Committee Title	Student Voice
Date of Meeting	25th October 2021
Item Number and Title/Subject	The Bigger Plan Year 5 Update Paper
Paper Presenter	Adil Rahoo, Student President (or nominee)
Brief Summary of Issues/Topic	The Bigger Plan 2020 was started during the academic year 2017/18 and is a five-year plan. This is the Year 5 progress update. This report outlines progress made towards the Key Performance Indicators (KPIs) and Big Actions. The KPIs are ambitious in order to stretch the organisation.

On Monday 16th March 2020 due to the Coronavirus pandemic the Students' Association took the decision to stop all in person student activities and on Tuesday 17th March 2020 we closed the Students' Association Building and London Office and employees moved to temporarily working from home. The first lockdown was announced on Monday 23rd March 2020 when the Prime Minister informed individuals they must stay at home, and should only leave for essential reasons such as buying food and exercising once per day. The Students' Association Building and London Office and in person student activities did not resume until Monday 20th September 2021.

A summary of other performance is outlined within the annual report section of the Audited Accounts 2020/21. |

Recommendation(s)	Information		Discussion	X	Approval	
	Any member can ask a question by raising their voting card and being recognised by the Chair to speak.

Student Voice is asked **to discuss** the progress made within Year 5 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?

If yes, please state the committee and proposed date of submission. | No

This report will be made available to members and stakeholders on the Students' Association website. | | | | | |

The Bigger Plan 2020: Key Performance Indicators (KPI) Outcomes (Year 5)

On Monday 16th March 2020 due to the Coronavirus pandemic the Students' Association took the decision to stop all in person student activities and on Tuesday 17th March 2020 we closed the Students' Association Building and London Office and employees moved to temporarily working from home. The first lockdown was announced on Monday 23rd March 2020 when the Prime Minister informed individuals they must stay at home, and should only leave for essential reasons such as buying food and exercising once per day. The Students' Association has remained active during 2020/21 and moved most of its services and activities online.

The Students' Association Building and London Office and in person student activities did not resume until the academic year 2021/22 on Monday 20th September 2021.

Theme	Key Performance Indicators	KPI	Baseline (2015/16)	Year 1 Actual (2016/17)	Year 2 Actual (2017/18)	Year 3 Actual (2018/19)	Year 4 Actual (2019/20)	Year 5 Target (2020/21)	Year 5 Actual (2020/21)	Trend from last year	Commentary
Belonging	The Students' Association contributes positively to my experience at University*	1	72%	68%	73%	74%	81%	70%+	82%	+	A 1% increase on the score in 2019/20 and target exceeded.
	Numbers involved in Volunteering and Student Groups	2	4,043	3,747	4,048	4,904	4,791	4,300	3,035	-	Impact of COVID-19 from March 2020. With the exception of 53 Sports Club memberships there were 2,982 involved online during 2020/21. Breakdown on areas in appendix. Three years where growth was demonstrated.
	Know that the Students' Association operates Advice Centre*	3	72%	73%	73%	73%	77%	75%+	73%	-	Target not met but with the exception of 2019/20 it was a similar score to previous years.
Empowerment	Student Leaders Programme completion	4	245	133	321	250	247	300	116	-	Impact of COVID-19 from March 2020 and not replacing Student Leaders Co-ordinator role. There is an increase in competition as more leadership programmes develop across GCU.
	Engagement Index Score within Staff Survey	5	63%	N/A	89%	N/A	50%	N/A	N/A	N/A	The score was 50% and 38% of staff were neutral to this question in 2020. The highlight sections were Colleagues, Employee Wellbeing, Learning and Development, Performance Management, Reward, Role, Service and Value. The

Category	Measure	#							Target	+/-	Commentary
											lowlight sections include Communication, Engagement, Leadership and Management.
	Engagement Index Score within Volunteer Survey	6	(87%)	85%	N/A	93%	N/A	85%	**94%**	+	A 1% increase on the score in 2019/20 and target exceeded.
Partnership	My Students' Association represents me*	7	63%	64%	65%	68%	72%	70%	**80%**	+	A 8% increase on the score in 2019/20 and target exceeded.
	I feel kept informed on what my student representatives are doing on my behalf*:										
	Full Time Officers	8a	41%	47%	48%	52%	58%	53%	**59%**	+	A 1% increase on the score in 2019/20 and target exceeded.
	Class Reps	8b	52%	55%	56%	53%	61%	57%	**65%**	+	A 4% increase on the score in 2019/20 and target exceeded.
	School Officers (Department Reps)/Postgraduate Taught and Research Reps	8c	25%	27%	28%	32%	28%	29%	**32%**	+	A 4% increase on the score in 2019/20 and target exceeded.
	Election Turnout	9	14.14%	16.13%	19.05%	20.88%	21.17%	17.5%	**2,246 turnout**	-	Turnout in the elections was 2,246, a decrease of 1,468 votes from last year's record high and 826 votes less than the 5 year running average. Awaiting 2020/21 HESA student numbers to work out Turnout. The coronavirus pandemic and the steps taken to mitigate risk to candidates/voters by prohibiting any in-person campaigning had a marked effect on turnout. Candidates had less access to students especially with the restrictions around GCU Learn that the institution enacted. The website voting platform also experienced an issue that decreased access to the vote for 24 hours. This was a website provider issue and was experienced by all institutions using the provider. The alternative sector provider also experienced issues in accessing the vote which has given suspicion that it may have been a cyber-attack of both voting platforms.
Innovation	Number of ideas submitted on website	10	19	20	13	18	23	25	**11**	-	The focus in 2020/21 was on the impact of the Coronavirus on student experience. Targets remains significantly difficult to achieve and to engage students in submitting Ideas.
Financial Sustainability	Have generated a modest surplus each year over the life of the plan and	11	£2.5k	Yes	Yes	No	Yes	£2.5k	**Yes**	+	Excluding the Scottish Funding Council, the surplus was £23,536.

	strengthened our balance sheet (reserves policy)									
Marketing and Communications	The information I receive from the Students' Association is relevant*	12	71%	70%	69%	72%	79%	70%+	**82%**	+	A 3% increase on 2019/20 and exceeded target.
	I know about what the Students' Association is doing*	13	64%	61%	66%	68%	73%	65%	**76%**	+	A 3% increase on 2019/20 and exceeded target.
	Bounce Rate on website	14	43.65%	47.22%	25.42%	7.09%	6.04%	<45%	**7.47%**	-	Bounce rate remains strong and in comparison to recent years. Target exceeded. The Bounce Rate is a metric that indicates the percentage of people who land on one of our web pages and then leave without clicking to anywhere else on our website.
	Facebook impressions**	15	2,081,571	2,095,115	2.2m	1.5m	1,348,281	Reverse trend	**720,897**	-	With the evolving changes in Facebook algorithm it is different to monitor progress with this KPI.
	Twitter impressions**	16	1,118,855	1,082,656	683,300	326,098	497,661	Reverse trend	**215,707**	-	With the evolving changes in Twitter algorithm it is different to monitor progress with this KPI.
Premises and Infrastructure	Satisfaction scores for facilities within the Students' Association Building*										
	Welcome Desk	17a	80%	84%	83%	82%	79%	N/A	**N/A**		On Tuesday 17th March 2020 we closed the Students' Association Building and London Office. It did not reopen until Monday 20th September 2021.
	Student Bistro/Re:Union Bar & Grill	17b	71%	79%	76%	76%	66%	N/A	**N/A**		
	24 Hour Computer Lab	17c	87%	85%	84%	84%	73%	N/A	**N/A**		
	Social Learning Space	17d	-	82%	82%	81%	60%	N/A	**N/A**		
	Group Study Rooms	17e	79%	83%	83%	83%	58%	N/A	**N/A**		
	Basketball Court	17f	60%	80%	79%	79%	26%	N/A	**N/A**		
	Traverse Wall	17g	58%	80%	78%	79%	25%	N/A	**N/A**		
	Outside Gym	17h	-	79%	78%	78%	28%	N/A	**N/A**		

Green: At or above target.	Amber: Within 5% of target.	Red: Less than 10% of target.

* annual survey question (Glasgow Campus)

** In 2018 Facebook changed its algorithm that ensures timelines focus on posts from family and friends and focus less on posts by businesses. The way reach is measured has changed, reach is only measured if the post appeared in the person's timeline and they scrolled through and saw it. In 2018 Twitter announced that users would be able to toggle between Top Tweets and Latest Tweets. What that means is people can now easily switch between an algorithm feed and a real-time feed. At the beginning of 2019, Twitter made several announcements hinting that there will be more changes in store for its algorithm in the future.

Appendix – Breakdown of involvement in sports, societies, representation and student groups

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Sports Members	738	671	808	899	877	58
Societies Members (unique)	1914	1929	1620	2210	2134	1724
The Edit Volunteers	61	39	77	90	110	66
Radio Caley Volunteers	114	108	80	99	79	38
Wellbeing Volunteers	23	23	22	21	0	0
Nightline Volunteers	22	19	25	16	21	8
Freshers Volunteers	36	46	27	29	37	0
Student Voice Members	36	40	39	56	61	59
Sports Council	8	8	8	9	8	7
Societies Council	7	7	4	7	7	7
Trained Class Reps	312	253	428	430	386	392
PGR Reps (Departmental)	6	9	8	7	2	3
Student Leaders Registration	575	405	614	626	623	392
Student Leaders Champions	10	9	7	8	0	0
FTO Election Candidates (includes current FTOs)	8	14	11	8	22	24
Liberation Groups	21	35	62	130	129	94
Representation Groups	13	21	57	132	135	135
London Societies (unique)	95	39	66	66	76	16
London Volunteers	0	17	19	9	22	0
London Leadership Registration	27	32	47	34	45	0
London Trained Class Reps	16	21	17	16	15	10
London Rep and PGR Rep	1	2	2	2	2	2
Total	**4043**	**3747**	**4048**	**4904**	**4791**	**3035**