

2017 / 18

**IMPACT
REPORT**

imperialcollegeunion.org/impact

WELCOME TO OUR IMPACT REPORT

We believe that every student at Imperial deserves the best university experience possible. We're here to support and enhance the experience of all our members - no matter their location or level of study. Students are at the heart of everything we do. That's why this year we've worked in partnership with over 3,000 elected student volunteers to enhance our member's experience.

Every day we've been working to represent the views of our members and amplify their voice. This has resulted in meaningful partnerships across Imperial;

in the Curriculum Review, the launch of the *Be Active Strategy*, the development of the *Student Support Strategy* and the creation of a more environmentally sustainable Imperial.

This year we have built on strong foundations to drive towards a truly diverse and inclusive community. Through working with student leaders all over Imperial, our collective voice has allowed us to champion a better experience for all. Imperial College Union is run by students, for students and we're incredibly proud of that.

Our Impact Report gives a summary of some of the achievements of the Union over the last year. The innovations, energy and commitment shown every year is amazing. We want to highlight the vast range of services and support we provide that gives our members an unforgettable university experience. Thank you to all the students, staff and partners who have worked with us this year!

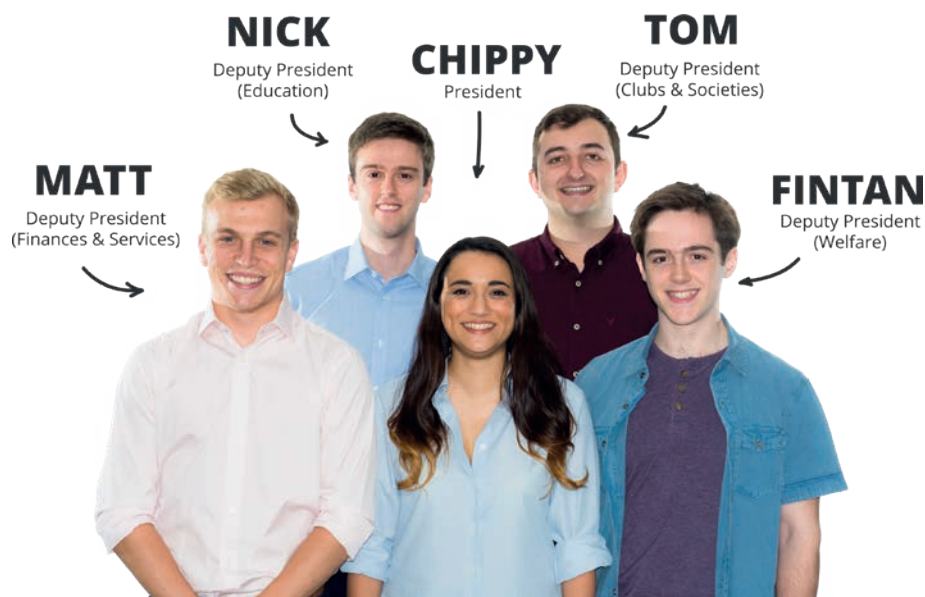
Alex 'Chippy' Compton
UNION PRESIDENT



Visit our impact website for even more information!

imperialcollegeunion.org/impact

YOUR OFFICER TRUSTEES



From left to right

Matt Blackett

DEPUTY PRESIDENT (FINANCE & SERVICES)

Nick Burstow

DEPUTY PRESIDENT (EDUCATION)

Alex 'Chippy' Compton

PRESIDENT

Tom Bacarese-Hamilton

DEPUTY PRESIDENT (CLUBS & SOCIETIES)

Fintan O'Connor

DEPUTY PRESIDENT (WELFARE)

Read more about Our Plan, the
Union's Strategy, online at:
imperialcollegeunion.org/strategy

FOR YOU

Something for all students



We aimed to increase our reach to all students and ensure we are making a difference to their lives no matter their location or area of study.

46,000+

Users on ImperialCollegeUnion.org

Our website allows students instant access to their Union, wherever they are. They can register for events, find out what their elected representatives are up to, log volunteering hours, nominate someone for an award, vote, or just buy a hoodie. This is a really important tool in our strategic objective of reaching students no matter their location or area of study.

100,000+

Sessions logged on e-Activities

e-Activities is an administrative tool designed for student members to manage their activities and finances at the club level as well as receive training. It's also used by staff to administer services to members. This bespoke tool continued to enjoy strong usage this year with a restructuring to make it more user friendly.

Felix

Our weekly student newspaper continues to enjoy wide readership.

29 issues 270 contributors

25,000+

Collective social media reach

With over 70 percent of our members between 18 and 24, social media are an important means of reaching them where they are. Through Facebook, Twitter, Instagram and Snapchat, we've been able to engage members in real time, respond to queries, and collect feedback. We also established a WeChat account!



927,000+

Individual student emails delivered to inboxes

That's a lot of emails! The communication tool with the highest engagement numbers among members, emails are sent weekly to all students with updates on projects, activities and events. Our Constituent Unions also do the same for their membership each week. With open and click-through rates that are double the industry average, these emails not only provide reach but are evidence of robust engagement among our members.

FOR YOU

Something for all students

34,879

Collective membership in our Clubs, Societies & Projects (CSPs)

Participation in student activities continues to grow with an average of two CSPs per student. With over 370 registered options, there's something for everyone. Funding, training and other support are also more robust than ever. Participation has increased year on year with a whopping 71 per cent growth in collective membership between 2012/13 and 2017/18.



£466,000

Funding support for CSPs in 2017/18



1077

Minibus bookings

188,059

Votes cast across three elections

As a democratic charity organization, elections are an important means of gauging our members' views and ensuring our decisions are student led. Our Autumn Elections in October enjoyed the highest participation rate ever and the highest turnout for such elections across the UK, while our Leadership Elections turnout in March was the highest in England and Wales. Overall, 1554 students stood for student leadership positions, another key indicator of our thriving democracy. These results are key to our aim of having the strongest and most inclusive democracy of any students' union in the country.



Autumn: 26.54%



Leadership: 35.65%



Summer: 6%





21,000

Room bookings this year
through e-Activities



2340

Associate Memberships
registered

20%

Growth in Life Membership

Our mission to inspire an Imperial-for-life mindset saw result, with encouraging growth in Life Membership this year. This followed a review of our offer to alumni and an improvement in the donation process which allows Life Members, on sign up, to decide which CSPs should receive the proceeds of their membership fee. This, along with more targeted messaging, led to the sale of over 320 Life Memberships this year.



Strategic Plans for Constituent Unions

This year, we supported three Constituent Unions in the development and delivery of strategic plans to support student engagement at all levels.



13

Fixtures played in the
first ever LSE-Imperial
Varsity.

FOR YOUR SUPPORT



We aimed to improve our capacity to support students through the academic, emotional and social challenges of studying in the high-performing, pressurized, and fast-paced environment of Imperial.

**advice
centre**

Help with exams

#icuHereforYou



33%

Increase in students seeking Advice Centre support

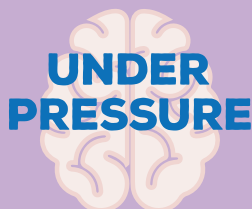
Our Advice Centre is a key source of support for students who are struggling academically, need Mitigating Circumstances, or undertaking College Appeals. The Centre also provides advice on welfare, housing and legal matters. This year we achieved Advice Quality Standard accreditation and saw an encouraging increase in the number of students seeking us out for support, including more Postgraduates. We achieved this through targeted campaigns and outreach events at key pressure points, attending events like College's Housing Fair and running awareness campaigns during exams.



**We achieved
Advice Quality
Standard
accreditation**



**Campaign video reached
29,032
people on Facebook
with over 8K views!**



Under Pressure Campaign:

In its second year, this campaign which provides coping strategies for students during exams, saw even more growth as students meditated, got massages, played games, and accessed tips on general wellbeing. There were 20 activities in collaboration with 5 departments.

FOR YOUR **SUPPORT**

Here when you need us

Wellbeing Representation Network – 82 strong

First of its kind to be launched in the United Kingdom

This year, we launched the College-wide Wellbeing Representation Network, with 82 student reps elected in its inaugural year. The Network allows students to quickly identify issues among themselves and make representation to College on wellbeing issues, functioning in a similar way to the successful Academic Representation Network. All Wellbeing Reps were fully trained in identifying issues, providing peer-to-peer support, and advocacy. So far they have successfully lobbied for department funding for community building initiatives, started conversations about curriculum changes, reviewed personal tutoring arrangements, and increased signposting to support services.

Wellbeing
Representation
Network

The Wellbeing Representation Network

is responsible for identifying issues and raising awareness in areas affecting students such as health, financial concerns, relationships, equality & diversity and personal safety.

Be Active Strategy

4 years - 6 strands

We partnered with Sport Imperial in the development of a well-resourced sport and wellness strategy for Imperial students and staff. Over the next four years, this strategy will look to promote, support and enable everyone at Imperial to enjoy a more active lifestyle. There are six main strands covering different aspects of sport and physical activity with clear targets for achieving them.

Student Support Strategy

5 years – 5 principles – 9 actions

This blueprint for support services at Imperial was developed by College this year after strong advocacy from the Union. We provided feedback on the gaps that existed in the area of student support, led College-wide consultations of the draft strategy, and provided recommendations on the final document. The five-year strategy contains five guiding principles and nine key action areas.



Bursary Survey Response

We continued to support College in the effective administration of its means-tested Bursary scheme for Undergraduate domestic students, a critical source of financial support for many such students. Our annual response to the survey highlighted students' concerns and priorities regarding the Bursary. The Bursary Survey Response also included a set of recommendations to College with the goal of ensuring the Imperial Bursary continues to effectively support students in need.

182

Student events planned and delivered

We delivered a range of entertainment events throughout the year to help students relax and develop closer social bonds, an important component of their wellbeing.

- | | | | | | | | |
|----|-----------------|----|-------------------|----|--------------|---|---------------------|
| 30 | PG Fridays | 32 | Super Quiz Nights | 27 | Beit Fridays | 4 | Comedy Nights |
| 35 | Pub Quiz Nights | 32 | CSP Wednesdays | 3 | Carnivals | 1 | Massive Summer Ball |



FOR YOUR DEVELOPMENT

We can develop you



We aimed to enhance the enjoyment and talents of our members in order to form well-rounded people who are confident in articulating their skills to employers.

2,000+

Students accessed Training

Through Imperial Plus, our ILM certified programme, we continued to support our students' personal and professional development with six workshops designed to provide an in-depth understanding of the key skills graduate recruiters value in prospective employees. We also continued to run the Skills Development Programme, traditionally designed for Imperial student leaders. This year, we opened it up to all members, filling 252 spaces, while recruiting and supporting five new student trainers.

305

Sign-ups for Imperial Award

Since the launch in January 2018, we have been working closely with College to encourage students to join this scheme which encourages students to think about their development in a holistic way, making links between their different activities and working towards the achievement of this Award on their transcripts.

10,000+

Hours of Volunteering logged

We continued to encourage and support students to give of their time and energy to worthy causes, providing the necessary connections through external partnerships.

We also delivered another successful Volunteering Fair, as well as Student Volunteering Week which saw 147 phone calls being made by staff to thank volunteers and gain feedback about ways to improve our programme. Meanwhile 87 volunteers were celebrated at a Volunteers' Garden Party in June.

Imperial Award Feedback:

"Even after completing only one stream I've gained an appreciation of the difference between describing what I did, and reflecting on why/how I did it. The latter is far more important when talking to employers or whenever trying to communicate how you've grown as a person."



FOR YOUR **DEVELOPMENT**

We can develop you

ICXP Launched

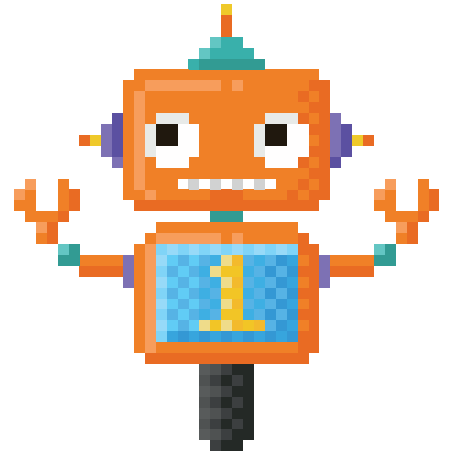
20% take up from Clubs, Societies & Projects (CSPs)

We launched an accreditation scheme for Clubs, Societies & Projects called Imperial Clubs Experience Project with a fifth of CSPs involved over the first six months. Through the programme, clubs are able to earn rewards for members by working their way through various key areas of development.

£7,000

Seed funding awarded since October to student entrepreneurs

Through the ACT Now Showcase, a joint project with Imperial Enterprise lab, nine teams of student entrepreneurs participated in an exciting live pitching event in which seed money was awarded by choice of the audience to the best pitches and posters of the evening.



3861

Subscribers to our Student Development newsletter since the launch in December 2017.

2800

Clicks on Imperial Award launch video on Facebook, with 518 views on YouTube.

77

Tutors signed up for Pimlico Connection, a joint project with College that places volunteers in needy schools.

39,636

Hours worked by student staff

We provide jobs for students in our bars, shops, and teams with flexible hours to fit their schedules and help meet some of their financial needs.

65

Hello!CU Crew members recruited to help welcome new students into the Union and the transition to Imperial.



FOR YOUR VOICE

Make change happen



We aimed to empower students to be proactive, responsible citizens who have the capacity to change the world.

Campaigns Support

Through improved processes and support for student-led campaigns we saw an increase in activity in this area. Campaigns delivered by students for students have been led by Wellbeing Reps, Constituent Unions and members of the wider student body and covered a broad range of topics. From looking after your health and wellbeing with *IC Sexual Health* and *SleepImperial* to creating supportive student communities with ICSMSU *#onlinehonestly* and RSMU's *Look After Your Mate*. Students have tackled big issues including sexual harassment and violence, and challenged the College on unethical investment policies.

We also began the process this year of devising a new campaigns support procedure for Imperial students who wish to initiate change campaigns along with their peers. The new Campaigns Procedure is expected to be fully developed and rolled out in 2018/19.



197

Students and staff completed Active Bystander Training

Delivered through the Higher Education Funding Council for England Catalyst Fund on Safeguarding Students, we facilitated Active Bystander training to Hall seniors, Beit Bar staff, Union staff, Officers, Union Council members, and a few student reps.



FOR YOUR VOICE

Make change happen

1868

Student Academic Choice Awards nominations (SACAs)

SACAs provide an important means of feedback for Imperial's teaching and support staff, as students make nominations across eight categories. This year saw astounding growth with a record number of nominations, doubling the previous year's figures. At the event in May, Imperial Provost Professor James Stirling, noted its pride of place in the Imperial calendar as a critical tool of recognition and feedback.



STUDENT
ACADEMIC CHOICE
2018 AWARDS
imperial college
union



176,898

Words written about SACAs nominees and the excellent teaching and support students received.

1335

Individual students submitted SACAs nominations.

900

Staff members recognised and rewarded through SACAs.

Academic Representation Network

513 Academic Reps in 2017/18

This peer-to-peer education support network continued to do great work in 2017/18. This year we completed the first ever College-wide review of assessment feedback timeliness. Members of the network also conducted an audit of Postgraduate timetables. The audit exposed that many were in breach of College's policy of protected Wednesday afternoons for all students.

Liberation Support & Review

This year we invested in improving our support for Liberation & Community Officers. With additional funding, improvements to our systems and revised training, we saw increased engagement and activity across all liberation and community areas. Officers received dedicated staff support throughout the year and were empowered to take action, delivering a range of events and campaigns in their areas of representation.

We had external speaker events to celebrate Black History Month and International Women's Day, mental health presentations delivered in departmental welcome talks, collaborations with student societies, and a win for gender neutral toilets on campus.

Feedback to College

We delivered the fastest ever responses to the National Student Survey and Postgraduate Research Experience Survey. Action plans were created in partnership with College and integrated into senior committees to ensure student feedback is acted upon.

197

Undergraduate
Academic Reps

316

Postgraduate
Academic Reps



YOUR UNION

The foundation



We aimed to ensure that we are well-run, sustainable, and functional organization, positioning people and resources to best serve our members now and in the future.

Investment Strategy

This year, we focussed on developing long term financial strength through an Income Strategy including Commercial Services, Sponsorship and Investments. The strategy focusses on growth in non-member income, enhanced financial modelling, and balanced and ethical investment planning.

£1,500,000

Of cash reserves

A key aspect of our financial health involves maintaining and protecting strong reserves. This year we appointed Investment Manager, Rathbones, to ensure these reserves are protected and that they generate a better, regular and steady income for the Union into the future. In keeping with our values, the process was consultative, taking account of the Union's ethical position and the views of our membership on ethical investing.



19.5%

Growth in
Imperial
branded
clothing



9.7%

Growth in Retail income

Our Union shops not only provide members with access to essential items and branded Imperial merchandise, but are a key source of income generation that allows us to provide more for our members. This year saw robust growth with the introduction of new product lines and the development of a new online shop, set to roll out in 2018/19.

YOUR UNION

The foundation

Our People

We launched our People Strategy in June with an action plan for restoring our Gold accreditation in the annual Investors in People evaluation. We achieved Silver this year following an assessment against new criteria, with a Gold amnesty offered as we set about doing more in the areas of reward and recognition, as well as leadership.

75+

Individual training opportunities for staff

We funded, facilitated or delivered training opportunities for staff across the Union in keeping with our mandate to position our people to better serve members.

Sustainable

We've started the move towards more sustainable practices by reintroducing reusable coffee cups, biodegradable paper straws and takeaway containers, while cutting down on single-use plastics.



Value for money

We negotiated a new supplier arrangement with Molson Coors in our bars that will see increased value for money, more products, more event support and increased training for staff.

We completed a re-tendering process for our soft drinks that allows us to avoid the Soft Drinks Levy (sugar tax) on all our post mix.



Summer Ball 2018

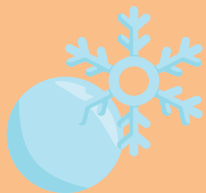
The fastest selling Summer Ball was also our biggest ever with **1700** tickets sold. The 1920s themed event spanned the entire South Kensington Campus giving students a night to remember with fun fair, fireworks, photo booths, and a slew of entertainment acts. The biggest event on the Union calendar was a massive success thanks to a slew of tireless volunteers, essential services, and a hard-working projects team.

Health & Safety

We have developed the safety management awareness and skills of members, volunteers and staff to deliver a step-change around our safety culture resulting in a 60% increase in year-on-year incidents and near miss reports logged.



1 lightning strike



2 snowball fights



2 freak storms during Varsity



53,500
pints of
Stella 4%
sold



2160
condoms
ordered

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