOKING SYSTEM WAS CLEAR. ALSO HAD A FOLLOW-UP EMAIL FROM A MEMBER OF STAFF. REALLY HELPFUL AND FRIENDLY. QUICK REPLY WITHIN THE HOUR. PICKED UP IMMEDIATELY. IMMEDIATE RESPONSE.

MYSTERY SHOPPER FEEDBACK

THE BENEFITS OF ONLINE APPOINTMENTS

Some students have told us that they felt uncomfortable attending the IAS office in person as they were worried about being seen. Now the service is remotely accessible, they feel more comfortable making contact.

Our advisors have noted that some students are more comfortable opening up when in their home environments compared to being in the office, which has led to better rapport, more constructive conversations, and effective support.

Online calls have proved to be an efficient way to resolve issues, allowing the team to support a higher number of students than an exclusively in-person service allows.

KEY ISSUES WE HAVE SUPPORTED STUDENTS ON

- **Housing contract negotiations** and refunds for students no longer living in their term-time accommodation due to the pandemic.
- **Supporting international students facing travel restrictions.** Some are stuck in the UK with no support community, while others have been unable to travel to the UK and be on campus.
- **Guidance on NTU's complaints procedure** for student queries about value for money from online learning.
- **Advising students who wish to defer or withdraw from their studies.**
- Advising students affected by the pandemic on the NEC process.
- **Helping students who lost hospitality jobs due to the pandemic** and signposting them to support such as the NTU hardship fund, local foodbanks, charities, and financial planning services.
- Advising students who have been involved with the police and/or SCoBs due to **alleged COVID regulation breaches.**
- Supporting students whose **mental health and wellbeing** have been affected by the pandemic and online learning arrangements.



IAS CASE STUDY A

LIKE MANY STUDENTS IN THE UK, STUDENT A FOLLOWED THE UK GOVERNMENT ADVICE TO GO HOME DURING THE COVID LOCKDOWNS.

They had signed a tenancy agreement with a private landlord. But, as they could not live in the property during the period that they were advised to return home, they wished to end their tenancy early.

Student A informed us that they had lost their hospitality job and were not put forward for the furlough scheme, so their income had been significantly reduced. Their parent also wanted them to pay rent whilst they were living with them, but they could not afford rent on two properties.

We advised student A that they were bound by the terms stated within the assured shorthold tenancy agreement they had signed. The only ways to end the tenancy early would be by mutual surrender (the landlord and tenant agree to end the tenancy early), finding

a replacement tenant (not an option as many students had moved back home, reducing demand for accommodation), or if the tenancy agreement contained a break/ force majeure clause.

None of these options were possible for student A (or many other students in similar situations). To address this, we worked with our Executive team. They wrote to multiple private landlords requesting that students' rent be waived for the duration of the Government advice for students to not return to university.

Upon receiving NTSU's correspondence, Student A's landlord agreed to waive their rent for this period. This alleviated the stress, anxiety, and financial pressures that Student A was facing. We advised Student A to apply for NTU's hardship fund if they needed it and to submit an NEC due to the stress and anxiety that they were experiencing. Student A, however, said that the rent waiver was all they needed and they were now satisfied with their situation.



IAS CASE STUDY B

STUDENT B STUDIES AT MANSFIELD CAMPUS.

They approached the IAS to raise concerns about their course and aspects of their course team. They had previously attempted to resolve the issues informally without success. The IAS advised Student B of NTU's complaints procedure. After submitting a complaint, a generic email was sent to all students on the course advising them not to approach the IAS/NTSU with such issues. Student B informed IAS of this email.

Due to the IAS's independent, representative status, this raised concerns. NTSU's Student Voice team have had extensive, proactive, and positive communications with the course teams in Mansfield, so we raised this issue with them. The Student Voice team highlighted the situation with their contacts and quickly established that there had been a miscommunication with the cohort. The course team immediately issued a new email to students clarifying what they had meant. This email made the students aware that they are members of the Students' Union who can use all NTSU services, including seeking independent, confidential advice from the IAS.

IAS CASE STUDY C

STUDENT C IS A FIRST-YEAR STUDENT LIVING IN PRIVATE ACCOMMODATION.

They suffer from mental health issues and have established a support bubble with two other students who live in the same halls complex.

Student C lost their accommodation keycard and was told by a friend that it was seen on the street outside their halls complex.

Student C went to look for her key card, accompanied by the two friends in her support bubble. This was while COVID-related Government restrictions were in place. Before they could even leave their accommodation grounds, the police stopped them and other students within the courtyard. Student C and her friends claimed that they were not allowed to explain where they were going. When they began to speak, the police were abusive toward the students and threatened to arrest them.

Even though the students had not left their halls accommodation, the police charged them with breaking COVID rules and fined them. Student C and her friends then received a letter from NTU informing them that they were being investigated under the Student Code of Behaviour (SCoB), as the police had informed them of a COVID breach.

As a result, Student C and her friends were upset, anxious and stressed.

We compiled statements explaining what had happened from the students' viewpoint and sent them to NTU's SCoB team. The SCoB team decided that there was insufficient evidence that the students had committed a COVID breach, so no penalty was imposed by the University.

As Fixed Penalty Notices issued by the police can only be appealed in court, the students elected to pay the police fine to avoid further stress. The IAS helped the students issue a letter to the police complaining about their treatment and questioning the grounds on which they were stopped and searched. This matter is still pending.

We discussed this and other cases with NTSU Executive Officers, who then raised the issue of police abusing the powers granted to them during COVID restrictions with the relevant authorities.

We ensured that all three students received further support from NTU Student Support Services and helped them submit NEC's due to how this experience affected their studies.

While Student C and her friends have lost faith in the police force, they have been grateful for our support, which helped alleviate much of their anxiety.

A purple-tinted photograph of a stone archway leading to a path, with trees and a building in the background. The text "WE WILL ENCOURAGE HEALTHY COMMUNITIES" is overlaid in white, bold, sans-serif capital letters.

**WE WILL
ENCOURAGE
HEALTHY
COMMUNITIES**

SUPPORTING STUDENT SOCIETIES

NTSU'S OPPORTUNITIES TEAM MADE SIGNIFICANT CHANGES TO FACILITATE STUDENT ACTIVITIES AND SUPPORT COMMUNITY-BUILDING DURING THE PANDEMIC.

All society support was moved online during the first lockdown. This was a critical time that coincided with our committee induction, which made it particularly challenging. Once we established our online support provision, it continued for the remainder of 2020 and into this academic year. This included:

- **Delivering events such as our societies assemblies and development plan meetings through Microsoft Teams.** This led to an increase in committee engagement, with 74 societies meeting with a Coordinator to discuss their development plans, compared to 56 in the previous year.
- **Creating a dedicated guidance section specific for COVID19** on our committee hub to help societies navigate regulations and conduct on-campus/in-person activities safely.
- **Developing and delivering mandatory online training** for committee members on running safe COVID-secure events. 376 student leaders attended this training.

- **Implementing an automatic booking system for meetings with staff** to ensure student leaders could access support meetings while staff were working off-campus.
- **Creating a Student Activities Curriculum note** that demonstrates the educational, developmental and support benefits of engaging in society activity. We embedded this note into our activity booking forms to help groups identify the benefits of their activities during the pandemic.

These changes have led to many positives.

Committees were able to access SU support quicker, societies improved their organisational skills, and we were able to identify issues with activities early and support leaders so their activities can go ahead. Our online society assemblies saw more engagement compared to conducting these events in person. This helps the future development of the department and ensures our members have an opportunity to shape our service going forward.

Our new agile processes and support provision have enabled societies to deliver a blended programme of over 800 COVID-secure activities to support the student community this year.

SOCIETIES BY NUMBERS

NUMBER OF SOCIETIES: 165

NEW SOCIETIES: 24

ACADEMIC SOCIETIES: 33



7,199
MEMBERSHIPS SOLD
4,699 INDIVIDUAL
STUDENT MEMBERS

561 INTERNATIONAL SOCIETY MEMBERS

253 POSTGRADUATE SOCIETY MEMBERS

120 CONFETTI STUDENT MEMBERS

20 NTIC STUDENT MEMBERS

809 SOCIETY
LEADERS

ONLINE TRAINING DELIVERED TO 646 STUDENTS

OVER 800 COVID-SECURE ACTIVITIES
DELIVERED TO SUPPORT THE
STUDENT COMMUNITY THIS YEAR

NUMBER OF EXTERNAL SPEAKERS: 68



CASE STUDY

BENEDICT WILLS

- INCOMING VP POSTGRADUATE, SPORTS EXEC, RAG COMMITTEE (THIS YEAR)
- PREVIOUSLY SOCIAL SECRETARY, ENTS COMMITTEE, FRESHERS' TEAM CAPTAIN
- LLM GENERAL LAW

WHEN DID YOU GET INVOLVED IN NTSU?

In my first year when I joined the Drama society. From there, I learned about all the different societies and events that NTSU offered to students

WHAT MADE YOU WANT TO GET INVOLVED?

I wanted to meet new people by putting myself out there and trying out new activities. Since then, I have been an active member of NTSU's community to make sure my voice is heard.

WHAT IMPACT HAS IT HAD ON YOUR TIME AT UNIVERSITY?

NTSU has been the centre of my time at university. I have made most of my friends through sports and society events and participated in numerous activities such as running Freshers and RAG events. The Union has provided me with the opportunity to help shape the learning experience of Postgraduate students by as one of its Exec officers.



I HAVE MADE SOME OF THE BEST FRIENDS I HAVE EVER HAD THROUGH MY TIME WITH NTSU. YOU MEET SO MANY PEOPLE BY ENGAGING WITH THE STUDENTS' UNION THAT YOU ARE GUARANTEED TO MAKE SOME FRIENDS FOR LIFE

HOW HAS NTSU HELPED YOUR PERSONAL DEVELOPMENT?

Leading society events has allowed me to develop my skills in leadership, teamwork, and networking. The Union provides a unique opportunity to get a well-rounded personal experience and skill set by learning from different subcultures and groups.

WHAT IS THE BEST THING YOU HAVE GOT OUT OF IT?

I have made some of the best friends I have ever had through my time with NTSU. You meet so many people by engaging with the Students' Union that you are guaranteed to make some friends for life. Knowing that I have people who will stick with me in the toughest times has made my time at NTU so much easier.

WHAT HAS BEEN YOUR FAVOURITE MEMORY OF BEING INVOLVED IN NTSU?

The first night of Freshers' Week last year, looking after a group of first-year students, showing them around the city, and introducing them to all the things you can do. This is always something I look forward to.

WOULD YOU RECOMMEND THAT OTHER STUDENTS GET INVOLVED IN WHAT NTSU HAS TO OFFER?

I would absolutely recommend that every student gets involved with NTSU. Join a society or sports club, participate in events and fundraisers, attend the Saturday club night, and talk to your Exec officers if you need any help or support. NTSU can help with anything, and they are here to make sure you have the best university experience possible.



GIVE IT A GO (GIAG)

THIS YEAR WE MOVED FROM AN IN-PERSON ONLY EVENT PROGRAMME TO A BLENDED APPROACH.

We delivered 134 GIAG events for students this year, including live-streamed music events, quizzes, cooking challenges, postgrad networking events, fundraising activities, and talks from prominent speakers.

Our blended GIAG programme has enabled students to connect with the wider university community during the pandemic. Hosting events online has made them accessible to students who are uncomfortable or unable to attend in person.

1,322
STUDENTS
GAVE IT A GO IN 2020/21

135 ACTIVITIES

ONLINE LIVE MUSIC
SESSIONS HIT OVER
5,000 VIEWS

SOME ONLINE GIAG EVENT HIGHLIGHTS

CONSPIRACY THEORY: A LIZARD'S TALE

Marlon Solomon gave an exclusive live performance of the one-man show previously performed at the Houses of Parliament and featured everywhere from The Guardian to Channel 4 News.

STRESS LESS

Mindbox and Channel 4's Anna Richardson and Gareth Ogden gave a refreshing no-nonsense look at the science of stress to help students learn how to dissect their anxiety and gain better control of it.

PLASTIC TSUNAMI

The wildlife expert Tom Hird, known for his appearances on CBBC, ITV, BBC, CITV and Channel 4 delivered a live talk on the environmental impact of our addiction to plastic.

PYTHON FOR BEGINNERS SESSION

NTSU's DevSoc delivered a practical introduction to the easy to learn programming language with lots of applications, from data analysis to programming robots.

TALES FROM CONCRETE JUNGLES

David Lindo, aka The Urban Birder, has visited over 270 cities worldwide in search of urban birds. He stopped by to share his journey during this online talk and Q&A.

PREVENTING EXTINCTION

One of Chester Zoo's zookeepers gave a live talk about threats to ecosystems, biodiversity, and wildlife and answered students' questions.

AMONG US GAME NIGHTS

Our regular nights brought together NTU students to play the smash-hit online multiplayer game.

MEDIEVAL BUILDING MYTHS

Award-winning buildings archaeologist James Wright discussed the folklore and archaeology of historic buildings.

MAKING A PSYCHOPATH

Dr. Mark Freestone, psychiatry clinician and co-creator of Killing Eve's Villanelle, shared what he learned from working with psychopaths for 15 years.

HOW TO BE A LIE DETECTOR

Glenn Wilson, one of Britain's leading psychologists, taught us how to spot attempts at deception.

MASTERING SELF-PROMOTION

The Forbes 30 Under 30 listed NTU alumni, Stefanie Sword-Williams, taught students how to network and hustle to launch their dream career.

LIFE DRAWING CLASS

Rosie and Laura from Breakfast Bodies delivered a laidback class for all levels.



NEW ONLINE TRAINING MODULES

We expanded our online training program to include the following sessions:

- Consent training
- Bystander training
- What is racism and how to be an ally
- Why is it so hard to talk about race?

Our **bystander and consent training** gives attendees the tools to become active bystanders. It shows how they can safely intervene in situations that may cause someone harm. This is not limited to sexual violence - it covers other potentially harmful scenarios, including homophobia, sexism, and racism.

Our **racism workshops** are a safe space where students can have honest and reflective conversations to better understand racism, its manifestations, and how to be allies for BAME students.

Based on positive feedback from these sessions, we included them in our core societies committees training schedule.

STUDENT FEEDBACK



I LIKED HOW THEY MADE US GET INVOLVED AND ASKED US QUESTIONS. IT HELPED TO INGRAIN WHAT WE LEARNED SO IT BECOMES A NATURAL RESPONSE.



IT CLEARLY IDENTIFIED THE TYPES OF HARM AND THE SPECIFIC METHODS USED TO INTERVENE IN A SITUATION. GROUP DISCUSSIONS WERE INCREDIBLY USEFUL FOR GAINING OTHER PEOPLE PERSPECTIVES ON HANDLING A SITUATION.



I LIKED THE EXAMPLES AND EXPLANATIONS OF HOW WE COULD REACT TO DIFFERENT SCENARIOS. AND I APPRECIATED THE ENCOURAGEMENT TO REPORT HATE CRIMES TO THE UNIVERSITY.



COMMUNICATING WITH OUR COMMUNITY

OUR FOLLOWERS

FACEBOOK: 19,014
TWITTER: 19,112
INSTAGRAM: 8,562
TOTAL: 46,688 (+7.4% YOY)

TOP TWEET: BLM

28,993 IMPRESSIONS
4,899 ENGAGEMENTS

OUR WEBSITE RECEIVED 1.5
MILLION PAGE VIEWS FROM
250,000 UNIQUE USERS

TOP FACEBOOK POST: NTSU AWARDS LIVESTREAM

12.5K REACH
1.7K CLICKS
575 REACTIONS

OUR ONLINE FACEBOOK
COMMUNITY LAUNCHED
IN RESPONSE TO THE
PANDEMIC HAS 1,500
MEMBERS. THIS ACTIVE
GROUP FEATURES DAILY
ACTIVITY FROM STUDENTS,
NTSU, AND NTU.

TOP INSTAGRAM POST: A MESSAGE FROM YOUR EXEC

972 LIKES



**GETTING INVOLVED
WITH PLATFORM
SOCIETY HAS GIVEN
ME A GREAT SENSE
OF PURPOSE AND
DIRECTION IN MY LIFE**

CASE STUDY

FAITH PRING

- PRESIDENT OF PLATFORM MAGAZINE SOCIETY
- MA NEWS JOURNALISM (ONE YEAR COURSE)

WHEN DID YOU GET INVOLVED IN NTSU?

I first got involved at the start of the second year of my undergraduate degree. I joined Platform society as a member before becoming increasingly involved through the following years of my time at NTU.

WHAT MADE YOU WANT TO GET INVOLVED?

I was keen to make friends with people outside of my course. I knew this would be difficult because I was living at home (not in university accommodation), so I would have struggled to meet people otherwise. I also wanted to explore a career option that I had always considered.

WHAT IMPACT HAS IT HAD ON YOUR TIME AT UNIVERSITY?

Getting involved with Platform society has given me a great sense of purpose and direction in my life. It has shown me what I want to do with my career and encouraged me to undertake my Masters degree.

HOW HAS NTSU HELPED YOUR PERSONAL DEVELOPMENT?

It has made me more confident, both in myself and my skills, and allowed me to develop in ways I didn't think were possible. I used to have a great fear of public speaking, but since taking over the society, I feel so much more confident.

WHAT IS THE BEST THING YOU HAVE GOT OUT OF IT?

The friendships I have made that I wouldn't have found otherwise.

WHAT HAS BEEN YOUR FAVOURITE MEMORY OF BEING INVOLVED IN NTSU?

Not to sound so clichéd, but it's hard to identify just one because I've had an amazing four years working with NTSU alongside my studies.

WOULD YOU RECOMMEND THAT OTHER STUDENTS GET INVOLVED IN WHAT NTSU HAS TO OFFER?

Absolutely. Students are missing out on a great deal if they don't get involved with the NTSU. It's a huge part of student life.



The background image shows a contemporary lounge or study area. It features several light-colored armchairs and small square tables arranged on a patterned carpet. A large, white, conical pendant lamp hangs from the ceiling. In the background, there are potted plants and a sign that reads 'NTU' and 'Keep your distance'. The entire scene is bathed in a warm, orange-toned light.

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

E&D NETWORKS

THIS YEAR, WE LAUNCHED SEVEN NEW E&D NETWORKS TO BRING TOGETHER STUDENTS WHO ARE PASSIONATE ABOUT EQUALITY, DIVERSITY AND INCLUSION TO IMPROVE THE STUDENT EXPERIENCE AT NTU.

They are:

- Disabled students network
- Student parents & carers network
- Ethnic minorities network
- Mature, postgrad & non-traditional students network
- Gender network
- Sexuality network
- International students network

We have elected Student Chairs who will lead their respective networks to represent our diverse student population, and are currently in the process of planning activity for next year.



LGBTQ+ REPRESENTATION

FOLLOWING ON FROM THE RAINBOW ROAD NTU INSTALLED AT CLIFTON CAMPUS LAST YEAR, WE HELPED TO GET ONE INSTALLED AT BRACKENHURST CAMPUS AT THE START OF 2021 THROUGH OUR BIG IDEAS SCHEME.

“Having this pride progress rainbow road allows students to feel welcome and included while studying at NTU. It’s a fantastic way to visibly show our support to the LGBTQ+ community, celebrating our amazing diverse student community.”

CONOR NAUGHTON *NTSU President*

BLACK FUTURES

WE LAUNCHED OUR BLACK FUTURES INITIATIVE IN OCTOBER 2020.

The project encompasses a year-round program of events, campaigns, and

resources to support our black students and staff and help create a more equal future for everyone. To support the local Black community, we also created a marketplace promoting local black-owned businesses.



CASE STUDY

PRISCILLA OLUWASOLA

- NTSU EQUALITY & DIVERSITY OFFICER FOR ETHNIC MINORITIES
- BUSINESS LAW 2ND YEAR



**IT'S A GREAT
EXPERIENCE AND
AN OPPORTUNITY
TO DEVELOP NEW
SKILLS**



WHEN DID YOU GET INVOLVED IN NTSU?

From the beginning of this school year.

WHAT MADE YOU WANT TO GET INVOLVED?

The role dealt with issues I am very passionate about.

WHAT IMPACT HAS IT HAD ON YOUR TIME AT UNIVERSITY?

It was a little overwhelming, but I managed to balance everything with my personal life and education.

HOW HAS NTSU HELPED YOUR PERSONAL DEVELOPMENT?

I have developed different skills, especially time-management

WHAT IS THE BEST THING YOU HAVE GOT OUT OF IT?

Being able to raise awareness about racial issues. I also won the inclusivity Award at this year's Students' Union Awards for my work.

WHAT HAS BEEN YOUR FAVOURITE MEMORY OF BEING INVOLVED IN NTSU?

Talking to different students about how I can be of assistance to them.

WOULD YOU RECOMMEND THAT OTHER STUDENTS GET INVOLVED IN WHAT NTSU HAS TO OFFER?

Yes. It's a great experience and an opportunity to develop new skills.

A DJ with long blonde hair and headphones is seen from behind, standing at a DJ booth in a crowded venue. The scene is bathed in a deep red light, creating a vibrant and energetic atmosphere. In the background, a crowd of people is visible, some standing and some sitting, all seemingly engaged in the event. The venue has a modern, industrial feel with visible structural elements and a balcony area above. Two large potted plants are positioned on either side of the DJ booth. The overall mood is one of a lively, high-energy entertainment event.

VENUES & ENTERTAINMENTS



WE MADE SIGNIFICANT CHANGES TO OUR VENUE OPERATIONS IN RESPONSE TO THE PANDEMIC. WHILE WE HAVE FACED MANY CHALLENGES, OUR ADAPTIVE APPROACH HAS LED TO MANY POSITIVES.

SAFETY FIRST

For our preparations to reopen our venues post-COVID in September 2020, we worked closely with Nottingham Licensing and Nottingham Environmental Health and spoke regularly with Nottingham Pub Watch and the Nottingham Night Time Economy Group. These relationships have been key for reintroducing students back into Nottingham safely.

Our Venue Management team delivered training for all Freshers Team 2020 members that clearly communicated the responsibilities and expectations of students integrating back into Nottingham City post-COVID.

We trained our Venues team and student staff team to run COVID-secure events and introduced COVID-secure measures throughout our venues.

These measures meant we were

operating at significantly reduced venue capacities. To accommodate as many students as possible, we increased the number of events, adding afternoon and evening sessions to our program along with night-time events.

NEW ORDER

We introduced a new EPOS system in our venues, which links to a new stock management system that will cut wastage across our Bars, Diners and Cafes. This investment has increased our speed and mobility for taking payments. It has enabled us to launch a table ordering app for food and drink to provide a safer, swifter service for our members. To leverage this new system, we introduced a range of hot food to go in our cafes and a new selection of vegan-friendly foods in our diners and cafes.

BYE BYE PAPER

Physical paper promotional material reduced by 95% in 2020/21. A change that will be carried into the future.

100% of event tickets sold online. We introduced timed tickets across all of our operations to control queue numbers.



TERM 3

ONCE GOVERNMENT RESTRICTIONS WERE RELAXED IN APRIL 2021, WE TURNED OUR ATTENTION TO OUTDOOR EVENTS, INVESTING IN OUR OUTDOOR SPACES AT CLIFTON AND BRACKENHURST TO CREATE WEEKLY TERRACE SESSIONS.

The Terrace Sessions enabled us to offer food, drink, and entertainments to students while indoor hospitality events were still off-limits.

More than 3000 students attended the Terrace Sessions at Brack and Clifton in April and May 2021.

Outside of these events, our cafes and diners have adapted to provide click-and-collect and takeaway catering services.



SOCIAL MEDIA HIGHLIGHTS

OUR FOCUS ON ONLINE ACTIVITY HAS GIVEN OUR SOCIAL CHANNELS A BOOST.

- Our **@ntsuent**s Instagram account following has grown 55% from 3365 in Sept 2020 to 5231 in May 2021.
- **Most engaged post:** Return giveaway - 1,250 likes and 1000 comments.
- As of week commencing 12/05/21: Total Entertainments account followers reached **15.2k** (up 170.2% YoY) with **4.2k** content interactions (up 506% YoY).
- Average post likes for the past 7 days: **324** (2021) vs **55** (2020). An increase of 489% YoY.



FRESHERS' WEEK 2020

WE KNOW HOW VITAL THE WELCOME EXPERIENCE IS FOR NEW STUDENTS.

Our Freshers' Fairs are a focal point of Freshers'

Week that drive our student engagement for the rest of the year and generate significant revenue from our commercial partners.

NTSU was one of the only SU's in the UK to run an on-campus Freshers' Fair in 2020. We hosted 370 stalls over four days at fairs across three sites, which required significant planning to make them COVID-secure. The payoff was in seeing the value this work delivered for the organisation, our members, and stallholders - an achievement we are proud of.

WHAT OUR COMMERCIAL PARTNERS SAID

“

[THE FAIRS] EXCEEDED EXPECTATIONS. EVERYONE WAS REALLY HELPFUL AND WERE CLEARLY DOING EVERYTHING THEY COULD TO MAKE THE EVENT SAFE FOR EVERYONE.
NOTTINGHAM TRAMLINK

“

VERY WELL ORGANISED AND COVID-SECURE ENVIRONMENT. WELL DELIVERED.
BAM AGENCY

“

GOOD BOOKING SYSTEM, NO OVERCROWDING, AND GOOD FLOW OF STUDENT TRAFFIC THROUGHOUT THE DAY. GREAT PROCESSES FOR MANAGING NUMBERS BY THE TEAM AND APPROPRIATE PPE WORN BY ALL TEAMS AND MOST OF THE STUDENTS.
LOST CITY ADVENTURE GOLF

“

THE FAIR WAS RUN VERY SAFELY. THERE WAS A RELAXED ATMOSPHERE IN THE TENT DUE TO A NICE FLOW OF STUDENTS WHO WERE ABLE TO COME AND ASK QUESTIONS WITHOUT FEELING RUSHED.
SOUTHWELL LEISURE CENTRE TRUST



KEEPING IT FRESH

**88 COVID-SECURE EVENTS
OVER 10 DAYS**

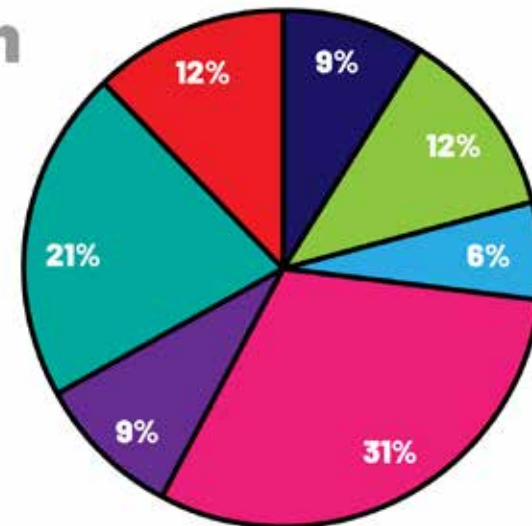
**'BUMS ON SEATS' ACROSS
ALL VENUES
12,568 FRESHERS
4,250 RETURNERS**

**WE LAUNCHED A DIGITAL
FRESHERS PASS FOR
FRESHERS 2020 IN RESPONSE
TO THE PANDEMIC**

**1,380 FRESHER
PASSES SOLD**



Stall breakdown



NEW EVENTS LAUNCHED FOR FRESHERS' 2020

- **Outdoor Cinema:** NTSU Entertainments repurposed the NTU Clifton short-stay car park and turned it into an outdoor cinema. We ran the cinema in partnership with NTSU's Student Voice team and screened Black Panther during Black History Month.
- **Encore:** This brand new event we launched for Freshers 2021 was so successful we added it to our year-round event program. Encore is a modern RnB event that features talented student DJs. We can't wait to promote this event again on a larger scale in a non-socially distanced world.
- **UV Bingo:** UV Bingo was Clifton's standout event from Freshers 2020. Offering the ultimate socially distanced entertainment with a mix of bingo, music, giveaways, and Mrs Green.



CASE STUDY

NATHAN WOODS

• NTSU EVENTS DJ

WHEN DID YOU FIRST GET INVOLVED WITH NTSU, AND HOW DID THIS COME ABOUT?

Right at the start. During my Freshers' Week, I went to a few events, and it all started from there. The SU became a big part of my time at NTU, and that has continued into my Masters.

WHAT IMPACT WOULD YOU SAY THIS HAS HAD ON YOUR OVERALL EXPERIENCE AT NTU?

It's been great for me. They've provided support whenever I've needed it. But the main way it has helped me has been the work opportunities - working as a student DJ has opened so many doors for me.

DO YOU THINK THAT BEING INVOLVED WITH THE SU HAS HELPED YOU TO FEEL PART OF A COMMUNITY?

Yes definitely. I think everyone who works there and plays a part in the SU is a very tight-knit unit and it's really good to be a part of that. I've met so many people through being involved in the SU - staff and students - it's hard not to feel a part of something.

DO YOU FEEL AS THOUGH IT HAS



“THE SU BECAME A BIG PART OF MY TIME AT NTU, AND THAT HAS CONTINUED INTO MY MASTERS

AFFECTED YOUR STUDIES IN ANYWAY?

Definitely. Earlier this year, the SU provided study spaces, which was really useful for us. It has helped us to have places for group work or just have a change of scene to do coursework during COVID.

DO YOU FEEL THAT NTSU HAS DONE ENOUGH TO SUPPORT STUDENTS THROUGHOUT THE COVID-19 PANDEMIC?

Yeah, I think they've been really helpful. They have been a place for students to voice their concerns, and they seem to listen and speak to the uni where needed. I've seen lots of social media posts, so I'd definitely say yes, the SU has shown support for students.

WHAT IS THE BEST THING YOU HAVE GOTTEN OUT OF BEING INVOLVED WITH NTSU?

Definitely the work opportunities. The team is great, and I've had some amazing opportunities to play at events where I've met people who are now some of my closest friends.

WHAT HAS BEEN YOUR FAVOURITE MEMORY OF BEING INVOLVED WITH NTSU?

DJing at Freshers' Week events. They're always really busy but so rewarding. I love being a part of them.

WOULD YOU RECOMMEND GETTING INVOLVED WITH NTSU TO OTHER POSTGRADUATE STUDENTS?

I'd say take as many opportunities as you can and get involved with anything you can. The SU has opportunities for socialising, support and work; it's not just for undergraduates.

PLANS FOR 2021/22

RECOMMENCING FULL OPERATIONS FOR THE 2021/22 ACADEMIC YEAR IS THE MOST IMMEDIATE CHALLENGE FOR NTSU.

We face many similar issues to other campus operations to incorporate learning from the pandemic into our working practices. However, recommencing our commercial services, a substantial element of which operate within the hospitality sector, is still subject to considerable uncertainty and a dynamic and somewhat irrational regulatory regime. Our management and Board of Trustees are actively managing the risks that this represents.

More strategically, our priorities this year are several fold. The Union is keen to ensure that students are supported and represented as many return to campuses for in person teaching and learning for the first time in months in 2021/21. The impact of the pandemic on their education, employability and lives will be complex and require mitigating action in coming months and years. In particular we will focus on embedding the views and needs of those students identified as being hardest hit to eliminate these



inequalities. There were several areas identified in our student response to the Access and Participation Plan this year which we look forward to working with the University to address. As active partners and in the Race Equality Charter journey at NTU the Union plans to make this work more visible to our members giving them the opportunity to influence and comment on the projects and interventions.

At the start of the first Covid-19 lockdown our venues were ahead of budget for the year and the new team had made some positive changes to our entertainments offer. The Union is keen to resume this performance. This will now require a deeper understanding of the changing competitive landscape within the City Centre. We will explore some of the opportunities that this presents within the student market. The requirement for seated events has also provided an opportunity to experiment with music genres that better reflect the diversity of the Union's membership and we are keen to consolidate this experience. NTSU has used the lockdown to upgrade its stock management systems in the expectation that this will drive efficiency. Our student staffing model will be reviewed this summer to ensure that it properly supports our venue activities and provides the best opportunities for students.

We are committed to reactivating the campuses with student-led extra and co-curricular activities which will play a huge role in (re)building communities, tackling loneliness & isolation, and promoting the wellbeing and success of students. The Union has developed an entry level ILM accredited training course which facilitates a professional, community development approach to



working with students. This has already been delivered to both our existing co-ordinators on our permanent staff team, and the students who were employed to initiate society activity at Mansfield and Confetti. Unfortunately, this society activity was curtailed by the pandemic.

NTSU will run the course for more students this year with the intention of accelerating the delivery of society activities at these sites. Our approach to inducting new co-ordinators during the summer of 2021 will also incorporate this training, while giving new permanent staff the opportunity to gain broader experience of all our core membership services functions. This will form a significant part of our strategic effort to build communities of students, which is even more important now than when our Board initially approved this strategic focus of the Union.

In undertaking this work, we will also continue to embed our growing programme of equality, diversity, and inclusion training, projects and campaigns. This work has helped lead to the rolling out of consent training across the institution in 2021/22 and we will now help create the NTU Sexual Violence



Policy to embed the approach to sexual harassment and violence.

As the Union seeks to build healthy student communities, it also recognises the need to recalibrate its relationships with the wider Nottingham community and some of the city's key stakeholders. The targeting of students in recent months by some of these stakeholders has had a detrimental effect on our members. The Union will seek to address this through constructive engagement wherever possible, while remaining resolute in defending the rights of students. Our elected officers will continue to lead this work.

Our Student Advice Service has experienced a substantial increase in its caseload this year, as students have experienced issues related to housing, financial, academic, and various disciplinary processes. The Union will review the resourcing and delivery models for this service during the next year, to ensure that the help and advice offered to our current caseload can be sustained.

