

June Update

Operating Plan

▲ 2014/15

Enhancing the Student Experience

Strategic Objective (By July 2016)	Year One Status (by July 2014)	Year Two Outcome (by July 2015)	Year Two Outcome Status
SE1 Continue to grow membership in Clubs, Societies & Projects each year of the plan and develop the support available to them.	Increased membership year on year.	Grow year on year memberships in Clubs, Societies and Projects by July 2015.	Increased memberships from 21,298 in 2013/14 to 24,434 as of 8 June 2015.
SE2 Introduce a Volunteering Accreditation scheme, which is recognised by the College, and helps students identify the skills they gain through their involvement in our activities.	Imperial Plus scheme launched with 378 students registered and more than 200 likely to complete in the first year.	Ensure 300 students complete the Imperial Plus award or accreditation by July 2015.	Won't achieve 300 students - aiming to beat last year's involvement levels.
SE3 Increase the number of students employed by the Union in each year of the plan.	Increased amount of students employed to 239.	Increase the amount of students employed by the Union to 300 by July 2015.	257 employed to this point. 267 in total last year.
SE4 Introduce and establish a Development Programme for key volunteers and provide formal volunteering management qualifications.	Pilot scheme under way with 20 students registered.	Ensure 15 students complete the Imperial Plus Qualification by January 2015.	On track for 15 - 12 students have already completed.
SE5 Achieve Investing in Volunteers Status.	Planning for initial assessment in July.	Achieve Investing in Volunteers Status.	The assessment for this has been pushed to December.
SE6 Grow our Student Volunteering scheme and increase the amount of students volunteering in the outside world.	Community Connections scheme launched.	Ensure that 500 volunteer positions are filled by an Imperial College Union Member through Community Connections in 2014/15.	More than 1,000 have requested information on volunteering opportunities. At least 206 students have actively volunteered in the community, and we are awaiting responses from 900 other students.
SE7 Develop and publish, in the first year of the plan, a Postgraduate Student Engagement Strategy, in tandem with the College's review of Taught Postgraduate provision.	Strategy not completed yet, pending discussions with the Graduate School.	Publish Postgraduate Students Engagement Strategy by January 2015.	Outcomes expected over the summer break.
SE8 Ensure that the Union delivers at least three key contributors to the College's Graduate Attributes project.	Ongoing discussions with College as this scheme develops.	Continue involvement in Graduate Attribute development and ensure that the Union feature in the delivery of at least three key attributes.	Potential for pilot scheme in September with College.

Amplifying the Student Voice

	Strategic Objective (By July 2016)	Year One Status (by July 2014)	Year Two Outcome (by July 2015)	Year Two Outcome Status
SV1	Increase the amount and proportion of students who take part in the Union elections during each year of the plan.	(In main elections) amount of students increased but proportion decreased. Amount and proportion increased across all elections.	Increase the proportion of students voting the the Union's electoral processes.	Increased number of students voting in all elections. Achieved our highest ever election turnout at 42.47%.
SV2	Review our democratic structures to ensure that they maximise engagement and add value to the Union's decision-making, and put proposals to decision-making bodies within the first year of the plan.	Increase the amount and proportion of students who take part in the Union Elections.	Publish proposals resultant from Democracy Review research, consult and gain assent.	Review delayed until the summer.
SV3	Continue to be a champion of academic best practice by developing our Student Academic Choice Awards scheme, with more than 1,000 students submitting nominations during the final year of the plan.	593 nominations received from 432 students.	Grow the scale of the Student Academic Choice awards and receive nominations from 600 students.	Targets for nominations recieved and nominees chosen were exceeded. 586 students nominated against a target of 600.
SV4	Continue to publish an annual Impact Report detailing the positive changes the Union has made through officers, representatives and initiatives.	On track for term one report and one Annual Report.	Publish two termly Impact reports and one annual Impact Report.	Both have been published.
SV5	Develop our engagement with local MPs, members of the London Assembly and representatives of local authorities, publishing the outcomes of these discussions to our members on an annual basis.	Significantly exceed this target through meetings with several MPs, councillors, AM and MEP.	Meet with local and national politicians and publish lobbying outcomes on a quarterly basis.	Local MPs engaged with as part of the General Election.
SV6	Continue to develop relevant response documents, and in particular to respond in detail to the College's consolidated annual Student Survey and the National Student Survey during each year of the plan.	NSS Response Residential Experience Review International Students Inquiry.	Deliver at least four responses to Internal and External Consultations.	DBIS consultation on PG funding, NSS 2014, PTES 2014, College Strategy
SV7	Support 10 student-led campaigns with demonstrable outcomes each year by the end of the plan.	Delivered five student led campaigns this year.	Deliver eight student led campaigns and publish outcomes in Impact Report by July 2015.	Mentality, ICSEXism, Out in Sport, Half the Sky, Fossil Free, ICaProblem, Fund Education Fairly
SV8	Develop the support available to Academic Representatives, including the launch of an annual Representatives Conference, and increase the number of students in these roles supported by the Union in each year of the plan.	Delivered first ever Representation Conference.	Increase awareness of reps to 75% and increase attendance at Representation Conference to 100 reps and 50 staff.	Year rep knowledge 79% UGs, 62% PGs. Rep Conf targets not met.

Building a Student Community

	Strategic Objective (By July 2016)	Year One Status (by July 2014)	Year Two Outcome (by July 2015)	Year Two Outcome Status
SC1	Publish an annual 'Advocacy to Action' Report, detailing how our advocacy, representation and campaigning work combine to improve the lives of students.	Processes in place – on track to publish outcomes.	Publish Advocacy to Action outcomes through Impact reporting processes.	Completed.
SC2	Review the advice provision available to students on campus, including our own Advice Centre service and make recommendations to the College and the Union's Board of Trustees.	Scope being developed in consultation with the College.	Complete Review of Student Advice Provision by July 2015.	This is ongoing.
SC3	Work in partnership with the College to review and improve the 'Welcome Week' provision through a review of the Union's activities and advising the College on how to improve their own arrangements.	Provision reviewed and improved for 2013 with positive satisfaction ratings.	Review and develop Welcome Week provision and obtain 90% satisfaction rating from new students.	88% of students were satisfied or better with their welcome to the College.
SC4	Complete a research-based report on Diversity, Inclusion and Liberation on campus, including Union activities and to develop a Union action and lobbying plan in response to the findings.	No progress.	Publish research-based report on Diversity, Liberation and inclusion by July 2015.	Project Implementation Plan developed and approved at SMG. Outcomes expected in August.
SC5	Review the Union's processes for recognising students' and volunteers' achievements, including a review of the Union Awards scheme.	Review taken place and 'pilot' changes implemented for Summer 2014.	Review 2015 changes to Awards scheme, develop and implement year 2 changes by March 2015.	This review will now take place next year.
SC6	Develop, publish and deliver a Campus Outreach Plan which outlines the Union's activities and objectives for providing services and representation to students who study at outlying campuses.	Campus Outreach Plan developed and approved.	Deliver year two outcomes from Campus Outreach Plan.	Outreach goals have been reflected in departmental operating plans.
SC7	Publish a research-based report on 'Student Journeys' highlighting the various changing demographics, trends, behaviours and needs of our members to inform our approach to representation, services and activities and deliver an action plan as a result of the findings.	Initial scoping and methodology discussions have taken place.	Publish Student Journeys Report by July 2015.	It is recommended that this objective is dropped for this strategic cycle.

Creating a Sustainable Organisation

	Strategic Objective (By July 2016)	Year One Status (by July 2014)	Year Two Outcome (by July 2015)	Year Two Outcome Status
SO1	Secure a funding agreement for the years following 2016, with a real-terms increase in the total level of funding from the College for each year of the agreement.	Funding currently in place for 14/15 and 15/16.	Agree process for 2016/17 funding discussions by July 2015.	Ongoing.
SO2	Review our approach to customer services in all parts of the Union and implement Customer Promises in all of our student facing outlets.	Customer Promises for Commercial Outlets developed.	Expand Customer Promises scheme to include all non-commercial departments by January 2015.	This is not completed, due for completion in July.
SO3	Demonstrate our commitment to being an excellent employer by securing and retaining Investors in People status.	Initial assessment planned for Summer 2014.	Achieve Investors in People status by July 2015.	Achieved.
SO4	Grow our reserves and strengthen our balance sheet by generating a surplus in each year of the plan and ensuring that our capital expenditure is outweighed by our depreciation repayments.	On track to hit budgets in 2014.	Deliver the Union's annual budgets.	On track - now expecting to hit budget.
SO5	Receive and retain full assurance from internal auditors.	Achieved 'Substantial' Assurance Rating.	Achieve 'Full' Assurance (or equivalent) from internal auditors.	Achieved - Significant assurance.
SO6	Complete a review of our organisational structure, including consideration of incorporation or forming of a subsidiary.	No requirement for change.	Complete review and options appraisal for Board of Trustees to include CIO and trading subsidiary.	Review delayed pending potential need for changes following Woodward pilot.
SO7	Develop and Publish our first Corporate Social Responsibility Policy.	Gained agreement for involvement in Green Impact Awards Scheme.	Gain agreement for Social Responsibility Policy 2015 and gain Bronze accreditation in Green League scheme.	Partly achieved - achieved Bronze accreditation in GISU scheme. Reviewing requirement for Social Responsibility Policy.
SO8	Engage with the development of any new College strategy and increase the number of positive references to the Union compared with the current plan.	MD attended presentation from Provost on College Strategy development.	Engage with the College's strategic development process and increase the amount of positive references to the Union in the new strategy compared to the current plan.	Achieved. Our response document is quoted directly in the strategy and significant changes and new sections included as a result of our contribution.
SO9	Develop and publish a Communications and Social Media Strategy.	Communications Strategy Developed and approved at Board of Trustees.	Deliver relevant objectives from the Union's Communications Strategy by July 2015.	Achieved.
SO10	Ensure at least 1000 students respond to the Union Survey to ensure that the strategic measures generated in this survey are sound.	1000 Students responded to 2014 survey.	Ensure that 1000 students respond to the Union Survey.	2,098 students started the survey; 1,293 students completed it in full.

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