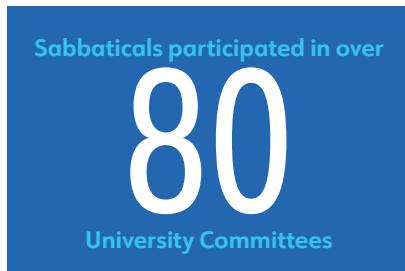
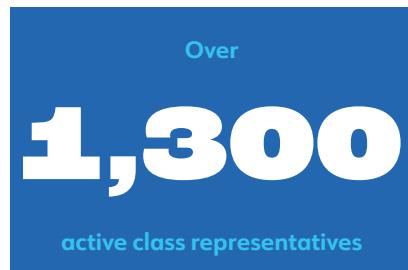
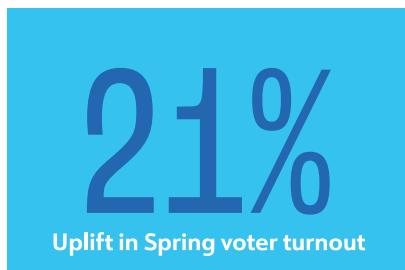




UNIVERSITY OF GLASGOW
STUDENTS' REPRESENTATIVE COUNCIL

Annual Review 2022-23

Year in Numbers



8,820

volunteering hours registered

Registered
758

community volunteers

Trained
360

staff/students in Mind Your Mate

328

affiliated Clubs & Societies

38,208

enquiries handled by SRC Welcome Point (29% rise on last year)

3,095

Historical Tour visitors (175% rise on last year)

Supported
18,975

members of affiliated Club & Societies

Trained
918

society committee members

£295,846

society event income processed through new events platform

516

society events listed

Facilitated
10,403

society tickets sales online through website

Raised
£35,420.30

for charity through RAG (Raising & Giving)

Foreword

Welcome to the Glasgow University Students' Representative Council (GUSRC) Annual Review 2022-23 on what has been an equally challenging and rewarding year. In these pages you will read about the range of work we have undertaken over the year, by ourselves and in partnership with the University. It has been an eventful year and we have used this report to highlight what we have been working on.

Our work continues to reflect our key values and priorities of representation, support and wellbeing, and student opportunities and community engagement. This year we were delighted to publish our 2022-2027 Strategic Plan that we are proud to have put together after extensive consultations with our partners at the University, our staff, and most importantly, our students. While our specific priorities change year to year, reflecting societal developments and the visions of our elected sabbatical officers and other student representatives, the Strategic Plan serves as an overall guiding document for our organisation for the next few years. As the only representative student body on campus, we have a unique ability to create change at the University, but we also continue to advocate for students locally and nationally and this will always be at the heart of what we do.

The year had a challenging start with many of our students struggling to find a place to stay as the lack of accommodation and suitable space was experienced on our campus and more widely in the city. While we focused on ensuring there was support available for any students affected and sufficient planning taking place to avoid a similar situation in the future, we wanted to do more to address some of the root causes of these difficulties. In November, we launched the Cap

Student Numbers Now! campaign, successfully negotiating a managed growth strategy for the University, ensuring any future growth will be for the benefit of students. In addition, we have engaged with the local and national government to demand recognition of the specific experience of students and the importance of recognising this in policymaking.

Throughout the year, we have advocated for additional support for students facing the adverse impact of the cost of living crisis and this will continue to be a priority for our organisation. We have also been working together with the University on reviewing the Good Cause process and making sure that students have access to the support they need throughout their university career. Through the newly established Student Voice Working Group we have investigated how to more effectively capture and report on student feedback and we look forward to seeing the results of this in action.

Everything we have been able to achieve is due to the dedication of our student representatives and staff team who give their tireless commitment to improving the student experience. We also want to thank the University and the external organisations we have worked with for their effective partnership and support in helping us to achieve our aims. We hope that you enjoy delving into all that we have achieved together over the past year and stay with us as we continue to address the challenges and opportunities of the future.



Rinna Väre

SRC President 2022-23



Bob Hay

Permanent Secretary



About Us

PURPOSE

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

MISSION

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

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

VISION

GUSRC's vision is:

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



AIMS

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

Representation

Being the voice of students within the University and elsewhere.

Support & Wellbeing

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

Student Opportunities and Community Engagement

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

Representation

Elections

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



AUTUMN ELECTIONS

Our voter turnout in the Autumn 2022 elections was 1,456 students who cast 4,405 votes. This was a 25% increase in voter turnout from Autumn 2021.

SPRING ELECTIONS

Our voter turnout in the Spring 2023 elections was 2,674 students who cast 10,919 votes. This was a 21% increase in voter turnout from Spring 2022*.

To address a dip in election engagement in recent years, we introduced a range of additional strategies and initiatives such as free pizza on polling day, streamlined hustings, and enhanced social media communications.

The elected officers for 2023-24 are:

- President: Hailie Pentleton-Owens
- VP Education: Ross Whip
- VP Student Activities: Mariama Bah
- VP Student Support: Tony Anderson



ELECTION GRANT

In the Spring 2023 elections, we introduced an initiative to promote inclusion and support candidates in their campaigning by offering grants to cover their expenses and help alleviate the financial burdens associated with running for election. A total fund of £750 was made available, from which eligible applicants could claim.

21%
increase
in voter
turnout
for our
Spring
Elections*

Class Reps

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

CLASS REPRESENTATIVES: INFLUENCING CHANGE

The SRC trained 900 class representatives in 2022-23. Through our latest class rep survey, we found:

- 83% of respondents felt well prepared for their role by the SRC training.
- 76% found it easy or very easy to raise issues at Staff Student Liaison Committee.
- 69% reported that some action had been agreed or taken as a result of their input.

CLASS REPRESENTATIVES: SKILLS DEVELOPMENT

Additionally, the survey found:

- 75% believing that the role enhanced their communication skills.
- 57% believed it enhanced confidence.
- 42% reported an improvement in negotiation and diplomacy skills.
- 40% developed a greater understanding of meeting conventions.

These skills were highly valued by the class reps both for increasing their effectiveness

in their role and their future employability. Responses to the survey included:

"I have built so much confidence this year and really appreciated how welcoming the SRC was. I definitely plan on continuing my role in some form at another point during my time at university."

"I found the training very useful, and I loved that it was done by another student who was well informed and happy to be there and help. The training had a very fun and relaxed attitude."

CLASS REPRESENTATIVES: CONFERENCES AND MIXERS

In addition to the mandatory training, GUSRC runs a programme of events to allow class reps to network and develop an understanding of student representation. Early in the year we ran an in-person mixer in the form of a pub quiz, which was well received. Our annual Class Rep Conference took place over a full day and included a session on representing diverse student voices hosted by Student Partnerships in Quality Scotland (sparqs), and the University's Learning and Teaching Strategy team facilitated a session on student consultations.

CLASS REPRESENTATIVES: ONLINE ENGAGEMENT

Learning from our experiences of online engagement during the pandemic, we introduced a new Microsoft Teams group that brought together over 1,000 class reps. The group performed well, with over 600

regularly active users, and provided updates on SRC campaigns, training opportunities, and important deadlines.

CLASS REPRESENTATIVES: IMPACT AND REVIEW

Whilst much of the work GUSRC has done with class reps this year has been continuing positive elements of the experience, we have also been looking at how GUSRC and the University can work together to improve the strength of the Student Voice. One example of where this has worked has been the SSLC meetings. Our survey conducted in March found that class reps on the whole find it **easy to raise issues at the SSLC** and a large increase in those finding SSLC meetings an effective vehicle to raise issues. We also received positive feedback that University staff mostly make themselves available outwith meetings and reach out to offer support to class reps where necessary. Where there was some negative feedback, it was around lack of awareness around what actions had been taken by University staff on issues raised at SSLC meetings.

Working with the University we established the Student Voice Working Group which was tasked with evaluating The University's practices around the Student Voice. The group's report was considered by the University Learning and Teaching Committee in May, where it was agreed that there was merit in further exploring implementation of the recommendations.

Representation

Academic Issues

ASSESSMENT AND FEEDBACK

This year we have made significant contributions towards improving the assessment formats and policies of the University. The Learning Through Assessment Framework was launched in April 2023 and GUSRC played an essential role in its development as part of the Assessment and Feedback Project Board and related workstreams. We also hosted a consultation with academic representatives and the University, to enable broader feedback into the development process.



POSTGRADUATE TAUGHT (PGT) STUDENT LEARNING EXPERIENCE

To better represent the burgeoning community of PGT students, the PG representative roles on our Council have been re-defined and delineated. The student-led workshop at the University Learning and Teaching away day focused on the PGT student experience and several of our PGT representatives were invited to participate and contribute.



ENGAGING IN THE NATIONAL HIGHER EDUCATION CONVERSATION

GUSRC members were actively involved in national consultations related to the student learning experience, this included GUSRC members serving as members of the QAA Student-Led Project exploring community partnerships in higher education and as student members of the Scottish Higher Education Enhancement Committee.



WOLFSON MEDICAL LIBRARY ACCESS

We were pleased to successfully negotiate a reinstated 24-hour access to the Wolfson Medical Library from the beginning of the 2022-23 academic term. We sought to address this issue after being approached by a number of medical students who expressed their disappointment with the introduction of limited opening hours and the way in which this clashed with their unpredictable shift patterns while on placement. Following contact with the Principal and a meeting with the Head of School it was agreed to reinstate 24-hour access to all College of MVLS students.



CIVIS

The CIVIS alliance is a community of European Universities aiming to create a multilingual and multicultural space for innovative teaching, research, and cultural exchange. The Global Student Council plays a key role in CIVIS, and this was the second year that we had representatives as part of the Council thus enabling us to share and learn from the experiences of our colleagues across Europe. We have particularly focused on ensuring the accessibility of CIVIS opportunities to students from a wide range of backgrounds and the importance of working together to create safe environments for our students. We are grateful for the support of UofG External Relations Department for funding our Council members' travel and attendance at the Global CIVIS Days in Tübingen, Germany in May 2023.

STUDENT EXPERIENCE STRATEGY

Whilst continuing to co-chair the Student Experience Committee, we have been working closely with the University to develop and implement the Student Experience Strategy Action Plan.

So far, our focus through the Action Plan has been on prioritising the list of projects that are taken forward as part of the strategy implementation process and ensuring that these projects address the key challenges facing students whilst enhancing campus life and offering meaningful support and development opportunities for students. We look forward to continuing work with the University on the delivery of the Student Experience Strategy.



STUDENT TEACHING AWARDS

The 13th Annual Student Teaching Awards were hosted by GUSRC to celebrate the professional staff, academic staff, and student representatives who make the UofG experience amazing. Over 1,000* student nominations were considered for the awards, leading to several historic nominations including the first ever shortlisted candidate (and winner) from the University Catering Services for Best Support Staff and the first ever joint award for Highly Innovative Teaching.

Award Winners:

- **Best Advisor of Studies:** Dr Alister Wedderburn
- **Best College Teacher Arts:** Dr Stephan Ehrig
- **Best College Teacher MVLS:** Dr Ziad Al-Ani
- **Best College Teacher CoSE:** Dr Gethin Norman
- **Best College Teacher CoSS:** Dr Jude Stevenson
- **Best Dissertation Supervisor:** Dr Euan McGookin
- **Best Research Supervisor:** Professor Callum Brown
- **Best Graduate Teaching Assistant:** Ms Lina Seidlitz
- **Best Student Representative:** Lee Wratten
- **Best Support Staff:** Mrs Lorraine Devlin
- **Best Practice in Online Learning:** Dr Emily Nordmann
- **Best Feedback:** Dr Sergiu Gherghina
- **Highly Innovative Teaching:** Dr Andrew Judge & Professor Kelly Kollman
- **Outstanding Contribution to Teaching:** Dr Colin Herd

1,045
nominations for
the Student
Teaching
Awards*

Campaigning Activity

CAP STUDENT NUMBERS NOW!

The Cap Student Numbers Now! campaign was initiated to address the issue of over recruitment at UofG. The campaign aimed to highlight the issues associated with over recruitment and the impact on the student experience in recent years.

Through negotiation with the University, we were able to achieve several important guarantees, including the implementation of a managed growth admissions policy for 2024-25, student representation on the new Recruitment and Conversion Committee, and the University pledging additional funds to support the Student Experience Strategy.

The campaign gained significant attention and coverage from various media outlets, including BBC News, The Independent, and The Times. This widespread coverage raised awareness of the campaign's aims beyond the University and city, emphasising the need for a sustainable approach to student housing and education across the UK. As a result, GUSRC participated in consultations and working groups with the Scottish Government, and separately with Glasgow City Council about the City of Glasgow Housing Strategy, and in doing so engaged with policymakers, academics, and stakeholders to drive meaningful change.

22,164
plays on campaign
launch video



BBC Home News Sport Weather

NEWS

Home | Cost of Living | War in Ukraine | Climate | UK | World | Business | Politics | Culture | Tech | Sport | Weather

Scotland | Scotland Politics | Scotland Business | Edinburgh, Fife & East | Glasgow & West | Highlands & Islands | Local News

Students call for cap on Glasgow University population

© 18 November 2022

STUDENT ACCOMMODATION CRISIS

In the run up to the start of the 2022-23 academic year, students in Glasgow were faced with an accommodation crisis due to a lack of privately rented accommodation and capacity within the University's own student halls. In August, incoming Undergraduate students to the University from the Greater Glasgow area were notified that they were no longer being offered University accommodation (despite previous guarantees) whilst other students were offered accommodation in towns a considerable distance from Glasgow and others ended up as statutory homeless.

Throughout the year we have sought to work with the University to ensure all possible actions are taken to support students in crisis through homelessness, as well as those finding themselves far removed and isolated as a result of being accommodated far from their place of study. Our Advice Centre has been seen as pivotal in its work around representing and advising individual students as well as working with student officers in shaping our response to the crisis. In addition, we have been working closely with the University to ensure that students have the most up to date information and advice regarding accommodation in the city prior to starting their studies.

We have also been involved in the consultations for the development of Glasgow's Local Housing Strategy, emphasising the needs of the great student population in the city. We have also taken

part in the Scottish Government's review of Purpose-Built Student Accommodation, which we have used as an opportunity to advocate for increased accessibility of Purpose-Built Student Accommodation (PBSA), improved tenants' rights for students living in this type of accommodation, and for an improved complaints and governance system for private PBSAs.



'A NEW DEAL FOR TENANTS'

Following on from our response to the Scottish Government's 'A New Deal for Tenants' consultation in April 2021, continue to engage with the Scottish Government on their review of privately rented accommodation in Scotland as part of their working group tasked with reviewing the operation of PBSAs in Scotland. As part of this work, we submitted a number of recommendations to the Scottish Government.

Our recommendations included:

- The introduction of a model tenancy agreement for PBSA tenants.
- Legislation to allow PBSA tenants to terminate their tenancy agreement with 28 days.
- The introduction of PBSA regulator to cover both private and Higher Education Institute (HEI) PBSAs.

9.5% RENT INCREASE

In February, we wrote an open letter to the University Principal opposing the proposed 9.5% rent increase in University accommodation. We asked the University to recognise the impact that the increased cost of living is having on students by freezing rent increases completely or considerably reducing the level of rent increase. Our proposals were unfortunately dismissed. While we are deeply disappointed by this result, we will continue to work with the University to establish ways to support students who are impacted by this.

LOCAL HOUSING STRATEGY

In March 2023 we responded to the Glasgow City Council's consultation on their Housing Strategy. There were some within the City Council who held the view that the rapidly increasing student population had damaged the local community by putting additional strain on local resources without the time for communities to adapt. We expressed our concerns about the lack of student consultation within the strategy and successfully lobbied the city council for an action commitment to creating a separate Student Housing Strategy to address the unique challenges facing students.

SAFE LIGHTING

In November 2022 we contributed to the Kelvingrove Park Lighting and Safety Community Planning Workshop, a collaboration between Glasgow City Council and Greenspace Scotland. We provided feedback surrounding serious student concerns over safety in the park and stressed the need for additional lighting to be installed.

ILLGEAL MIGRATION BILL

In our March meeting of Council our members voted to overwhelmingly reject the 'Stop the Boats' or Illegal Migration Bill introduced by the UK Government to the House of Commons on 7 March 2023. Our Council Members expressed deep concern about the impact this bill will have on the thousands of vulnerable individuals seeking asylum and the safety and protection they are entitled to should it become law. We wholly endorse the statements made by the Scottish Refugee Council, the UN Refugee Agency (UNHCR) and other expert bodies in condemning this Bill.

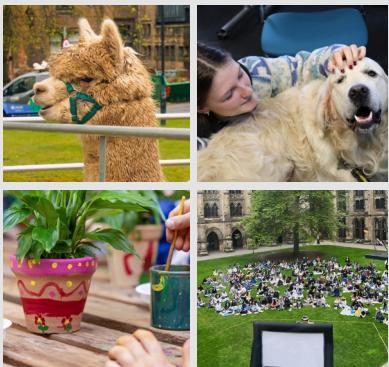
We will continue our work on making the University of Glasgow a welcoming and inclusive environment for all and supporting other members of our community who remain committed to resisting injustice. Since the passing of this motion, we have been in contact with the University Sanctuary Champion to confirm the University's commitment to the 15 by 30 pledge, aiming to ensure that by 2030 15% of the refugee population is enrolled in higher education.

EXAM DE-STRESS

During both the winter and spring exam and revision periods, we once again led large-scale de-stress campaigns, featuring a range of engaging activities, stalls, and giveaways. These included tea and coffee stalls, de-stress bag giveaways, plant stalls, and a variety of crafting activities such as mug decoration, plant pot decorating, bauble decorating, and jewellery making, among others. We turned the wall on Level 3 of the University Library into a 'Words of Encouragement' wall with sticky notes, and introduced a 'Letters to Refugees' writing

Campaigning Activity

station, collaborating with Refuweegee, one of our volunteering community partners. In addition, we arranged two campus visits from therapy dogs and alpacas, as well as a trip to Pollok Park, to provide students with unique and memorable experiences that helped to alleviate their exam stress.



INTERNATIONAL WOMEN'S WEEK

In March, we celebrated International Women's Week and hosted a series of events to mark this important time of year. Our most popular event was our Coffee, Cake, and Cups event, which encouraged students to come along for cake and coffee whilst receiving free reusable menstrual products to sample in advance of the University's new period product delivery scheme. We also hosted a trip to the Glasgow Women's Library to learn more about local feminist history and organising and participated in the International Women's Day march alongside other student organisations.

LGBTQ+ HISTORY MONTH

We worked closely with GULGBTQ+ throughout our celebrations of LGBTQ+ History Month, believing that it is important to amplify the good work already going on within our clubs and societies, as well as organising our own events and resources. At the start of the month, we had a pride flag raising ceremony, followed by a cake and coffee event. The theme for the month was 'Behind the Lens', encouraging people to engage with and explore the work of queer people on and off screen in the Film and TV industry. We hosted several screenings, including a co-hosted screening of *Pride* with GULGBTQ+ and a screening of *Moonlight* in the University cinema.

BLACK HISTORY MONTH

In October we hosted a series of events to celebrate Black History Month, including student mixers, visits to the 'It Wisnae Us' Exhibition at Kelvingrove Art Gallery, and screenings of 'Us' and 'Selma' in the University's Gilmorehill cinema. We found that students really appreciated the opportunity to mix with other students of colour over African-Caribbean cuisine, provided by a local African caterer. In the University Library, we also displayed a series of posters and messages surrounding key Black historical figures, to raise general awareness around Black History.



TRANSGENDER STUDENT DAYS

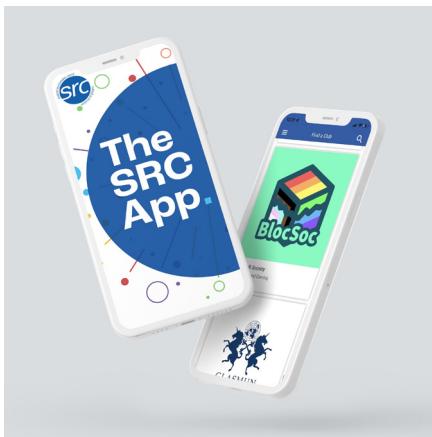
To mark Trans Day of Remembrance (TDoR), we organised a flag raising ceremony with the University and GULGBTQ+. In collaboration with GULGBTQ+, we coordinated a vigil to mourn the loss of trans people all over the world who have died due to transphobia. This event was followed by a safe space in the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

On Trans Day of Visibility, we released a number of supportive resources, and a statement expressing our stance on the Gender Recognition Bill and the ongoing invalidation of trans people in our country, reaffirming our commitment to advocating for the rights and dignity of trans individuals.

GENDER RECOGNITION BILL

In response to the blocking of the Gender Recognition Bill (Scotland) by the UK Government, we released a statement to express our concern about this perceived attack on trans rights. Sabbatical Officers and Council Members also attended a protest in the city centre to show our public support for the trans community. We remain firmly committed to fighting for equality and inclusivity and will continue to support the trans community in any way we can.

Communications



SRC APP

In September 2022, we soft launched the SRC mobile app. The app is primarily designed to make it easier for students to engage with the key services we offer. It facilitates greater engagement with our affiliated clubs and societies, as well as the various events and activities they host. Students can browse the complete, up to date list of over 300 clubs, purchase memberships directly within the app, and stay up to date with personalised events and news feeds from their clubs.

Additionally, the app offers the option to buy tickets for events and club merchandise. It also enables users to log their volunteering hours and work towards rewards and recognition milestones.

The soft launch ensured uptake was manageable and sustainable and enabled us to resolve teething issues, in particular those relating to student registration. With over 3,000 users we intend to give the app a high profile at our University Welcome 2023-24 which we anticipate will build the number of users considerably.

WEBSITE

GUSRC's website continues to be the 'go to' place for independent, accurate and up to date rights-based information and advice for students on a host of topics unavailable elsewhere on University platforms. Our site is a widely used resource, with many students returning to the site regularly (1,726,678 total page views* – almost double the previous year). The most visited areas of our site this past year were our Clubs & Socs pages, Events pages, and Advice pages.

Recent webpages created include:

- Advice on rising energy prices and the cost of living crisis.
- Advice on dealing with pests and infestation in rented accommodation.
- Advice on an insidious scam involving delivery of suspicious packages.
- Guidance for international students wishing to take part in volunteering.
- Guidance on the role of Welfare Officer within Clubs and Societies.
- Tips on finding accommodation.
- Tips for online and in-person exams.

Top 5 Most Visited (pageviews):

- Clubs & Socs (585,141)
- What's On (288,618)
- Advice (133,164)
- Volunteering (76,873)
- Representation (71,297)

SOCIAL MEDIA

Currently, we run four key social media 'identities': Glasgow Uni SRC, The Gilchrist Postgraduate Club, SRC Volunteering, and the UoFG Welcome. We are consistently expanding our online presence through a range of social media including Facebook, Twitter, Instagram and TikTok. Our goal across these channels is to effectively communicate the services we offer while promoting our various campaigns and initiatives.

In line with the latest sectoral trends, we are growing our presence on TikTok where many student organisations and HEIs have seen rapid growth in engagement by the younger, undergraduate student audience. Going into the next academic session, we remain committed to adapting to evolving trends and maintaining a proactive approach to social media marketing.

EMAIL

Our website on the Membership Solutions Limited (MSL) system enables us to deliver targeted messaging. The platform allows us to tailor our updates and information to specific groups or individuals, ensuring that the right messages reach the right recipients, and allowing us to foster greater engagement and meaningful interactions with our student community.

1,726,678
total
webpage
views*

Support & Wellbeing

The Advice Centre

GUSRC's Advice Centre employs 5 FTE staff members and provides high quality, impartial advice, and advocacy on a range of welfare and academic issues to students and prospective students at the University. The Advice Centre also plays a key role in informing and legitimising our policy development and campaigning work. We were pleased this year to receive an uplift in our grant from the University to enable us to add an additional member to the Advice team.

CLIENT CONTACT

During the year, the Advice Team dealt with 2,904 (2,238)¹ cases, an increase of around 23% from the same period in the previous year. Throughout the year the Advice Team offered a same day face-to-face appointment service along with telephone advice, whilst continuing to support students via email and online video conferencing.

TIME SPENT

196,333 (94,510) minutes were spent in direct contact with clients during the year, which is an increase of just over 48% from 2021-22.

A further 71,060 (64,134) minutes were spent on non-contact casework (e.g., researching information for clients, contact with third parties on clients' behalf and so on).



STUDENT ORIGIN/FEE STATUS

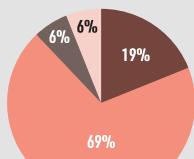
Scottish domiciled students were 19% (24%) of those identified; international students 69% (58%); EU students 6% (11%); rUK students 6% (7%).

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

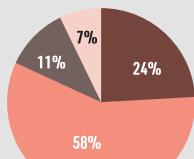
Of clients identified, 36% (43%) were undergraduates, 57% (41%) were postgraduate (taught) students and 6% (8%) were postgraduate (research) students. The remaining 1% (8%) of our client group includes students' parents, staff, former students, prospective students, and members of the public. Again, however, almost half of our clients did not provide this information, so this is not definitive.

Student Origin

● SCOTLAND ● INTERNATIONAL ● EU ● rUK



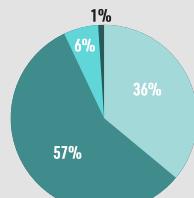
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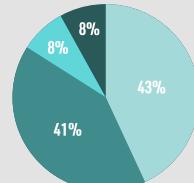
2021-22

Level of Study

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



2022-23



2021-22

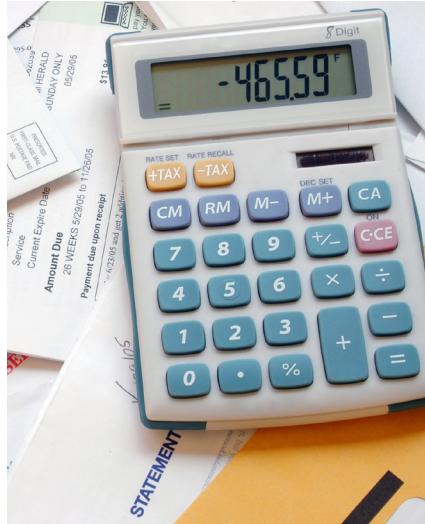
OUTCOMES & GAINS

Over the year there were:

- 59 (41) appeal outcomes, of which 41 (30) were successful.
- 241 (211) conduct cases of which 186 (177) were successful.
- 32 (39) financial gains, totalling £99,914* (£62,480).
- 662 (626) non-financial gains including 435 (500) cases where the student was provided with information they needed to make a decision about how to proceed.

Other gains due to our intervention included 60 cases (79 cases) where students were permitted to resubmit or resit and exam and 18 cases (28 cases) whereby a student's grades were reviewed/revised; 7 (1) students were allowed an uncapped re-sit. In addition, homelessness was prevented in 13 cases. As always, there were potentially many more positive outcomes, but we only record confirmations from students when clients choose to inform us.

£99,914
raised from
32 student
financial
gains*



PUBLICITY

The Advice Centre publicises specific elements of its web-based information at times that reflect the University's annual cycle thus making information available to students when they are most likely to need it. Throughout the year The Advice Team review and update sections of the website as the need becomes apparent. Although impossible to fully quantify, website analytics data indicates that many students benefit from information downloaded from the advice section of the website or from the range of rights-based leaflets the SRC produce.

Most visited Advice web pages:

- Accommodation (46,357)
- Academic (39,667)
- About the advice centre (9,006)
- Money (8,102)
- Transport (7,688)
- Health and Wellbeing (4,880)
- Employment (4,238)

ENERGY PRICE AWARENESS CAMPAIGN

In July 2022 we distributed some advice to students on the impending changes to the UK energy price cap and what this might mean for their gas and electricity bills, how to ensure they were on the correct tariff, were being billed on accurate meter readings and how to apply for financial support if they were struggling with the cost of energy.

We then followed this up in October 2022 by circulating advice on how students could make sure they were receiving the UK Government £400 energy rebate grant. This included details on how the grant was being administered and how students could ensure they were in receipt of the correct amount of support.



Support & Wellbeing

Welcome Events

SEPTEMBER WELCOME

This year marked the second edition of our coordinated September activities under the branding of the 'UofG Welcome'. The ethos of the Welcome is to be just that: inclusive, welcoming, and accessible to a diverse range of students beyond first-year undergraduates or 'freshers'.

We organised a total of 108 in-person events throughout September. These included 86 SRC-run events, alongside contributions from SRC-affiliated clubs and societies, student media, and the SRC-backed GUSA Sports Fayre. Our flagship event, the outdoor Welcome Fair, continued to grow and surpass expectations. Building on the success of previous years, the Fair spanned the University's North Front, Professors' Square, and the Main Building Quads, making it larger and more vibrant than ever. We conducted a comprehensive post-Welcome Week survey, gathering valuable feedback from attendees and look forward to building on this momentum and delivering even more memorable experiences in the future.



Welcome Survey: Key Points

"The Welcome Week format has been tremendously successful and achieved a high level of attendance. It has been perceived as a positive experience for the majority of students who attended the events, across all demographic indicators and the new over-arching inclusive focus has increased postgraduate turnout by a third. Furthermore, there have been high levels of satisfaction with the majority of Welcome Week events."

"Students most commonly spoke about their Welcome Week experience giving them a sense of belonging, of feeling part of a community and the great atmosphere throughout the University. On the whole most of the open-ended comments were tremendously positive about Welcome Week."

"The Welcome Week was overwhelmingly perceived as a positive event with 88% of respondents agreeing that it was welcoming to students. A further 81% saw the week as inclusive (86% of EU students)."

JANUARY WELCOME

As part of the January Welcome (formerly 'Refreshers') we organised over 25 events throughout the first month of the second semester. Our calendar of events included a tea tasting session, a lively ceilidh, a well-attended clubs and societies fair, and various student group mixers. These events sought to cater to the diverse interests and passions of our student body, ensuring that there was something for everyone to enjoy.

Our calendar incorporated numerous initiatives led by societies, and we received an expression of interest from almost 70 societies. It was particularly encouraging to witness a significant turnout of students, comprising a high proportion of postgraduate taught (PGT) and study abroad students.



Postgraduate Events

This was our first full year, since the 2018-19 academic term where we didn't have to adhere to any restrictions, and our events proved to be even more popular than ever. As part of Welcome Week many of our events saw every seat and standing space taken, and in some cases we reached maximum capacity and had to turn people away at the door. Throughout the year this pattern of high attendance continued, which meant that overall this has arguably been one of our most impactful years to date, with the highest number of events and where all were well attended. This is all despite Catering Services changing our hours, and closing the space in the evenings, with the exception of event nights. The following examples give a flavour of some of the activities delivered over the year that are particularly popular with the Postgraduate Community.



COLLABORATION WITH THE ARC

As part of the 'ARCadia Festival' which celebrated the launch of the Advanced Research Centre (ARC) we featured two of our most popular events, Drag 101 and The Diversity Quota. Holding our events at the ARC meant that our audience capacity was higher, thus leading to record audience numbers for both events (The Diversity Quota had an audience of 91 and Drag 101 had 122). It was also positive to foster a working relationship with another postgraduate space.



GILCHRIST 10TH BIRTHDAY

In October 2022, the Gilchrist celebrated its 10th birthday. We threw a birthday party to mark the occasion. For this party we had cupcakes, party decorations, specially designed Gilchrist activity sheets, and we decorated the walls with images and stories which spanned the decade of the Gilchrist. We had the Jazz Society play during the day, a meet the SRC PG Reps drop in, and the celebration was finished off in the evening with a show by The Diversity Quota.

GLASGOW INTERNATIONAL COMEDY FESTIVAL (GICF)

In March 2023, we hosted our first GICF line-up of events. We had comedians apply from all over to come and perform with us, even as far as Sweden. We had acts travel up from London, including Tadiwa Mahlunge, an up-and-coming comedian predicted to be a big hit. We had an event on almost every single evening of the 2 and half week festival.

THE DIVERSITY QUOTA

For years the Diversity Quota have been platforming minority voices from across Scotland trying to make a difference to the Scottish comedy scene by creating accessible, inclusive, and diverse comedy nights for acts and audiences alike. Their regular performance in the Gilchrist Postgraduate Club not only allows students to listen to new perspectives (or see themselves reflected in a comedian), but also gives them a reason to laugh. This year they were nominated for the 'Proud Scotland Awards' for the second year running.

Support & Wellbeing

DRAG 101

A drag night which showcases leading drag artists in Glasgow, run by two longstanding Queens within the scene. The aim of the night is to share different styles and types of performers, to give the audience the full depth of what drag encompasses. This year saw record numbers in attendance both during Welcome Week and January Welcome, as well as throughout the year.



KNITTING FOR FUN

A social knitting evening every 2nd Monday, which welcomes knitters of all levels to come together, socialise, learn new skills, and relax. This was our busiest year to date, with an average of 20 postgraduate knitters joining together bi-weekly.

JAZZ SOCIETY LIVE MUSIC NIGHTS

A live music night featuring the student-run Jazz Society. This is the first year the Jazz Society has had a residency with us, as well as the first residency their club has had. Not only are the players incredibly talented, but it's important to us to foster relationships with the student population and to showcase their talents. All of these nights were very popular.



CHINESE CULTURE WEEK AND NEW YEAR

We ran our Chinese Culture Week in the first semester, and Chinese New Year in the second, held with the Chinese Students and Scholars Association. These are always well attended and a great way for our Chinese students to share their culture with us, and to encourage fellow Chinese students to find a home away from home. Both events saw a week of students sharing their traditional Chinese culture, including calligraphy, live musicians, formal dress, dumpling making sessions to name a few.

"The atmosphere was very lively, and the event was well received by our friends from home and abroad!"

BURNS NIGHT

We were able to hold our ever-popular Burns Night again, this being the first since 2019. Our night sold out and was attended by a mixture of international students and UK students. We had a Haggis meal with whisky and Irn-Bru, piped in by our piper who was also our host. And we had a poet reciting and singing some of Burns' finest pieces. This night is a great way for us to share our Scottish culture with international students, who make up most of our Burns Night audience. We also keep the prices affordable, compared to other Burns' Nights, so that students with a lower income are also able to enjoy this tradition.

Campaigns



COST OF LIVING

We have placed a great emphasis on supporting students during the cost of living crisis. After submitting a paper to the Student Experience Committee, we continued our work as part of the University's Cost of Living Action Group, co-creating new campaign materials and contributing towards a cost of living support webpage for the University, aiming to bring together all the key information and support students can access.

Throughout the year, we consistently argued for low cost food options to be introduced at catering outlets on campus as well as the need for the University to make financial aid application process clearer and more accessible to students. We have also consistently raised the need to introduce additional scholarships, particularly for students from Widening Participation backgrounds and for students from lower income backgrounds. Cutting across all our different areas of work, we have been raising awareness of the variety of ways in which students are impacted by the increased cost

of living, the affect this has on their studies and wellbeing, and the urgent need to address this issue.

Additionally, we have written to the Scottish Government to advocate for increased student funding, specifically for Postgraduate students who are yet to experience an increase to financial support they receive.

TOGETHER AGAINST RACISM

In November 2022, the University launched the Together Against Racism campaign, which we have actively endorsed and supported. This campaign is aimed at addressing structural and systemic racism at our University through a variety of resources, training, and strong messaging across our campus. In response to an identified gap in student-oriented training resources, we have begun work on the development of Anti-Racism Workshops and have partnered with the Coalition for Racial Equality and Rights to explore how we will design and deliver these to our student community.

HOME STUDENT SUPPORT

Ahead of our Spring 2023 elections we established a new Home Student Officer position on Council to acknowledge the unique experiences of home students who commute to campus. By recognising this large group of students who face unique challenges, we seek to complement our work in previous years leading the Home Students Working Group and hope that an elected representative for home students will ensure effective advocacy avenues within the Council.

HARM REDUCTION

Picking up from the work of previous Councils, we have continued laying the groundwork for a Harm Reduction campaign: meeting with University stakeholders, representatives from external organisations and charities, and other student unions, to develop a better understanding of harm reduction in the sector. We have recently initiated discussions with the University to promote a harm reduction framework for drug use on campus, and to review the University's 'Zero Tolerance' policy. As part of this effort, we are exploring the possibility of establishing a drug test distribution space on campus. Our aim is to ensure that appropriate measures are in place to mitigate any potential risks associated with drug use, whilst also providing a safe and supportive environment for our students. We believe that this approach aligns with our commitment to promoting health and wellbeing among our campus community.

STUDENT CARERS

We are pleased to report the successful research phase of our Student Carers' Policy review. We hosted a series of student focus groups, where we engaged with student carers at the University and gathered valuable insights into their experiences. To show our appreciation, we gave out Amazon vouchers to participants, this was well-received. The response to the survey was positive, and we are confident that this will inform our future policy decisions. We are committed to supporting our student carers and ensuring that their voices are heard.

Support & Wellbeing

MIND YOUR MATE

We rolled out our seventh iteration of our peer-led 'Mind Your Mate' programme during 2022-23. Originally lottery funded, the success of the project enabled us to attract University funding to continue its operation. Our Student Mental Health Trainers delivered training to 360 student/staff members over 24 workshops, this included the Welcome/Freshers' Helpers from all four student bodies, 47 PGR students and 60 Peer Wellbeing Supporters. We are about to embark on another 'train the trainer' programme ahead of the next academic session.

Feedback from participating students:

- 81% were more likely to ask for help if they were feeling down or depressed.
- 95% were more likely to help a friend if they were feeling down or depressed.*
- 91% would recommend other people attend the programme.

"It was a great seminar, providing a very comprehensive insight into suicide and depression."

"This was very eye opening and gave me a new perspective surrounding depression and suicide."

"I now feel more confident in my knowledge about suicide prevention and the reasons why someone may feel like suicide is an option and how to help."

**95%
were more
likely to
help a
friend if
they were
feeling
down or
depressed***

EMOTIONAL RESILIENCE SKILLS

Following on from last year's introduction of our peer-led Emotional Resilience workshops, we continued to roll out this initiative which aims to build emotional resilience in participants as a defence against common mental health issues such as clinical depression. The training explains how resilience works, and what practical skills participants can use in everyday life to maintain or build their resilience, and to protect their mental health and the mental health of those around them.

Feedback from participating students:

- 100% of participants had a better understanding of how to build their resilience.
- 100% of participants were more likely to use the five core skills of resilience in their daily life.
- 93% of participants would recommend other students attend the programme.

"The content was informative and gave me a hopeful sense that I could control my way out of my current period of burnout recovery."

"I like frameworks to recognise my problems and practical tips to apply to my real life. The most useful parts for me are understanding that resilience is dynamic, depending on current situation (risk factors & protective factors); and asking for help is sometimes necessary."

GBV COUNSELLOR

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



LET'S TALK ABOUT SEXUAL VIOLENCE

In collaboration with our GBV Counsellor, we revamped and revitalised the Let's Talk workshop content to better complement the topics covered in the online GBV module. We now have 6 trainers ready to deliver the new programme. Topics covered include:

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

These sessions are collaborative and interactive and are free and open for all university students to attend.

GBV MODULE

This was the second year in which our online Gender-Based Violence Module was available on Moodle. Designed in partnership with Rape Crisis Scotland, the SRC developed an online Moodle module to ensure that all students have access to a comprehensive education around healthy relationship dynamics, an understanding of GBV and the various forms it can take, and an awareness of the support available to anyone who might require it. We are working with the University to ensure that this training is a requirement for all students (excluding those who do not feel comfortable participating).

ROSS REPORT GBV CAMPAIGN

In response to the Morag Ross KC Report released in December 2022, which investigated gender-based violence on our campus, the University is currently in the process of developing a long-term gender-based violence campaign and a web resource. We are working with the University to ensure that this campaign reflects the needs of our students.

£35,420.30
raised for
charity by
the Raising
and Giving
(RAG)
committee*

RAISING & GIVING (RAG)

This year the Raising and Giving Committee raised £35,420.30*. Money was donated to a range of local charities such as the LUNA Project and Raising Stars, as well as international charities such as Movember.

FREE SANITARY PRODUCTS

We have been collaborating with the University to establish a free, reusable period product delivery scheme, which is now approaching the implementation stage. We are committed to working closely with the University on communications and campaigns related to this initiative, recognising that all students are entitled to access period products with dignity.



FREE TEA AND COFFEE

In light of the cost of living crisis, we submitted a proposal to University Commercial and Information Services to introduce the provision of free tea and coffee supplies in the library and James McCune Smith building, convincing the services to trial the initiative over the spring exam season. The free tea and coffee stations were introduced in April 2023 and have been well used by students.

Support & Wellbeing

Services, Information, Publications

The Services, Information and Publications offered by GUSRC continue to be highly sought after by students and are a key part of the support we provide at the University.



WELCOME POINT ENQUIRIES

The Welcome Point remains the key contact point for student and visitor enquiries. It is an ideal showpiece for new visitors to campus with our student staff team happy to engage and inform visitors as well as prospective and current students. We open the space at weekends for University and student-run events as well as Welcome Week. The space is also used for small exhibitions and displays. In 2022-23 our Welcome Point team handled 38,208 enquiries*, a 29% rise on last year.

2ND HAND BOOKSHOP

With the movement to more course material being online, the requirement for students to purchase books has declined dramatically. Last year, the bookshop was closed part of the time due to social distancing rules, and sales fell to £4,778. This year, sales have increased to £6,705 (992 books sold / 628 previous year) a rise of 40% against last year's sales but still well short of the sales figure of £43,000 we had in 2019.

During the period May 22 to April 23, we paid out £5,848 to students for books sold, with books priced on average at least two thirds less than the new price, meaning that the total saving made by students accounting for both buying and selling books was in the range of £17,500. Due to the falling sales figures, we are considering options for the future of the bookshop, including a potential shift to an online marketplace model.



HISTORICAL TOURS

Last year we reported that the tours were slowly recovering from the impact of the pandemic. This year we have had 1,953 (889)² individuals on our scheduled tours, a rise of over 100%. We also delivered 75 (26) privately booked tours and had a further 1,142 (228) visitors attend giving us a total of 3,095 (1,117) visitors over 2022-23, a rise on the previous year of over 175%.

We continue to work with University Conferencing and Events and the Schools and Colleges on running tours in partnership, as well as with International and local school groups. This year we have operated at levels far above pre-pandemic and as demand has grown, we have recruited a further six new student guides who have completed their training with a 'Historical Blue Badge' trainer to meet the demands for this coming summer.

**38,208
enquiries
handled by
the SRC
Welcome
Point
team***

GLASGOW STUDENTS' NIGHTLINE

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

Since May 2022, the service has:

- Stayed open for 91% of the year (since August, 155 out of 169 days)
- Received 97 IMs / 168 Phone Calls / 76 Instant Hang Ups.
- The top reasons for calls were anxiety, mental health, academic stress, family, loneliness, and relationships.

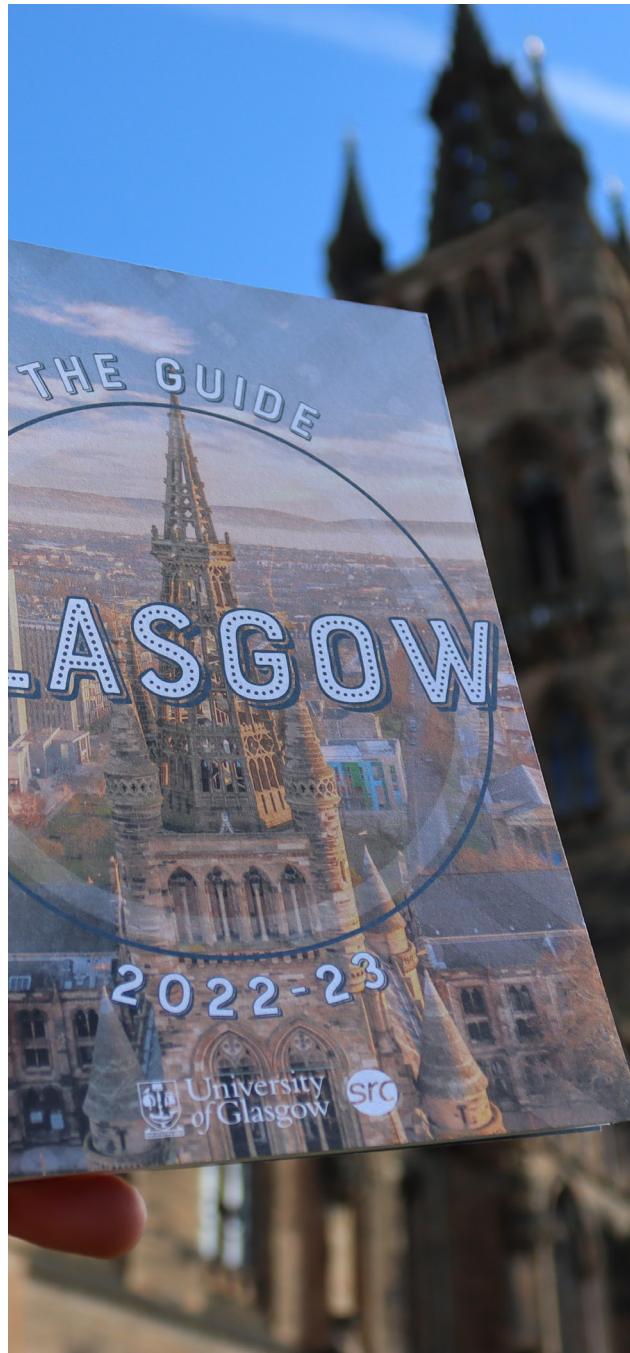
"The merger has been really successful for both the volunteers and the students it's designed to support. The volunteers have met and made new friends from different Universities across Glasgow which has been great for expanding the volunteer base, as well as improving the diversity of Nightline volunteers."

"Due to an increased volunteer base, it has meant that the users of the service have seen a much more stable service, which is now open for the majority of six days a week and is there to provide support for longer, and more stressful periods of the year."

PUBLICATIONS

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

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



Student Opportunities & Community Engagement

Clubs and Societies Support

Our dedication to nurturing a vibrant and inclusive club community at the University is evident through our comprehensive Clubs and Societies Support initiatives. Throughout the year, we have worked to provide assistance, resources, and training to our extensive network of affiliated societies. This section highlights our efforts in various key areas.

We have strengthened affiliations to 328 societies* with a membership of 18,975 students (approx. ½ of all UofG students are in a Club or Society). The HEAR recognition programme has been instrumental in acknowledging the valuable contributions of students holding committee positions.

We have also prioritised training, equipping society committee members with essential website skills and providing comprehensive induction sessions. Financial support has been a focus, with greatly increased club sales and the introduction of new services to facilitate smoother financial management. Our commitment to club events has been enhanced through a dedicated events section on our website.

Furthermore, we have tackled the challenges of space availability on campus and made significant strides in addressing clubs' storage needs. Lastly, we have implemented important changes, including the Welfare Officer position and the establishment of significant new grants funding.



AFFILIATIONS & ENQUIRIES

As of May 2023, we have 328 affiliated societies with 18,975 members*; 12,701 of these members have signed up through the SRC website or app. During the year we received over 6,300 club enquiries through our Clubs & Socs mailbox, a substantial 59% rise from the 3,961 last year as our team works to support societies more with their events and finances.

HEAR (HIGHER EDUCATION ACHIEVEMENT REPORT)

For 2021-22 we processed 847 HEAR recognition forms. We are still currently processing forms for 2022-23, however we have a total of 868 submitted so far. We have successfully secured HEAR recognition for three additional committee positions in clubs and societies: Welfare Officer, Publicity Coordinator, and Events Coordinator. As a result, students undertaking these roles will now have the opportunity to include them on their academic transcripts, acknowledging the value of the skills they have developed and the experiences they have gained through their involvement in these positions. The HEAR system still continues to be clumsy and bureaucratic, thereby limiting our ability to ensure students benefit from this opportunity.

328
SRC affiliated
Clubs &
Societies with
18,975
members:
approximately
half of all UofG
students*

TRAINING

In order to provide society committee members with the necessary skills to effectively utilise our website's features, we delivered 34 website training sessions, with an impressive attendance of 383 society committee members—a significant increase from the previous year's 47 participants. Through this training, clubs gain access to a range of valuable website features. They can seamlessly manage memberships, conduct event, and merchandise sales, communicate through our GDPR Compliant messaging system, store important documents, and effectively advertise their events and news stories.

In addition to website training, we also conducted committee induction sessions to ensure that club committee members are equipped with the knowledge and tools to effectively lead their societies. We provided comprehensive induction training to 535 club committee members, marking a notable rise of 151 compared to the previous year. With 38 induction training sessions, we covered essential topics, including governance, event planning, and effective leadership.

Furthermore, we recognise the unique needs of new club committees and, in order to support them in managing club finances and mastering website operations, we offered one-to-one sessions to a select group of societies (39 in total). Going forward, we plan to formalise and expand this personalised support to assist even more societies in their financial management and website utilisation.



CLUBS' FINANCES

We have seen a significant growth in societies' online sales this year, with an increase from £25,285 last year to £173,815 processed through our website. To further support our societies, we offer the convenience of booking our card machine for events, enabling seamless sales processing for societies. Additionally, we provide the clubs holding account, allowing clubs to have their membership fees paid directly into this dedicated account. Through this system, an additional £122,031 worth of club funds has been processed, resulting in a total sales income for clubs of £295,846* for the year. Moreover, through the clubs holding account, we have processed expenditure payments amounting to £268,221.

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

£295,846
society event income
processed through
new events platform*

Student Opportunities & Community Engagement

CLUB EVENTS

In September 2021, we introduced the events section of our website, allowing us to showcase not only SRC events but also club and society events. This feature prompted great enthusiasm from clubs, even with a soft launch. During the initial phase, we listed 84 club events (out of a total of 295 events), resulting in an impressive 3,348 tickets being sold across all events.

Building on this success, we have experienced significant growth in this section of our website, over the past year showcasing 516 club events (out of a total of 878 events listed), generating outstanding ticket sales of 10,403* across all events. This surge in event listings and ticket sales highlights the thriving club and society activities within our university community.

By providing a dedicated platform for clubs to promote their events, we have fostered greater engagement and participation among students. This enhanced visibility and accessibility have contributed to the impact and vibrancy of club events, enriching the overall student experience at our university.



516
society events
hosted on our
website with
10,403
tickets sold
via our events
platform*

CLUB STORAGE AND SPACE ON CAMPUS REVIEW

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

Storage Space

Building upon the recommendations from the report, we successfully advocated for the development of a dedicated storage strategy specifically tailored for clubs and societies. We are actively working in collaboration with the University Estates team to bring this strategy to fruition over the summer.

Space on Campus

Our lobbying efforts resulted in the removal of the post-6pm booking policy, granting clubs and societies the freedom to book spaces during teaching hours and therefore expanding the range of events they can host. We also lobbied to secure funding to rent external spaces in Glasgow for the next academic year, enabling us to enhance the valuable support for club and society activities we will offer.

WELFARE OFFICERS

We have taken proactive steps to encourage clubs to establish the role of Welfare Officer. To ensure clarity in their responsibilities, our website now provides a dedicated resource base outlining the role. The Welfare Officer's primary purpose is to guide students towards appropriate support services and advocate for improved accessibility and inclusion initiatives within clubs, thus safeguarding individuals. Starting next year, it will be mandatory for all societies to appoint a Welfare Officer, emphasising our commitment to effective student safeguarding and fostering a culture of inclusivity.



CLUBS SIGNIFICANT GRANTS FUNDING

We secured funding to launch a significant grants funding opportunity for clubs and societies. The newly established grant, valued at £20,000*, will be allocated annually among societies that are interested in organising large-scale events, such as hosting conferences, or undertaking projects like procuring essential supplies for their activities or campaigns. This initiative will serve as a valuable addition to our current grant scheme, which supports clubs and societies in need by offering grants of up to £500.



MODEL CONSTITUTION

The Model Constitution for Clubs and Societies was updated this year. The revised model constitution provides detailed guidelines to ensure that clubs and societies establish effective and comprehensive procedures for handling complaints and disciplinary matters. It also offers clear directives on the types of complaints and issues they can address, as well as providing appropriate responses and referral pathways for handling gender-based violence complaints and other serious issues. This ensures that such matters are reported and resolved in an appropriate and timely manner and safeguards society members. Ahead of next academic year, the constitutions of clubs and societies will be made available online for UofG students to view prior to joining, promoting transparency, and enabling students to familiarise themselves with the operational processes of each society in advance.

£20,000
significant grants
funding secured for
Clubs & Societies*

Student Opportunities & Community Engagement

Volunteering

The dedication of our student body is reflected in the impressive statistics of our volunteering programmes. Throughout the year, we had 758 volunteers engaged across 65 different volunteering opportunities, facilitated by 37 community and student-led providers. In total, an impressive 8,820 hours were logged by our student volunteers.



UoG VOLUNTEERING AWARDS

The UoG Volunteering Awards, a prestigious new initiative by SRC Volunteering, commend students who selflessly dedicate their time to benefit others. These awards aim to surpass the traditional avenues of volunteering recognition; they embody the transformative power of volunteering and the invaluable skills our students cultivate throughout their time at the University. The awards encompass a diverse range of volunteer activities, including SRC Volunteering projects, committee roles, sports coaching,

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

Since their establishment in October 2022, the awards have received 76 reflective submissions, showcasing the remarkable impact of our students, and we expect next year to be even better. The UoG Volunteering Awards celebrate volunteers' contributions and inspire a culture of volunteering throughout our university community.

CLUBS & SOCIETIES VOLUNTEERING

Moving our volunteering portal onto our new website and membership management system has enabled us to engage better with our club and society members, many of whom volunteer as committee members and make valuable contributions within the local community. Students who are part of any UoG club or society have a dedicated space within their profile to keep track of their volunteering hours and any skills they have developed, which can be logged either

via our website or App, which in turn enables us to offer formal recognition for their work and assist with reflecting on and articulating employability skills and attributes developed through their extracurricular activities. This system is still at an embryonic stage but we're optimistic that it will greatly enhance the SRC's capacity to deliver on its priorities under our "Community Engagement" strategic aim.

"I wanted to connect with the real-life people around us instead of only being focused with academics. I also wanted an avenue to make a difference tangibly and create opportunities for inclusivity."

- Chanel Kuah, Sign Language Society.

"Volunteering has always been a fundamental part of my life, and it's always healthy to get outside your head space and focus on bigger things. This role has allowed me to engage with students with the topics they feel truly passionate about, offering new opportunities to publicise the work they want to delve into."

- Stephanie Fleming, Neuroscience Society





STUDENT VOLUNTEERING WEEK

In February 2023, we took part in the UK Student Volunteering Week. We hosted several events and opportunities throughout the week, in collaboration with local charities, including:

Repair Café

The Advanced Research Centre (ARC), Saturday 18th February

We teamed up with Repair Café Glasgow to host a Repair Café on campus, in the University's Advanced Research Centre (ARC). Volunteers from our GU Stitch and Engineers Without Borders societies worked with the repairers, to assess items – clothes, small appliances, jewellery, electronics, and toys – brought in by students and members of the public for repair. Visitors also enjoyed refreshments provided by Glasgow University Service to the Homeless' (GUSH) volunteers.

Refuweegee

James McCune Smith Building (JMS), Tuesday 14th February

We set up a stall in the JMS, encouraging passers-by to write a 'letter fae a local' for our community partner, Refuweegee, who provide support and a warm welcome to forcibly displaced people arriving in Glasgow. Each letter is placed into one of Refuweegee's welcome packs, which contain essential items for all those new to Scotland.

Volunteering and Social Justice Fair

The Advanced Research Centre (ARC), Monday 21st February.

We invited our community and student-led partners to take part in our Volunteering & Social Justice Fair in the ARC in September 2022 and February 2023, to encourage and motivate students to participate in community and on campus volunteering.

SCHOOL VOLUNTEERING INFORMATION SESSION

In January 2023, we invited teachers from Glasgow City Council's Improvement Challenge Team onto campus, to speak to our students about their paired reading and maths tutoring programmes for primary school children, 'Scotland Reads' and 'Glasgow Counts Together'. The programmes form part of a local authority initiative, which focuses on raising attainment levels in literacy and numeracy, particularly within areas listed high on the Scottish Index of Multiple Deprivation (SIMD).

'I've enjoyed seeing the enthusiasm and passion that the children have for learning and how much they love reading new stories and getting involved in different texts.' - Nicole Murdoch, Scotland Reads Volunteer

VOLUNTEERING, CLUBS AND SOCIETIES (VCS) AWARDS

Our annual Volunteering, Clubs and Societies (VCS) Awards, celebrates the achievements of our student clubs, societies, and volunteers. This year saw 793 nominations across our ten award categories: our highest number yet! Student Action for Refugees (STAR) received the Principal's Award for Civic Engagement, for their volunteer work with refugee and asylum communities.

Award Winners:

- GU Club or Society of the Year
Malt Whiskey Society
- GU New Club or Society of the Year
History Society
- GU Club or Society Event of the Year
Enactus Glasgow: GU Meet Cute
- GU Club or Society Fundraising Award
Charity Fashion Show
- GU Academic Club or Society of the Year
Neuro Society
- GU Club or Society Online Presence of the Year
Urology Society
- GU Inclusive Club or Society Award
Shakespeare Society
- GU Award for Campus Volunteering
Yuting Tian
- GU Award for Community Volunteering
Alex Nelson
- GU Principal's Volunteering Award for Civic Engagement
Student Action for Refugees (STAR)



Student Opportunities & Community Engagement

Community Engagement

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

MERRY-GO-ROUND

Merry-go-round are a local social enterprise, providing support to families in Glasgow to make life easier and reduce the financial and environmental impact of raising children. Our volunteers put together Carousel packs, given to families on lower incomes; stock pre-loved items in Merry-go-round's boutique charity shop in the Southside; and help with preparation for their biannual Mega-Sale in The Briggait.

"Speaking to the parents and meeting some of the children that benefit from sales like this one made me realise what a positive impact this charity has on the community."

Olivia Lalieu, Volunteer

"Glasgow University volunteers support our staff and volunteers to get stock ready for our shop and carousel packs, which are redistributed to families on low income ... This is a fab opportunity to get involved in something fun and worthwhile, while making friends." - Gillian Jamieson, Volunteering Coordinator, Merry-go-round



POSSOBILITIES LTD.

We partner with North Glasgow based charity, Possobilities, who "give members with disabilities access to the resources they require and support them to grow, learn, and develop, so that they can achieve their goals within society rather than feel isolated in their own homes." Our volunteers help as Support Assistants for Possobilities' evening social clubs, available to adults as well as children and young people aged 5 - 12. Activities include arts and crafts, music, drama, games, and sports. They also offer their time as drivers and helpers for meal deliveries, delivering lunches to older, isolated, and disabled residents within the Springburn, Possil, Milton, and wider communities.

"Glasgow Uni volunteers support our small number of staff in a big way, helping make the members' time here fun while building trust and helping to make the members feel like Possobilities is a second home to them. For example, F joined us to gain some experience alongside his university work and has worked hard in reaching through to the younger men of our club. F has become a valuable volunteer in engaging with our members and bringing fun competition to our activities. Other volunteers enjoy helping out on the meal delivery run by taking food to the vulnerable in the community who look forward to their visit and may only be the visitor they receive on that day or week. A friendly, helpful face is also appreciated by staff." - Margaret Elliot, Volunteer Coordinator, Possobilities Ltd.

SMART WORKS SCOTLAND

As Stylist Volunteers, our students help Smart Works Scotland in supporting thousands of women into employment. The women who come to Smart Works are referred from Job Centres, mental health charities, women's refuges, homeless shelters, the prison service, care service and youth organisations. Smart Works set out to give their clients not just the practical tools, but the self-belief and confidence to succeed.

VICTORIA JUNIOR PARKRUN

Over the last year we have worked with Parkrun on their junior events, for children aged 4 - 14 years old, which take place across various parks around Glasgow. Parkrun gives an opportunity for all in the community to exercise for free on a weekly basis in a fun and friendly environment. Our students help set up the course and ensure that everyone gets around the route safely.

NORTH GLASGOW COMMUNITY FOOD INITIATIVE

Our volunteers work with North Glasgow Community Food Initiative, to empower individuals to lead practical and sustainable food-related activities that improve health and wellbeing and help to build stronger, more cohesive communities. Students offer support as cooks within the community cafes and volunteer in the gardens and allotments, teaching the community how to grow their own fruit and vegetables.

"By volunteering with an organisation that I hadn't met prior I was able to see and learn about how they operated to make social changes in the community with respect to food waste, enabling me to become more socially

*aware as well as learning how to improvise and be resourceful." -
Thea Buksh, Student Volunteer*

WOODCRAFT FOLK

Woodcraft Folk help children and young people grow in confidence, learn about the world, and begin to understand how to value our planet and each other. Our student volunteers host weekly groups across the city as well as day trips and camps during the school holidays. These involve a wide range of activities, with an emphasis on the outdoors, exploring nature and bushcraft.

*"I choose to volunteer to give back to my community, make a positive impact, and shape the attitudes of children towards social and ethical issues. Volunteering allows me to gain new skills and meet new people" -
Verónica Ortiz, Student Volunteer*



COMMUNITY INFOSOURCE

Students continue to help Community InfoSource deliver their Wellbeing Project, which provides a range of activities for refugees and asylum seekers to help improve their mental health and overcome feelings of isolation. Activities include befriending, digital support, ESOL classes, cycling trips, hill walks, and city tours.

"Mohammad is directly responsible with supporting 12 people gaining access to further education with colleges in Glasgow. In total, Mohammad has supported 60 learners in Glasgow accessing services that are available to them whilst building confidence in English language and knowledge of people's new city." - Stuart Radose, Wellbeing Project Coordinator, Community InfoSource

I love volunteering because I love to serve people, it's really rewarding, and it makes me feel content and happy. The reason I volunteer for Community InfoSource is because they deliver ESOL classes, so it's a really good opportunity for me to educate people and help them to improve their English ... It really makes me feel thrilled when I see a student improve their English step by step. When they come to us they often don't speak a word of English, and in a couple of weeks can say phrases, ask questions, go grocery shopping on their own, or speak on the phone to a doctor, so it's really rewarding to me." - Mohammad Al Khatib, ESOL Student Volunteer with Community InfoSource

"I think my volunteering has made a big impact. It can be so isolating when you don't know the language of the country you're living in and you can't read the letters that you're getting from the government or read the signs on the bus or subway, or even Google Maps. If you don't have the same alphabet, it's difficult to read the titles of the buildings, and just getting to know that basic level of English that can help you move around the city, meet new people and make new connections is so empowering." - Lucia Badiola, ESOL Student Volunteer with Community InfoSource

Student Opportunities & Community Engagement

Student Media

GUSRC continues to support a range of student media, attracting around 500 volunteers* per annum and providing a host of personal development opportunities whilst promoting student engagement and encouraging discourse and debate.

THE GLASGOW GUARDIAN

This year has been a year of transition and growth for The Glasgow Guardian.

The Guardian produced news content reflecting a pro-student viewpoint and a culture team that covered every major cultural festival in the city. Additionally, they launched a new World section and redesigned the print issue.

The Guardian continued to grow their alumni network, hosting a series of careers workshops with successful journalists such as Ewen MacAskill and Catherine Salmond. The impact of these talks is hard to quantify, but the events were very well attended and have resulted in their team members gaining professional work experience through these connections fostered at The Glasgow Guardian.



GUST

Glasgow University Student Television (GUST) resumed having regular in-person meetings and studio sessions after a two-year break. This helped the station grow considerably and produce regular programmes again. During Welcome Week, as usual, GUST covered a full week's worth of programming. Throughout the year, members worked on a range of projects that were broadcast on their website as well as submitting to the National Student Television Awards. Additionally, holding regular socials, taking on video commissions, and live-streaming of multiple events as well as organising pub quizzes and bake sales, helped not only to fundraise for the station but also to get new members involved and excited about creating programmes.



500
volunteers
per annum
engage with
our thriving
student
media*

(GUM)

GUM is Scotland's oldest student publication which offers a range of high-quality commentary and coverage of culture, art, politics, and fashion. Over the past year, the magazine has published three issues which have been distributed throughout the West End of Glasgow. As well as this, the team has worked tirelessly to host a number of successful events and to continue to grow the publication's online presence.

At the recent Student Publication Association National Awards, GUM was shortlisted five times. The publication won the award for 'Best Magazine Design' and was highly commended in the 'Best Lifestyle Piece' category. This strong showing is a testament to the hard work and dedication of team members throughout the year.



SUBCITY RADIO

Subcity Radio (est. 1995) is a non-profit, volunteer-run freeform radio station, arts collective, and events promoter based at the University of Glasgow. The station is known for its inclusive community, inviting not only students but those outside the GU student bubble to be part of its infrastructure.

Subcity Radio is proud to host over 100 shows, broadcasting at various times of the day, 7 days a week, all year round. They particularly encourage women, LGBTQ+, POC, and unemployed individuals to apply for both team and show applications.

A core component of their presence in the Glasgow music scene, Subcity's events are as iconic as they are diverse. The station continues to fund itself through successful events ranging from club nights, audio-visual ambient nights, and special broadcasting, all sound-tracked by DJs from the station.

Student Media Awards

Glasgow Guardian

- **Best Journalist:** Luke Chafer
- **Highly Commended**
- **Best Journalist:** Athina Bohner
- **Outstanding commitment:** Luke Chafer and Kimberley Mannion
- **Best Scottish Political piece:** Luke Chafer
- **Highly Commended Best Publication**

GUM

- **Winner of Best Magazine Design**
- **Highly Commended for Best Lifestyle Piece** (also received an additional shortlist in this category)
- **Shortlisted for Best Science or Tech Piece**
- **Shortlisted for Best Science Publication or Section**



www.glasgowunisrc.org

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