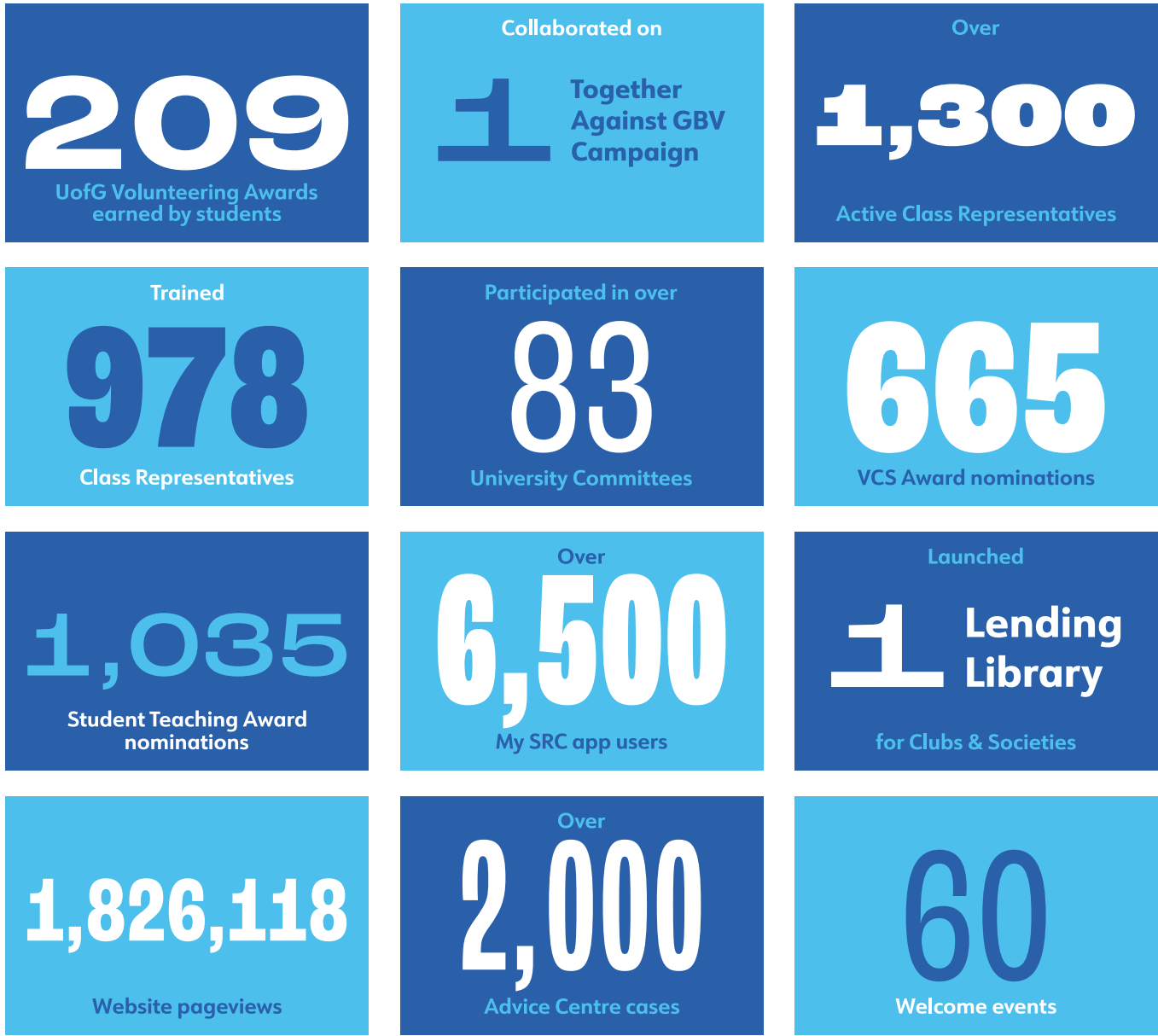




UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL

Annual Review 2023-24

Year in Numbers



20,248

Volunteering hours registered

1,209

Volunteers registered

Trained
506

Staff/students in 'Mind Your Mate'

336

Affiliated Clubs & Societies

40,846

Enquiries handled by
SRC Welcome

3,546

Historical Tour visitors

Supported over
18,000

members of affiliated
Clubs & Societies

Trained
1,199

Society Committee Members

£363,489

Income processed in
Societies' online sales

611

Society events listed

7,612

Enquiries handled by SRC Clubs
& Societies team (20% increase)

79

Postgraduate events

Foreword

Welcome to the Glasgow University Students' Representative Council (GUSRC) Annual Review for 2023-24. This year has been both demanding and fulfilling, and in this report, you'll find an overview of the various initiatives we've undertaken, both independently and in partnership with the University. We've navigated an equally challenging and exciting year, and we're excited to share the highlights of our efforts and accomplishments with you.

As the sole representative student organisation at the University of Glasgow, we have the ability to effect direct and tangible change at the University for and on behalf of the student body. Last year, we had the opportunity to launch our Strategic Plan for 2022-2027, wherein we outlined the three key values that inspire and motivate all of the work we undertake: representation, support and wellbeing, and student opportunities and community engagement. Whilst individual initiatives will change annually, directed by the visions of our elected student sabbatical officers, and in response to social pressures, we maintain these values at the heart of all that we do.

This year, our organisation has continued to prioritise its response to the ongoing pressures placed upon our students as a result of the cost-of-living crisis. We have delivered a series of educational workshops on the impact of time poverty and digital poverty to staff across the institution, challenging them to embed more inclusive and conscientious practices within their work. Alongside this, we have developed our insight into the particular cost-of-living pressures on our students by conducting workshops with our class representatives and have challenged the University to conduct an annual survey of a similar nature to inform supportive and meaningful changes.

We have also lobbied the University for increased financial support and secured an additional £100k for the Hardship Fund to ensure students can receive

additional funds directly when they need them most. Beyond this, we conducted an investigation into the support available to students who are required to complete a mandatory placement as part of their degree, which has led to the creation of a working group that will strive toward standardising the financial support available to those students for their travel costs and related expenses.

Additionally, we have continued to push for a review of the University's policies intended to support our students, including the Good Cause, Fitness to Study, and Student Carers' policies. This has been challenging due to the slow progress that has been made, but we maintain that these reviews are crucial to ensuring the safety, support, and success of our students, and will continue to work closely with the University to make those necessary changes.

As always, the student voice is the foundation upon which we build our work. We have continued to emphasise the need for including students in University decision making - from decisions about the format of our exams to the way in which the University responds to gender-based violence.

Everything we have been able to achieve is due to the dedication of our student representatives and staff team who give their unwavering support to improving the student experience. We also want to thank the University and the external organisations we have worked with for their positive partnerships throughout the year. We hope that you will continue to support our work as we continue to address the challenges and opportunities that our students will encounter in the future.



Hailie Pentleton-Owens
SRC President 2023-24



Bob Hay
Permanent Secretary



About Us

PURPOSE

GUSRC exists to be the independent student voice at the University of Glasgow.

MISSION

GUSRC's mission, as stated in the 2022-2027 strategic plan is:

To provide effective representation, wellbeing support and opportunities for participation and development on behalf of students at the University of Glasgow.

VISION

GUSRC's vision is:

An independent, democratic, student-led and effective SRC, which engages well with the student population and exhibits a supportive, collaborative, inclusive and sustainable approach to the way it goes about its activities.

AIMS

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

Representation

Being the voice of students within the University and elsewhere.

Support & Wellbeing

Supporting student wellbeing in relation to academic issues and non-academic areas such as finance, housing, and other matters that may directly or indirectly impact on the mental wellbeing of our students.

Student Opportunities and Community Engagement

Enhancing students' experience of university, their personal and professional development, and their opportunity to contribute to wider society.



Representation

Elections

GUSRC runs two sets of elections annually. The Spring elections include the most senior positions of SRC President, VP Student Support, VP Education and VP Student Activities, all of which are full time, salaried (sabbatical) positions. The Autumn elections are for less senior positions and tend to have a smaller voter turnout as a result.



Our voter turnout in the Autumn 2023 elections was 878 students who cast 1,750 votes. Our voter turnout in the Spring 2024 elections was 2,747 students who cast 11,060 votes. We continue to review turnout with a view to deploying new strategies for increased future participation.

The elected officers for 2024-25 are:

- President: Pablo Moran Ruiz
- VP Education: Heri Busquier Cerdan
- VP Student Activities: Angelica Wilson
- VP Student Support: Iris Duane

ELECTION GRANT

In the Spring 2023 elections, we introduced 'campaign grants' to promote inclusion and support candidates by alleviating some of the financial burdens associated with running for election. In our Autumn 2023 elections, we awarded 11 grants to the value of £250.00 (maximum £25 per person) and only £22.50 was claimed. For our Spring 2024 elections, we awarded 15 grants to the value of £750.60. Currently £356.57 has been claimed. We will continue to review this initiative for effectiveness in 2024-25.

RECTORIAL ELECTION

The University held its triennial Rector election this year, with the SRC facilitating much of the electoral process. Dr. Ghassan Abu-Sittah won a landslide victory (over 80%) against Susie McCabe, Lady Rita Rae, and Paul Sweeney MSP. Installed in April, he will serve as Rector for the next three years. We look forward to working with him.



Class Reps

Student involvement in GUSRC expands beyond the elected representatives on the Council. Over 1,300 class representatives are active on campus, representing students and contributing to the GUSRC community. These students serve as a crucial part of GUSRC, collaborating with school and college representatives on local issues and helping disseminate crucial information about Learning and Teaching to students.



CLASS REPRESENTATIVES: INFLUENCING CHANGE

GUSRC trained 978 class representatives in 2023-24. Through our latest class rep survey, we found:

- 84% of respondents felt well prepared for their role by the SRC training.
- 79% found it easy or very easy to raise issues at Staff Student Liaison Committee.
- 69% reported that some action had been agreed or taken as a result of their input.

CLASS REPRESENTATIVES: SKILLS DEVELOPMENT

Additionally, the survey found:

- 79% of class reps believing that the role enhanced their communication skills.
- 82% of class reps praised the training as exciting and interesting.
- 63% gained a greater understanding of University structures.
- 57% of class reps felt they had increased their confidence.

The class rep experience and support for personal development was highly valued by the class reps both for increasing their effectiveness in the role and their future employability.

Responses to the survey included:

"I thought this was a great experience, although I do believe the role of class reps could be promoted more by University staff during lectures. This may help in encouraging more engagement between students and their class reps."

"It was a very positive experience that helped me to learn about the structure of my course. I enjoyed taking feedback from my peers and I felt my feedback was valued. I would definitely do it again."

CLASS REPRESENTATIVES: NETWORKING & LEARNING

GUSRC organises a series of events through the year to help class reps to network and learn more about student representation.

Our annual Class Rep Conference took place in May 2024 and featured a session on representing diverse student voices led by Student Partnerships in Quality Scotland (sparqs). The conference also included sessions from the University's Transformation Team and SRC executive officers. The event was well attended and received positive feedback.

CLASS REPRESENTATIVES: ONLINE ENGAGEMENT

In 2022-23, we launched a Microsoft Teams group connecting over 1,000 class representatives. This group serves as a platform for Council Members to share updates on SRC campaigns, training opportunities, and important deadlines with class reps.

While there were delays setting up the group this year due to complexities in automating the annual process, it was finally launched on March 5, 2024, and has seen positive engagement so far. (Automated population of the group is still under development).

CLASS REPRESENTATIVES: IMPACT AND REVIEW

This year, we continued our work with the University to strengthen the Student Voice and further enhance the impact of class reps. Consistent with previous years, 79% of class reps reported finding it easy to raise issues at SSLC meetings, though some highlighted barriers, citing a perceived lack of receptiveness and challenges in raising concerns about specific members of staff or courses.

Despite these challenges, the majority of class reps (69%) reported that action had been agreed taken on issues raised at SSLC meetings, an upswing from last year's 63%. The effectiveness of SSLC meetings has also seen a positive trend, with 72% of class reps this year stating that the meetings are effective or very effective, up from 66% last year.

STUDENT VOICE WORKING GROUP

In addition to our class rep work, we co-led the Student Voice Working Group, which allowed us to work with the University on developing student representation. This year the group hired student interns to ensure a more comprehensive and representative evaluation of Student Voice practices at the University. By enhancing communication and responsiveness within the SSLC framework and through the Student Voice Working Group, we aim to ensure that student voices are heard and acted upon effectively.



Representation

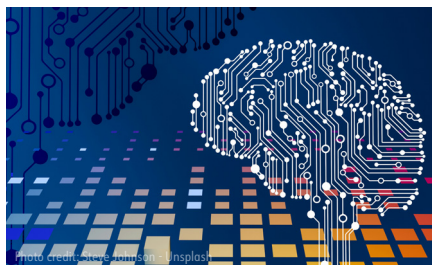
Academic Matters

ASSESSMENT AND FEEDBACK

We supported the rollout of the Assessment & Feedback Practice Enhancement Tool, which helps staff understand and implement effective assessment practices. While our direct involvement was limited, we believe this will benefit students in the long term.

ARTIFICIAL INTELLIGENCE (AI) IN ASSESSMENTS

We advocated for a balanced approach to AI use in assessments, ensuring students understand its appropriate role in learning.



LIFE SCIENCES EXAMS

We successfully opposed the rushed changes in assessment format for Life Sciences exams due to the insufficient time provided for students to adapt. Despite understanding the University's rationale, we were extremely disappointed with the consultation process, which fell considerably short and during which student representatives were poorly treated. We have agreed with the University ways to ensure the student voice is respected in future consultations.

CHINA TNE CAMPUSES

This year, GUSRC representatives travelled to the University's Transnational Education (TNE) campuses in Chengdu and Hainan, China, to engage with students and discuss their experiences. These campuses are run in partnership with the University of Electronic Science and Technology of China (UESTC).

During our visit, we participated in the UESTC International Education Month and Student Leadership Forum, providing us with valuable insights into the student experience at these campuses. In Chengdu, we led a focus group with students, gaining direct feedback on their educational environment. We also observed the new campus in Hainan, which provided us with a comprehensive understanding of the facilities and conditions.

As part of a University delegation led by Professor Frank Coton (Senior-Vice Principal / Deputy Vice Chancellor (Academic)), we reported our observations and feedback to the Academic Policy Group (APG). The insights gathered from our focus group and our own assessments will contribute to both internal and external reviews of the University's UESTC TNE partnerships.

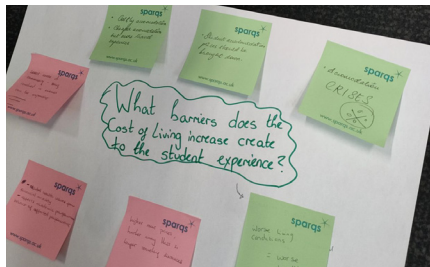
We believe it is important to continue celebrating and enhancing these international partnerships, despite the recent geopolitical tensions, and our focus continues to be improving the student experience at these campuses.



GOOD CAUSE REVIEW

We took part in a Good Cause workshop along with other key University stakeholders including staff from Disability Services, Counselling & Psychological Services and representatives from the four Colleges.

The key remit of this group was to review the University's Good Cause policy and associated procedure and propose improvements and amendments to these. Alongside the piloting of flexible submission windows and the new time management Moodle course offered by the Student Learning Development Service, one of the key changes we advocated for was the implementation of template letters for disabled students who may need to submit multiple Good Cause applications over their time at the University.



ENGAGING IN THE NATIONAL HIGHER EDUCATION CONVERSATION

This year, our representatives again participated in a range of national initiatives focused on the student learning experience including:

Sparqs "That's Quality!" Event

Residential event at Queen Margaret University, contributing to their Joint Advisory Group on the transition to higher education.

QAA Scotland & University's ILM

In collaboration with QAA Scotland, providing our perspectives at the University's Institute of Leadership and Management (ILM) workshops on the transition to tertiary education.

Scottish Confederation of University & Research Libraries Conference

We were invited speakers, addressing the issue of digital poverty affecting students.

CIVIS

The CIVIS alliance, a community of European Universities fostering multilingualism, multiculturalism, and innovative teaching, research, and cultural exchange, continues to be a valuable platform for collaboration.

This year, we continued to engage with CIVIS initiatives. Building on our established presence within the Global Student Council, Sabbatical Officers and SRC permanent staff delivered a workshop during the CIVIS Staff and Student Partnership week hosted at the University. This workshop provided a detailed account of our structure, activities, and the extensive support we offer student representatives and students.

Additionally, the President and two SRC Council Members played a pivotal role at the CIVIS Student Council days held at the University of Lausanne, where they collaborated on designing student-led projects aimed at fostering civic engagement across European universities.



Representation

LEARNING & TEACHING COMMITTEE (LTC) AWAY DAY

We participated in the University's LTC Away Day, focusing on two pressing student concerns: time poverty and placement travel expenses. Our workshop addressed the challenges of time poverty faced by students, especially during the cost-of-living crisis.

We focused on the unrealistic expectations of the SCQF notional hours framework and its underestimation of actual workload. Through an engaging activity where staff created student timetables with diverse responsibilities, we showcased the complexities of balancing academic life with other commitments. The workshop received positive feedback, with staff acknowledging the importance of considering these factors in course design.



We also advocated for reforms to the placement travel expense policy, specifically to expedite student reimbursement. This would allow for better budgeting when securing placements. We're happy to report that the University is considering our proposal, demonstrating the impact of student representation in shaping University policies.

STUDENT EXPERIENCE STRATEGY

Building on our role as co-chair of the Student Experience Committee, we've continued working closely with the University to implement the Student Experience Strategy Action Plan. This year, our focus shifted from prioritising projects to actively contributing to their implementation.

We provided critical feedback on business cases, particularly those relevant to student needs. In addition, we played a key role in shaping business cases related to our own areas of work and advocated for student priorities during the approval process. Our contributions extended to participation in the Strategy Delivery Board, and several individual project implementation groups.

STUDENT TEACHING AWARDS

The 14th Annual Student Teaching Awards were held to celebrate the professional staff, academic staff, and student representatives who make the UofG experience amazing. Over 1,000 student nominations were considered for the awards and our formal award ceremony was held in the Kelvin Gallery in March 2024.



Student Teaching Award Winners:

- **Best Advisor of Studies**
Dr Christopher Messenger
- **Best College Teacher Arts & Humanities**
Dr Sheila Kidd
- **Best College Teacher MVLS**
Dr Esther Papies
- **Best College Teacher CoSE**
Dr Ian Taylor
- **Best College Teacher CoSS**
Dr Hannah-Louise Clark
- **Best Dissertation Supervisor**
Dr Chiara Horlin
- **Best Research Supervisor**
Dr Laura Rattray
- **Best Graduate Teaching Assistant**
Miss Rebecca Lai
- **Best Student Representative**
Laura Thompson
- **Best Support Staff**
Mrs Linzi Crawford
- **Best Practice in Inclusive Education**
Dr Lynda Russell
- **Best Feedback**
Dr Sergiu Gherghina
- **Highly Innovative Teaching**
Dr Nick Quinn
- **Outstanding Contribution to Teaching**
Dr Greg Irwin

Campaigning Activity

TOGETHER AGAINST GBV: A CAMPAIGN TO END GENDER-BASED VIOLENCE ON CAMPUS

The Ross Report, published in December 2022, included a recommendation that the University collaborate with the SRC to develop a long-term gender-based violence campaign. The campaign's key goals were to "educate staff and students about GBV in all its forms and raise awareness of support services available on and off campus."

The campaign came to fruition in November 2023 to align with the UN's "16 Days of Activism against Gender-Based Violence." We organised events in collaboration with student groups on campus and across the city. Highlights included:

- "Fight for the Night" March
- Molly Hankinson Art Installation
- Placard-Making Workshop
- Gender Equality Society Fair
- Flag Raising Ceremony
- Vigil for GBV survivors

The campaign's impact was demonstrably positive, with strong reception from the University community, media coverage, and a rise in engagement with GBV support services.

HARDSHIP FUND

In January 2024, we were notified that the University intended to increase the rent for University accommodation in 2024-25 by 5.9%. Therefore, we entered into a process of negotiation with the University in an attempt to agree to as small an increase as possible. We eventually obtained an agreement that they would increase the rent by 5.5% but



also commit an additional £100k to the University's Hardship Fund to assist any students struggling with the ongoing cost of living and the increase in rent fees.

BLACK HISTORY MONTH

In October, we hosted a series of events to celebrate Black History Month, including a panel entitled 'Black Voices in Student Politics', a zine making workshop, an African-Caribbean food mixer, and a screening of the film 'Get Out'.



INTERNATIONAL WOMEN'S WEEK

In March, we celebrated International Women's Week and hosted a series of events to mark this time of year. Events included a self-portrait painting session, a stall held on International Women's Day (IWD) in the James McCune Smith Learning Hub, a Photography Craft workshop hosted in the Gilchrist Postgraduate Club, as well as a number of club and society events.



Campaigning Activity

LGBTQ+ HISTORY MONTH

Held in February, the theme for LGBTQ+ History Month this year was 'Under The Scope', encouraging people to reflect on the huge impact the LGBTQ+ community has had on Science, Technology, Engineering, and Mathematics (STEM). We worked with GULGBTQ+ and other societies throughout our celebrations, as well as organising our own events and resources.



TRANSGENDER STUDENT DAYS

To mark Trans Day of Remembrance, we organised a flag raising ceremony with the University and GULGBTQ+. Also, in collaboration with the LGBTQ+ society, we coordinated a vigil to mourn the loss of trans people all over the world who have died due to transphobia. This event was followed by a safe space in the McIntyre Building to allow students to come together to reflect on the sensitive subject being recognised.

EXAM DE-STRESS

During both the winter and spring exam and revision periods, we once again led large-scale de-stress campaigns, featuring a range of engaging activities, stalls, and giveaways.

These included tea and coffee stalls, de-stress bag giveaways, plant stalls, and a variety of crafting activities such as gingerbread decoration, paper flower making, colouring-in stalls, and jewellery making, among others. We turned the wall on Level 3 of the University Library into a 'Words of Encouragement' wall with sticky notes, and installed a 'Letters to Refugees' writing station, in collaboration with Refuweegee, one of our volunteering community partners.

In addition, we arranged two campus visits from therapy dogs and alpacas, as well as a trip to Pollok Park, to provide students with unique and memorable experiences that helped to alleviate their exam stress. Most events were oversubscribed and continue to be extremely well received and attended at a time when students need them most.

“Exam De-stress (...) events continue to be extremely well received and attended at a time when students need them most.”



Communications



MY SRC APP

We soft-launched the SRC mobile app in September 2022. The soft launch ensured uptake was manageable and sustainable and enabled us to resolve teething issues. This year, we rebranded and fully launched as the “My SRC app” and set ourselves the target of doubling our users by the close of the year.

The app is designed to make it easier for students to engage with the key services we offer. Through a personalised feed of clubs and societies, events, news, and more, the app facilitates greater engagement with our affiliated clubs and societies, as well as the various events and activities they host. We are ending 2023-24 with more than 6,500 total users, exceeding our target, and will be seeking to further increase this number in the next academic session.

WEBSITE

GUSRC’s website remains the go-to source for independent, accurate, and up-to-date student information. Offering rights-based advice on topics not covered by the University, the site boasts impressive usage with **1,826,118*** total page views. This year, the Clubs & Socs, Events, and Volunteering sections were extremely popular along with our Advice Centre pages.

Recent webpages created include:

- An overhaul of Student Conduct advice page.
- An overhaul of Withdrawal from Study advice page.
- An overhaul of Progress after the Resits advice page.
- An overhaul of Healthcare advice page.
- An update of Private Transport advice page.
- An update of Public Transport advice page.
- Creation of the new Rent Freeze advice page.

Top 5 Most Visited (pageviews):

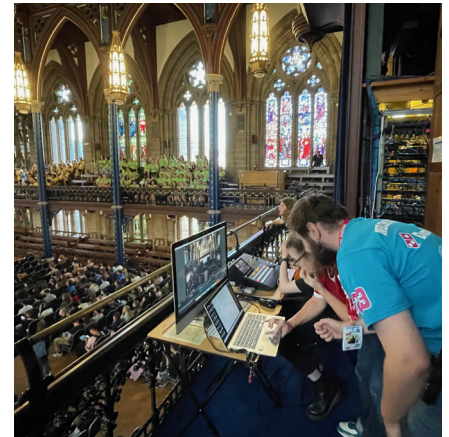
- Clubs & Socs: 683,332
- Events: 320,037
- Volunteering: 124,305
- Advice: 97,844
- Representation: 64,565

1,826,118
total
webpage
views.*

SOCIAL MEDIA

We run four key social media ‘identities’: Glasgow Uni SRC, The Gilchrist Postgraduate Club, the UofG Welcome, and more recently, the University of Glasgow Historical Tours. We are growing our online presence through a range of social media platforms, predominantly through Instagram and TikTok, where we are seeing an increasing engagement from the undergraduate student audience.

Our goal across these channels is to effectively communicate the services we offer while promoting our various campaigns, initiatives and services. Going into the next academic session, we remain committed to adapting to evolving trends and maintaining a proactive and fresh approach to social media marketing.



EMAIL

Our website on the Membership Solutions Limited (MSL) system enables us to deliver targeted messaging allowing us to foster greater engagement and meaningful interactions with our student community.

Support & Wellbeing

The Advice Centre

GUSRC's Advice Centre provides high-quality, impartial advice, and advocacy on a range of welfare and academic issues to students and prospective students at the University. The Advice Centre also plays a key role in informing and legitimising our policy development and campaigning work.

The Advice Team continued to maintain its high standards of service, again handling over 2,000 cases despite losing two staff members and some, unavoidable, delays recruiting replacements. Thanks to additional University funding we were able to appoint two additional staff members, currently going through their orientation period, who will enable the Advice Team to respond to the demands of an ever more complex caseload.

Despite these challenges, the Advice Team continued to offer students a variety of contact options, including same-day face-to-face appointments, online video conferencing, telephone support, and email assistance.

CLIENT CONTACT

149,871 (196,333)¹ minutes were spent in direct contact with clients during the year, which is a decrease of just under 24% from 2022-23. A further 64,458 (71,060) minutes were spent on non-contact casework (e.g., researching information for clients, contact with third parties on clients' behalf and so on).

STUDENT ORIGIN/FEE STATUS

Scottish domiciled ('home') students were 17% (19%) of those identified; international students 71% (69%); EU students 5% (6%); rUK students 7% (6%).

These figures should be treated with caution as over half of our clients did not provide information about their origin/fee status so this is not a complete picture. Nevertheless, they are a useful indicator of trends.

Of clients identified, 42% (36%) were undergraduates, 41% (57%) were postgraduate (taught) students and 11% (6%) were postgraduate (research) students. The remaining 6% (1%) of our client group includes students' parents, staff, former students, prospective students, and members of the public. However, again, nearly half of our clients did not provide this information, so this is not definitive.

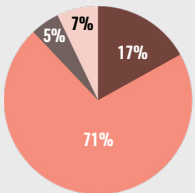
OUTCOMES & GAINS

Over the year there were:

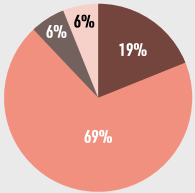
- 70 (59) appeal outcomes, of which 37 (41) were successful.
- 339 (241) conduct cases of which 107 (186) were successful.
- 31 (32) financial gains, totalling £120,644 (£99,914).
- 761 (662) non-financial gains including 471 (435) cases where the student was provided with information, they needed to make a decision about how to proceed.

Student Origin

● HOME ● INTERNATIONAL ● EU ● rUK



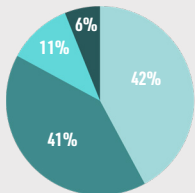
2023-24



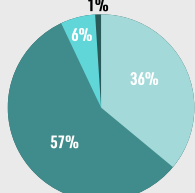
2022-22

Level of Study

● UNDERGRADUATE ● PG(TAUGHT)
● PG(RESEARCH) ● OTHER



2023-24



2022-23

Other gains due to our intervention included 43 cases (60 cases) where students were permitted to resubmit or resit an exam and 12 cases (18 cases) where a student's grades were reviewed/revised. 5 (7) students were allowed an uncapped re-sit. In addition, homelessness was prevented in 11 cases (13 cases) and 11 students were accepted back onto their course.

As always, there were potentially many more positive outcomes, but we only record confirmations from students when clients choose to inform us.



COST OF LEARNING

Prompted by students bringing concerns to the Advice Centre regarding the University's travel expense policy for compulsory placements and field trips, an investigation was launched. This investigation identified two key issues:

- **Upfront Costs and Reimbursement:** Travel expenses must be covered by students initially, with reimbursement only available retrospectively upon submission of claim.
- **Placement Restrictions:** Several schools, including Dentistry, Medicine, and Education, restrict travel expense claims for placements located within Glasgow City boundaries.

We proposed the following improvements to the University's travel expense reimbursement process for students:

1. The University should introduce a standardised process for students to enable them to apply for reimbursement of travel expenses in advance of undertaking compulsory placements.
2. The University should introduce a standardised process for students to enable them to apply for the reimbursement of travel expenses in advance of undertaking compulsory field trips.
3. The University should adjust their existing policies to permit students to apply for travel expenses for placements which take place within the Glasgow City Council boundary.

The University have accepted our recommendations and are currently in the process of implementing these for future academic years.

ACADEMIC WRITING SKILLS MOODLE

The University's Student Learning Development service invited us to contribute to their review of the Academic Writing Skills Moodle course. We collaborated with SLD to enhance the information and emphasise the University's Code of Student Conduct and the potential consequences of being found to have breached the Code.

REGISTRATION STATUS ADVICE

We worked alongside University colleagues in Registry to create new advice and guidance for students on their registration status at the University and the implications this status has on their eligibility for student

finance, their eligibility for tuition fee support, Council Tax exemption, etc.

GBV COUNSELLOR

In 2021-22, we secured additional funding for a Gender-Based Violence (GBV) Counsellor who has been offering appointments in the Advice Centre every Tuesday. The service is targeted toward students who may have been directly or indirectly affected by GBV and offers them confidential support. Both in-person and MS Teams appointments have been available for booking via our website. In 2023-24, of the 131 appointments available, 53 were booked and 46 of these were attended.

PUBLICITY

The Advice Centre publicises specific elements of its web-based information at times that reflect the University's annual cycle thus making information available to students when they are most likely to need it. Throughout the year, the team review and update sections of the website as the need becomes apparent.

Although impossible to fully quantify, website analytics data indicates that many students benefit from information downloaded from the advice section of the website or from the range of rights-based leaflets the SRC produce.

Most visited Advice Centre web pages:

- Academic (37,806)
- Accommodation (25,929)
- About The Advice Centre (6,999)
- Money (6,369)
- Transport (5,043)
- Health and Wellbeing (4,980)
- Employment (2,823)

Support & Wellbeing

Welcome Events

SEPTEMBER WELCOME

This year's 'UofG Welcome' was the largest and most successful since its inception. The ethos of the Welcome is to be just that: inclusive, welcoming, and accessible to a diverse range of students beyond first-year undergraduates, hence avoidance of the dated term 'Freshers'.

We facilitated over 60 events throughout September. These included SRC-run events, alongside contributions from SRC-affiliated clubs and societies, student media, and the SRC-backed GUSA Sports Fayre. Our flagship event, the outdoor Welcome Fair, continued to develop, becoming larger and more vibrant than ever. Our outdoor film screenings in the Quads continued to be extremely popular, this year showing 'High School Musical' to an audience of hundreds.

Once again, we commissioned an independent contractor to evaluate and report on UofG Welcome.



Welcome Survey: Key Points

"The UofG Welcome format has been successful again this year and achieved a high level of attendance and has been perceived as a positive experience for many students who attended events across most demographic indicators."

"Respondents were overwhelmingly positive overall about UofG Welcome with 93% agreeing that it was a welcoming experience and a further 89% believing UofG Welcome to be inclusive. A further 85% cited that being involved with UofG Welcome made them feel more connected / attached to the University."

"When asked what the best thing about UofG Welcome was, nearly three-quarters (72%) stated that meeting new people was the best thing. Another 72% cited the great atmosphere."

"The SRC Helpers were cited as most helpful during UofG Welcome."

JANUARY WELCOME

'January Welcome' offered over 25 events in the second semester, featuring a lively ceilidh, a popular clubs and societies fair, and student group mixers. These events catered to diverse student interests, ensuring something for everyone.

Attendance analysis revealed a lower turnout in the first week of January compared to previous years. This might be due to the lower numbers of PG Taught students recruited, some of whom would usually start in January. We will continue evaluating the programme's effectiveness and consider alternative dates.



"Respondents were overwhelmingly positive about the UofG Welcome with 93% agreeing it was a welcoming experience."

Postgraduate Events

We were excited to bring another year of Postgraduate events to the Gilchrist Postgraduate Club which celebrated the variety in culture, heritage, and talent of our PG wide community.

As part of the UofG Welcome, many of our events saw us reach maximum capacity meaning we had to turn people away at the door. The following examples give a flavour of some of the activities delivered over the year for our postgraduate community.

GLASGOW INTERNATIONAL COMEDY FESTIVAL (GICF)

In March 2024, we hosted our second annual GICF lineup of events. We were thrilled to host our first event with the student club GLASS (Glasgow Stand-up and Sketch), who were in turn grateful for an opportunity to be in the GICF. We also showcased a special edition of The Diversity Quota dedicated to sharing culture and international voices. The majority of our performers this year had disabilities, reflecting our commitment to supporting people with access needs and the fact that the Gilchrist is one of the few wheelchair accessible performance venues in the West End (and in Glasgow as a whole).

THE DIVERSITY QUOTA

For years The Diversity Quota have been platforming minority voices from across Scotland trying to make a difference to the Scottish comedy scene by creating accessible, inclusive, and diverse comedy nights for acts and audiences alike. Their regular performance in the Gilchrist Postgraduate Club not only allows students to listen to new perspectives, but also gives them a reason to laugh.



DRAG 101

A drag night which showcases leading drag artists in Glasgow, run by two longstanding Queens within the scene. The aim of the night is to share different styles and types of performers to give the audience the full depth of what drag encompasses.

KINGO

This was our first year running Kingo – Drag King Bingo, as part of Welcome Week, and our first bingo event in the club. It was run by leading Drag King artist Dorian T. Fisk and was packed with our audience not only enjoying games, prizes but also a Drag performance.

CREATIVE WRITING OPEN MIC NIGHT

This event is run in conjunction with staff in Creative Writing. It's a chance for talented students to read out their writing in front of an audience, and for our audiences to hear the up-and-coming writers of our future.

KNITTING FOR FUN

A social knitting evening every other week on Mondays, which welcomes knitters of all levels to come together, socialise, learn new skills, and relax. This was our busiest year to date, with an average of 25 knitters joining together bi-weekly.

JAZZ SOCIETY LIVE MUSIC NIGHTS

A live music night featuring the student-run Jazz Society. Our welcome week event was incredibly popular, with a queue of people eagerly awaiting to attend. We supported the Jazz Society this year in giving a spotlight to their talented members who might not have otherwise gotten the opportunity, having vocalists perform for the first time, as well as

Support & Wellbeing

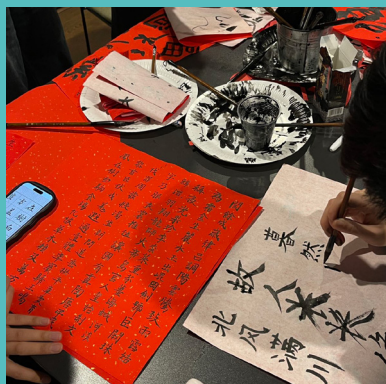
the highest number of female-led bands in the society's history.

"Jazz Society loves the opportunity these Gilchrist gigs present, as it allows us to give a spotlight to our talented members who might not otherwise have a chance to perform. In the past six months, we've had two of Jazz Soc's only vocal sets, as well as the highest number of female-led bands in the society's history. This year has been a great success at the Gilchrist and we are keen to take this forward for another year." - GU Jazz Society



CHINESE CULTURE WEEK

We run our Chinese Culture Week twice in the academic year with the Chinese Students and Scholars Association. These are always well attended and a great way for our Chinese students to share their culture with us, and to encourage fellow Chinese students to find a home away from home. Both events saw a week of students sharing traditional Chinese culture, including calligraphy, music, formal dress, and games to name a few.



BURNS NIGHT

We brought back our ever-popular Burns Night. This event was attended by a mixture of international students and UK students. Highlights included a haggis meal with whisky and Irn-Bru, piped in by our piper who was also our host, and a poet reciting and singing some of Burns' finest pieces. This night is a great way for us to share our Scottish culture with international students, who make up most of our Burns Night audience. We also keep the prices affordable, compared to other Burns Nights, hopefully enabling students on a lower income to enjoy this tradition.

OKTOBERFEST

Oktoberfest is run by the German Society, and we provide the space and publicity. This event prides itself on sharing German culture with our students, including traditional German attire, music, food, and of course, beer. The society members encourage attendees to speak or learn a bit of German as well.

"This year has been a great success at the Gilchrist and we are keen to take this forward for another year."

- GU Jazz Society

Campaigns

COST OF LIVING

We continued to contribute to the work of the University's Cost of Living Action Group (COLAG) and as part of this we lobbied for the introduction of free bus passes for students struggling to cover their travel costs to and from the University campus.

The University's Financial Aid Team can now issue flexi travel passes which enable students struggling with the cost of living to travel via bus for free for a period of up to 10 days at a time. We also worked with the Financial Aid Team to clarify the eligibility criteria for the Discretionary Fund to ensure that students who are currently in receipt of welfare benefits are aware that they can apply to and receive support from the fund without this impacting on their benefit entitlement. There was however limited 'buy in' to the group from some University services, resulting in the group stalling due to little direction or sense of purpose.



HOME STUDENT SUPPORT

Supporting 'home' or 'commuting' students continues to be a key part of our support and wellbeing aims. In March, we held our annual Home Students Day, designed to recognise and celebrate the significant number of home students on campus, while providing them with opportunities to make new friends.



HARM REDUCTION

Building on the work of previous years, we have made significant progress in advancing our Harm Reduction campaign. Last year, we successfully advocated for the creation of a Harm Reduction Working Group, facilitated by academic specialists and involving numerous stakeholders, including the SRC.

The Harm Reduction Working Group will work to raise awareness and address substance abuse issues both on campus and in the wider community. This involves collaborating with student clubs and societies, as well as engaging with external organisations such as local authorities, police, and charities. The project has evolved to include a comprehensive approach that integrates the University's policies, including the Code of Conduct.

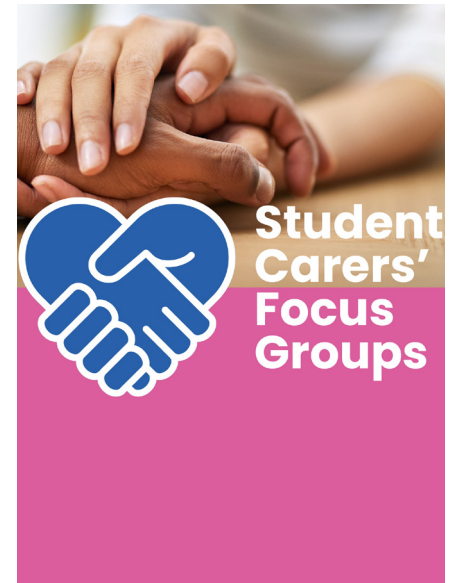
The initiative aims to provide a safe and supportive environment for students by promoting a harm reduction framework for drug use on campus and exploring the establishment of a drug test distribution space. We are currently scoping the project with key stakeholders and ensuring that all perspectives, particularly those of students, are incorporated into the framework.

STUDENT CARERS

In 2022-23, we conducted a series of student focus groups and surveys to gather insights into the experiences of student carers. This work informed our proposed amendments to the University's Student Carers' Policy.

Our proposed changes include increased support for carers, requiring the University to reach out to all students who declare their carer status at the point of application, and implementing bi-yearly reviews of a student's carers plan. These amendments were unanimously approved at the September 2023 meeting of the University's Student Experience Committee (SEC).

We are now working closely with the University to ensure the revised policy is implemented promptly. We remain dedicated to advocating for our student carers and enhancing their university experience through these ongoing efforts.



Support & Wellbeing

MIND YOUR MATE

We rolled out our eighth iteration of the peer-led 'Mind Your Mate' programme during 2023-24. Originally lottery funded, the success of the project enabled us to attract University funding to continue its operation. Our Student Mental Health Trainers delivered training to 506 student/staff members over 40 workshops.

Feedback:

- 96% of participants are more likely to help a friend who is feeling down or depressed.
- 90% of participants would recommend other people attend the programme.
- 85% of participants are more likely to ask for help if they are feeling down or depressed.

"This was a very informative and inclusive programme that I feel everyone should have access to."

"Very well presented with engaging activities. Broadened my knowledge on the topic and was very useful."

"I attended the Mind Your Mate training as part of my preparation for my committee role. This training provided me with valuable resources and skills related to suicide prevention, which is essential for my role in supporting the mental well-being of my peers as welfare officer. Participating in the Mind Your Mate training helped me develop a deep-

er understanding of the signs and risk factors associated with suicide, as well as effective strategies for intervention and support.

The training emphasised the significance of de-stigmatising conversations around mental health, which aligns with our committee's goal of reducing stigma and fostering a supportive and inclusive environment."

MIND YOURSELF

We rebranded our Emotional Resilience Skills programme to 'Mind Yourself: How to Improve and Protect your Mental Health', to better complement our Mind Your Mate programme and increase engagement. Students must now complete both programmes to achieve their certificate and status as Mental Health Champions.

Following the rebrand we saw an impressive **340% increase in participation this year*** (220 participants across 19 sessions, compared with 50 participants last year).

340%
increase in
participation
following in
'Mind Yourself'
rebrand.*

Feedback:

- 88% are more likely to access help if appropriate.
- 93% would recommend others to attend.
- 95% are confident they know eight practices that can improve their mental health.
- 91% are confident they know the two main qualities of emotional resilience and how they protect them from depression.

"Great workshop and student-led instructor. Was very informative and I would recommend to other students."

"Simple yet effective! Brilliant content, excellently delivered. Wonderful that students have this resource to access."

"I attended the Mind Yourself session and the insights from the session further highlighted some of the benefits of having mental health practices. The eight practices highlighted at the sessions proved beneficial in allowing me to be more intentional about practicing gratitude by recognising and celebrating our achievements as a team, and shaped my interactions with people; by making me kinder in my approach, more forgiving, and especially empathetic."

- Melody Nzubechukwu Iwuamadi, Nigerian Students' Society.

LET'S TALK ABOUT SEXUAL VIOLENCE

In collaboration with our GBV Counsellor, we reviewed and updated the Let's Talk workshop. The workshop sessions are collaborative, free, and open for all University students to attend.

This year, we delivered 17 workshops to 192 participants, including clubs & societies, Welcome/Freshers' Helpers, and as part of campaign weeks such as 16 Days of Activism against GBV and World Mental Health Day.

Topics covered include:

- Sexual consent, reflecting on societal messages about sex and how this might impact our understanding of consent.
- What consent is, and discussion around how to have clear communication around consent (both verbally and non-verbally).
- Scenarios of potential consent violations and how we might understand these experiences.

Feedback:

- 99% think this programme will have a positive impact on students at the University of Glasgow.
- 88% know how to access support if they are affected by sexual violence.
- 92% are confident about how to assess whether a sexual partner consents to sex.
- 92% know it is ok if they do not want to take part in sexual activities.
- 92% have a better understanding of how societal messages about sex can impact our understanding of consent.

"As a result of attending the Let's Talk about Sexual Violence workshop, I have gained a better understanding of the responsibilities I face as a member of the committee. Through the training, I gained a deeper understanding of sexual violence and the importance of creating a safe and respectful community. The course taught me the importance of consent, how to facilitate conversations around sensitive topics, and how to handle disclosures or incidents. Through this experience, I have contributed to a safer society culture and am able to respond appropriately to any related issues." - **Noura Mohammed Alblooshi, Emirati Society**

"I feel it is important for us to have the skills and knowledge to confidently address mental health and sexual violence to be clear we are here to support other students, and to be able to do so should someone need it. I also feel this made me more confident for a leadership role such as president as it taught me important skills I felt I was lacking which are important for managing and leading any team where issues may arise." - **Katherine Prentice, PGR Society**

GBV MODULE

This was the third year in which our online Gender-Based Violence Module was available on Moodle. Designed in partnership with Rape Crisis Scotland, the purpose of the module is to ensure that all students have access to education around healthy relationship dynamics, an understanding of GBV and the various forms it can take, and an awareness of the support available. This year 1,800 students completed the module.

FREE TEA & COFFEE

Following the success of the free tea and coffee scheme in the 2023 Spring Exam diet, we reached out to the University for assistance in running the scheme again. Two University departments (Commercial Services and Information Services) kindly allocated £4,000 to produce vouchers redeemable for a medium-sized beverage. Our student staff distributed vouchers at stalls in the James McCune Smith Learning Hub throughout the exam period. The vouchers could be redeemed at outlets on the main campus, as well as at Garscube and Dumfries. The scheme was extremely popular, with an estimated redemption rate of over 2,000 vouchers.



Support & Wellbeing

Services, Information, Publications

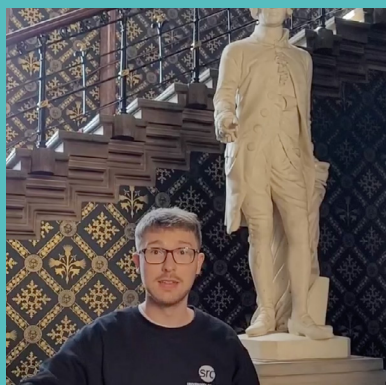
Our Support and Information Services and associated publications continue to be well used by students.

WELCOME POINT ENQUIRIES

The Welcome Point continues to serve as the primary contact point for student and visitor enquiries, making it an ideal introduction to the campus. Our student staff team have a broad knowledge of the University and City providing a much-valued service. In the 2023-24 academic year, our Welcome Point team managed 40,846 enquiries.

SECONDHAND BOOKSHOP

Following the closure of our secondhand bookshop due to declining demand (for an in-person trading facility), we launched our secondhand book service as an online marketplace. Students can now buy and sell course books directly with each other, keeping 100% of the profits from their sales. This free service is available through the website and the My SRC app, with over 289 users registered since its launch in September 2023.



STUDENT-LED HISTORICAL TOURS

This year we had 2,368 (1,953)² individuals on our scheduled tours. We also delivered 87 (75) privately booked tours and had a further 1,178 (1,142) visitors attend giving us a total of 3,546 (3,095) visitors over 2023-24.

We continue to work with University Conferencing and Events and the Schools and Colleges on running tours in partnership, as well as with international and local school groups. Ahead of the busy summer months, we have recruited a further six new student guides who have completed their training with a 'Blue Badge' trainer. We are now running a second daily tour at 11:30am from May to August to meet demand. These are currently seeing consistent attendance.

"I know how much the delegates got from the tours because any time I tried to state a fact about the University's history they knew it already from the tour! The conference was a huge success, and I'm glad the tours were there as an added opportunity to time travel and explore the past." - Willy

"I wanted to thank you for being so kind and helpful with changing my tour dates! We really appreciate it. The tour was amazing, and so fun. Bodil was such a friendly & knowledgeable lady. Our compliments to her for doing such a great job! We're currently back in the Netherlands again, but we've made some unforgettable memories in Glasgow." - Angela

² Previous year's numbers in brackets throughout section.

GLASGOW STUDENTS' NIGHTLINE

After a positive year, we continue to run our merged Glasgow Students' Nightline, for students studying at Glasgow University, Glasgow Caledonian University, and Strathclyde University.

Since May 2023, the service has:

- Open for 86% of the year (September – May, 172 shifts of 200).
- 86 IMs and 128 calls.
- Main topics were academic stress, mental health & anxiety, loneliness, relationships, and family issues.

GLASGOW UNIVERSITY SERVICE FOR THE HOMELESS (GUSH)

Students continue to collaborate with local charities, Help 4 The Homeless and Emmaus, to provide hot food and drink in the city centre for those who need it.



"Emmaus Glasgow provides 2 city centre soup kitchens a week – supported by an army of volunteers. Glasgow University Students volunteer Sunday evenings – 3 people every week regardless of the weather or other commitments. Having such a supportive and reliable group of volunteers ensures that this valuable work – providing food and support to over 4,000 people every year. Without Glasgow Uni students support we would not be able to provide the Sunday soup kitchens. The students are always hard working, en-

thusiastic and reliable. They've also attended review meetings and help structure and continue the work we do. We only used to provide this service on a Wednesday night and it was due to the Glasgow Uni volunteers that we started Sundays as they noted that there was no street soup kitchen on a Sunday and felt it was important to have one."

- Richard Allwood, Community Director at Emmaus Glasgow

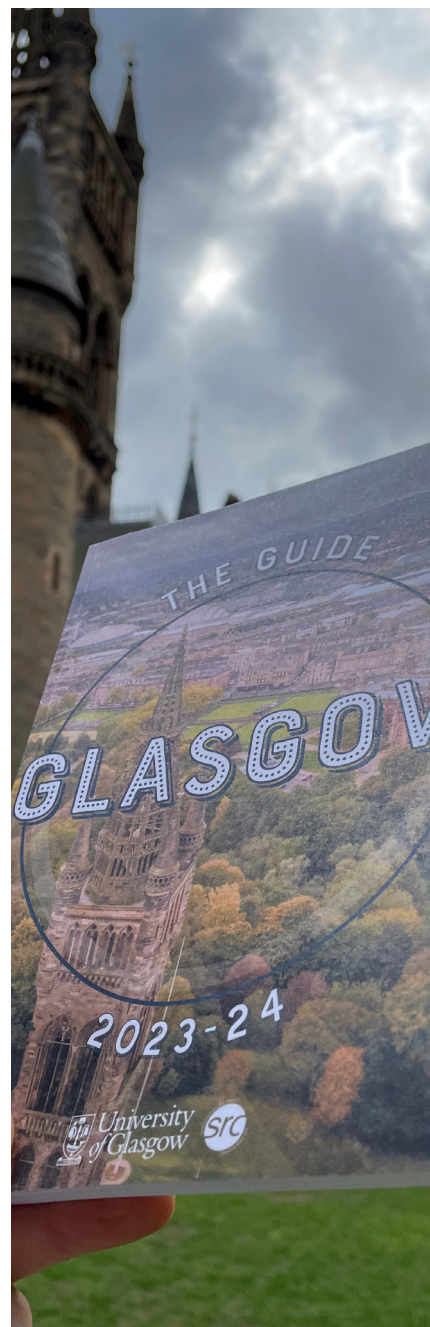
PUBLICATIONS

The Student Guide, produced by GUSRC, has long been seen as the key introductory document to life in Glasgow in general, and the University of Glasgow in particular. Produced to high-quality print and design standards, 5,000 copies of The Guide were printed and made available to undergraduate and postgraduate students as part of Welcome Week.

Additionally, we reached out to private student accommodation providers to send copies of The Guide to their students. As with previous years, we reviewed all aspects of The Guide including design, content, and structure in order to produce a stylish and relevant document that will hopefully serve as a useful introduction to University life and the city itself.

"Without Glasgow Uni students (...) we would not be able to provide Sunday soup kitchens."

**- Richard Allwood,
Emmaus Glasgow**



Student Opportunities & Community Engagement

Clubs and Societies Support

We continued to strengthen our support for our 336 affiliated societies, fostering a vibrant community of over 18,000 members. Our training programmes equipped society committees with essential governance, event planning, and financial management skills, delivered through group sessions and personalised one-on-one meetings.

We prioritised financial accessibility and transparency, streamlining processes for membership fees, event ticketing, and merchandise sales. Our advocacy for improved campus resources led to significant progress in addressing storage and space needs for societies, with new solutions set to launch next year.

We introduced a Clubs Lending Library, providing societies with essential equipment for their activities. Collaborations with GUSA and UofG Sport resulted in a new microsite for sports clubs, enhancing their management capabilities. These initiatives underscore our commitment to enriching the student experience and fostering a thriving campus community.

AFFILIATIONS & ENQUIRIES

As of May 2024, we have 336 (328)³ affiliated societies with over 18,000 members. During the year we responded to 7,612 (6,300) club enquiries through our Clubs & Socs mailbox, a 20% rise from last year.



HEAR (HIGHER EDUCATION ACHIEVEMENT REPORT)

For 2022-23, we processed 855 (847) HEAR recognition forms. At the time of writing, we have processed 889 out of 982 applications so far received for 2023-24. After successfully securing HEAR recognition for the Welfare Officer committee position in clubs and societies last year, we have also proposed to have the positions of Publicity Coordinator, and Events Coordinator recognised. The crucial position of Welfare Officer is proving to be particularly popular.

TRAINING

In order to provide society committee members with the skills to use our website's features, we delivered 22 (34) website training sessions, with an attendance of 689 (383) society committee members. Through this training, clubs gain access to a range of website features including membership management, event tickets and merchandise sales, a messaging system, store important documents, and are able to advertise their news stories.

In addition to website training, we also conducted committee induction sessions to ensure that club committee members are equipped with the knowledge and tools to effectively lead their societies. We provided comprehensive induction training to 510 (535) club committee members. With 23 (38) induction training sessions, we covered essential topics, including governance, event planning, and effective leadership.

CLUBS' FINANCES

We have seen a significant growth in societies' online sales this year, with £207,178 (£173,815) processed through our website. Additionally, we provide the clubs a holding account, allowing them to have their membership fees paid directly into this dedicated account. Through this system, an additional £156,311 worth of club funds has been processed, resulting in a total of **£363,489*** (£295,846) income managed for clubs this year for the year. Moreover, through the clubs holding account, we have processed expenditure payments amounting to £321,069.

Currently, 162 (98) clubs are using the holding account, benefiting from its secure financial management. Furthermore, an additional 76 (66) societies have established banking agreements with us, enabling them to use our website for their sales and subsequently transfer their income to their own society bank accounts. These initiatives have enhanced financial accessibility and transparency for our clubs, facilitating their financial operations and overall growth.

£363,489
of income
managed for
Clubs &
Societies.*

CLUB STORAGE AND SPACE ON CAMPUS REVIEW

Space on campus continues to be a problem for societies. In 2022-23, we conducted a thorough review of clubs' needs for dedicated storage space and venues to host their events and meetings on campus. Our research brought to light the importance of accessible spaces, increased availability, the ability to schedule activities during teaching hours, and the provision of storage opportunities for clubs and societies. A report analysing and summarising the research findings was submitted to various committees and senior University staff.



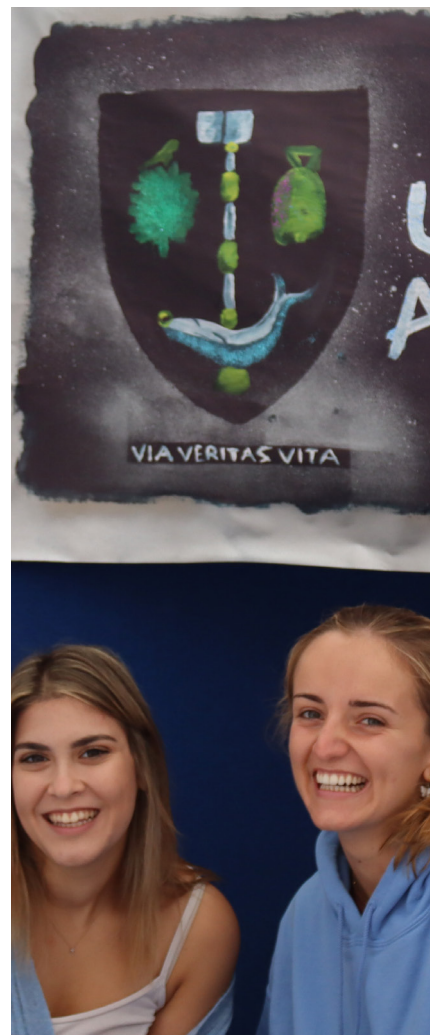
Building upon the recommendations from the report, we successfully advocated for the development of a dedicated storage strategy specifically tailored for clubs and societies. We have been working in collaboration with the University Estates team to bring this strategy to fruition. There have been some delays, but hopefully we are on track for the new storage solutions to become available in 2024-25.

CLUB EVENTS

There has been significant growth in the Club Events section of our website, over the past year showcasing 611 (516) club events generating ticket sales of 7,612 (10,403) across all events. Although the volume of ticket sales was down, the income processed for society ticket sales was still significant at £145,751.26.

UPDATING CLUB CONSTITUTIONS

Our team reviewed 300 club constitutions and assisted over 200 clubs in updating their complaints and conduct sections in line with the Ross Report recommendations. This has helped educate clubs on which issues can be resolved internally and where to report matters that cannot be addressed within the club.



Student Opportunities & Community Engagement

CLUBS LENDING LIBRARY

In January 2024 we launched our “Clubs & Socs Lending Library.” The Lending Library is an online platform where clubs can create an account, browse an inventory of equipment, and reserve useful equipment for a period of up to one week.

The equipment included in the library is varied and all designed to assist clubs in their activities: from audio-visual / IT equipment such as a camera, laptops, PA machine, to practical event organisation items such as trestle tables, folding chairs, and desktop poster boards. To further support our societies, we offer the convenience of booking our card machine for events, enabling seamless sales processing for societies. This has proven especially popular.

As news of the library has spread, demand for its provision increases. It was launched in Semester 2 when typically, students are less receptive to new initiatives. We intend to build on this early popularity to expand the service and promote it more widely in the next academic session.

GUSA CLUBS PORTAL INTEGRATION

In the summer of 2023, UofG Sport and the Glasgow University Sports Association (GUSA) approached us for support with their clubs and societies management portal. Their existing software was becoming obsolete, prompting a search for alternative solutions. They had engaged in discussions with our web provider, Membership Solutions Limited (MSL), and were interested in explor-

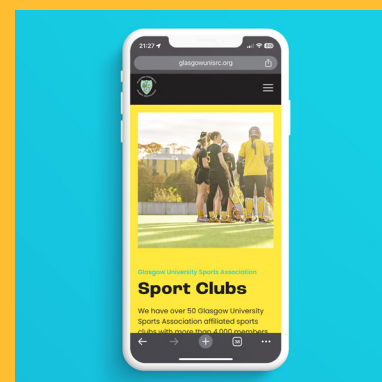
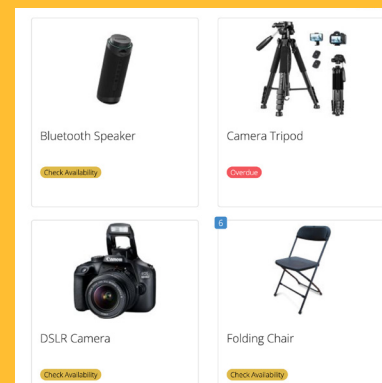
ing a similar system. Over the past year, we collaborated with GUSA and UofG Sport to create a dedicated ‘microsite’ on our *glasgowunsrc.org* platform. This microsite will enable GUSA Sport Clubs to list their clubs, sell memberships, purchase event tickets, and sign up for training sessions - similar to the capabilities available to our affiliated societies. The project is nearing completion and is set to launch in time for the next academic session.

The development of this new portal highlights the potential for partnership between GUSRC, GUSA, and the Sport department. We anticipate that the enhanced support for GUSA Sport Clubs will significantly improve the overall student experience at the University.

BIG IDEAS GRANT FUND

In 2022-23, we accessed funding to test the demand from Clubs and Societies, for support with larger scale events. We branded the initiative as the “Big Ideas Grant Fund.”

The intention is to offer societies some assistance in organising events, such as hosting conferences or providing assistance procuring supplies for their activities or campaigns. This initiative complements our existing grant scheme, which provides up to £500 to assist clubs and societies in need, further enhancing our support for the University’s clubs and societies community.



Volunteering

Our student body's dedication shines through in our impressive volunteering programme statistics. Throughout the year, 1,209 (758) volunteers engaged across 116 (65) different volunteering opportunities, facilitated by 71 (37) community and student-led providers. In total, 20,248 (8,820) hours were logged by our student volunteers – **a 129% on last year***.

Breakdown of hours logged:

- Campus Volunteering (4,799 hrs)
- Club/Society Committee volunteering (5,837 hrs)
- Club/Society Community Volunteering (2,007 hrs)
- Community Volunteering (2,563 hrs)
- External (2,254 hrs)
- GUSA Volunteering (1,032 hrs)
- Sport Volunteering in the Community (266 hrs)
- Student Representative Volunteering (1,490 hrs)

129%
increase in
Volunteering
hours
registered.*

UoFG VOLUNTEERING AWARDS

The UofG Volunteering Awards, introduced in 2022 by SRC Volunteering, commend students who selflessly dedicate their time to benefit others.

These awards aim to surpass the traditional avenues of volunteering recognition; they embody the transformative power of volunteering and the invaluable skills our students cultivate throughout their time at the University. The awards encompass a diverse range of volunteer activities, including SRC Volunteering projects, committee roles, sports coaching, and elected council positions.



Spanning Bronze to Diamond, the awards encourage students to reflect on the valuable skills they acquire, using the University's Graduate Attributes Framework as a reference. Following careful review and verification by staff, students receive personally signed award certificates that can be downloaded from their volunteer profile. Additionally, they can share digital certificates on platforms like LinkedIn, exemplifying their commitment to peers and potential employers.

Since they were established in October 2022, the awards have received 209 (76) reflective submissions, showcasing the remarkable impact of our students, and we expect next year to be even better.

The UofG Volunteering Awards celebrate volunteers' contributions and inspire a culture of volunteering throughout our university community.

UofG Volunteering Awards Distributed:

- Bronze: 122
- Silver: 54
- Gold: 23
- Platinum: 8
- Diamond: 2



Student Opportunities & Community Engagement

CLUBS & SOCIETIES VOLUNTEERING

Moving our volunteering portal to our website and membership management system has enhanced engagement with our club and society members, who often make significant contributions to the local community. Students in UofG clubs and societies can use our website or app to track their volunteering hours and skills development through their online profiles.

This system allows us to formally recognise their efforts and helps them reflect on and articulate employability skills gained through extracurricular activities. This year, Clubs and Society committee members logged an impressive 5,837 hours in their roles, plus an additional 2,007 hours volunteering in the local community.



"I chose to volunteer because this role offered me the opportunity to gain experience in a leadership position, and positively impact a great society that has enriched my student experience. I believe my volunteering has led the society to achieve unmet milestones from past research project teams and increased confidence in my abilities."

- Cejo Panickamannil, Glasgow University Biomedical Engineering Society (GUBMES)

STUDENT VOLUNTEERING WEEK

In February 2024, we took part in the UK Student Volunteering Week. We hosted several events and opportunities throughout the week, in collaboration with local charities, including:

Volunteering and Social Justice Fair

We invited our community and student-led partners to take part in our Volunteering & Social Justice Fair in the GUU in October 2023 and February 2024, to encourage and motivate students to participate in community and on campus volunteering.

Conversation Café

We continue to run our Conversation Cafés fortnightly during term time, with the help of our student volunteers. Our cafés are hosted in the Gilchrist Postgraduate Club's 'Wee G' and provide a welcoming and relaxing space for new and returning students to connect, improve their language skills, and make new friends.

"I chose to volunteer because I felt it would be a great opportunity to meet a diverse group of people and form relationships, grow in my confidence, and take part in improving students' experiences at the University."

- Boajorm Quaynor (Volunteer)



VOLUNTEERING, CLUBS AND SOCIETIES (VCS) AWARDS

Our annual Volunteering, Clubs and Societies (VCS) Awards celebrate the achievements of our student clubs, societies, and volunteers. This year saw 665 (793) nominations across our ten award categories.

VCS Award Winners:

- **GU Club or Society of the Year**
Handprints e-NABLE Scotland
- **GU New Club or Society of the Year**
Earth Sciences Society
- **GU Club or Society Event of the Year**
Student Theatre at Glasgow - STAG Nights
- **GU Club or Society Fundraising Award**
Celtic Supporters Club
- **GU Academic Club or Society of the Year**
Surgical Society
- **GU Club or Society Collaboration of the Year**
Cultural Ceilidh (Nordic, Italian, Ñ de España, Francophone, Bulgarian, Latin American, and Portuguese Speaking societies)
- **GU Inclusive Club or Society Award**
Digital Media and Information Studies Society
- **GU Award for Campus Volunteering**
Iris Duane
- **GU Award for Community Volunteering**
Emma Crawford
- **GU Principal's Volunteering Award for Civic Engagement**
Chelbi Hillan

The Ukrainian Society were also awarded as "Highly Commended" by the Principal.



Community Engagement

Through SRC Volunteering, University of Glasgow students have the opportunity to find and pursue new interests whilst developing themselves as individuals and learning about life beyond the more structured learning environment.

ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE (RNID)

Our students volunteer in the community to help raise awareness of RNID's activities as well as other services and support available for deaf people and those with hearing loss and tinnitus. They also offer support and advice to NHS hearing aid users at RNID's Near You drop-in centres, by helping with basic maintenance and battery replacement; offering practical support to optimise hearing aids; and attending regular support sessions for hearing aid users.

"As someone who is interested in the cultural significance of sound – not only in music, but also more generally – volunteering with the RNID provides an opportunity to meet people whose relationship with hearing is substantially different from my own."

"Difficulty hearing can make conversation demanding, but something happens when you return someone's newly serviced hearing aids. First there is a smile, then a renewed confidence in the way they interact with the people around them. People often arrive at the RNID drop-ins reserved, but almost nobody leaves before having a lively chat!"
- Steven Myles, MSc Sound Design and Audiovisual Practice student

Student Opportunities & Community Engagement

SCHOOL VOLUNTEERING: SCOTLAND READS & GLASGOW COUNTS

Our students continue to provide paired reading and maths tutoring support to children through Glasgow Improvement Challenge's Scotland Reads and Glasgow Counts programmes. The programmes form part of a local authority initiative to raise attainment levels in literacy and numeracy across primary schools, particularly those listed high on the Scottish Index of Multiple Deprivation (SIMD). Student volunteers help make reading and maths a positive, enjoyable, and beneficial experience for school pupils.

"I love teaching children. I also find that literacy is important especially to young learners. With my contribution to the school, I hope that I have made some impact in improving the pupils' reading ability."

"My communication skills have improved through my interaction with pupils, teachers, and the school administrators."

- Fiona Farhain Gaspal, Scotland Reads Volunteer



GLASGOW TOOL LIBRARY

We partnered with Maryhill-based charity Glasgow Tool Library, who provide low-income households with affordable access to expensive tools and equipment for their home, garden, and hobbies. 99% of their items are donated, creating a grassroots circular economy that: benefits the community; encourages reuse, repair, and sharing; and reduces waste. Our students volunteer as librarians, helping to prepare and catalogue equipment for lending and supporting with community events. In November, our Glasgow Tool Library volunteers took part in a Community Build to help paint the main hall in the Shakespeare St. Youth Club in Maryhill.

BANK STREET AND AREA RESIDENTS AND TRADERS ASSOCIATION (BARTA)

Our student volunteers team up with BARTA each month for a local litter-pick, helping to make our campus and surrounding areas greener and cleaner for everyone.

"I am a strong believer of the positive impact connecting with local community has on individuals, especially when we are working towards a specific cause we truly care about. I also joined [BARTA] with the aim of learning more about ways I can build an environmental conscious lifestyle in a city I have never lived in before."

"My favourite part of being a BARTA volunteer is building a network with the local community"

while giving back to the society in small but impactful ways. Especially as an international student, feeling out of place is quite common. But getting to know people who share my values and have welcomed me with open arms has made my experience as a first year so much easier."

"I have become more socially aware while volunteering. While conversing with other community volunteers and committee members, I have gained more knowledge and insight on the laws around Scotland's environmental-related aims."

- Jahnavi Amara, BSc Molecular and Cellular Biology student



BLUE TRIANGLE

Blue Triangle is a Scottish social care charity, who provides person-centred support to empower people to thrive. Our students get involved as Activities Participation Support volunteers, helping to organise and run activities for the people Blue Triangle support in their services. Volunteers teach or pass on skills, and tailor activities to small groups or individual interests. Typical activities include game and movie nights, arts & crafts, music, or trips.



Photo credit:
AigdaairW - Wikimedia Commons
Drumchapel houses from 13 Lakewood Crescent, JPe

"...as an international student, feeling out of place is quite common. But getting to know people who share my values and have welcomed me with open arms has made my experience as a first year so much easier."

- Jahnavi Amara, Volunteer

3D DRUMCHAPEL

3D Drumchapel are a family support charity based in Drumchapel, committed to making a difference in the lives of children and their families in Drumchapel, Yoker & Knightswood by providing support, strengthening relationships, and empowering families to make positive changes.

The charity's Bairn Necessities project helps to save local families money by offering good quality children's toys, clothing, and equipment for free or at a low cost. All items are donated from the local community, business, and other organisations. Student volunteers help process and sort donations, helping to ensure that children do not go without appropriate clothing and footwear, toys, and other essential items.

"Glasgow University volunteers help out at both our play sessions and baby bank. They assist the family workers to facilitate play sessions within a safe and fun environment, we wouldn't be able to run these sessions without the support of volunteers."

"Having university students has been great, they have supported us to redistribute clothing to families within our community and helped provide fun play sessions and craft activities for the children that come along to our project."

- Gillian McFadden, Volunteer Development Coordinator at 3D Drumchapel

Student Opportunities & Community Engagement

Student Media

GUSRC continues to support various student media. This initiative offers numerous personal development opportunities, promotes student engagement, and fosters discourse and debate.



THE GLASGOW GUARDIAN

It has been a successful year for The Glasgow Guardian. With a team of 40 editors and around 100 contributors, they launched new sections and revived others (Environment, Profile), and they reintroduced in-house illustrations. Additionally, their news stories, like the Hikvision cameras investigation, garnered national attention, and their online social media engagement was very respectable.

Despite challenges like time constraints and funding issues, the Guardian continued to perform well at national competitions, winning Best Student News Brand at the Herald Student Press Awards and receiving nine accolades at the Student Publication Association National Awards.

GLASGOW UNIVERSITY STUDENT TELEVISION (GUST)

This year, GUST created more content than ever before having now fully recovered from a dip in engagement and recruiting a team of 25 volunteers. This included a full week's coverage during Welcome Week across campus.

They earned a Bronze for Best Cinematography at the National Student Television Awards (NaSTA) and secured £6,000 from the Chancellor's Fund for upgrading their filming equipment. GUST collaborated with several student groups and societies, held regular socials, video commissions, and also live-streamed events. These activities not only funded the station but also engaged new members and fostered enthusiasm for programme creation.



Student Media



GLASGOW UNIVERSITY MAGAZINE (GUM)

As Scotland's oldest student publication, Glasgow University Magazine (GUM) continues to deliver high-quality commentary on culture, art, politics, and fashion. This year, GUM published three issues, widely distributed throughout Glasgow's West End.

The team, comprised of 15 editors and about 100 contributors (writers and artists), worked diligently to host successful events, produce the print editions, and expand the publication's online presence. Despite some challenges in funding their final edition, they successfully secured £3,900 from the Chancellor's Fund for the next academic year and held two well-attended launch events.



SUBCITY RADIO

Subcity Radio is an integral name in Glasgow's music scene, with a loyal, warm and thriving community spread throughout the city that enjoy and contribute to Subcity's traditions of high-quality broadcasting and fantastic events. Via the subcity.org website, the station has hosted cutting-edge music, local heroes, and world-class guests from diverse backgrounds since 1995. Subcity Radio broadcasts online 24/7 throughout the academic year. In 2023-24 the station had over 150 shows presented by a wide range of DJs, all with their own unique musical tastes.

Subcity Radio has an impressive reputation in Glasgow and further afield, attracting online listeners from a wide age-range of student, professional, and art & club-scene backgrounds. They consistently reinforce this reputation through various sell-out club nights and mixed-media events, and their audio and video content, along with almost 30-years of physical and digital history, is available on subcity.org, Mixcloud, and YouTube, for extended listening and archiving.

Student Media Awards

Glasgow Guardian

The Herald Student Press Awards 2024

- **Winner of Student News Brand of the Year**
- **Columnist of the Year:**
Katie McKay
- **Features Writer of the Year:**
Niamh Flanagan
- **News Writer of the Year:**
Athina Bohner

National Student Publication Awards 2024

- **Highly Commended for Best Publication**
- **Highly Commended for Best Investigation:** Jeevan Farthing and Athina Bohner
- **Special Mention for Best Investigation:** Athina Bohner
- **Highly Commended for Best Science Publication or Section**
- **Highly Commended for Best Science or Tech Piece:** Eve Zebedee
- **Highly Commended for Best Interview:** Jeevan Farthing
- **Special Mention for Best Interview:** Niamh Flanagan
- **Highly Commended for Best Culture Writer:** Jeevan Farthing

GUST

National Student Television Awards 2024

- **Bronze for Cinematography**



www.glasgowunisrc.org

THE UNIVERSITY OF GLASGOW STUDENTS' REPRESENTATIVE COUNCIL IS
A REGISTERED CHARITY IN SCOTLAND | REGISTRATION NUMBER SC006970