

Committee Title	Student Voice					
Date of Meeting	23 rd October 2017					
Item Number and Title/Subject	The Bigger Plan Year 1 Update Paper					
Paper Presenter	Kevin Campbell, Student President (or nominee)					
Brief Summary of Issues/Topic	The Bigger Plan 2020 was started during the academic year 2016/17, this was Year 1. This report outlines progress made towards the Key Performance Indicators (KPIs) and Big Actions. The KPIs are ambitious in order to stretch the organisation. A summary of other performance is outlined within the annual report section of the Audited Accounts 2016/17.					
Recommendation(s)	Information		Discussion	X	Approval	
	<i>Any member can ask a question by raising their voting card and being recognised by the Chair to speak.</i> Student Voice is asked to discuss and note progress made within Year 1 of The Bigger Plan 2020.					
Who have you consulted when developing the paper?	Executive Committee					
Staff/Student Protocol	Yes	X	No		N/A	
Will any decision approved directly affect the work of staff?	The Chief Executive was consulted in the development of this paper.					
Should the paper be submitted to any other committee following its consideration/approval at this meeting?	No					
If yes, please state the committee and proposed date of submission.	This report will be made available to members and stakeholders on the Students' Association website.					

The Bigger Plan 2020: Year 1 Update

Key Performance Indicators



Theme	Key Performance Indicators	Indicator	Baseline	Year 1 Target	Year 1 Actual	Trend from last year
Belonging	The Students' Association contributes positively to my experience at University*	2	72%	70%+	68%	-
	Numbers involved in Volunteering and Student Groups	various	4,043	4,000	3,747	-
	Know that the Students' Association operates Advice Centre*	33	72%	75%+	73%	+
Empowerment	Student Leaders Programme completion	73	245	260	133	-
	Engagement Index Score within Staff Survey	84	63%	N/A	N/A	N/A
	Engagement Index Score within Volunteer Survey	4	(87%)	70%	85%	+
Partnership	My Students' Association represents me*	20	63%	65%	64%	+
	I feel kept informed on what my student representatives are doing on my behalf*:					
	Full Time Officers	23	41%	50%	47%	+
	Class Reps	12	52%	54%	55%	+
	School Officers/Postgraduate Research Reps	13	25%	26%	27%	+
	Election Turnout	8	14%	16%	17.01%	+
Innovation	Number of ideas submitted on website	11	19	30	20	+
Financial Sustainability	Have generated a modest surplus each year over the life of the plan and strengthened our balance sheet (reserves policy)	83	£2.5k	£2.5k	Yes	+

Marketing and Communications	The information I receive from the Students' Association is relevant*	77	71%	70%+	70%	-
	I know about what the Students' Association is doing*	78	64%	64%	61%	-
	Bounce Rate on website	79	43.65%	<45%	47.22	-
	Facebook impressions	76a	2,081,571	+5%	2,095,115	+
	Twitter impressions	76b	1,118,855	+5%	1,082,656	-
Premises and Infrastructure	Satisfaction scores for facilities within the Students' Association Building*	85	80%	80%+	84%	+
	Welcome Desk	85a				
	Student Bistro	85b	71%	70%+	79%	+
	24 Hour Computer Lab	85c	87%	85%+	85%	-
	Social Learning Space	85d	-	70%+	82%	+
	Group Study Rooms	85e	79%	75%+	83%	+
	Basketball Court	85f	60%	60%+	80%	+
	Traverse Wall	85g	58%	60%+	80%	+
	Outside Gym	85h	-	60%+	79%	+

Big Actions

During 2016/17 the Students' Association launched the Bigger Plan 2020 and achieved many Big Actions, including:

- Very Good in Quality Students' Unions accreditation
- Governance Review (including Stakeholder Analysis and Roles and Responsibilities Matrix)
- Full Time Officer Model Review (part of Democracy Review)

- Investing in Volunteers accreditation
- Achieving Very Good in the NUS Green Impact accreditation
- Creating and approval of the GCU Student Partnership Agreement
- Achieving the project outcomes for Strategy for Change.

The Commercial Strategy, Risk Register, Financial Projections, Marketing and Communication Strategy were also re-aligned to meet The Bigger Plan 2020.