
WELCOME

I am privileged to be introducing this impact report which will reflect upon the great work and various achievements of last year's sabbatical officers.

NUSU has continued to offer a vast array of opportunities, activities and campaigns while effectively representing our students, many of which were highlighted through our 'Big Wins' campaign that ran throughout last year. NUSU has also expanded its reach and now has staff supporting each of Newcastle University's global campuses in London, Singapore and Malaysia.

Through our consistent commitment to improving the student experience, we have maintained our very high student satisfaction levels despite facing a challenging environment at times in the past year. Receiving a 97% satisfaction rating from our students on the International Student Barometer, which would rank us 1st in the Russell Group, and achieving 11th in The Times Higher Education Student Experience Survey, demonstrate our attraction as a Union among our domestic and international students. These results were complemented by Educate North's decision to award NUSU the Students' Union of the Year for the second time in three years.

Yet here at NUSU, we never rest on our laurels. Continuously seeking ways to improve, last year we undertook our largest ever research project into student attitudes and behaviours, which has helped inform our new three-year strategic plan: NUSU 2021. We have a clear vision moving forward and I can't wait to play my part in shaping NUSU's future.

This impact report will look to outline our key impacts, outcomes and achievements over the last year.



Raff Marioni
President, 2018-19

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TRUSTEES REPORT



STRATEGIC DIRECTION WHERE WE ARE HEADING

This report will highlight progress against the strategic themes outlined in our 2015-18 plan (Understanding our students; Providing our students with a strong voice; Developing our students; Supporting our students; Provide a social hub and develop a sense of belonging within student and local communities), outline the major impacts and achievements of the organisation, and give a flavour of student feedback and thoughts which we value greatly.

Overall, we are pleased to report on another very positive year for NUSU which started extremely well with 92% of students saying they were satisfied with their Freshers' Week or Welcome Events. Student satisfaction with our activities and services also remained generally strong throughout the year and our overall offer was once again recognised nationally in the Times Higher Education Student Survey, where we ranked 11th place nationally for 'good students' union'. Newcastle was again ranked 1st in the country for good social life in several national polls, and in our internal survey 87% of students said they would recommend NUSU to a friend. This gives us a very solid platform from which to build as we embark on our new 3 year strategic plan 'NUSU 2021'.

In line with our strategic theme 'Understanding our Members', over the past year we undertook our biggest research project to date, looking at the attitudes, behaviours, likes and wants of our student population. This data has helped inform our future plans as well as providing us with a useful platform upon which to base our new digital and communications strategy. There has been a slight downward trend in some of our internal key performance indicators over the period of the plan, which we are looking to reverse having reviewed our offer and improved our engagement and communications with students over the past 6 months.

The new National Student Survey question around 'effectively representing academic interest' remains a challenge for us, and work is underway to improve our performance in this area. As Trustees we look forward to the challenges ahead and are pleased to have been able to invest £300,000 pounds into our facilities and capital equipment, to ensure we can adapt and refresh the offer we are giving to students.

OUR VISION THE LONG TERM GOAL

To have a positive impact on the experience of every student at Newcastle University.

OUR VALUES AND PHILOSOPHY

HOW WE WISH TO WORK

We are an organisation led by our community of students at Newcastle University and our associated campuses; we exist to serve this community and recognise that it is made up of various groups based on common interest and common experiences, such as faith, ethnic origin, status (home/overseas), course of study, disability and health; our community's wants and needs control our direction and purpose. In all that we do we look to demonstrate the following values:

REPRESENTATIVE

We represent students' interests locally, regionally and nationally. Our students are at the heart of our decision making.

INCLUSIVE

We support diversity, involvement and equality. We adjust our services to assist and reflect the evolving, diverse needs of our students.

PROGRESSIVE

We look to the future, seeking new opportunities and partnerships. We are innovative, imaginative and creative, and happy to work in collaboration with others.

SUPPORTIVE

We ensure our students are supported in the best way possible, regardless of their circumstance.

EMPOWERING

We empower, help and facilitate students to shape their own lives, create change, develop skills and unlock their own potential.

FUN

We want students' time with us to be as enjoyable as possible.

OUR MISSION WHY WE EXIST

Our mission for 2018-21 is to represent, support, develop and enhance the lives of Newcastle University students. To deliver our mission we have identified four strategic themes moving forwards.

STRATEGIC THEMES:

EMPOWER

students to enhance their academic experience.

ENERGISE

students to embrace personal development and careers preparation.

EXCITE

students with new experiences and meaningful social opportunities.

PROACTIVELY SUPPORT

students in their everyday lives.

These themes are supported by 4 key enablers:

Digital & Comms, Finance, People, and Facilities.

CHIEF EXECUTIVE'S STATEMENT

This year has been an exciting year in many respects and one of change in some key areas. Having gained an increase in overall income we were able to increase resources to meet the rising demands on our services and activities, including the introduction of supplementary staff in our advice and activities departments, as well as the introduction of a new member of staff at our Malaysia campus to cover our activities in both Singapore and Malaysia. Having seen a slight decline in some of our internal KPIs over the past 2 years we undertook our biggest ever research project into students' behaviours, attitudes, needs and wants, and subsequently restructured our marketing department with an increased focus on digital to provide more effective central communications and campaigns.

Notable new projects this year included our accreditation under the new Investors in People framework where we received the Silver standard, and the introduction of the Chartered Institute of Management accredited Leadership module in our NCL+ programme. Participation in all areas remained strong despite cancellations due to bad weather, and strike action by lecturers.

Our commercial income was hit significantly in the year by the lecturers' strike action, in particular during a 4 week period in term two, but we did manage to post a surplus of circa £25,000 (subject to audit) against a target of £40,000. Whilst financially extra income was received from the university by way of an in-year grant to compensate for our associated downturn in sales, the wider impact on student satisfaction was noticeable both in terms of student satisfaction with NUSU (where the strikes debate essentially split the student body), and on the university's own survey scores, which also saw a decline.

In response to our below average National Student Survey score in 2017 the Officer team led a 'Big Wins' campaign which was well received by students. Whilst our performance remained relatively static (within 1%), against a Russell Group sector decline of over 2%, it is hoped that the merits of the campaign which was held later in the year will carry forward and have positive impact on the 2019 survey.

Despite the challenges mentioned, we picked up the Student Union of the Year Award from Educate North, for the second time in three years. This was a fantastic achievement and reflects the ongoing hard work and dedication of all NUSU staff and officers.



TIMES HIGHER EDUCATION SURVEY

RANKED 11TH NATIONALLY

It was good to see that NUSU maintained its strong position in the Times Higher Education Student Experience Survey, which asks students whether they have a good students' union, ranking 11th nationally. Better still Newcastle was again recognised as the most sociable place to study in the UK (backed up by 'University Compare' who ranked Newcastle as number 1 for student experience). In addition, we were ranked 9th for good extracurricular activities.

INTERNATIONAL STUDENT BAROMETER

RANKED 6TH NATIONALLY

The response we got from our international students was once again the most positive by far of all of our indicators. 97% of students completing the survey expressed their satisfaction with NUSU which exceeded all three benchmark groups by between two and three points. This ranked us 1st in the Russell Group (a first for us) and 6th nationally.

HOW OUR STUDENTS RATE THE UNION

81% SAID WE WERE MAKING A POSITIVE CONTRIBUTION

Our internal NUSU survey is available for all students to complete on an annual basis. This gives us a good indicator from the whole student body as to whether we are delivering what they want. This year 81% of students completing the survey also agreed that we were contributing positively to their experience at university.

FACILITIES & SUPPORT

93% FIND OUR FACILITIES WELCOMING AND SAFE

93% of students agreed that they found our facilities welcoming and safe, and furthermore 87% of students would recommend NUSU to a friend.

UNDERSTANDING STUDENT NEEDS

79% BELIEVE WE UNDERSTAND THEIR NEEDS

Following the trend last year the number of students who responded to our internal survey and felt we understood their needs fell slightly to 79%. Furthermore, there was also a fall to 86% of students who were satisfied with the range of opportunities on offer through NUSU. Whilst still relatively strong results much work and research has been undertaken in this area to inform plans moving forward.

EFFECTIVE CAMPAIGNING

76% THINK WE CAMPAIGN EFFECTIVELY

NUSU ran a number of high profile campaigns this year including the very successful 'Big Wins' campaign. In addition our Course and School Reps continued to drive change at the front line. 76% of students felt that we campaigned effectively on their behalf which is a slight drop on last year, and this drop was further reflected in the number of students who felt we campaigned on issues that mattered to them. Further research has already taken place around campaigns that matter to students to inform next year's plans.

NATIONAL STUDENT SURVEY

This was the second year that the national student survey, assessed the question relating to whether or not the Students' Union effectively represented the students' "academic interest". We scored 51.2% against a Russell Group average of 51.5%. Similar to results last year only 15% of students disagreed with the statement a further 33% did not respond positively. Much work was undertaken last year to improve this score and particular to educate students as to what it is they are actually assessing. The scores for every Russell Group institution barring 2 also fell which may be reflective of the discontent amongst students relating to the strike action undertaken by lecturers.

In light of our national results from surveys that assessed the overall offer we deliver remained relatively strong, and we continue to adjust and refresh our offer to ensure we deliver the best possible experience for our students. A great deal of credit must go to the whole staff and officer team who worked tirelessly to deliver the impacts and achievements outlined in this report.

Simon Gerry

Chief Executive

PROVIDING OUR STUDENTS WITH A STRONG VOICE

1,715 students volunteered in representative roles

A key aspect of developing the Student Voice this year has been through updating the Staff Facilitator role description for University staff members, whom support Student-Staff Committees, and presenting examples of good practice within student representation.

A key aspect of developing the Student Voice this year has been through updating the Staff Facilitator role description for University staff members whom support Student-Staff Committees and presenting examples of good practice within student representation. We have also continued to support all Academic Reps through dedicated training, face-to-face support and online resources. In addition we have further developed our Community and Hall Representation schemes, while Student Council has continued to debate the key issues within NUSU and across campus.

The majority of students continue to believe that we campaign effectively on the issues that matter to them and

we have continued to produce reports that help showcase the student voice, including a report that highlights practical changes the University can make to the experience of students with caring responsibilities.

The Teaching Excellence Awards continues to be one of the highlights of the academic year and through this awards scheme we are able to support students in rewarding University staff and recognising what students consider as good practice.

We have also further developed our work in partnership with the University in the local community, making sure that students are well represented and have the opportunity to develop better relationships within their local communities.

In 2018 a total of 1,715 students volunteered in representative roles: 55 School Reps; 1,397 Course Reps; 106 SSC Student Chairs; 52 SSC Student Secretaries; 28 Hall Reps; 27 Officer Elections candidates; 12 Community Reps; and campaigns and conference 38 volunteers.



WHAT THE OFFICER TEAM HAVE BEEN UP TO:

- Introduced 30 minute break times in the University libraries so that students have an extra 15 minutes before they were logged off their computers.
- Supported the University with their typed exam trial, ensuring that those who were offered the opportunity to type their exam, could still write their exam if they preferred.
- Helped to keep year-long placement fees down.
- Revised the PEC process so that it considers students with caring responsibilities.
- Partnered with Your Guarantor to support those students who don't have access to a UK based guarantor when renting in the private sector.
- Worked with eat@newcastle to introduce a £3 meal deal.
- Teamed up with CampusDoctor to make signing up to a GP service easier than ever.
- Provided free food in the Sports Centre and throughout the 'Stressed out Students' campaigns in January and June.
- Tackled the prayer space issue.
- Ensured that the University used the money saved through the industrial action to benefit the students by providing 50% off food and free gown hire for graduation.
- Campaigned for better relationships between students and residents in local communities. This has led to a decrease in anti-social behaviour linked to students.
- Persuaded the University to review the academic calendar year.
- Attended a number of new University committees such as University's Finance Committee.
- Agreed for students to receive free bus travel to and from St Mary's.
- Agreed a freeze in rent prices for University accommodation.
- Introduced microwaves on the top floor of NUSU.
- Worked with Course Reps to increase the opening hours at the Urban Sciences Building.
- Provided Academic Reps with forms they could complete to help mitigate the impact of the industrial action.
- Introduced skips in Jesmond for students' bulky waste as part of the Leave Newcastle happy Campaign.
- Encouraged Academic Units, such as the School of Engineering to introduce Exam feedback.
- Persuaded the Council to introduce new safety measures on Wellington St.



WHAT OUR ACADEMIC REPS FED BACK

Through the joint NUSU/University Academic Student Representation Structure, NUSU continued to have an impact across the University, creating positive change for the students they represent. NUSU continued to provide extensive support to the 1,397 Academic Student Representatives, including induction talks, training, dedicated email and website support, and attendance at meetings.

**1,397 Academic
Student
Representatives**

Here are just a few examples of the positive change created by some of our academic reps:

The Law Library's opening hours will be amended this coming academic year to greater benefit students. Footfall was very low on weekday evenings between 8-10pm, and there was demand for longer hours on weekends, and thus the new opening hours will extend weekend closing times from 5 to 8pm.

Alice Schonenberger-Ruzzier - Newcastle Law School

The work of student reps has been absolutely crucial in providing School management with a picture of how individual modules and students have been affected by the industrial action. I spoke to students on almost every SELLL module and produced a document of over 8,000 words of comments for the Head of School, which will be used in conjunction with quantitative data (exam results etc.) to see whether module-wide discretion and adjustments will need to be made by the Board of Examiners. The scale of the disruption, and the distress felt by students which was demonstrated in the comments document, prompted the School to initiate a "SPEC" (Strike PEC) process where students who felt that they have been particularly affected on an individual basis were able to apply for Board of Examiners discretion.

Sam Cooke - School of English Literature, Language and Linguistics

There has been collaboration between students and staff to improve courses and the experience for students. For example, second year students now help to run revision sessions for first year students in Anatomy.

Reuben Bennett- School of Dental Sciences

As a Student-Staff Committee, we have decided to put a marking matrix in the student handbook, so new students would know how their assignments would be marked.

Helen Scott- School of Engineering

A clinical research facility visit and a poster evening was successfully organised this year, giving the opportunity for networking, career advice and science communication amongst students in my Institute and beyond. Feedback was great.

Emma Kampouraki - Institute of Cellular Medicine

Due to the work of NUSU and Course Reps, opening hours at the Urban Sciences Building (USB) have been extended on both weekdays and weekends.

Josh Spindler- School of Computing

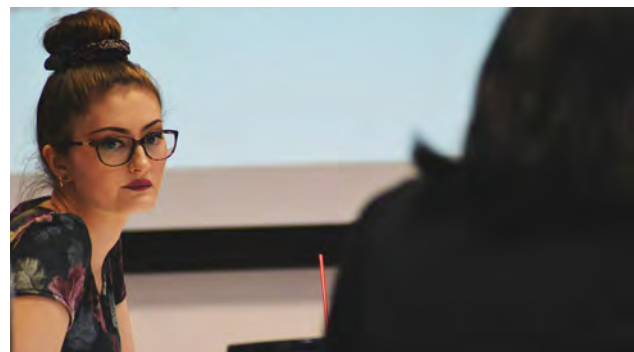
BA (hons) Geography and Planning students will have more opportunities to take design modules from 2018/19.

Amy Ingle - Architecture, Planning & Landscape

We also received positive comments about the support Academic Reps received:

I have really enjoyed being a School Rep and would like to continue after my year abroad. It has given me confidence to speak in formal meetings and knowledge about how business meetings are held (e.g. Apologies, Minutes). I have enjoyed seeing the positive impact that the role has upon the school and it has been interesting and rewarding to see changes and improvements being implemented.

Charlotte Fielding- School of Modern Languages



TEACHING EXCELLENCE AWARDS

The 2018 Teaching Excellence Awards continued to grow. With 403 nominations received, an increase of 54 from 2017, and with nominations coming from all four Newcastle University campuses, teaching and support continued to be recognised and celebrated across the University.

Once again, the Your Voice team have continued to use the Teaching Excellence Awards to promote enhancement across the University by producing a detailed report which highlights the key themes and trends of what students deemed as excellence. This report was once again presented to the University and was well received by senior academic staff and service leads.

STUDENT COUNCIL

Throughout 2017/18, Student Council was engaging and controversial as it aimed to represent the student body throughout a challenging year. In addition to being the forum where NUSU agreed to take a neutral stance over the industrial action, through Student Council, NUSU also decided to:

- Lobby the University to develop an adequate Muslim-dedicated prayer space as a priority.
- Include at least one menstrual care bin for each men's bathroom in the Students' Union and Students' Union owned buildings.
- Provide direction to the President and Education Officer that the typing of exams should only ever be an option.

Once again attendance was good with casual places filled at four of the six meetings and with changes to the way voting takes place and with most Student Council meetings now live streamed by NUTV, Council is more accessible than it has ever been.





CAMPAIGNS

NUSU continues to campaign on the changes that students want to see. Based on the top six areas students would like NUSU to focus on as highlighted in the NUSU survey, during 2017/18 we ran over 20 campaigns which aimed to improve the experience for Newcastle University students. These campaigns focused on a wide range of issues, ranging from 'Housing Week', which aims to change the culture of early sign up and to inform students on the dos and don'ts of renting in the private sector, to 'Food for Fuel' which was a week long campaign that focussed on healthy eating and understanding food.

In addition, for the fourth consecutive year, we hosted our 'Inspiring Women Conference' and introduced a 'Wellbeing Fair' as part of our successful 'Stressed out Students' campaign.

Student feedback on our campaigning during 2017/18 included:

"Food for Fuel has given good information and advice on balancing a healthy lifestyle"

"I now know to not drink too much the night before, if I am driving."

"Through utilising resources such as Marks out of Tenancy, students' can make true and unbiased property decisions based upon the rating of the landlord/ provider, the local community, the house and experience to inform future tenants."

"It is great to see high achieving women breaking barriers - it gives me hope that I can do the same."

"All the sessions and amazing speakers inspired me to find my voice and express it in all areas of my life in order to bring about the change women need and deserve."

"I found it useful to know the feelings of students about certain courses and the feedback given will be put on the next SSC agenda."

Our Part-time Officers continued to campaign on improving the experience of the students they represent. Their campaigns included:

- Disability Advocacy Week aimed to educate the wider student body on how to become a better disabled ally and show the positive contributions disabled people have made to society.
- LGBT+ Week campaigned to give LGBT+ students the opportunity to showcase the LGBT+ community and the history.
- Trans Awareness Week raised awareness of the experiences and struggles of trans, non-binary and gender non-conforming/variant people in Newcastle and beyond.

NUSU continues to support its Campaign Fund which provides students with the opportunity to receive the support and funds to campaign on their key issues. This ensures that we will always campaign on what matters to individual students.

2017 /18 CAMPAIGNS

Education

- Big Academic Wins
- Feedback Fortnight
- Out of Hours Access
- Rep Awareness Week
- Week Off After January Exams

Community

- Best Neighbour On Campus
- Christmas Food Collections
- Do What Tastes Right
- Leave Newcastle Happy
- St Mary's Bus

Welfare

- Drug and Alcohol Awareness Week
- Food For Fuel
- Housing Week
- Housing Fair
- Inspiring Women Conference
- Marks Out of Tenancy
- Money Matters
- NUSU Affordability
- Sexual Health and Guidance (S.H.A.G) Week
- Stressed Out Students (S.O.S)
- Your Guarantor
- Wellbeing Fair (as part of S.O.S)
- 15 Minutes Was Never Enough!

PTO Campaigns

- Carers Rights Day
- Disability Advocacy Week
- LGBT+ Week
- Trans Awareness Week

Seven additional campaigns were supported in total through the campaigns fund

- Save a Life Week
- Women for Women Solidarity Event
- Go Green Week
- NUCU Week
- One Less Campaign
- Travel Aware
- Uni Boob Team Halls Takeover

FOCUS ON - LEAVE NEWCASTLE HAPPY

Now in its' fourth year, this end of summer term campaign combines a city wide donation campaign on behalf of the British Heart Foundation with a clean-up/recycling campaign focussed in and around Jesmond.

The campaign is in response to resident complaints about leftover rubbish from students moving out of their private accommodation, as well as the University and Students' Union's commitment to sustainability and recycling. This year marked the introduction of rubbish skips, free for students to use, located in key areas and times to coordinate with the big summer move out. Over 5.5 tonnes of household rubbish was collected in the skips easing the pressure felt by students, local residents and City Council services at this unique time of year. In addition, extra British Heart Foundation banks were sited to encourage donations of items to be sold on to benefit the charity.



Resident Feedback

"The Leave Newcastle Happy initiative has made a big difference to the condition of Jesmond during the end-of-year period. I'd like to thank all of the many individuals, both students and University staff, who have turned out to pick litter and to knock on doors and to get their hands dirty clearing up back lanes.

It's been great for the community, both in terms of the practical effect and also the psychological effect of seeing students and long-term residents working to tackle the problem. We are as I said profoundly grateful and I look forward to seeing this relationship continue in future years."

The British Heart Foundation Report noted that Newcastle was the highest performing area in the North of England, Scotland and Northern Ireland. A massive 6930 bags collected (226 in 2016) with a value of £124,270.

BHF Feedback

'This was achieved with the support of Jan Shimmin, the Newcastle University ASB working group, chaired by Marc Lintern and of course the BHF drivers and local shops. Thank you!'

DEVELOPING OUR STUDENTS

The graduate job market is fiercely competitive and our members recognise that if they wish to get the job they really want, they have to stand out from the crowd. The 'Go Volunteer' programme provides opportunities for our members to broaden their horizons and develop wider employability skills which will help them pursue the career of their choice; the opportunities offered are designed to complement the objectives and work undertaken through the University Employability Strategy. In total 6,965 students volunteered over a multitude of placements. In our survey 74% of students undertaking

volunteering opportunities with us said they felt more employable as a result.

As well as maintaining current projects 44 outreach events and tours were held across campus and 8 new project partnerships developed with School of Education, Communication and Language Sciences, School of Computing, School of Dentistry, School of Geography, Politics & Sociology, School of Psychology, School Modern Languages, Business School, and Combined Honours.

A new project for this year was 'Action Tutoring', which aims to address educational inequality by delivering tutoring programmes for disadvantaged pupils, to help them to reach their potential. 20 student volunteers delivered 125 hours of tutoring to pupils in schools across Newcastle and North Tyneside.

FEEDBACK

The coordinators view:

"The quality of tutors that we have is amazing, they're all so enthusiastic and have built great relationships with their pupils. We've had loads of great feedback from pupils as well as the headteachers we are working with, as well as requests from schools to run multiple programmes simultaneously due to the success of the existing ones".

A volunteer's view:

"I thoroughly enjoyed the experience of Action Tutoring, as it has allowed me to build my confidence as a student and a teacher. It has also enabled me to gain a great insight into a career in teaching, this was through tutoring GCSE students in an actual school setting, using provided resources and lesson planning. Not only this, but when you can see evidence of progress in your pupils, it is truly rewarding".

A pupil's view:

"I always thought I would probably pass English, but I did use to struggle in class because I'd run out of time. My tutor is knowledgeable and has made me feel much more confident. I feel relaxed in the sessions because she's funny which meant that the sessions weren't boring, she made things fun and she was always chatty so it was never awkward. Tutoring has given me a boost that means I'm not just passing anymore."

NCL+ AWARD

- EMMA KAMPOURAKI (PGR STUDENT)

Students continue to look to extra-curricular activities as a way of developing and demonstrating graduate skills, and we saw a record number of 556 students completing the NCL+ Award this year. The scheme recognises extracurricular activities, with students gaining recognition on their Higher Education Achievement Report (HEAR). Importantly the NCL+ Award helps students to frame these experiences in an employability context, demonstrating how they can use these skills in interviews and the workplace. NUSU also managed a further 207 students who undertook the career development module as part of their academic course through us.

Student Feedback

'The NCL+ leadership programme helped me develop a number of different skills regarding leadership. The most important was to understand my leadership style. The opportunity to learn more about the theory of leadership and what leadership actually means in practice, as well as ways to deal with conflict and the importance of maintaining team well-being were crucial in helping me manage my team more effectively, identify and avoid common mistakes. I am extremely grateful to have had this opportunity.'

VOLUNTEER TRAINING

Training our volunteers is essential to maximising their success both in role and in developing employability skills. We provided a myriad of training opportunities for students over the course of the past year as shown in the table below. In total attendances at our training sessions numbered 3,964 and we delivered a total of 2,199 hours training

WHO WAS TRAINED	NUMBERS ATTENDING	TERM	TRAINING TIME	TOTAL HOURS OF TRAINING DELIVERED	SUMMARY OF WHAT IS COVERED
AU CLUB OFFICERS	172	1	4 HOURS	3.5 HOURS	An overview of the Athletic Union, the services available and the responsibilities of club officers, health and safety training, welfare training.
AU WELFARE OFFICERS	9	1,2,3	Range from 2 hours to full day	12 HOURS	Range of training topics from wellbeing support services, mental health in sport, disability sport and change the culture
SOCIETY OFFICERS, PRESIDENTS, SECRETARIES AND TREASURERS	744	1	3 HOURS	3 x 3 hour sessions Various 1 to 1 meetings	How to run a society. Health and safety. NUSU services. Welfare training. Treasurer training.
SOCIETY SOCIAL SECRETARIES *NEW FOR 2017*	98	1	1 HOUR	1 HOUR	Organising a social. Basic budgeting. Health and safety (including warning about initiations). Welfare.
SOCIETY HANDOVER WORKSHOPS *NEW FOR 2018*	110	2	1 HOUR	2 HOURS	Reviewing committee performance. Areas for improvement. Organising an AGM. How to hand over to the new committee. Society documents.
NIGHTLINE (NEW VOLUNTEERS)					TBC
ELECTION CANDIDATES	9	2	1 HOUR	2 HOURS	Essentials - elections rules and procedures.
ELECTIONS CANDIDATES	18	2	5 HOURS	5 HOURS	Candidates Academy - hints and tips on running elections campaign.
PART-TIME OFFICERS	9	1	5 HOURS	7 HOURS	Outline of the democratic structures of the Union and the roles of officers and staff members. Event and campaign planning. Introduction to key staff.
SCHOOL REPS	55	1,2	2 hours (x3 sessions plus 5 x 1hr small group sessions)	11 HOURS	Key tasks and responsibilities associated with being a School Rep and how to complete the role effectively. Looks at who the School Reps will be working with and how they fit into the representation structure.
NEW SSC STUDENT CHAIRS & SECRETARIES	74	1	1.5 hours	9 HOURS	Roles and responsibilities associated with each of the different roles and what tasks need to be completed before, during and after each SSC meeting, including: Looking at agenda setting Taking effective minutes Hints and tips for chairing a successful meeting Completing the annual report.
NEW COURSE REPS (NEWCASTLE)	509 (plus 77 ONLINE)	1,2	1.5 HOURS	52.5 HOURS	Introduction to the role of a Course Rep, focusing on the role and responsibilities associated and what tasks Course Reps need to complete before, during and after each meeting plus how they can promote themselves.

WHO WAS TRAINED	NUMBERS ATTENDING	TERM	TRAINING TIME	TOTAL HOURS OF TRAINING DELIVERED	SUMMARY OF WHAT IS COVERED
NEW COURSE REPS (LONDON)	17	2	1.5 HOURS	3 HOURS	Introduction to the role of a Course Rep – London specific, focusing on the role and responsibilities associated and what tasks Course Reps need to complete before, during and after each meeting plus how they can promote themselves.
NEW COURSE REPS (NUIS)	10	1,2	15 MINUTES	2.5 HOURS	Introduction to the role of a Course Rep – NUIS specific, focusing on the role and responsibilities associated and what tasks Course Reps need to complete before, during and after each meeting plus how they can promote themselves.
NEW COURSE REPS (NUMED)	22	1,2	15 MINUTES	5.5 HOURS	Introduction to the role of a Course Rep – NUMed specific, focusing on the role and responsibilities associated and what tasks Course Reps need to complete before, during and after each meeting plus how they can promote themselves.
STUDENT REPS (HALL REPS, COMMUNITY REPS, SCHOOL REPS, SSC CHAIRS & SECRETARIES AND COURSE REPS)	41	1,2	1.5 HOURS	10.5 HOURS	These sessions help Reps develop a range of skills, including: meetings, communication; wellbeing and mental health; event planning; negotiating, presentation; notetaking; equality and diversity; marketing their Rep experience.
HALL REPS	20	1	1 HOUR	20 HOURS	How to get the most out of being a Rep. Rep responsibilities and how to promote yourself. How to create change in Halls.
STUDENT COUNCILLORS	11	1	1 HOUR	11 HOURS	How to be an effective Councillor, how to write and submit a motion.
GENERAL STUDENTS WHO HAVE ATTENDED CAMPAIGNS TRAINING	30	1,2,3	30 MINUTES	15 HOURS	General information about H&S and how to book rooms and host an event. How to promote your event. Specific advice given for Leave Newcastle Happy Litter Picks including, H&S and personal safety
CHAIR OF COUNCIL	2	1	1 HOUR	2 HOURS	How to be an effective Chair, listening skills, remaining impartial, standing orders guidance.
CONFERENCE VOLUNTEERS	7	3	30 MINUTES	3.5 HOURS	General briefing on H&S and how to navigate buildings. Customer service, food handling and accessibility.
COMMUNITY REPS	10	1	1 HOUR	10 HOURS	How to get the most out of being a Rep. Responsibilities and how to promote yourself. How to create change in the community.
SAC VOLUNTEERS	8	1,2,3	2 HOURS	6 HOURS	The Student Advice Centre remit and service standards, with focus on confidentiality and advice areas. The volunteer role and limitations. Knowledge of support services, and skills learning for teamwork, cultural awareness, active listening and dealing with difficult situations.

WHO WAS TRAINED	NUMBERS ATTENDING	TERM	TRAINING TIME	TOTAL HOURS OF TRAINING DELIVERED	SUMMARY OF WHAT IS COVERED
FW CREW, SUPERVISORS AND DRIVERS	400	1	Various - all day for crew	7 HOURS	Full induction with particular emphasis on H&S, welfare and signposting to services.
GDM VOLUNTEERING STUDENTS	207	1	1 HOUR	1 HOUR	Introduction to the module and student requirements including methods of assessment and where to go for help
NCL+ AWARD PARTICIPANTS	566	1,2,3	1-2 HOURS	7 HOURS	What is expected of them to complete the accreditation scheme. How to use their extra-curricular activities in interviews and applications, to improve their employability. Tips for interviews/applications, advice and guidance
STU BREW VOLUNTEERS	Brewdays: 28 Hop Harvesting: 3 Health & Safety: 10	1,2	Brewdays: 8 hrs Hop Harvesting: 4 hrs Health & Safety: 3 hrs	Brewdays: 224 hrs Hop Harvesting: 12 hrs Health & Safety: 30 hrs	Brewdays: Briefings on use of cleaning chemicals, correct use of personal protective equipment, and continuous coaching on the brewing process throughout the session Hop Harvesting: Briefing on safe working on a farm environment, continuous coaching throughout the morning on technique and hop selection Health & Safety: Detailed training on manual handling, working at height, working with chemicals, use of personal protective equipment, and safe working practices
N.E.S.T	8 100 30 2 3 300 14	1 1/2/3 1 3 2/3 1/2/3 1	2 hours 1 hour 1 hour 8 hours 3 hours 1 hour 35 hours	16 hours 100 hours 30 hours 16 hours 9 hours 300 hours 490 hours	Leader Training Info Night IH Teacher Training IH Teacher Training ILM course Info starter sessions Leadership camp. Focus on being a project lead.
N.E.S.T BEYOND BARRIERS	15	1/2/3	3 hours	45 hours	Filming/Editing
GRANTS PANEL VOLUNTEERS	8	1	3 HOURS	24 HOURS	Focus on how to appraise grant applications and a professional session on the financing and budgeting.
BEE KEEPING	11 8 14	1 1 2	3 3 8	33 24 196	Solitary and Bumble Bee Session General Beekeeping Session Candle Wax Making
LANGUAGES INTO SCHOOLS	10	1,2	8 HOURS	80 HOURS	How to design and deliver a language class to Primary school children.
FIRST AID TRAINING	50	1	2 HOURS	100 HOURS	First Aid training delivered by Newcastle Links.
PARKINSONS UK	18	1	3 HOURS	54 HOURS	Project specific training delivered by Parkinsons UK to Speech and Language Therapy students.
PROJECT LEADERS	104	1,2	2 HOURS	208 HOURS	General project management training to assist project leaders / coordinators.



FOCUS ON VOLUNTEER BRIDGET STRATFORD

I am extremely privileged to be part of a Students' Union which focuses on giving students a voice and enabling them to express themselves: a diverse and accepting environment where students have opportunity and freedom. For me, the best part of Newcastle University Students' Union is that it supports students in acknowledging that having this opportunity and freedom is not a right that everyone in the North East shares and NUSU supports us in doing something about it.

For the last two years I have been setting up a project called North East Solidarity and Teaching (N.E.S.T). It is a community of Newcastle University students, refugees and asylum seekers from all over the world who work together to educate and empower one another.



N.E.S.T started off as a homework club in Gateshead which ran for two hours on a Saturday and supported one family of Syrian refugees. Now, N.E.S.T is run by 300 students and we provide sessions six days per week to deliver a tailored ESOL curriculum and a holistic community integration program which supports around 250 refugees and asylum seekers of all ages and backgrounds. The project has raised over £33,000 in public and private sector funding including grants from the Home Office and from Newcastle City Council. N.E.S.T receives referrals from regional councils, job centres, colleges, and charities. The project has a vast support network of national stakeholders including local MPs, regional organisations such as Action Foundation and national bodies such as The Refugee Council and The United Nations High Commissioner for Refugees.



N.E.S.T has seven branches which together meet the needs of the learners who attend. We have a creative art and cooking session, a conversation group, outreach sessions, Community sessions (generally supporting 60-80 learners with 30-50 student volunteers) a STEM club runs alongside supporting children with language as well as school work with an attached nursery to cater for babies and toddlers. On top of that, we have Explore: a project which takes groups of learners on trips to local attractions and facilities and Beyond Barriers, N.E.S.T's digital platform for teaching English.

NEST - shortlisted for a Times Higher Education Award - Outstanding contribution to the local community

As N.E.S.T has progressed, I feel like I have mirrored this growth in my own personal development. My course has taught me how to be a psychologist but what I've learnt though N.E.S.T has made me more confident and empowered me to create change. One of the most valuable skills that I have learnt from this experience is how to communicate effectively. I have had a lot of opportunities to practice this, whether it be recruiting volunteers, providing training, pitching the project to funders, meeting with stakeholders, inducting referrals or speaking at conferences about our work. I have taught English to refugees from all over the Middle East and Africa and worked with children who have been traumatised and were in a very difficult time in their lives. I've learnt how to independently coordinate a session with over 100 people in attendance and to make time to listen to the individuals while I'm doing it. This has helped me in all areas of my life, including my studies.

I have also had the opportunity to take part in a lot of training opportunities such as teacher training, first aid, leadership courses and the NCL+ award which recognises extra-curricular activities. Having the option to get involved in courses alongside studying has enabled me to add to my CV as I have moved through my course and has helped me to demonstrate that I have improved my knowledge and increased my skills, as well as succeeding academically. I have made use of the support services whenever I have needed advice and the NUSU building as a whole feels like a community hub which students gravitate towards as a centre for support, learning and opportunity.



For me, being part of N.E.S.T has given me a purpose that I haven't ever had before. I have never felt so proud to belong to anything in my life in the same way that I do with N.E.S.T. I feel surrounded by people who share a part of me, this unspoken desire to empathise with people and truly make an impact in their lives and the friends that I have made through N.E.S.T will be family forever. It is my ambition to continue to build and expand N.E.S.T because I see so much potential in the work we are doing and I know given the time and opportunity, we can do a lot more. N.E.S.T isn't just a project that teaches English, it's a generation of young people who have recognised the refugee crisis as something that we need to take responsibility for. Far from being helpless, students are creating change not just in the lives of some of the most vulnerable in our society but in their own as well.



CELEBRATING SUCCESS AWARDS 2018

At NUSU we have over 6,000 fantastic volunteers doing really great stuff and we look to celebrate their success through a number of award ceremonies. All areas of extra-curricular activity are covered and we received 595 nominations this year, with the best of the best going forward to the Pride of Newcastle University Awards. Here are all our fantastic winners this year:

STUDENT REP AWARDS

Course Rep UG of the Year

Dianne Odede (BA Hons
Architecture & Urban Planning)

Course Rep PG of the Year

Navi Navaneethan (MSc Innovation,
Creativity & Entrepreneurship) - W

Global Campus Academic Rep of the Year

Wei Pin Goh (Malaysia - MBBS)

SSC Student Secretary of the Year

Amjad Natour (Mechanical & Systems
Engineering UG)

SSC Student Chair of the Year

Samantha Cooke (School of English
Literature, Language & Linguistics UG)

School Rep UG of the Year

Reuben Bennett (School of Dental Sciences)

School Rep PG of the Year

Emma Kampouraki (Institute of Cellular
Medicine PGR)

Student-Staff Committee (SSC) of the Year

School of Computing UG & PGT

Hall Rep of the Year

Iona Critchon (Leazes Terrace)

Community Rep of the Year

Dianne Odede (City and West)

Campaign of the Year

Community Clean-ups

The Daniel Wood PTO of the Year Award

Holly Waddell (Student Parents, Guardians &
Carers Officer)

MEDIA AWARDS

NSR Entertainment Show

'90 Minute Tuesday': James Johnson, Luke
Oddie

NSR Music Show

'Delorean Discs': Liv Cowle

Show of the Year

NSR 'SRA Chart Show': Liv Cowle, Luke
Oddie, Alex Reed

NSR Newcomer of the Year

Dermot O'Hare

NSR Presenter of the Year

Alex Reed

NSR Outstanding Contribution

Harry Parsons

NUTV Show

Coffee House Sessions

NUTV Producer

Haaris Qureshi

NUTV Editor

Laura Purvis

NUTV Presenter

Megan Smith

Outstanding Contribution to NUTV

Ava Forbes

NUTV Best Newcomer

Laura Purvis

The Courier Monica Doughty Award

Mark Sleightholm

Outstanding Contribution to The Courier

Izzi Watkins

The Courier Section of the Year

Music

The Courier Sub-Editor of the Year

Isabel Sykes

The Courier Article of the Year

'Hardly Athletic Fall at the first Hurdle', Dan
Haygarth

The Courier Award for Photography and Illustration

Helena Buchanan

The Courier Journalist of the Year

Grace Dean

AU SPORTS AWARDS

Administrator of the Year

Mollie Roberts - Ladies Hockey

Sports Writer of the Year

Toby Bryant

Coach of the Year

Andy Little - Water Polo

Contribution to Inclusivity

Dodgeball

Individual Contribution to University Sport

Javier Rodriguez Corral - Futsal

Team of the Year

Boat - 1xt Coxed 4

Most Improved Club of the Year

Trampoline

AU Club Member of the Year

Megan Lord - Water Polo

Club of the Year

Boat

SOCIETY AWARDS

Best Departmental Society
Chemical Engineering

Best Fundraising Event
Coast 2 Coast- Spinathon

Best Inter-Society Collaboration
Speech and Language Therapy and
Neurological- 'Insight into the
Multidisciplinary Team: Stroke'

Best New Society
TEDx

Best Performance Event
Irish Dance- Treble on the Tyne

Best Society Campaign
It Happens Here- Peer Support Group

Best Society Event
Christian Union- Only Human Week

**Individual Award for Outstanding
Contribution to Societies**
Fiona Cunningham

Most Improved Society
Philosophy

**Society Contribution to Global
Campuses**
NU London Football

**Society Contribution to the
Community**
Organ Donation, Transplant and Immunology

Society of the Year
Mind The Gap

START UP ENTERPRISE AWARDS

Best Concept
Winners: Marwan Elwaraki & Kumail Hussain
(Burst Your Bubble)

New Business
Winner: Matt Mahatme & Jordan Palmer
(Lixir)

Independent Professional
Winner: Calum Mackervoy

Scale Award
Winner: Louisa Rogers

PRIDE OF NEWCASTLE UNIVERSITY AWARDS 2018

**The Alumni Achievement Award in
Recognition of Lifelong Achievement**
Professor Sir Alan William Craft Kt

**The Alumni Achievement Award in
Recognition of International Impact**
Michael Alderson

**Outstanding Contribution to Arts,
Media and Culture**
Mark Sleightholm

**Outstanding Contribution to the
Community**
N.E.S.T. (North East Solidarity and Teaching)

**Outstanding Contribution to
Diversity and Cultural Awareness**
Ryhan Hussain

**Outstanding Contribution to
Entrepreneurship**
Burst Your Bubble

**Outstanding Contribution to
Global Outlook**
TEDx Society

**Outstanding Contribution to
Lifelong Health and Wellbeing**
Organ Donation, Transplant and
Immunology Society

Outstanding Contribution to Sport
Boat Club

**Outstanding Contribution to Student
Life**
It Happens Here

**Outstanding Contribution to the
Student Voice**
Holly Waddell

**Outstanding Contribution to
Sustainability and the
Environment**
Stu Brew

**Outstanding Contribution to the
Workplace**
Danni Martin

COMMUNITY IMPACT AWARDS

Best Concept
Student Leadership Award
Bridget Stratford

Students for Health
Organ donation, transplantation and
immunological society (We Are Donors)

Students for Students Award
Iona Crichton

Cultural Diversity Champion
N.E.S.T

Social Inclusion Award
Ryhan Hussain

Community Outreach Award
RAG

Sustainability Champion
StuBrew

Youth Volunteering Award
Music Society

Unsung Hero
Fiona Cunningham

Volunteering Innovation Award
N.E.S.T Beyond Barriers

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SUPPORTING OUR STUDENTS

We looked to support our students in a number of ways this year. Our professional advice service continued to see an increase in activity, our widening participation bursaries grew, our disability sports programme expanded, and our Special Grants programme saw students undertaking life-changing opportunities and activities.

STUDENT ADVICE SERVICE

After an increase in resources at the start of year to meet growing demand, our professional advisers took on 886 new cases this year (involving 70 nationalities), a 23% increase on the previous year; notably there was a 43% increase in academic cases alone. We also extended our support to students on our campuses in London, Singapore and Malaysia. We put £21,278 back in students pockets whether that be through returned housing deposits, written off debt or tax credits. Our Academic Adviser also retained £168,450 in fees for students, so an overall financial impact of £189,728. Our advisers have also contributed to several new initiatives this year such as:

- Working with Newcastle City Council to produce a range of leaflets on housing specifically targeted at international students, that have been used as content for their newly launched private Rented Service webpages;
- Introducing a new partnership with 'Your Guarantor', making the private rented sector more accessible to those students that do not have a private guarantor.
- creating the 'Law of Life' web materials and videos on Guarantors for Advice Now guides;
- providing clearer signage to specific PGR guidance and to the SAC on the SPS website;
- inputting to the HEFCE case study on PGR student wellbeing;

- agreeing a pilot with Durham Students Union advice service to offer a case conflict of interest collaboration;
- and setting up a pilot outreach service in the Urban Sciences Building, with a view to it becoming permanent in the new Learning & Teaching Centre once built.

They also referred three landlords to the city council Interventions process and as a result there are currently 2 cases involving ongoing police investigations. In addition, they have established links with Newcastle City Council Trading Standards department and have been heavily involved in the Change the Culture implementation group as well as taking on the internal NUSU It Happens Here reporting/disclosure system.

Student Feedback:

When asked 84% of students said they would use our welfare services in the Student Advice Centre if needed. Furthermore, of those that used the service 79% felt the quality of service was good or excellent and 95% satisfactory or above. This is an excellent reflection of the service given that students do not always get the answers they want to hear!



95% of Students felt the quality of service was satisfactory or above

86% satisfied with the range of opportunities offered

WIDENING ACCESS

As part of our inclusivity work we administer a widening participation bursary scheme which awards grants to students who would normally not be able to afford to participate in some of our activities. This was the fourth year of the Participation Bursary scheme and saw the highest number of applications yet. 524 applications were received, a 40% increase in applications on last year's figures. Of the 524 applications, 113 were ineligible due to not meeting any criteria, and 249 (73%) of the applicants were Opportunity Scholarship recipients. In total £68,200 was distributed to 341 students. We also hosted and managed 67 school visits with 30 local schools to promote the benefits of going to university.

£ 68,200 was given out in bursaries

INCLUSIVE SPORT

The number of disabled students with a NUSU sports membership (ie AU, Campus Sport, Sports Society or GIAG Sport) increased to 525 this year. We directly supported 19 students providing participation opportunities, one to one training sessions, and transport and participation bursaries. To further our inclusivity work we more than doubled the number of welfare officers in clubs from 20 last year to 48 this year. Our Earn Your Stripes initiative also increased in popularity this year as participation increased from 16 to 21 sports clubs; this scheme incentivises clubs to become more inclusive.

88% of students felt they had had an equal opportunity to participate in NUSU activities



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SOCIETIES

This year, Society grants were used to fund activities, trips, research, and new equipment. Below are a few examples of how the money was put to good use in the students' own words.

MIND THE GAP SOCIETY



The grant was used to finance part of this year's Mind The Gap conference. This two-day event drew in over 100 attendees to learn about various mental health topics that affect students and beyond, and what we can do to tackle this stigma. The conference featured guest speakers such as MP Chi Onwurah, comedian Dave Chawner, and Verbal Remedy founder Bridget Hamilton. There was also a variety of workshops run by both our students and external charities such as US Active, Launchpad, and MIND.

It was inspiring to see so many of our members (some of whom had to previously use our peer support groups) build up the confidence to take part in these events and speak so openly about their mental health issues.

LATIN & BALLROOM SOCIETY

The grant went towards our attendance at the Blackpool Inter Varsity Dancesport Championships competition. We had an absolutely fantastic weekend attending the UK Championships with all couples progressing at least once in every category, which is a huge success taking into account huge cuts in the early rounds (e.g. progressing 150/250 couples in the first round). Result highlights were a 5th place in both Latin and Ballroom same-sex category and a semi-final in ballroom intermediate. For our first year as a competitive team these were excellent results and something on which to build upon in

TEDX NEWCASTLE



The grant was used to host a TEDx conference in Newcastle. Members experienced the complete sensation of being at a full day TEDx conference. This involved multiple workshops to explore, organised performances and inspirational talks given by talented speakers. Members were given time and provided with a stimulating environment to network with each other with icebreaker activities such as the challenge slips and TEDed riddles workshop. This enabled them to develop their team working, problem solving, time-management and communication skills.

Our hard work in organizing such a large event has already received widespread appraisal from many members of the public who attended. Our committee and our volunteers, all of who are members of the society, have worked very hard together and learnt much from organising and managing such a large event, and have undoubtedly developed personally from playing a part in this amazing event.

BAKING SOCIETY



On the 11th March Baking Society hosted Andrew Smyth, finalist of the Great British Bake Off 2016. He visited the university to present a talk on baking, engineering, and university life. This event was arranged to give the members something special, as the society has had less opportunity to meet regularly since the loss of the university kitchens. As a popular figure in the baking community, and an advocate for higher learning, Andrew was a brilliant speaker to have for this event, an attendance of around 55 members, friends, and family. His talk was fascinating and very well received, He explained his 'Bakineering' concept, pairing baking and engineering to create weird and wonderful edible masterpieces, and explained why he thinks it's a catalyst to inspire interest in science and engineering. All members attending were inspired by Andrew and his talk only added to our love of baking.

NEWCASTLE COMEDY SOCIETY

The grant was used towards taking 20 members of the society to the Edinburgh Festival. This allowed Newcastle Comedy Society to perform amongst many universities (10+ across the two days). Those taking part had the experience of performing to a large audience of like-minded people; this experience not only relates to comedy it is incredibly transferable to many work places. Being able to talk in front of over a hundred people confidently is a skill that many employers would want from an employee alongside their degree skills. Those participating in the show were able to watch other comedians and use the techniques they had observed in their own act. The event also allowed an opportunity for members to network with other comedians including the invited headliners. It was particularly pleasing to see our own 'Sketch' performance getting the most recognition out of all the universities who attended.

DISABILITY AND NEURODIVERSITY SOCIETY



This years Disability Awareness Week was held between the 5th and the 8th February. The Disability and Neurodiversity Society (DANSoc) held a crucial role as the main volunteers for the week and also the main attendees. The special grant money provided allowed DANSoc to book two guest speakers for the week. The first was Joanna Gower, a former Welfare Officer and LGBT+ Associate President at Durham University, who led 'It's All in Your Head: The Effect of Invisible Disabilities'. This discussion examined how wider society perceives what disability looks like and how we can challenge assumptions about chronic illness. The second guest speaker was Sez Thomasin, an award-winning genderqueer poet, who ran a poetry and zine workshop where students could create their own disability inspired talks.

Both events were well attended and allowed for great immersive experiences for society members.



NEWCASTLE STUDENT ORCHESTRA AND CHOIR

The grant went towards buying and printing music for our summer concert, primarily on sheet music and music downloaded online and the hiring out St Nicholas' Cathedral for the concert, (A range of music in different styles with different levels of difficulty with a stage and screen themes was purchased) which was fun and challenging for our members to perform. The theme attracted additional younger audience members this year, which enabled our members to rehearse and perform to a larger audience in this stunning venue with brilliant acoustics. In conclusion, the special grant was not only beneficial to the society and its members, but also to the members of the public. Our biannual concerts are essential to our purpose, which is to bring people together to have fun playing and performing a range of music.

DEBATING SOC

On 25th and 26th November 2017 the Debating Society hosted the Newcastle IV, a debating competition for teams from universities across the UK. The majority of the special grant went to covering the travel costs of judges and chief adjudicators, as well as the tab-controller. Funding their travel ensured we could get the best candidates in for the competition, enabling us to run a top-level competition with world-class adjudication. This has allowed us to enhance our university's reputation within the debating circuit and serves us well for future competitions.

MALAYSIAN SOCIETY



North East Malaysian Night (NEMN) 2018 is a special event that is usually held every year, in institutions everywhere around the world for the purpose of presenting the culture of our beloved country. This year we collaborated with five other regional universities on a joint project, NEMN 2018 was also slightly different and more interesting this year, as we welcomed the involvement of students from our neighbouring country, Brunei Darussalam. We introduced a unique theme that has never been done anywhere in the United Kingdom, which is our country's football history. This event showed the pride and patriotism of Malaysian students in the UK to the international community and to highlight what makes Malaysia unique. Furthermore, it was also a tribute towards the nation-building goal of a multi-racial community co-existing in harmony.

12TH-16TH JANUARY 2018 – ONLY HUMAN EVENTS WEEK

Our grant funded 'Only Human' which was a week of events giving any Newcastle student the chance to investigate the claims of Christianity. This included an all-day café in the Boiler house offering free coffee in a relaxed environment, two question and answer sessions everyday called 'Big Questions' which were accompanied by a free lunch and an evening event with music, a free meal and a talk from a guest speaker.

This week of events was open to all students across campus regardless of religious background or beliefs, meaning hundreds of different students from across campus came to challenge and explore the beliefs of Christianity

This week of events meant members of the Christian Union were able to share their faith honestly and be open to questions or challenges by other students at our Café, lunchtime or evening events, and allowed them to meet and engage with hundreds of students from different religious backgrounds or with different beliefs.

STUDENTS FOR GLOBAL HEALTH

The special grant was used to buy a new CPR mannequin as the previous models were beginning to become too worn to use. We also bought disposable lungs to fit the mannequins, and some disinfectant wipes to clean the mannequins with after use, both to maintain hygienic standards.

CPR in Schools (CPRiS), is a very popular branch of Students for Global Health Newcastle, and recruits many new members as well as retaining old members each year. The purchase of the above items has enabled the maximum number of students to volunteer each week at the schools. We also were able to purchase a newer model of CPR mannequin, which has LED lights to indicate the speed at which you are meant to deliver the chest compressions. This has been of particular benefit to our society, as we are trying to teach CPR to young school children, therefore this visual aid really helps them to understand how fast they are meant to go, in addition to making the whole process more interactive.

MUSICAL MEDICS



The grant was used to help meet costs of our production, '9 to 5: The Musical'; this was a great success and everyone who participated and came to watch absolutely loved it. We performed the musical at the end of October at the Jubilee Theatre. The Thursday and Friday were sell-out performances boosting our confidence and creating an amazing atmosphere. Our review by The Courier newspaper reflects how much fun everyone had and what an achievement it was for everyone involved.



Our sports clubs finished a fantastic 10th place overall out of 160 institutions in BUCS for season 2017/18, collecting a total of 2,346 BUCS points, 1,241 league points and 1,105 points through the individual, knockout and cup competitions, an increase of 6.3% from 2016/17. This was our second highest ever BUCS points total.

10th place in BUCS

A top 10 ranking and 7th within the Russell Group Universities is a significant achievement and is a result of all the hard work and commitment that the staff and student athletes have put in throughout 2017/18. In total we entered 78 teams in to the traditional weekly BUCS Wednesday sports programme playing 859 fixtures, winning 401, drawing 54 and losing 404 giving a win rate ratio of 47%.

859 fixtures played

We had 11 teams winning their respective BUCS Leagues, including American Football, Women's Tennis 1sts, Men's Futsal 1sts, Men's Basketball 2nds and Women's Waterpolo 2nds. We also had our most successful season in the Championship Cup events, with five teams reaching the semi-finals and one making it to the finals that were held at Nottingham University as part of Big BUCS Wednesday. In the Conference Cup competitions Newcastle featured three finalists, with Men's Squash 2nds winning their competition while Women's Badminton 2nds lost out to Northumbria 1sts and American Football losing by 2 points in their final to Coventry University.

11 teams won their leagues





Boat Club crowned BUCS Regatta Champions

In the BUCS Canoe Wild Water Racing competition, held on the River Washburn, Yorkshire, the Canoe Club gained 13 medals and a 2nd place overall, whilst Newcastle University Boat Club were crowned BUCS Regatta Champions. Our 53 boats reached 27 finals and cruised to 19 medals, making it one of the most successful weekends in the Boat Club's History.

The opportunity for students to participate in sport during their time at university plays a key part in the overall student experience and we work hard to ensure the correct balance between performance and participation is maintained. With the help of the University we ensure that opportunities exist for all students to engage with and enjoy sport and to reap the many benefits including promoting a healthy lifestyle and building the skills required to fulfil their personal and professional ambitions.





**PROVIDING A SOCIAL HUB &
CREATING A SENSE OF
BELONGING**

*Newcastle voted the most sociable
place to study in the UK*

Times Higher Survey 2018

We know that the student experience is markedly improved if students have a sense of belonging whether that be through NUSU, their Halls, their schools, or the communities or interest groups they join. Newcastle was once again voted the most sociable place to study in the UK in the Times Higher survey and we aim to keep it that way.

The year got off to a great start with 92% of students expressing their satisfaction across the range of introductory activities offered in Freshers' Week, our Post Grad welcome period and international welcome week.

The main NUSU building in the centre of campus remains our social hub and we had 1,046,026 visits through our doors this year. We introduced our new 'Student Perks scheme which generated £75,552 worth of discounts for students using our outlets. It was great to note that 93% of students using our facilities found the building to be welcoming and safe, which reflects our commitment to be as inclusive as possible to all students.

As well as our clubs and societies which are well known for forging close friendship groups, we ran a number of other programmes to help students get to know each other and try out new experiences. Our 'Give it a Go programme attracted 4,364 attendances with 1,975 individual students participating.

EVENTS 2017/2018

93% of students rated the quality of our events as satisfactory or better.

Over the course of 2017/2018, we had 62 external commercial events and of these 32 were live music events including sell out shows from the likes of Gerry Cinnamon, Tom Zanetti and The Pigeon Detectives. The Gerry Cinnamon gig in May 2018 was one of those rare occasions where you witness the phenomenon of an artist having his breaking moment and 1450 people took over the Venue to make it our biggest and most successful gig to date. Moving away from the outdated student clubnights, this past year saw a switch in focus to live music and bespoke, interactive events such as Bingo Revolution, Let's Play Darts and one off club events where the focus is on content and headline DJ's. As a result our venue was nominated for a Live Music Business Award.



Small events in Luther's Bar have been a success with The Coffee House Sessions every Thursday providing an acoustic soundtrack to lunchtimes with breaking acts embarking on their first tour with famous coffee house alumni including Tom Walker and Izzy Bizzu. These sessions forged a fantastic partnership between Luther's Bar and student media with NUTV providing award winning coverage of the artists' performance. In house events for students including the weekly Quiz night, St Paddys Day celebrations and Diesel Festival proved popular along with Luther's Bar being the first point of call for numerous club and society socials.

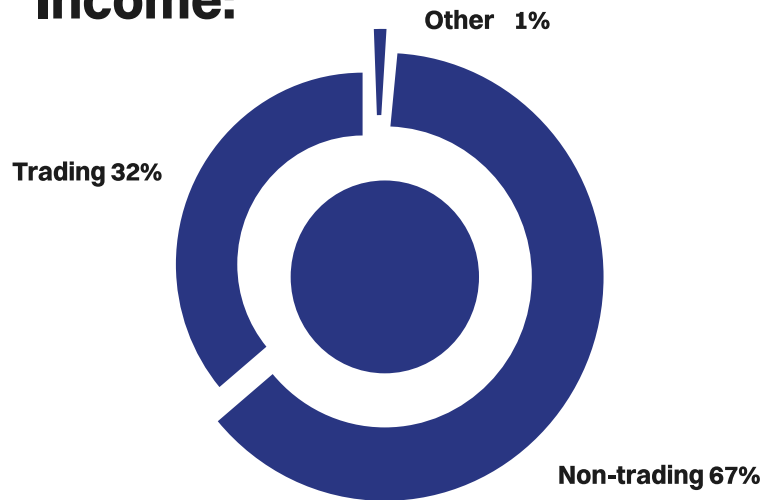
2017/2018 was a very strong year for student led & society events with 159 different student led events down in the Venue, ranging from smaller events such as club AGM's to larger, high attendance events such as the RAG Fashion Show and the Poledance Society Summer Showcase. Cultural celebrations including the Kuwait National Day, 2 Islamic Society Awards Night and the Chinese New Year Gala are just a few of the many diverse events hosted within the Students' Union over the past year.

The year ended with a week of Celebrating success awards, transforming the Venue into an elegant, formal space with a champagne reception and red carpeted entrance to thank Students for everything they have achieved over the past academic year.

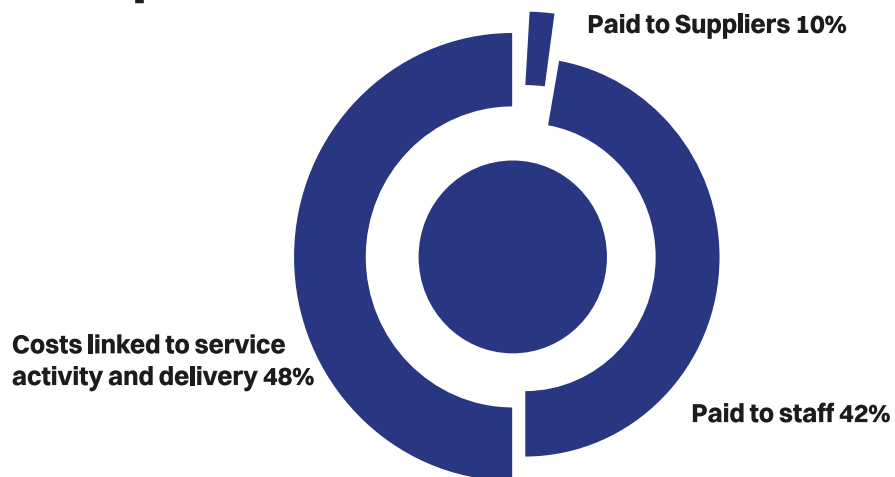
FINANCE

We are pleased to report that in overall budget terms we ended the year with an operational surplus of £25,000 (subject to audit) against a target of £40,000. Financially we had a very challenging year, after seeing a fall of 11% in our commercial income for our Social Enterprises, mainly due to weather conditions and lecturers' strikes in term 2. Actions and initiatives are already underway to maximise opportunities next year to try and regain some of that reduced income.

Income:



Expenditure:



COMMUNICATIONS

SOCIAL MEDIA

We recognise social media is critical to the success of our campaigns, our content driven approach has resulted in a significant increase in total followers and fans over the year, including increased reach and engagement for posts individually across our core channels.

- Facebook: 31,416 vs 26,621 (18% increase)
- Twitter: 12,679 vs 11,779 (8% increase)
- Instagram: 3,411 vs 2,741 (24% increase)

Leading with posts that are more relevant and on trend with the students, has helped us maximise the opportunities with social media to build awareness around key campaigns, and drive more targeted traffic to our website, totalling over 52,600 social media website-visitors (nusu.co.uk) for the year.



WEBSITE

With our focus this year on optimising our core digital channels (website, email and social), our website traffic received an increase of 8.2% in total page views, including an increase of 7.6% in total visits over the year. This increase in repeat visits demonstrates the loyalty our communications is starting to build with our students.

- page views - 3,034,998 vs 2,805,134 (8.2% increase)
- visits - 787,851 vs 732,574 (7.6% increase)

Website page views up 8.2%

SYSTEM USAGE

In an attempt to create more engagement with sports clubs and societies this year's training involved extensive sessions on maximising the opportunities within our MSL system, and driving membership sales and merchandise. Following this training, we were able to provide wider access to creating products (for the first time), resulting in an increase of 17% in total transactions year on year.

- Total clubs and societies transaction
42,980 vs 36,688 (17%)

email open rates 30%+

EMAIL

This year we have played a huge focus on optimising our email campaigns through extensive A/B testing, including testing the friendly sender, timing, content and subject lines to targeted segments. This approach has driven our average open rate for central emails to over 30.6%, and open rates exceeding 45% for segmented emails. Overall, email marketing has driven 19,701 website visitors (nusu.co.uk), which is a 36.95% increase year on year.

- Recipients: 2,277,933
- Opened: 697,694
- Sent: 240

33

AWARDS



Outstanding contribution to the local community

A first this year:

Stu Brew won the Enterprise award at the Reimagine Education Awards in Philadelphia in 2017. They also received the silver winners in the Sustainability Category.

Feedback from the CEO of QS on Stu Brew Success.

'At Reimagine Education, we're seeking to reward student-focused, employability-boosting projects that unite sustainability with scalability. Stu Brew was one of the few entries this year that excelled in all of these criteria, and our judges were impressed by the way that key learning principles were integrated into an enjoyable, engaging, effective real-world project. We will eagerly follow their progress in future, and are sure that their work will help cultivate a new generation of sustainability-minded entrepreneurs.'

Nunzio Quacquarelli
CEO at QS



In total 15,741 students participated in our activities

- **Societies:**
total memberships 17,108 memberships
(9,619 individual students)
- **AU Clubs:**
total memberships 5,046 memberships
(4,313 individual students)
- **Campus Sport programme:**
total participants 1,768
(1,093 individual students)
- **Give it a Go programme:**
total participants 4,387
(1,975 individual students)
- **Go Volunteer:**
total volunteers 6,965
- **Freshers Week:**
4,000 individual students participated in over 350 events
- **Disability Sport:**
525 individual disabled students involved in NUSU sport

FEEDBACK FROM OUR STUDENTS:

'Fantastic SU - keep up the good work!!'

'Overall NUSU is a brilliant idea and creates many opportunities as well as being a great advice centre'

'NUSU has played a positive part in my student experience so far and look forward to spending more time there in future years'

'Keep doing what you're doing'

'NUSU facilities/opportunities are fab for those who want to use them'

'I appreciate what you do for us students!'

'More postgrad stuff would be great, thanks!'

'Feel as though the SU could benefit with better advertising, especially just around the whole university itself'

'The NUSU does not support my needs as a student following their declaration that they did not support the lecturer's strikes'

79% of students agreed there was always something on offer that they could get involved in

