



**UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL
ANNUAL REPORT 08/09**

WELCOME

Welcome to the Annual Report from the University of Glasgow Students' Representative Council (GUSRC).

This year has been an opportunity to build on the successes demonstrated in our Annual Report 2007/08, as we work to fulfil our aims set out in our Strategic Plan 2008-2011.

We continue to develop and deliver a range of services and activities that reflect the needs and aspirations of the diverse range of students attending the University of Glasgow. In terms of diversity; GUSRC is leading the way amongst student organisations demonstrated in our 97% satisfaction rating amongst International Students at the latest i-graduate International Student Barometer, giving GUSRC the highest rating of any University of Glasgow service, as well as making us the highest ranked Student "Union" in Scotland in terms of satisfaction ratings.

The thriving Clubs and Societies scene supported and funded by GUSRC as well as a range of volunteering and social activities such as the Mandarin Hub, Conversation Café or Global Village all serve as opportunities for international and home students to get to know each other and share experiences.

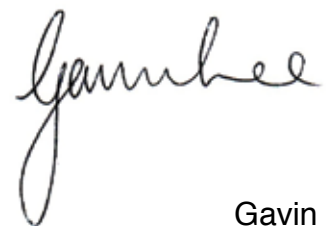
This year's Postgraduate Consultation Forum proved highly successful in gathering information and helping bring about change for the better in the post graduate induction process.

Thousands of students continue to benefit from the expertise of our advice centre team whilst over 40,000 journeys were made on the safe and reliable minibus shuttle service we offer between campus and halls.

The above are just some of the successes achieved over the year. This report guides you through the massive range of activities and successes achieved throughout the year as GUSRC strives to deliver quality services and informed representation for and on behalf of the students of the University of Glasgow.



Bob Hay
SRC Permanent Secretary



Gavin Lee
SRC President 2008/09



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MISSIONS AND AIMS

Glasgow University Students' Representative Council is an independent, student-led organisation, recognised as the representative body for students registered at the University of Glasgow.



Our mission, as set in the Strategic Plan 2008-11, is:

“To provide effective representation, support, opportunities and services for and on behalf of the students of the University of Glasgow”

In order to achieve the mission, the following ‘high level’ aims have been agreed:

Aim 1: Representation and Engagement

Ensure the interests and views of our members are represented and addressed throughout the University and externally.

Aim 2: Student Well Being

Promote the well being of existing students and potential students by providing independent professional support services which reflect the diversity of the student body.

Aim 3: Volunteering and Employability

Contribute to a thriving campus life and individual personal development through provision of opportunities and activities which meet the intellectual, cultural and social needs of our members.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Glasgow University Students' Representative Council (GUSRC) is a non-incorporated organisation and is a registered Charity (Charity No SC006970).

All students registered at the University of Glasgow are automatically members of GUSRC. Students can opt out once per academic session. Membership entitles students to vote and stand for election. Where students opt out they can still use GUSRC facilities and services.

SRC Council

The Trustees are the members of Council including the Sabbatical Officers as listed on page 4. Council is the governing body of GUSRC. Members of Council are elected through secret ballot.

The constitution makes provision for a Council of not more than 36 members, an Executive of not more than 12 Council members, Offices of President, Depute and Vice-Presidents and Permanent Secretary.

There are 30 elected positions on Council – 4 in the Sabbatical constituency, 8 in the Academic constituency, 9 in the Welfare and Equal Opportunities and 9 in the General student constituency (of which 2 must be postgraduate and 2 first year students).

All members have one vote. A candidate can stand for one position at one election, and for a position with which they can self-identify. Members can only vote and nominate candidates in academic constituencies to which they belong.

Votes are cast online. There is also provision for 6 ex officio members of Council. The Executive Committee comprises of the Sabbatical constituency, together with 2 members elected from each of the Academic, Welfare & Equal Opportunities and General Student constituencies; with a further member elected from non-Executive members of Council (11 positions on the Executive in total).

Roles and Responsibilities

The Permanent Secretary (Bob Hay) fulfils a Chief Executive role and undertakes day-to-day management on behalf of the Executive; the Executive implement Council policy on a day-to-day basis.

To do so, the Executive (on behalf of the Council and through the Permanent Secretary) has operational financial power and responsibility. Various checks and balances, as required by the University, are provided for.

Induction and Training of Trustees

There is a comprehensive training and induction programme provided for the trustees. A rolling training programme is delivered for Sabbatical Officers throughout the summer period and beyond. A training needs analysis is undertaken and the effectiveness of the training is evaluated, based on progress against set indicators.

Council and Non Sabbatical Executive members are required to attend a full introductory training event plus additional sessions throughout the year.

The training programme incorporates a range of areas in order to ensure effective governance and an inclusive, informed approach to future organisational development:

- Introduction to internal policies and procedures (including financial controls)
- Governance – roles and responsibilities
- Financial management and budgeting skills
- Managing professional relationships
- Planning and Objective Setting
- Managing professional relationships (Roles of Officers/Staff)
- Creating/Managing Change
- Equal Opportunities

Evaluation of induction process

To identify whether the induction training is fit for purpose, the quality of the programme is independently evaluated annually by an external party. The evaluation report concluded:

“When assessing the impact of any induction programme or learning intervention it can be difficult to attribute specific interventions to specific outcomes. Having been involved in the evaluation of the induction programme for the past four years the programme has always been highly valued and crucially the officers themselves have demonstrated commendable levels of leadership, commitment and professionalism; part of a highly positive working culture that is visible within the SRC towards which the induction programme makes a significant contribution”.

An Evaluation Report on the Glasgow University Students’ Representative Council Executive Officer Induction Programme – Mike Day (Director NUS Scotland) March 2009.

In addition to Sabbatical Officers GUSRC works to ensure that all members of its governing body (SRC Council) receive adequate training and support to fulfil their roles. In addition to induction training and ongoing support a council handbook is provided for each member. The handbook contains extensive information about the work of the organisation, its stakeholders, and how best they can work in their role throughout the year.

This year the Sabbatical Officers facilitated meetings with groups of Council members in Semester 2 to gauge Council Members’ views, and to assess support measures in place. This allowed Council Members to reflect on their experiences of their time on Council, and Sabbatical Officers and Staff to consider training and support (such as the Council Handbook) to ensure Student Officers are empowered.

Related Parties

GUSRC has a close relationship with the University of Glasgow from whom it receives the vast bulk of its annual revenue funding. There is considerable collaborative work undertaken between the two parties with a particular focus on student involvement in quality assurance, welfare, employability, inclusion and personal development opportunities. Details of transactions with the

University of Glasgow are detailed in the notes to the accounts.

Risk Management

The trustees have assessed the major risks to which the organisation is exposed, in particular those related to the operations and finances of the Council. We are satisfied that our own financial controls, augmented by external monitoring from the University Court Office, effectively mitigate our exposure to risk.

Objectives and Activities

The objectives of GUSRC as set out in the constitution are to:

- Represent and promote the general interests of students of the University.
- Advance civic responsibility by providing a recognised means of communication between students and the Court and Senate of the University.
- To prevent and relieve poverty and advance health by providing welfare services for students and potential students.
- To advance the arts, culture, education, heritage, science and sport by providing amenities and supporting activities for students.
- To promote equality of opportunity amongst students and challenge all forms of discrimination whether based on sex, age, race, ethnicity, sexuality, disability, religion, cultural background or other such status.



EVALUATION OF THE ROLE OF GUSRC

The University commissioned an options appraisal to review the current structure of the student organisations at Glasgow University. The findings, GUSRC believe, are a ringing endorsement of its current work. The options appraisal included consultation with key senior University members of staff who were asked to comment on the strength and weaknesses of the different student bodies. The response of the Staff members was highly positive leading the final report to state:

“The SRC was universally praised for its professionalism, attitude and culture and is considered to be a real asset to university life providing a strong link between the student body and the University. Staff described the SRC as “vital” to the development of university policy and described the working relationship as “excellent”. Words used to describe the SRC include”:

“ SENSIBLE EXCELLENT LEADERSHIP
 HELPFUL COURTEOUS SUPPORTIVE
 ENGAGED CRITICAL TO MY ROLE
 RESPONSIBLE FRIENDLY
 EASY TO WORK WITH PROFESSIONAL”

The report went on to state:

“There is broad agreement that the SRC should be supported and should continue to receive funding support from the University. Interviewees believe that the SRC not only plays an important strategic role but that it currently does a good job delivering a wide range of services and is actively engaged with university life. The SRC is considered to be critical to many functions of the student experience and to offer a true independent voice for the student body within the University. It is viewed as having a distinct role from the Unions and the Research club and as such should be treated separately”.

The options appraisal process included consideration of the structures of student bodies at other (mostly Russell Group) Universities. Findings included:

“In most of the reviewed universities there is one student body which offers the full range of representation, welfare support and social activities.

“85% of the selected university student bodies operate commercial activities. The most common are bars/nightclubs reported by 16 university student bodies with 14 also having shops.

The above highlights what has come to be the “standard” Student Association model. At Glasgow GUSRC continues to fill a distinct independent role. The report states:

“The nature of the services delivered by the SRC is very “student-specific”; typically, these are services which the market would have no incentive to deliver and which have benefits in relation to the overall experience of students at the University”.

The report goes on to say:

“As noted in the comparative review, the SRC is unusual (as compared to student bodies in other institutions) in only having responsibility for such activities and in not being involved in the delivery of commercial or quasi-commercial services. However, this feature is perceived as a strength by the University, by the SRC itself and by students.”

“This is actually a simple structure; we don’t have to worry about alcohol or anything”.¹

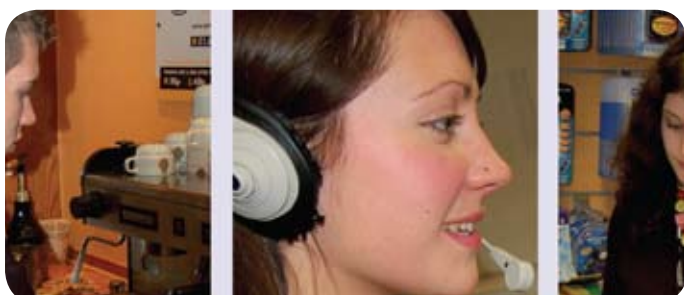
In reaching a conclusion on the matter of a separate SRC the report was extremely positive about the advantages of the SRC retaining its distinctive separate role:

“Indeed, throughout our discussions, the clarity that comes from having a separate SRC with a clearly focussed role was widely welcomed; we are therefore predisposed to recommend continuation of this arrangement unless there are pressing reasons of cost or managerial efficiency for supporting a merger of operations. We believe that any such benefits would be marginal at best; the roles of staff in the SRC are quite distinct from those in the Unions and, in principle, such roles would still be required under any merged operation. People costs and the direct costs of service provision are the main part of the SRC’s activities and we do not therefore believe that any significant benefits would be gained by recommending any merger”.

Strategic Direction

To ensure fulfilment of the constitutional aims the Trustees have agreed a mission and high level strategic aims which complement those of the constitution and form the basis for the future direction and operational activities of GUSRC. The organisation also seeks, where possible, to review and evaluate the quality of its work and continues to work towards the development of holistic evaluation and review procedures which meet the needs of the organisation and its broad range of activities.

¹ SRC focus group



ACHIEVEMENTS

The activities undertaken throughout the year to achieve the organisation's aims and objectives include the following:

REPRESENTATION AND ENGAGEMENT

GUSRC is committed to its representational role, continually ensuring that it engages with students, university stakeholders and external partners. This section highlights some of the main aspects of GUSRC's work undertaken over the last year. It incorporates the processes whereby GUSRC seeks to ensure its representation function is legitimate and relevant as well as highlighting some of the activities and achievements in this context.

Elections

As a representative organisation GUSRC understands the importance of building a strong democratic base. The recent trend of numbers voting in GUSRC Spring Elections remained fairly static, with 1700 votes cast against 1733 the previous year. There was only one uncontested seat with 29 candidates in all standing for the 13 seats available. Over 100 students again attended the Heckling Meeting, similar to last year which was a significantly higher number than any other year. In addition, the Autumn Elections saw the highest turnout since 1995, a result of increased publicity and a strong group of enthusiastic candidates campaigning for votes.

Support to Elected Officers

All student officers are elected on an annual basis. The officers are supported by a staff team who fulfil a combination of secretariat, advisory, support and developmental functions. Throughout the year the strong, positive working relationship between staff and student officers contributed to the organisation's successes.

GUSRC Officers sit on a variety of committees and working parties within the University (currently Thirty Four) as well as a variety of external groups and committees. Staff members are allocated specific committees and will meet with the nominated student officers prior to any such meetings and prepare briefing materials as and when required. This ensures a degree of continuity.

GUSRC's structure ensures that its campaigning priorities and policy formulation are informed by the current issues affecting students. The Advice Centre, through its casework, is able to identi-

fy issues and trends at an early stage. Matters emerging as a result of participation in University structures are communicated back to SRC Council for discussion and, where appropriate, agreement on future action.



SRC By-Election
VOTE!
Wednesday 6th May

view manifestos
and vote online at:
www.glasgowstudent.net

SRC



REPRESENTATION WITHIN THE UNIVERSITY

Student Representatives

Glasgow continues to lead the field in its comprehensive provision of rep training. Building on last year's success 575 Student Representatives attended the training sessions organised by GUSRC and Student Participation in Quality Scotland (sparqs) (459 in Semester 1 and 116 in Semester 2). This is again an increase on last year's figure and sets a new record in terms of the number of representatives trained at one higher education institution in Scotland. In fact around 50% of all student representatives trained in Scotland attended Glasgow University. In part this number was achieved through delivery of a total of 27 sessions during 08-09. This is the highest number of sessions ever delivered over an academic session and included additional evening sessions to cater for those based off the main campus.

In recognition of new and emerging roles for student representatives in the University's research operations, GUSRC and the University worked in partnership to provide postgraduate research students with a distinct accreditation of their role on University transcripts, mirroring the provision for undergraduate students.

As part of the process of ongoing improvements to the provision of support for student representatives, a complete overhaul of the online student rep community resources delivered through Moodle was undertaken to better meet user needs.

The new GUSRC Student Representative Handbook was reviewed based on the previous year's feedback and distributed as an additional guidance and self-learning tool.

As a follow up to a previous exercise three years ago, sparqs had begun a new mapping exercise in April 2008 focussed on how students were involved in quality assurance and enhancement arrangements with educational institutions in Scotland. Glasgow had agreed to be one of four selected institutions to participate in an ad-

ditional "intensive element" of the mapping exercise, aimed at gaining a greater understanding of how the Student Representative System works and how it can be enhanced. A variety of factors meant the exercise was not finalised but GUSRC hopes to work with sparqs on future benchmarking exercises which will inform and shape its future improvement.

Harassment Policy for Students

During 2007 /2008 GUSRC undertook research and set out the arguments to the University for a Harassment Policy for Students. This work instigated the creation of a joint working group with the University, focussing on working towards the establishment of a dedicated harassment policy for students. GUSRC remained integral to maintaining the momentum around the development of this policy. The final Harassment Policy was launched in January 2009 in partnership with the Senate Office and the Equality and Diversity Unit.

Student Maternity/Paternity Leave

GUSRC raised the issue of a lack of any clear maternity/paternity procedures for students studying at the University. Following a number of enquiries to the SRC and research into practice at other Russell Group Institutions, the SRC submitted a paper to the University's Student Support Development Committee in November 2008 arguing, in order to ensure consistency of treatment throughout the University and reduce the possibility of discrimination, a Maternity/Paternity Policy for Students should be developed. This resulted in the establishment of a joint University and GUSRC working group and the subsequent approval of a Student Maternity, Maternity Support and Adoption Policy by Senate in June 2009.

Late Submission Policy

The lack of a centralised university policy for coursework late submission penalties was identified by GUSRC as a source of widespread inconsistency of practice within the University. Currently students may find themselves subject

to different regulations of varying duration and severity in each department or faculty of study, causing significant confusion and needless loss of credit. Over the past year GUSRC has worked in partnership with the University to develop a single policy for all areas of study – one which, once formally approved, will ensure fairness of treatment, consistency of application and clear procedural guidance for all students.

Wednesday Afternoon Free From Classes

GUSRC and GUSA worked very closely with the Clerk of Senate in the development, production and dissemination of a booklet highlighting the value that students and employers place on personal development activities, which was widely distributed amongst the University community. The booklet looked at personal, professional and health benefits to engaging with volunteering, sport and clubs and societies. The University demonstrated its commitment to developing student’s Graduate Attributes in April 2009 when Senate agreed SRC and GUSA proposals to keep Wednesday Afternoon’s free from compulsory classes, to allow students to engage in clubs and societies, volunteering, sport and other personal development activities. This will be implemented in Session 2009/10.

Postgraduate Representation

In recognition of the increasing work in the area of postgraduate representation at Glasgow and the diversifying needs of the increasing postgraduate student community, GUSRC received full membership of all key University-level research committees in 2008 including the Research, Planning and Strategy committee, bringing the research student representative structures into parity with those at undergraduate level. In a short period of time GUSRC proved itself a valuable member of the committee through its engagement with the promotion of the Postgraduate Research Experience Survey (detailed below). The first in a series of open discussion forums designed to explore postgraduate issues was received with enthusiasm and revealed a keen desire on the part of postgraduate students to further involve themselves in student representation: in response, GUSRC created individual postgraduate taught and research convenor positions on Council to better reflect the diversifying needs of Glasgow’s postgraduate populace and further expand our representative capacity.





Postgraduate Experience

The Postgraduate Research Experience Survey (PRES) is a national questionnaire involving over 75 HEI institutions across the country and focusing exclusively on the postgraduate research student experience. Following a slightly disappointing response rate in 2007-8, GUSRC agreed to partner with the University in promoting the survey in 2008-9.

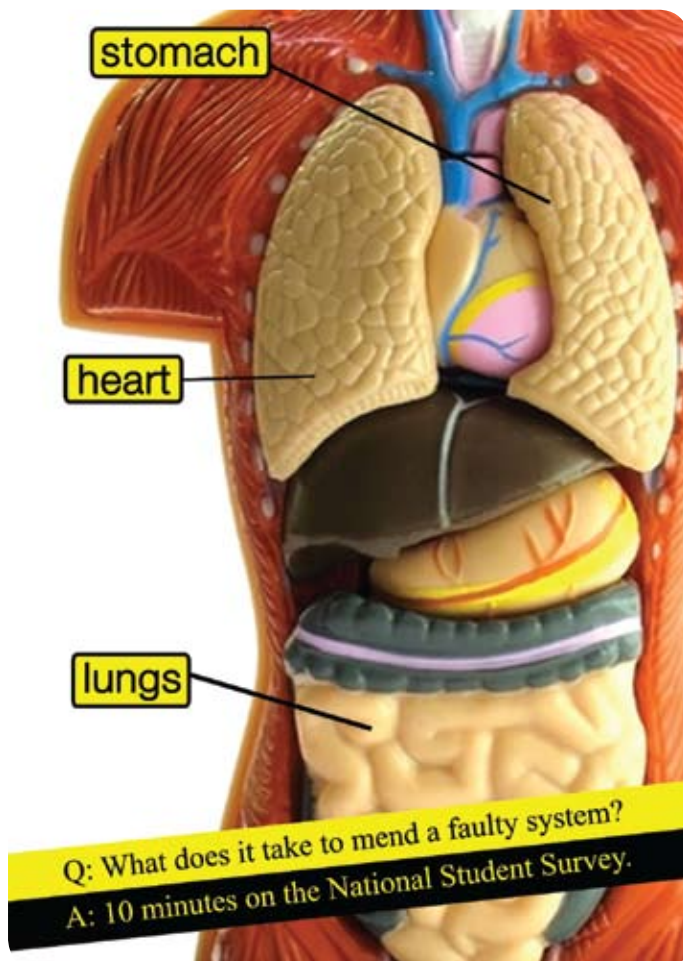
GUSRC organised an open Postgraduate Researchers forum which was run as a consultative event designed to facilitate feedback from Postgraduate students on their experience at the University and identify areas that may require further exploration.

GUSRC worked closely with the University to maximise the PRES survey response rate. In addition to joint emails from staff and student representatives promoting the survey, GUSRC commissioned student designers to create targeted publicity to raise awareness of the PRES survey. The results of this partnership working were encouraging; the PRES, the response rate rose from 21% in 2007-8 to 36.2% in 2008-9, representing a 15.2% increase on last year and 13.7% ahead of the national average.

Furthermore, the institution-specific questions generated more open comments than any other section of the survey. The substantial increase in response rate to PRES 2009 has helped GUSRC and the University gain a greater understanding of the PGR student experience at Glasgow. The information gathered will be of great help in informing GUSRC'S approach to representation at postgraduate level over the course of the next year.

The feedback gathered from the aforementioned Forum was used to inform the development of institution-specific questions in the PRES survey with the intention of eliciting comment on areas of particular importance to Glasgow students. One of the questions framed by GUSRC and included in the survey related to induction, which had emerged as a general concern at the Forum.

As a result of the PRES response to this the The Graduate Schools are looking individually at how to develop their own induction programmes. Further, the University has purchased 'Strategies



For A Successful Start' from the University of Melbourne. This is currently being modified to fit Glasgow and will be launched in January 2010 for new research students.

The programme runs in Moodle and is made up of 6 time released modules and a variety of forums, to support the development of a researcher community and also with expert tutors who can provide advice and guidance.

The 6 modules, each live for 1 - 2 weeks, cover the following topics:

- Starting your PhD
- Getting Organised
- Working with your Supervisor
- Searching the Literature
- Writing a Literature Review
- The First Year Progress Review
DPTLA/PGR Reviews

Following the well-received introduction of student membership onto internal subject review panels in the previous year, GUSRC has participated in a second successful round of DPTLA (Departmental Programmes of Teaching, Learning and Assessment) reviews in 08-09; comments from both University staff and external examiners once again praised the contributions and insight into the student perspective provided by student panellists.

In recognition of the enhancement offered by student membership to the DPTLA review process, the University further invited GUSRC to act as partners in quality enhancement processes by participating in a pilot initiative for the review of Graduate Schools; following the successful pilot, this arrangement is set to continue in future, with the first full cycle of graduate school reviews taking place over the next 2-3 years.

Advisors of Studies

GUSRC's Advisor of Studies survey, designed to elicit students' views on their experience of the Advisor of Studies system, was conducted during 2007. A report was commissioned, based on the results of this survey, and produced in November 2007. There were over 1800 responses to this survey. The final report provided comprehensive feedback and recommendations including the need for a greater degree of consistency

in practice across faculties in areas such as contact hours, advisor training and a match between staff speciality and a student's 'home' subject. Moreover, student input has been invaluable in demonstrating to University staff the clear link between general student well being and academic performance, highlighting the need for an ongoing element of pastoral care within the advisory remit.

These considerations have significantly informed the wider discussions surrounding the University Wide Review of Student Advisory needs. As a result of this, the Working Group's efforts have been focused upon creating a standardised job description that clearly lays out an advisor's responsibilities with regards to minimum levels of contact, knowledge of academic regulations and familiarity with student support provision, with the ultimate aim of implementing the finalised recommendations on an institutional level within the next session.

National Student Survey (NSS)

This year, the SRC had considerable success with the promotion of the NSS around the University. Following the success of 2007/08, the SRC took steps to make sure that the impact of the promotional activity for the survey was optimised.

A student designer was employed to produce an innovative marketing campaign and a student co-ordinator was employed to manage the distribution of promotional material. This approach again achieved a high response rate very similar to last year at 71.5%; this response rate was approximately 9% better than the average for other institutions that started on the same date (19th January).

The work of the SRC on the NSS is an excellent example of partnership with the University. The SRC recognises the importance of the survey to informing the student experience, as well as providing evidence for the SRC's future campaigning priorities.

This excellent example of partnership working is beneficial to both parties; the University use the information gathered to improve the student experience and GUSRC have evidence to inform their representational activity.

First Year Student Experience Survey

GUSRC and the University also collaborated in publicising the First Year Student Experience Questionnaire (FYSEQ).

A successful multi-level approach was taken, including the use of SMS Text Messaging to all first year students from GUSRC to encourage completion of the survey. In an attempt to 'close

the feedback loop' an email was sent out from GUSRC Vice President (Learning and Development) and Vice Principal (Learning, Teaching and Internationalisation) which highlighted issues or concerns from previous FYSEQ and the actions the University had taken in response.

The FYSEQ response rate rose from 12.9% in 2008 to over 25% in 2009.

EXTERNAL REPRESENTATION



CHES

The Coalition of Higher Education Students in Scotland (CHES) provides a framework and a forum for GUSRC to work with other student bodies in Scotland to share information and develop joint responses to issues and policy matters affecting the sector. CHES Representatives are Executive Officers at their member student associations: University of Aberdeen, Dundee University, University of Glasgow, Glasgow School of Art, Open University, University of St Andrews and Strathclyde University.

GUSRC have taken the leading role in the work of CHES in 2008/09. The GUSRC President was elected Convenor of CHES, with the explicit promise to build on its increased profile, within the sector and the media, by establishing close working relationships with HE spokespersons

from across the political parties in the Scottish Parliament. GUSRC, through CHES, has engaged with the Scottish Government on a number of important issues: Supporting a Smarter Scotland Consultation on student support funding, funding for teacher training positions, fair funding for postgraduates through Postgraduate Students' Allowances Scheme (PSAS), Tenancy Deposit Protection Schemes, Houses of Multiple Occupancy, Local Income Tax and the Joint Future Thinking Taskforce.

sparqs

GUSRC have continued their close working relationship with Student Participation in Quality Scotland (sparqs).

In 2008/09 GUSRC took an active role in determining the strategic role of sparqs. GUSRC stu-

dent officer representation on the sparqs Steering Group ensured GUSRC continued to have input at the highest level of the organisation and the opportunity to shape its future development.

GUSRC has conducted presentations at several sparqs events in the past. This year GUSRC was invited to demonstrate the effectiveness of the University of Glasgow student representative system at a workshop during the sparqs National Conference 2009. GUSRC Staff and Student Officers facilitated delegates' discussion on methods and practices of engaging student representatives in a session (which achieved an 80% satisfaction rating).

Estrangement

During the previous year the casework of GUSRC's Advice Centre highlighted difficulties that students faced in qualifying for estrangement status through SAAS with particular regard to SAAS' overtly restrictive interpretation on the "burden of proof" required from students to provide evidence of estrangement from parents (thus denying them much needed additional financial support). Following extensive representations leading back to the previous year GUSRC received a positive written response from Fiona Hyslop, Cabinet Secretary for Education and Lifelong Learning. The Minister confirmed, that SAAS had accepted that it should not follow a rigid policy of insisting on evidence of estrangement from a third party familiar with both sides of the case, and that SAAS staff had been reminded of the correct procedures. GUSRC are continuing to monitor this but it is hoped that the Minister's intervention will mean that some of the most vulnerable students will not be denied financial help which they are entitled to.

Child Poverty Action Group (CPAG)

GUSRC sits on the panel of CPAG's "Students and Benefits Project". This project aims to increase the number of low income students who are able to access further and higher education. It also aims to reduce the impact of poverty on students who access such educational opportunities.

The membership of this group is wide ranging and the project has a Scotland wide remit and includes representatives from the Scottish Funding Council. GUSRC participation provides GUSRC

to have input into CPAG's national campaigning and information activities as well as keep up to date with national policy developments which may impact on students. GUSRC passed this information to CPAG who circulated it to all subscribers - feedback suggests this has been extremely useful.

Attendance Monitoring

The new governmental points-based immigration system has placed a statutory duty of care on all Universities to ensure that those studying in the UK on a student visa comply with maximum / minimum hours of work and study.

Through proactively engaging with the UK Borders Agency and institutional working groups, GUSRC has helped to shape an approach to the new institutional Absence Policy which will apply to all students, ensuring equality of treatment and enhanced support for all students while also complying with government imperatives. Furthermore, GUSRC took the lead in devising student-friendly guidance to the policy which clearly lays out the new responsibilities and procedures for both students and staff – minimising uncertainty and confusion for all students as the University transitions from one system to the next.

Credit Crunch Conference

In December 2008 GUSRC, in partnership with CPAG Scotland, Govan Law Centre, Citizens Advice Scotland, The Poverty Alliance, Money Advice Scotland, Unison Scotland and Glasgow Homelessness Network, held a 'Credit Crunch Conference'. The conference was hosted at UoG and tackled head on the effects and impacts of the Credit Crunch on those on low incomes. GUSRC contributed to the event in a keynote speech and as part of a Panel debate, discussing the impact of the recession on students.

This also allowed GUSRC to be at the vanguard of student unions in Scotland for proposing realistic and significant action that could be taken to protect students from the effects of the economic downturn.

HMO (Houses in Multiple Occupation)

The topic of student private lets, particularly HMOs, continues to stimulate considerable heated debate. GUSRC is represented on the Glasgow City Council HMO Group and is therefore

offered an opportunity to contribute to the broader discussion around future policy and practice. There is a strong, positive, working relationship between officers of the HMO unit and GUSRC student officers and staff. This relationship has been particularly helpful in working towards negotiated solutions rather than students being required to pursue lengthy court action.

Most recently, several students in the private rented sector have reported pressure being placed on them by their landlord or letting agent to leave their accommodation before the expiry of their tenancy agreement, because Glasgow City Council (GCC) had refused the landlord either an HMO licence or planning permission for the property and was insisting that the property be taken out of use.

GUSRC's view is that such pressure can constitute harassment and potentially lead to unlawful eviction. GUSRC raised its concerns and discussed the matter with Council Officers individually and at a HMO liaison group meeting and have been successful in preventing several students becoming homeless.

GUSRC sought and received legal opinion to confirm their interpretation on this point of law as correct, in the meantime however, the organisation is continuing to pursue the best option for clients; normally to negotiate a solution. The threat of legal action is an option to be used if required. GUSRC will monitor developments in this regard

and will continue to support tenants to ensure their rights are upheld.

Responses to consultations

In addition to the political lobbying, there are circumstances where we will draft more formal responses to consultation documents on future government policy. Much of this work is done through CHESS (of which GUSRC is Chair). Examples of such work are detailed below.

Joint Future Thinking Taskforce

GUSRC, through CHESS, responded to the Joint Future Thinking Taskforce on the future of Higher Education in Scotland, calling for guaranteed funding for widening participation, learning and teaching and for a review of student support funding.

Smarter Scotland

GUSRC, through CHESS, responded to the Smarter Scotland consultation and reiterated disappointment at the Scottish Government's failure to proffer viable options for the future of student support in Higher Education.

We are also regularly consulted by Glasgow City Council on matters pertaining to accommodation and to student safety. We use the strong professional links between the SRC and Glasgow City Council to ensure that council policies in the aforementioned areas are more student friendly than they might otherwise be.



GUSRC represents and campaigns for students on both a local and national level.

STUDENT MEDIA

2008/9 was a successful year for GUSRC Student Media, which gained a range of awards during the year. These awards give prestige to the University and GUSRC as well as acknowledging the commitment of editors and contributors, all of whom give their time voluntarily in order to create the top-quality products which serve to inform and engage the student body.

Glasgow University Guardian

Glasgow University Guardian newspaper produced 4000 copies of each of their ten issues. The newspaper was once again recognised with a number of awards this year, winning awards for 'Best Photographer' and 'Best New Media' at the 2009 Herald Scottish Student Press Awards. The newspaper has also been shortlisted for the 'Best Columnist Award' at the 2009 Guardian Student Media Awards.

Content continues to be a balance of campus-specific and student-related news, along with in-depth features articles, high-profile interviews, reviews, and sports coverage.

Guardian continues to train a number of contributors and editors in writing, editing and design, with over 50 students contributing regularly to the content. The newspaper's website, Twitter feed and Facebook page all helped to extend the newspaper's readership throughout 2008/09.

Due to current economic conditions Guardian has experienced a significant decline in income from advertising revenue; consequently the newspaper was heavily subsidised by GUSRC. For 2009/10, GUSRC continues to explore alternative revenue raising opportunities.

Glasgow University Magazine (GUM)

Glasgow University Magazine (GUM) is the oldest student publication in Scotland. 3000 copies of each of the three issues produced throughout the year were distributed around campus and in key locations throughout Glasgow. It is a high quality prestigious product produced by around 25 student volunteers.

GUM was nominated for the Best Magazine Award at the 2009 Herald Scottish Student Press Awards. The magazine has also been shortlisted for the Best Publication Design of the Year Award at the 2009 Guardian Student Media Awards taking place in London in November.



The publication continues to attract attention from students and Glasgow residents, with each issue flying off the shelves. A redesigned website combined with a Twitter feed and Facebook page increased its reputation and reach throughout the year.

GUM continues to offer personal development opportunities to students with the provision of formalised training sessions, the encouragement of ongoing peer support and coaching by the editor and sub editor.

GUM has also continued to work with a variety of businesses around Glasgow to further the links between the University and the local community. Art galleries, clothing stores and local cafes all helped to contribute to the magazine and one store in particular requested large prints of magazine pages to display in their store.

Subcity Radio

In 2008/09, Subcity broadcast all year round on www.subcity.org and on 106.6FM between the 20th February and the 20th March. The standard of the broadcast was as high as ever, with one of the station's long-standing shows, Armed Response DNB, winning silver in the Best Specialist Music Programming category at the 2008 Radio 1 UK Student Radio Awards.

They were the sole winner from the several Scottish stations that entered the awards. Subcity counted around 200 contributors in total, the core team of editors and team leaders being made up of 20 people of whom about 80% were students, the rest being recent graduates of the University.

Overall, nine training sessions were held for presenters with around 150 participants overall. This increase on previous years was largely due to additional training sessions being held for experienced presenters to familiarise them with the new broadcast desk purchased in early 2008. Two further training sessions were delivered specifically for the music team, with around 40 people attending them. One final editing training session counted around 15 participants.

Subcity also ran a record number of very successful events at the Hetherington Research Club in September, October, November, and



Subcity Radio



GUST

December 2008, as well as January, March, April and June 2009. All bar one of these events reached capacity (around 200), and began to attract a regular fan base.

In addition to this Subcity hosted a sell out Haunted Disco for the Glasgow School of Art's Halloween celebrations (circa 800 capacity), and two further events at the GSA in February and May.

Subcity also held a special FM closing event at a secret location that students were taken to in blacked-out buses. This event proved immensely popular with those that attended.

One of the station's biggest successes continues to be its website, which was significantly redesigned this year to include podcasts, more reviews, and a design reflecting the ethos of the radio station. Visitors from throughout the world – from France to Australia – have written in to comment on the shows available online.

Finally a major event for 2008/09 was the Subcity stage at the West End Festival in Kelvingrove Park - attended by around 1000 people. Aided by great weather, this all-day event was a suitable conclusion for a very successful year.

Glasgow University Student Television (GUST)

Glasgow University Student Television produced an average of three programmes per week for students, ranging from campus news to features about Glasgow events to music and film review shows.

In addition, this year they worked closely with SRC-affiliated society Cut! Filmmaking to produce a number of high-quality short films.

A redesigned website which allows users to stream all GUST videos increased the availability of content as well as opportunities for students to get involved.

Screens to broadcast the television shows were mounted in Glasgow University Union and two locations in the John McIntyre Building. The content on these screens will continue to be developed to incorporate Subcity Radio shows, news stories from the SRC, and advertising for all student media.

GUSRC IN THE MEDIA 2008/09

Traditionally, GUSRC have maintained a positive working relationship with both local and national media outlets. The implementation of the communications strategy, developed during the previous year has helped GUSRC ensure it accesses its target audience and gain a wide-range of media coverage.

Independence from the National Union of Students ensures GUSRC have freedom to comment on matters independently; thus, reflecting the interests of the particular students it represents.

Some of the media in which the SRC featured include:

- The Times
- The Scotsman
- The Herald
- BBC Scotland
- BBC Alba
- Evening Times
- Radio Scotland
- Real Radio
- The Guardian
- BBC Scotland

Comment was given on a variety of issues and stories including:

- Binge drinking culture;
- Bursaries for students;
- University funding;
- Student debt;
- The effects of the credit crunch on students;
- Student support in Scotland.

A number of student media successes were also reported on: Subcity Radio events featured in the national Guardian, and details of GUM and

Glasgow University Guardian's success at student award ceremonies were reported on a variety of media-focussed websites such as Hold the Front Page.

Meanwhile, GUSRC maintained a high profile in its own student media, in particular in GU Guardian. The SRC events also received good coverage from student media and the so called "SRC Column" in Guardian continued to ensure local awareness around the organisation's activities throughout the year.

GUSRC were also given the opportunity to participate in a variety of BBC radio and television shows as both contestants and audience members, including Question Time.



COMMUNICATIONS STRATEGY

The development of a communications strategy in the previous year provided a valuable mechanism for ensuring more effective and targeted publicity. The strategy informed the development of much of GUSRC's publicity and served as a strategic template which informed the organisation's communication activities over the year. In particular optimising usage of the increasingly diverse means of electronic communication (Facebook, Twitter etc.).

STUDENT WELLBEING

GUSRC aims to contribute to and promote the well being of all students. The organisation delivers a number of services and events to support the range of students it represents. This section covers some of the work undertaken throughout the year under this heading.

MONEY MATTERS

Budget Workshops

GUSRC ran budget workshops during February. Last year international students had been targeted as part of the pilot process. Following the decision to broaden the target audience to all students' interest actually waned with only 25% of last year's numbers registering. Although still positively evaluated GUSRC has decided to review this approach and seek alternative ways to help financial management and optimise income.

Jobshop

Unlike recruitment agencies, Jobshop is a free 'jobs and skills' matching service, provided to all students and employers. Employers contact GUSRC with employment opportunities which are then advertised to students through GUSRC's website and on notice boards in The John McIntyre Building.

GUSRC also produce information for students about their employment rights and joining trade unions in order to prevent/minimise employer exploitation (see Publications). Currently, GUSRC is investigating the possibility of establishing mechanisms for measuring service usage in this area without impacting on the free flowing nature of its operation.

Second Hand Bookshop

GUSRC continues to operate its second hand book trading facility. This facility contributes to the alleviation of student poverty through providing a source of cheap course texts for students whilst affording an opportunity for other students to gain some financial return on texts no longer required.

GUSRC continues to operate this service on a break-even basis and have achieved greater efficiencies through being more selective in terms of stock taken in, thus ensuring the organisation is not left with obsolete stock and books that are

not relevant to current course work. GUSRC has also established automated electronic reminder and availability services through its website.

The new procedures have been effective, in particular by reducing staff time spent on contacting sellers to ask them to reduce prices or pursuing them to visit the offices and collect books not sold after two years.



**FREE
Budget
Workshops**

Learn how to:

- > Get the **best** from your bank
- > Live **well** on a student budget
- > **Save** money effectively

**11th March 4pm &
12th March 2pm**
Williams Room, John McIntyre Building

To sign up go to
www.glasgowstudent.net
or email
vp-support@src.gla.ac.uk

STUDENTS' REPRESENTATIVE COUNCIL
UNIVERSITY OF GLASGOW



As would be expected the current economic climate has generated an increase in the usage of money saving services. For the period July 2008 to June 2009 a total of 4609 books were sold (over 500 up on the previous year's total of 4049). Total sales for the year are worth £33,418 meaning students have benefited by over £22,000 through sales of their books.

GUSRC further estimate that savings against the purchase of new books has provided an overall benefit of £20,000 amongst participating students. The foregoing figures indicate an overall financial gain of around £42,000 to students who use the service.

Photocopying, Printing, Binding and Faxing

Through its frontline office, GUSRC continues to offer high quality printing and photocopying facilities to all students at a considerably lower rate than commercial high street agencies.

These services continues to remain in high demand with the sale of photocopy cards increasing slightly against last year's. Although there has been a drop of around 35,000 units used through the machines to 260,000 this reflects the units "pre-purchased" and held on the prepayment cards. There has also been an upsurge in usage of the binding facilities with usage 169% up on last year.

The aforementioned services are provided on a 'break even' basis and are highly popular with students. They provide significant savings for users of the service. Long queues and frequent re-

quests for information as to where similar services can be found nearby (usually from students who have been waiting for a considerable time) highlights a latent demand for an enhanced service. GUSRC is optimistic that proposed building refurbishments shall aid service expansion.



HEALTH PROMOTION

Mental Health

During October GUSRC focussed on issues around mental health, particularly between 6th and 10th October when a Mental Health week was delivered.

There were two key aims associated with the week:

- to encourage students to take good care of their mental health
- to increase awareness and debate on campus about mental health issues

Over the week a range of events were organised focussed around the theme of mental health.

To promote relaxation and the relief of stress there were several massage sessions provided free of charge by a local company. Free yoga sessions were also provided near the beginning and towards the end of the week.

All sessions of both Yoga and Massage were full to the maximum.

Given that there is some suggestion that physical activity can mitigate some mental health issues the University's Sports and Recreation Service once again allowed free access to the Gym during the week; this proved very popular with over 200 new students making use of this facility.

The events of the week were extremely varied. Two examples are listed below:

Doughnut Debate

The motion of the day was '*This house believes that the media is being used as a convenient scapegoat for eating disorders*'.

This was a really successful, exciting event as everyone who attended stayed and joined in a forty minute, deep, frank discussion about mental health and eating disorders.

The University Counselling Service also had a stall at the event to advertise where students could get help.

Student Theatre at Glasgow (STAG)

STAG ran two lunchtime plays, *On Top of Everything Else* & *Saying Goodbye*. Over 50 people attended each play, both of which were centred on Mental Health themes. *On Top of Everything Else* was written especially for the week dealing with mental health issues for younger people and will be shown at the Edinburgh Festival.

The main reason for choosing this area as a priority is that student mental health is often worse than that of the general population (for age matched populations). Anxiety and depression are the most commonly noted difficulties. The number of students with mental health issues continues to increase. Official statistics show that the proportion of undergraduates declaring a mental health difficulty on entering HE has risen from 5 in every 10,000 (1994/5) to 30 in every 10,000 (in 2004/5).

There are many areas of GUSRC's work which, indirectly, will impact on students' mental health. A recent government research review outlined the range of factors which impinge on a students' mental health, identifying ".....a relationship between mental health and the following factors: finances, accommodation, academic issues, university systems and social factors. Academic issues, and specifically coursework, emerged as particularly related to stress levels and mental health issues"².

Sexual Health

GUSRC again facilitated a "Sexual Health At Glasgow" day. The key aim of the day was to promote safe sexual practises at Glasgow University through raising awareness amongst the student populace. A range of events were organised throughout the day and free condoms were distributed by 'Condom Fairies'. In order to ensure they were 'on message' all volunteers distributing condoms underwent a briefing session before being permitted to distribute condoms.

One of the most successful events of the week was the 'sex quiz' organised jointly by GUSRC and Medsin. Over 200 students turned up (double the amount expected) and paid £2 to participate

in a quiz and games. All participants received a goody bag stuffed with information, magazines, sweets, condoms, lubricant and fluffy bugs. The event generated a surplus of £460 which was sent to the Terence Higgins Trust.

Because of the current policy of Greater Glasgow Health Board it is impossible for students to access free condoms without jumping through a variety of bureaucratic hoops.

Therefore, in order to optimise safe sex practices, GUSRC uses its own resources to purchase and distribute 10,000 free condoms throughout the year.

² National Programme for Improving Mental Health and Well-being Small Research Projects Initiative 2005-06: Understanding and Promoting Student Mental Health in Scottish Higher Education – A Mapping Exercise (Alastair Wilson, Gillian McIntyre, Neil Quinn and Fiona Buchan, University of Strathclyde Teresa Tinklin, Independent Researcher) December 2006



STAG WEEK
SEXUAL HEALTH AT GLASGOW

24TH - 28TH NOVEMBER

TALKS
SEX QUIZ
FREE CONDOMS
AT CHEESY POP
AND THE HIVE
FILM EVENING

FOR MORE INFORMATION GO TO
WWW.GLASGOWSTUDENT.NET STAG

ACCOMMODATION

SLAP Awards (SRC Letting Agency Prize)

The SLAP awards were introduced in 2007 as a mechanism for highlighting the 'most complained-about' letting agents in an attempt to shame the companies into improving their practices. The initial award to Grant Management in 2006/07 (Cairn Properties 2007/08) led to meetings with the company directors and some discussions around areas of potential improvement.

In order to prevent any discrimination against the larger letting agents (who would clearly be likely to get most complaints) GUSRC created an independent panel to judge the award. The panel reaches a decision based upon actual cases submitted from the advice centre. Unfortunately, this year Grant Management were again recipients of a SLAP award; regrettably Grant Management were not the singularly worst letting agent; the award was shared with Kohli Properties who had also attained a degree of excellence in poor service to tenants. The results were again published in The Glasgow University Guardian and both agencies have been in touch seeking to discuss matters.

Accommodation Options Forum

GUSRC were, once again, invited to participate in this event which is run annually, in February by Residential Services. GUSRC staff talked directly to 162 students and many more picked up information. This event is clearly a useful vehicle for promotion of the Advice Centre as a source of information and advice on housing as well as serving as a good source of information for students seeking Private Sector accommodation.



STUDENT SAFETY

Halls to Campus Minibus Service

This free service, run during the evenings throughout term time, guarantees that students are safely transported between the University and their Halls of Residence. It ensures that students can spend extra hours in the library without having to consider the costs of a late night bus ride (where available) or a taxi journey.

Students are also more likely to use campus study facilities if they know they don't face a long

walk home in the dark through areas which at times can be dangerous and where students have, in the past, been targeted for acts of violence.

GUSRC currently run three minibuses on differing routes. During 2008/09 the organisation, has again, seen a considerable increase in the number of student journeys which have reached 40,914 this year; an increase of 30% against 31,315 in the previous year and an increase

of almost 100% against the figure of 20,766 in 2004/05.

The increase in student numbers is due to an ongoing effort to fine tune the service to meet the requirements of the users.

Feedback on Minibus service

Although formalised feedback on the Halls to Campus service has not been sought, GUSRC is aware of the high esteem in which the service is held by the University's Residential Services department who use it in their marketing material as part of the package to attract students to Glasgow.

The ongoing financial contribution by Residential Services further highlights the value of the service to the University and its students.

Informal feedback from students through the minibus drivers is a useful mechanism for eliciting suggestions as to how the service could be further enhanced. As a direct result of the feedback the following was introduced this year:

- New timetables were provided for each hall and bus route to simplify the current timetable.
- Additional funding of around £3,000 was allocated towards the establishment of a designated return service from QM Halls, Winton Drive, Cairncross and Kelvinhaugh St.

In addition, towards the end of the Semester, GUSRC ran a short pilot service using one minibus in the morning between campus and the furthest away student hall. This appeared to be much in demand and it is likely that the service will be expanded to include morning journeys and all halls in future years.

A pilot service was also run during the Easter break as there are still many students on campus at this time. Again there was considerable demand and GUSRC intend to continue the Easter service provision in future years.

There have been considerable improvements to the service in the past year and, following the aforementioned pilot projects, some significant enhancements planned for 2009/10.

Below are listed some other fairly common themes which recur and may add some value to the service but which, for reasons of economy or efficiency, we are unable to develop at the moment:

- Service to operate at weekends
- Service to operate into the city centre
- Service to operate out to the Airport.
- Service to run extended hours on a Thurs & Friday (4.00am)

None of the above has been 'ruled out' for the future but will be considered in the context of the SRC's limited resources and future priorities.

Attack Alarms

GUSRC continues to procure and distribute free personal attack alarms.

In the previous year GUSRC purchased several hundred alarms and made these available to students who felt particularly vulnerable. These alarms are provided to students free from The Advice Centre.



INFORMATION AND ADVICE

Student Information Point

GUSRC Reception staff undergo a wide range of training, enabling them to fulfil functions beyond traditional reception duties. The range of services provided by GUSRC, coupled with a central position on campus, means it is often the first point of call for student enquiries on a range of matters relating to the University and the City (i.e. far beyond services provided by GUSRC).

The University opened its new student services centre (The Fraser Building) this year. GUSRC have good working and communication links with the Student Enquiry service to ensure appropriate information is shared and accessible through both distribution outlets. As well as ensuring consistency in signposting to other services.

GUSRC continues to use the 'Information Point' brand at SRC Reception in order to encourage students to approach. During the last year the service engaged with 13202 students.

PUBLICATIONS

Student Guide

The Student Guide, produced by GUSRC, runs to around 200 pages and has long been seen as the key introductory document to life in Glasgow; The University of Glasgow in particular. Produced to high quality print and design standards, 5,000 copies of the Guide are distributed directly to new undergraduate and postgraduate students as part of the registration process.

The Guide is not produced as a 'throwaway' document. The high standard of presentation, quality of writing and range of information, seeks to ensure that The Guide is kept and used as a reference book throughout the year.

Student Diary

Following the success of the first ever 'Keep Track' Student Diary covering the academic year 2007-2008, GUSRC accessed resources from the University to develop a similar publication for 2008-2009.

The 2008-2009 diary was again targeted at first year students, with the aim of enhancing learning and contributing to student retention through

- Encouraging time management, good learning practices and organisational skills.
- Assisting integration and participation in a range of activities.
- Highlighting the range of Support Services offered by the University and GUSRC to en-

sure that students knew who could help them with any issues.

- Assisting the process of students settling into the city and settling into the University environment.
- Encouraging a sense of belonging to the University.

Feedback

This year's Diary had been 'fine tuned' following an independent evaluation of the first edition. No major changes were considered necessary following the conclusions in the previous year's evaluation which included the following:

- *"It is clear that the Keep Track Student Diary has achieved excellent levels of retention and a good level of usage, with many students making very frequent usage of it."*
- *"The content of the Diary is well-regarded, particularly in relation to elements such as term dates, University contacts and University Services. There may be some scope to provide broader information on the city and University environment that could be of value to students."*
- *"The evidence is that users of the Diary believe it to have a significant impact on issues such as time management in particular and also on their learning practices and organisational skills."*
- *"Whilst there is some impact of the Diary on people's ability to integrate with and partici-*

pate in University life (and indeed on their sense of belonging to the University) such feelings are not quite so strongly held. The impact of the Diary on helping people to integrate into the city itself is fairly marginal.”

- “There is a widespread belief that the issue of the Diary by the University should be a “given” and, indeed, a belief that it would be beneficial for it to be disseminated more widely (i.e. beyond first years).”

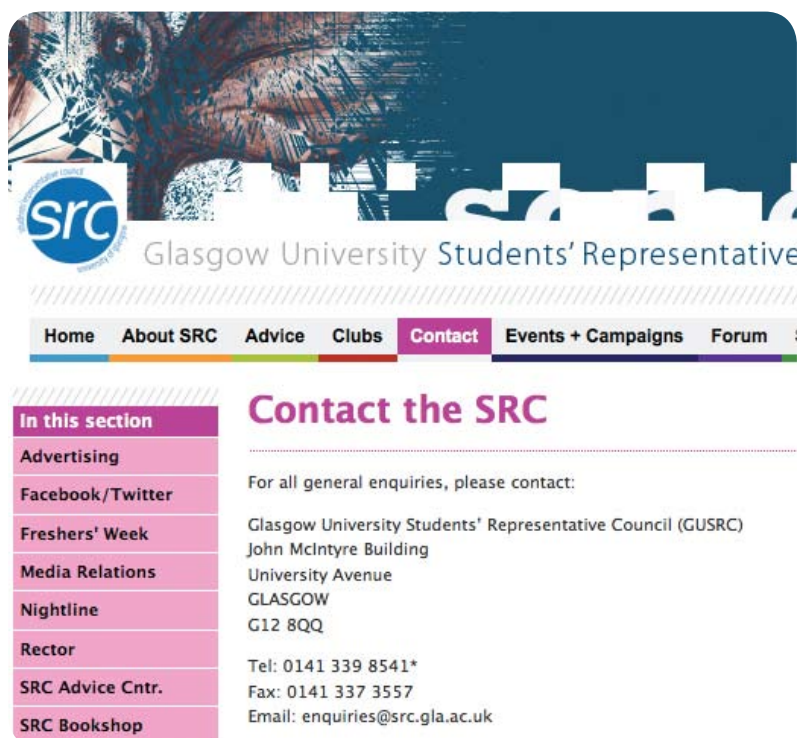
Website

GUSRC’s website www.glasgowstudent.net is a unique resource for providing information to students, stakeholders, the media and public, about the GUSRC and the services and representation it offers.

This year, an RSS feed was added to the Home page and Classifieds section of the website, giving students the opportunity to be instantly informed of updates to the website.

These feeds will also be incorporated into the University screens around campus, a ticker-tape feed with SRC news as part of the design.

The website itself was streamlined and made easier to navigate. A number of sections were added including more information about campaigns and representation.



In this section

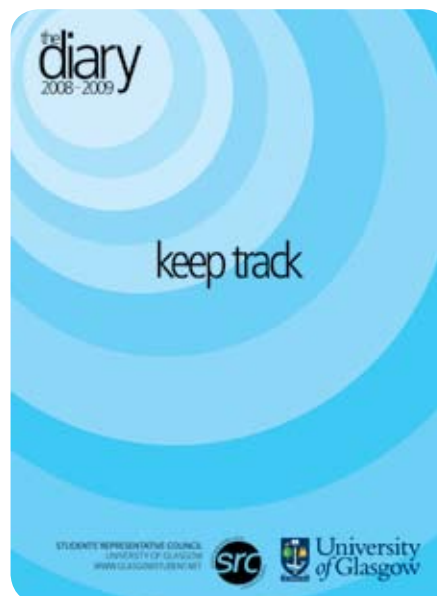
- Advertising
- Facebook/Twitter
- Freshers' Week
- Media Relations
- Nightline
- Rector
- SRC Advice Cntr.
- SRC Bookshop

Contact the SRC

For all general enquiries, please contact:

Glasgow University Students' Representative Council (GUSRC)
John McIntyre Building
University Avenue
GLASGOW
G12 8QQ

Tel: 0141 339 8541*
Fax: 0141 337 3557
Email: enquiries@src.gla.ac.uk



GUSRC publishes The Guide and The Diary each year for students. The website and RSS feeds help students, stakeholders, the media and the public to find out more about the services and representation offered throughout the year.

THE ADVICE CENTRE

GUSRC's Advice Centre employs 4 FTE staff members and provides high quality, impartial advice and advocacy on a range of welfare and academic issues to students and prospective students of the University. The Advice Centre also plays a key role in informing and legitimising our policy development and campaigns. This section focuses on the casework element of the Advice Centre. The rest of the work is subsumed within other elements of this report.

Casework Activity

During the last year the advice team carried out 8533 pieces of casework (e.g. interviews, phone calls research, emails).

This is a small (4%) increase on the previous year but still more than a 75% increase on 2005/06.

Issues

The nature and complexity of enquiries dealt with by the Advice Centre is such that, to give a true indication of the work undertaken, we use a recording system which allows us to establish the weight of work against cases and enquiries under set headings.

University and academic issues continue to make up the largest number of enquiries dealt with (3572 casework entries) followed by accommodation problems (2112 casework entries) and financial issues (1785 casework entries).

Outcomes

In many cases the client is empowered with the information to act for themselves and will not revert to the Advice Centre unless further assistance is required. We are, however, able to provide some detail on the tangible benefits that students have derived through assistance from the Advice Centre.

Academic

There were 32 completed appeal cases during the year, of which 14 were successful. There were 19 completed disciplinary cases, of which 18 were successful. There were 8 completed complaint cases, of which 3 were successful.

Financial Gains

Our confirmed financial gains give a total figure of £97,083.

Financial gains come from a variety of sources including:-

- reclaiming of bank charges
- recovery of accommodation deposits
- payment of wages or holiday pay previously withheld
- successful challenging of student support overpayment decisions
- as the direct result of advice given about eligibility for student funding.

The financial gains figure is always a significant underestimate of the true financial gain, as we only record gains which are confirmed. In many cases clients do not return to tell us the outcome of their case.

Non-financial Gains

In 7 cases, either through negotiation or the appeals or disciplinary processes, re-submission of an assignment or re-sit of an exam was granted. Grades were reviewed in 5 cases. Students were accepted back onto their course in 10 cases and had re-sits uncapped in 4 cases.

We were able to sort out problems with Council Tax exemption in 4 cases. Our intervention also helped to prevent homelessness in 11 cases. In 8 further cases our intervention helped to ensure housing repairs were carried out when the landlord had previously delayed in doing so.

There were numerous other non-financial outcomes such as negotiating course changes and changes to regulations, students being supported through a complaint about harassment, amendments to unfair terms in leases and assistance in requesting a deadline extension.

ADVICE CENTRE CASE STUDIES

CASE STUDY 1 STUDENT A

Student A had received a large bill from BT, which she did not owe, as it had been due to errors on the part of BT. She complained, but her complaint was not dealt with and, fearing court action from BT, the student paid the bill. She then sought advice from us. The Advice Centre wrote to BT twice and finally received an apologetic phone call from them. Over the course of subsequent phone calls, the advice worker was able to negotiate a full refund for the student, plus interest and compensation.



CASE STUDY 2 STUDENT B

Student B was having trouble paying his rent. The advice worker checked his income and noticed that he was not receiving all he was entitled to from SAAS. The advice worker phoned SAAS on his behalf and the student subsequently received an additional £1000. He was also advised about applying for help from the HEI Discretionary Fund, for help with accommodation costs.

CASE STUDY 3 STUDENT C

Student C had been ill during his Junior Honours year, and this had affected his final degree result. Although he had submitted medical evidence, this had not been sufficient to alter his final classification. The advice worker explained the Incomplete Assessment provisions in the University Calendar, and assisted the student to make an appeal case to the Faculty, with additional medical evidence provided. The result was that the Board of Examiners were able to discount one exam from the overall calculation, which raised the student's classification to one that better reflected his ability. The student was "very, very delighted" with the outcome.

CASE STUDY 4 STUDENT D

Student D had been referred to the Senate Assessors for plagiarism in an essay. The advice worker was able to explain the provisions of the plagiarism statement to the student and advise her on putting together a statement for the Senate Assessors. The advice worker also accompanied the student to the hearing and spoke on her behalf when the student became upset. The outcome was that a capped resubmission was recommended. The student was also advised on additional sources of help with academic referencing.

CASE STUDY 5 STUDENT E

Student E came to the Advice Centre to have a new tenancy agreement checked. The advice worker had serious concerns about the content of the agreement as it attempted to pass the landlord's legal responsibilities for repair onto the tenants. In addition, the receipt the student had obtained for her deposit was unsigned and effectively worthless, there was no address for the landlord, and the agreement demanded that the rent be paid in cash. Following our advice, the student was able to go back to the landlord and ask for all these matters to be remedied before she signed.

CASE STUDY 6 STUDENT F

Student F initially contacted the Advice Centre for advice on a tenancy issue, and it transpired that she had also been experiencing harassment from another student. The advice worker gave relevant information about the tenancy problem, but also supported the student in approaching members of staff in her department for help with the harassment issue and advised on further sources of emotional support as the student was very upset by her experiences. The harassment issue was dealt with informally within the department.

CASE STUDY 7 STUDENT G

Student G had become estranged from his family following the change to the SAAS funding rules this year which require step-parents' income to be taken into account in the loan assessment. This had caused rows in the family and G was told to move out. The advice worker explained the rules on estrangement and assisted the student with applying to SAAS to be treated as an independent student. The student subsequently received the full loan from SAAS.



During the last year the advice team carried out 8533 pieces of casework (e.g. interviews, phone calls research, emails). This is a small (4%) increase on the previous year but still more than a 75% increase on 2005/06.

FRESHERS' WEEK

GUSRC is the lead student body in the organisation and administration of Freshers' Week, working in partnership with the University's Recruitment, Admissions and Participation Service (RAPS) to provide a key link between the University and student bodies: this ensures a joined-up approach to the combined Orientation and Freshers' Week programme.

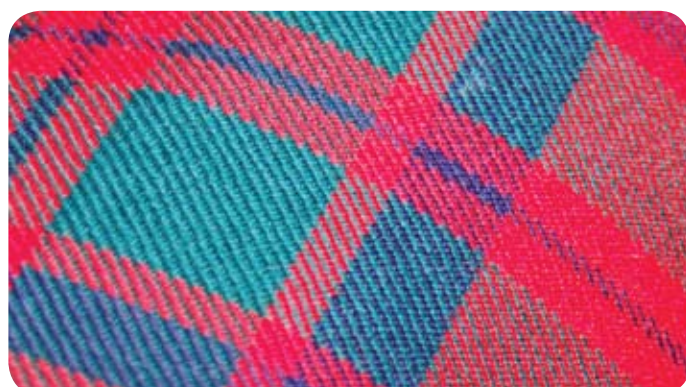
GUSRC's key responsibilities in this arrangement are as convenor of the student bodies' Cross-Campus Freshers' Week Committee and as the coordinator and administrator of the Freshers' Pass sales: and the organiser of a range of events run during the week intended to encourage participation in the week by students from non traditional backgrounds. This year's record pass sales of over 3,000 is testament to both the quality of the student body provision and the value of cross-campus collaboration in creating an enhanced Freshers' Week experience for new students.

GUSRC's Freshers' Week 2008 programme was a larger offering than ever before, encompassing a mixture of established favourites such as the Freshers' Address as well as campus and University tours alongside new events designed to cater to Glasgow's increasingly diverse student body ranging from free guitar lessons to event for student parents and their children.

The GUSRC Welcome Tent once again proved invaluable as a first port of call for new students seeking advice, information and free refreshments from the friendly team of Freshers' Helpers, but 2008 also saw a greater focus on the use of the tent as an events venue: up and coming Glasgow musical talent was showcased everyday in a lunchtime acoustic slot, and the tent was made available to GUSRC affiliated clubs and societies to stage their own events including a series of short plays by STAG (Student Theatre at Glasgow).

The free campus to halls minibus and nightbus routes run during the week provide a reliable and safe means of travelling to and from University while new students orient themselves to the city, and are regularly cited by Freshers' as the most valuable service provided by GUSRC during Freshers' Week.

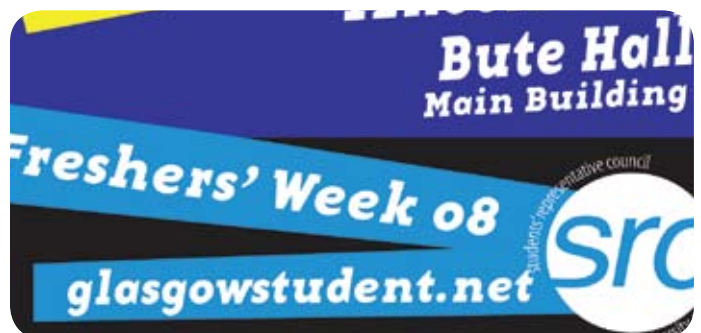
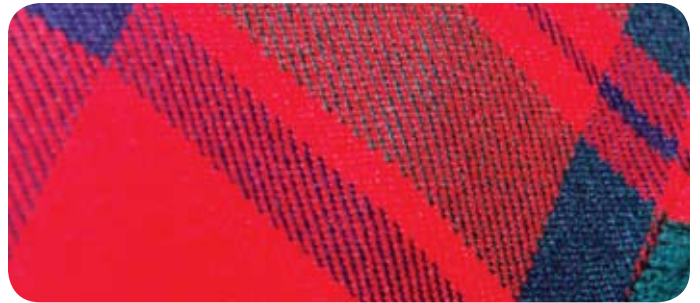
Additional hours of service were offered on



Freshers' Fair days to cope with increased demand, and a special extended nightbus service was run on the Friday to cater to students wishing to return home after the early evening ceilidh.

Freshers' Week 2008 culminated in spectacular style with a global ceilidh in the cloisters targeted at both home and international students: traditional Scottish dance combined with global cuisine and cultural entertainment to create a true carnival atmosphere with over 50 nationalities represented by the students in attendance. In all, more than 600 students participated in the ceilidh and over £300 was raised for charity, making the ceilidh one of the largest ever GUSRC events.

GUSRC further raised its profile amongst new students by delivering more awareness-raising introductory talks at faculty and departmental events throughout the week. These short Q&A presentations enabled students to find out more about the range of support, services and opportunities available within GUSRC. The presentations were well received by both students and staff and subsequent uptake of services saw a significant boost.



A selection of photography and design from Freshers' Week events.

ADDITIONAL SUPPORT TO INTERNATIONAL STUDENTS

Internationalisation continues to be a significant element of the SRC's work. In general, the proportion of International students utilising GUSRC services is disproportionately high. In terms of support in voluntary activities and clubs and societies there are considerable benefits provided to international students through these routes.

GUSRC received a 97% satisfaction rating amongst international students at the latest i-graduate International Student Barometer. Consequently GUSRC had the highest rating of any University of Glasgow service. The SRC is also the highest ranked Student "Union" in Scotland with satisfaction ratings 4.2% above the National Average and 5.3% above the ISB average.

All GUSRC's services are well used by International students. The unique halls to campus minibus service, the Advice Centre as well as the information and reception services all enjoy high uptake from international students. Elsewhere in this document there is some information how the work of GUSRC, directly and indirectly, benefits international students.

GUSRC work hard to ensure all their services are flexible and accessible to the diverse student population. In addition, GUSRC works in partnership with the University to develop additional initiatives which take the particular needs of International students into consideration.



native english speaker? Language Student?

INTERNATIONAL STUDENT?

if you can talk, then why not try out our Language café.

THE LANGUAGE CAFE
WILLIAMS ROOM, JOHN MCINTYRE BUILDING
Wednesday 18th March, 2.30pm

As part of the SRC's Conversational English Programme, students are invited to come along to the Language Café. If you're an International Student looking for help with your English, a Language Student looking for extra practice or just a native speaker wanting to learn more about other cultures, we're here to help. The Language Café gives you the chance to be paired-up other students and get the help you're looking for.

STUDENTS REPRESENTATIVE COUNCIL
 UNIVERSITY OF GLASGOW
www.glasgowstudent.net SRC



GUSRC offers a wide range of events and services for the thousands of international students studying at the University of Glasgow.

VOLUNTEERING AND EMPLOYABILITY

In keeping with the organisation's strategic aims, GUSRC continues to provide a dedicated service that facilitates volunteering opportunities for students as well as acting as the central campus hub for University clubs and societies – all of this helps contribute to a thriving campus life and individual personal development through the provision of opportunities which meet the intellectual, cultural and social needs of our members.

The primary goal of all students' who come to University is to learn and get a degree. The first priority of GUSRC and the University is to ensure that this goal is achieved.

There are, however, many other aspects of University life which shape the individual and add to the overall sense of the University experience.

Activities, alongside the formal learning environment are influential not only in how individuals develop and grow and the future choices they make, but also in how they are perceived by potential employers and other decision makers who will have an impact on students long after they leave University.

STUDENT VOLUNTEER SUPPORT SERVICE (SVSS)

WHY NOT
TRY OUT THE
**STUDENT
VOLUNTEER
SUPPORT
SERVICE**

HELP OUT WITH
VOLUNTEERING TO SUIT YOU.
THERE'S LOADS OF
OPPORTUNITIES AT
WWW.GLASGOWSTUDENT.NET

volunteer www.glasgowstudent.net SRC

Throughout the year SVSS has continued to build upon existing links with a range of University services and departments, as well as service providers in voluntary sector organisations across Glasgow. Helping channel energies along routes which can often benefit the individual student, the reputation of the University and the local communities which the University serves.

Such work saw the service support over 550 (compared to 446 in 2007/08) students in voluntary placements across 12 projects.

Last year's rebranding of Student Community Action to SVSS has attracted new interest from students and University partners alike. As the University community becomes increasingly aware of the exciting opportunities offered through SVSS, the demands on the services continue to outstrip the potential to supply.

Waiting lists remain for many of its projects – a case in point being the 102 students who applied for the 6 positions available through Find a Solution.



Disclosures

275 students received an Enhanced Disclosure through GUSRC at no charge (compared to 142 in 2007/08), allowing them to work with children and vulnerable adults in a number of SVSS supported projects, both in Glasgow and abroad.

This service alleviates a significant administrative and financial burden for many groups and individuals who otherwise may be unable to fulfil their statutory obligations in this regard, thereby placing their own, and the University's reputation, at risk.

Conversational English Programme

Following on from the pilot in 2007/08, the Conversational English Programme, which gives International Students at the University of Glasgow the chance to meet up with an English speaking student volunteer with the aim of helping them improve their spoken language skills, has flourished. In the past 12 months the programme has gone on to become not only a unique volunteering activity but also a great addition to the portfolio of student services on offer through the SRC.

Thanks to the help and support received from the Vice Principal Learning, Teaching & Internationalisation SVSS were able to further publicise this across departments and University services, and in turn was able to offer Language support to over 70 international students from a range of countries and studying a range of courses.

The demand from students looking to receive support and those looking to volunteer saw SVSS develop a series of Language Cafés which were designed to give the programme greater "critical mass" and build the project's capacity to support itself through its own momentum.

The advice SVSS received from University Lan-

guage Centre staff on facilitating discussion with international students has now seen this develop into a regular event in the SRC calendar.

Classroom Support

The ever-popular Classroom Support Scheme, which gives students the chance to volunteer in schools across the city, has developed a range of interesting initiatives which complement the University's International Strategy whilst offering invaluable support to local children.

Thanks to a strong working relationship with the Glasgow University Polish Society, SVSS was able to establish after-school clubs for Polish children in the East End of Glasgow – this saw Polish students volunteering to assist the children with their homework, help them to practice their English and give them a positive role model of someone who has moved to Scotland and has gone to succeed in Higher education.

This is another project that SVSS are looking to develop further in the next year, as this type of work with Polish families and communities in Glasgow is extremely positive for all involved.

In a similar theme, a partnership with Glasgow City Council's Modern Languages Support & Development Team has given French, Spanish & German-speaking students the chance to act as language assistants in local schools.

SVSS involvement with Hillhead High's "Mandarin Hub", part of Learning and Teaching Scotland's Confucius Classrooms initiative, gives Chinese postgraduate and GIC students the chance to support the teaching and learning of Chinese language and culture.

This is a particularly significant development as previously it had been extremely difficult to secure opportunities for some Chinese students to channel their enthusiasm and expertise.

Find a Solution

Over the past 12 months we have, thanks to the continued support from the University of Glasgow Settlement, been able to expand upon the innovative "Find a Solution" project, a scheme which provides students with the opportunity to undertake consultancy work for a local voluntary organisation and put into practice skills learnt

through their academic studies.

Three leading organisations (The National Theatre of Scotland, The Robertson Scholarship Trust and Glasgow Wood Recycling) each hosted two students during the 2009 summer break, and the positive feedback received from all parties demonstrates that the project not only provides students with the opportunity of undertaking unique summer placements in areas as diverse as sustainability and accessible Arts, it also provided invaluable support to the aforementioned organisations who would otherwise not have had the necessary expertise or resources to undertake the work themselves.

“I was very impressed by the calibre and enthusiasm of all the students taking part in the project and I hope that this scheme can be extended so that more students can participate and gain a better understanding of local community needs. I also believe that local groups can benefit enormously from the knowledge and expertise shown by the students” – Ann McKechin MP.

Buddy a Granny

Thanks to partnerships which have developed with a range of service providers across Glasgow, including Bield Housing Association, Alzheimer Scotland and the West of Scotland Seniors Forum, we have been able to expand upon the existing good works undertaken by student volunteers with the elderly and housebound across Glasgow. Such developments have enabled students to undertake a 5-day training programme into working and communicating with dementia sufferers and provided them with the subsequent opportunities to put this training into practice at Care Homes and Hospital Wards across Glasgow.

The motivations of the students who get involved in such work varies greatly, as many of the volunteers are international students who come from countries where caring for the elderly is ingrained in the culture, whereas other volunteers are attempting to apply concepts from their courses and some practical work experience. Thanks to a dedicated section on the Department of Psychology's Portal, a Moodle-based site, this latter group are signposted towards such opportunities, and this has produced a high number of referrals for projects. Again, the benefits of



The University of Glasgow Settlement Fund supports the Find A Solution programme.

such partnership work are wide ranging – the social outreach element of this work ensures that the University's reputation and that of students is enhanced amongst the local community, and students who are considering careers in areas such as educational psychology or occupational therapy are offered first-hand experience.

Nightline

GUSRC's information and listening service, which runs from 7pm to 7am every night during term time, saw its most successful year in 2008/09, with a 59% increase in calls received compared to 2007/08. A new email service (asknightline@src.gla.ac.uk) has also been introduced where students can email queries to Nightline volunteers at a time when the rest of the University's services are closed, which underlines Nightline's position as a valuable student support service.

Feedback from students:

“I had a very good time during my first year in Scotland while studying in Glasgow, especially as I got lots of help from SRC. Many kinds of programmes helped me to know more people, and integrate into the University society, and offer many opportunities to do some volunteer work. I also very appreciate your help for offering the certificate and the MV award” – Yang Zhang.

“I just wanted to say that this (the Language Café) is a brilliant initiative and I think that you guys should carry on with it. Being an international student myself, I know lots of international students who want to improve their English. So this is a means to it. And it was equally nice and an enriching experience to meet other people and make new friends” – Reena Fowdar.

Feedback from opportunity providers:

“Emma was liked by all and the children are missing her. She was very professional and eager to learn about teaching. Emma came with an open



mind and this allowed her to fully experience what it is like to teach infants and to teach in an area such as Yoker. Emma was a great resource and I would love to have any more students who wish to experience what teaching is like in Glasgow” – Class Teacher, Yoker Primary

Clubs and Societies

Clubs and societies are a key element of the student experience. In 2008-09 the SRC has supported over 100 clubs and societies reaching over 5000 student members and providing them with more than £15,000 of financial support.

Clubs and societies continue to benefit from advice and support from the SRC on issues as diverse as governance, risk assessments, publicity, and event management. GUSRC continues to provide free minibuses to facilitate trips in the UK and travel to conferences and meetings.

Clubs and societies were also an integral part of the SRC Freshers' Week. Events included cultural fairs, sword fighting displays, meet and greets with Society members as well as taking part in the SRC Freshers' Fair.

Support for clubs and societies has also been subject to a substantial review this session, with the aim of making it easier for clubs and societies to access SRC services and general support.

The revised processes and systems have enhanced SRC involvement and increased grant uptake: ensuring that clubs and societies are as accessible to students as possible and that funding is directed to the most active clubs, many of whom used the funding allocated to put on events and purchase equipment for the benefit of their members and the wider student body.

Media Week

Media Week 2009 built on the success of the previous year's week: the only one of its kind in the country. 22 events including Q&As, talks, workshops and seminars with a variety of media professionals, took place between 9th to 13th February. The week was promoted throughout campus and the West End of Glasgow with posters, flyers and brochures describing the events on offer.

This year's line up included a diverse range of speakers from organisations such as: Amnesty International, BBC, The Herald, United Agents, Tiger Aspect, Scottish Media Group and the Sunday Mail. The topics discussed not only gave students an insight into how to start a career in various sectors of the media – from working as a

TV runner to becoming a literary agent – but allowed them to engage in key issues surrounding the media industry, such as how one deciphers what in the media is true, or how to communicate in a crisis.

One of the most successful events of the week – with over 100 attendees – was an inter-student body debate, organised in conjunction with Glasgow University Union. Members of the GUSRC, GUSA, GUU and QMU debated on BBC policy while Charles Kennedy MP chaired. A film night showing students' work concluded the week with a large number of attendees.

Generally, attendance of events was high, with 408 students attending events during the week: an increase of 160% on last year's number. Student feedback was also extremely positive, with 100% of students saying that they would recommend Media Week to their friends, while 80% of students had their expectations met, and the remaining 20% had them exceeded.

The week not only provided an opportunity for students to find out more about potential career opportunities and discuss a number of issues relevant to them, but helped to cement the positive relationship between the GUSRC and the Scottish Media which will likely continue into the next year.

RAG (Raising and Giving) Week

RAG week was held in February this year offering a variety of opportunities for students to participate in a range of organised events whilst raising money for charities.

Some highlights included:

The Apprentice

(Very) Loosely based on the TV programme the event was focussed on encouraging initiative and entrepreneur spirit as a host of student teams fought it out to see who could generate the most money for Charity from an initial £5.

Global Village

A cultural celebration of food, music and dance of countries and continents. Providing a wide variety of food samples from throughout the world and host to dancing, face-painting and live music, this night is the highlight of RAG week and always

provides entertainment and a great atmosphere. There were over 1000 students participating in RAG related events throughout the week with around £3000 going to a range of charities.

Local Community Links

GUSRC continues to foster positive relationships with the local community. Representatives attend and participate in Community Council meetings which are often hosted by GUSRC. The organisation continues to work with community representatives and local councillors on matters of mutual interest.

Concerns around housing, in particular HMOs, continue to encourage ongoing dialogue. GUSRC is the only student body represented on Glasgow City Council's HMO group which is a useful forum for dialogue as well as affording GUSRC the opportunity to raise matters of concern to students and have input into Glasgow City Council's policies and practice in relation to HMOs.

Subcity Radio's participation in the West End festival as well as organisation of other local events provides high profile link with young people in the west end, whether at university or not.

The set at the West End Festival had several thousand attendees over the day, dancing to the music, having picnics and enjoying the good weather.





RAGWEEK

19/01 - 23/01

Tuesday 20/01

What can you do with £5?

The Apprentice

1pm, Williams Room,
John McIntyre Building

Test your initiative, cheekiness and entrepreneurial spirit as teams fight it out to make a lot of money out of a little. Get thinking and register your team at the SRC reception or by email to: vp-support@src.gla.ac.uk.

£5 per team, prize for winning team!

For more information and events go to www.glasgowstudent.net



RAGWEEK Raise And Give
19/01 - 23/01

HIGHLIGHTS

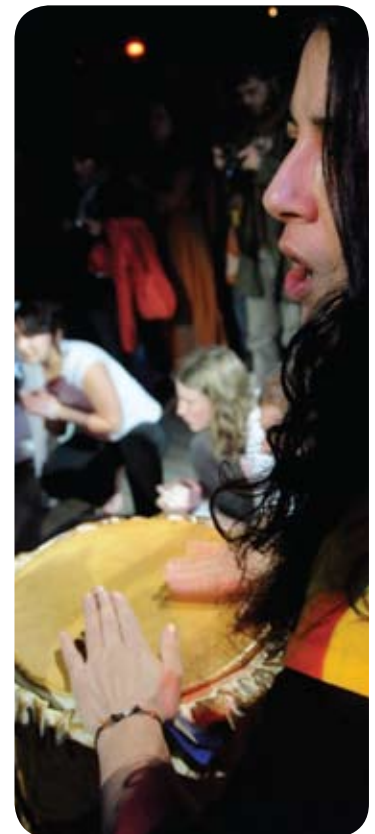
Tuesday/ The Apprentice
1pm, Williams Room, John McIntyre Building

Test your initiative, cheekiness and entrepreneurial spirit as teams fight it out to make a lot of money out of a little. Get thinking and register your team at the SRC reception or by email to vp-support@src.gla.ac.uk. £5 per team, prize for winning team!

Wednesday/ Glasgow Student Dance Company
Dance extravaganza followed by a dance lesson so that the audience can join in!
Classes at 7pm and 8pm
Williams Room, John McIntyre Building

Thursday/ Global Village
Tickets £5 from OMU
www.globalvillageglasgow.co.uk for more info

For more information and events go to www.glasgowstudent.net

RAG Week offered students the chance to participate in events whilst raising money for a variety of different charities.

CRICHTON CAMPUS

GUSRC provides support and training to registered University of Glasgow students based on the Crichton Campus in Dumfries.

GUSRC employ an administrator, based at Crichton, who has responsibility for supporting Crichton students in developing extra curricular activities for the local student populace in order to enhance and enrich the cultural and educational experience on the Crichton Campus.

FUTURE PLANS AND CHALLENGES

This coming year the University will be subject to an Enhancement Led Institutional Review (ELIR). In the last review undertaken in 2004 both the University and GUSRC were subject to some criticism on the lack of a positive working relationship and around student engagement in general.

One of our challenges this year will be to demonstrate that a strong partnership has emerged between our two organisations since 2004 and that significant progress has been made in student engagement and representation across the board. This will involve working closely with the University in preparation for the ELIR visit, including being major contributors to the University's Reflective Analysis, and meeting with the ELIR review team at the Part 1 and Part 2 visits.

Our current location, at the centre of campus in The John McIntyre Building, has been vital to building our profile and encouraging students to access our services.

The building is due to undergo significant redevelopment and we have already been involved in lengthy discussions with the University about how the redeveloped building will enable the SRC to expand its services and further increase its profile and accessibility to students.

In particular we will work with the University to develop a more accessible reception and increase the space available to our Advice and Student Volunteer services as well as the 100 or so clubs and societies that we support.

Most importantly we will seek to avoid complacency. The SRC is dependent on public funds and it is essential that we continue to demonstrate the value of our activities to those who fund us.

We have come a long way in recent years but believe we can continue to develop and ensure we have a significant role in working with the University for students in ensuring the student experience at Glasgow is one of the best in the world.



University
of Glasgow

POSTWORD

2008-2009 was a great year for GUSRC. This, our second Annual Report, is a testament to the hard work and determination of everyone in the organisation.

The annual change in student leadership brings with it fresh ideas, opportunities and excitement, but also the danger of losing the focus and good relationships built with partners over the past twelve months. GUSRC continued to move forward, build upon relationships with key partners and to grow - providing increasingly popular services, and quality, evidence led representation for the students of the University of Glasgow.

This year presents opportunities for the SRC to be part of key changes at the University: Working with the new Principal, Professor Anton Muscatelli; the refurbishment of the John McIntyre building, which will make our services even more accessible to more students and an ELIR review of the University which will be an exciting opportunity to celebrate what the University does well, and to further develop the student experience at Glasgow.

Looking forward, the council members, staff and sabbatical officers at GUSRC have ambitious plans for development: further enhancing postgraduate representation at Glasgow; campaigning for increased funding for Scottish universities; encouraging more students to get involved in co-curricular activities and working with the University on key areas for development, such as feedback and assessment, and student retention.

2009-2010 couldn't have begun with a stronger, or a better foundation on which to build on the successes celebrated in this report, and to work with our partners to enhance the student experience for all at the University of Glasgow.

I can't wait!



Laura Laws
SRC President 2009/10



FINANCIAL REVIEW

GUSRC recorded a deficit this year of £11,115 (2008 – surplus £17,091). We have sought to maintain or increase the performance across the SRC this year whilst operating in an extremely difficult financial environment which has seen one of our key sources of additional revenue, advertising, severely diminished, this alongside a fall in income from bank interest receivable caused by the low savings interest rate have reduced income during the period. Total reserves at 30th June 2009 stand at £366,352 (2008 - £377,467).

The block grant from the University increased from £425,000 to £438,000. There is an additional £27,000 allocated to this heading as a notional building rental charge granted to GUSRC for use of the building.

GUSRC received £17,000 from the University's Residential Services as a funding contribution

towards the running of the Halls to Campus Minibus Service, £4,000 of this was for an expansion of the service to include a morning service to Wolfson Hall from January 2009.

GUSRC received no contribution from the University's Graduation Photography income. Historically this contribution has always been around the sum of £25,000, a change in University policy resulted in the contribution reducing by around 50% in 2006/2007. The £9,000 awarded in 2007-2008 was accepted by GUSRC as a 'full and final' contribution from this source.

There was £4,000 received from the Crichton Foundation against the Crichton heading and this income was passed over to the Crichton general account for general expenditure during 2009.

Funds available at the end of June 2009 are £1,709.



INCOME AND EXPENDITURE

SUMMARY FOR YEAR ENDED 30TH JUNE 2009

	Restricted Funds £	Unrestricted Funds £	2009 Total £	2008 Total £
Incoming Resources				
Incoming Resources from Generating Funds				
Voluntary income	-	465,000	465,000	452,000
Activities for generating funds	-	29,341	29,341	36,821
Investment income	-	13,989	13,989	25,141
Incoming Resources from Charitable activities	4,000	183,056	187,056	208,797
Other Incoming Resources	-	85	85	3,700
	<hr/>	<hr/>	<hr/>	<hr/>
Total incoming resources	<u>4,000</u>	<u>691,471</u>	<u>695,471</u>	<u>726,459</u>
Resources Expended				
Costs of Generating Funds				
Costs of generating voluntary income	-	6,200	6,200	5,500
Fundraising trading costs	-	2,200	2,200	1,281
Charitable activities	13,885	645,447	659,332	665,797
Governance Costs	-	38,854	38,854	36,790
	<hr/>	<hr/>	<hr/>	<hr/>
Total Resources Expended	<u>13,885</u>	<u>692,701</u>	<u>706,586</u>	<u>709,368</u>
Net incoming/(outgoing) resources before transfers	(9,885)	(1,230)	(11,115)	17,091
Gross transfers between funds	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
Net Movement in funds	(9,885)	(1,230)	(11,115)	17,091
Balance brought forward at 1 st July 2008	11,594	365,873	377,467	360,376
	<hr/>	<hr/>	<hr/>	<hr/>
Fund Balance carried forward at 30th June 2009	<u>1,709</u>	<u>364,643</u>	<u>366,352</u>	<u>377,467</u>



UNIVERSITY OF GLASGOW STUDENTS' REPRESENTATIVE COUNCIL ANNUAL REPORT 08/09

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