

**us** UNION OF STUDENTS  
University of Derby

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# Annual Report 2018/19

University of Derby

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# Vicky Hossack

CEO, Union of Students



Our strategy sets out an ambitious plan for the Union of Students to work with the University to create transformational opportunities for students and create a vibrant and inclusive student community that each and every one of you is proud to be

a part of. 2018/19 has been an exceptional year for us, celebrating some amazing successes that have directly benefited students and we were thrilled to learn that this helped the Union rise 47 places and enter the Top 50 Students' Unions' in the WhatUni Student Choice guide.

We are working towards making sure the Union has a positive impact on every aspect of student life and hope that this report shows the progress we are making to give all of you a fantastic student experience. We will keep working hard to make sure that the student voice is well represented across all University of Derby sites and that you can access support and guidance when and wherever you need it.

I hope you enjoy reading about our successes and achievements this year.

# Abby Wilson

Union of Students President



The Union of Students has had yet another incredible year and we continue to go from strength to strength. Student voice remains at the heart of everything we do and I have had the privilege of working alongside four

talented and passionate Officers whose primary focus has been the students here at the University of Derby. You can find out what else the Officer team have been up to in our impact report in the centre of this document.

We may have started our year climbing a mountain for charity but it certainly wasn't the biggest challenge we would face this year. We have all, officers and staff alike, pushed ourselves further than ever before to deliver some incredible campaigns, events and activities. We've seen our club and society membership numbers and the number of programme reps registered at an all-time high! Our Advice team doubled the size of the Destressfest event and the Officers have put microwaves at every site. The list really does go on, and you will see within this report how much we have achieved together. Here's to celebrating our success and looking forward to another amazing year.

# Transforming your student experience

**The Union wants all students to have a transformative experience and by 2021 we want to be proud to say we have achieved record levels of engagement and be in the top quartile of Students' Unions in the country for student satisfaction.**

2018/19 represents the second year of implementation of the Union Strategic Plan 2017-2021. It is during this year that the work of the Union has gained momentum and we can see great steps towards achieving the ambitious goals that we have set out.

# Building a vibrant student community

69.54% feel part of a community at the University of Derby<sup>1</sup>

81% of students agree that the Union activities have helped to create a sense of belonging<sup>2</sup>

*We will continue to grow our communities to increase this percentage*

<sup>1</sup>National Student Survey 2019 (July 2019)

<sup>2</sup>Average percentage taken from Annual Sport Survey 2019 and Annual Society Survey 2019



We want to foster a strong sense of togetherness and belonging in learning communities and beyond and we aim to do this by creating opportunities for students to come together in a myriad of ways; sports, societies, events or representative groups.

# 2,500

Over 2,500 students joined a **sports club** or **society** this academic year, with 1,346 students participating regularly in one of our 42 sports clubs and 1,180 students participating across 108 societies.



Add in the fact that over 1,300 students purchased a branded **University of Derby hoodie** and it's quite clear that there is a strong sense of community and belonging.



## Varsity vs Hertfordshire

**323** Students  
**20** Sports  
**1** Loss



## Societies Varsity vs Northampton

**43** Students  
**7** Societies  
**1** Win



We like to party and we love to celebrate student achievements through our three Union Awards ceremonies;

Sports  
Awards



**350** Guests  
**13** Awards  
**5** Honours

Community  
Awards

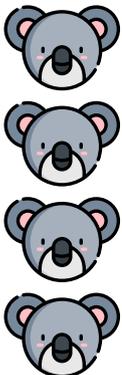


**85** Guests  
**13** Awards  
**3** Honours

Education  
Awards

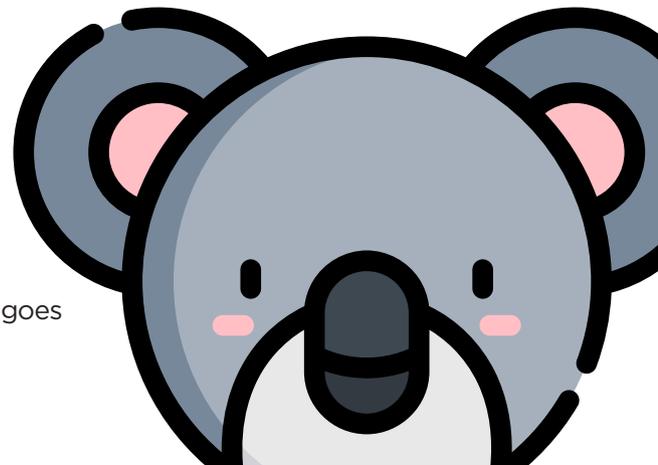


**374** Guests  
**28** Awards



Our shops were open for a whopping 3,720 hours for students throughout the academic year, across Kedleston Road, Britannia Mill and Markeaton Street – **that's more than quadruple the amount of time that a koala spends awake!** Offering everything you need from a lunch time meal deal to much-needed arts supplies or that afternoon sugar fix. 100% of Union profits are invested straight back in to student opportunities! That means that for every hot drink purchased in Blends, 39p goes back to transforming the student experience<sup>3</sup>

<sup>3</sup> Based on Blends profitability 2017/2018



WIS

# Developing you through transformative opportunities

**78% of students agree that they are more employable as a result of undertaking opportunities with the Union<sup>4</sup>**

**84% of students rate participation in our opportunities as good or excellent<sup>5</sup>**

<sup>4</sup> Average percentage taken from Sport & Society Committee Training 2019 and Programme Rep Conference 2018 feedback surveys

<sup>5</sup> Average percentage taken from Sports Awards, Varsity, overall sport, Sport workshops, Community Awards, Society Varsity, overall Society, Education Awards, Election Candidates and Rep Conference attendees

# 1,214



We strive to provide life changing opportunities for our students to stand out from the crowd through high quality development experiences, big and small.

This year that led to a record-breaking 1,214 students taking part in a 'Give it a Go' sport or society activity – trying something new for the very first time.



150 clubs and societies were supported this year, and it's the committees involved behind the scenes that are the lifeblood of these opportunities. It's thanks to them that over 2,500 students at the University can regularly participate in their chosen activity.

We support and develop these students, empowering them to be the best that they can be, developing their skill set and helping them understand how it can be transferred into the work place after graduation.



323 students undertook Sport and Society Leadership Training as part of the committee development programme, with **82% agreeing that they are more employable as a result of the training.**

Our committees use these skills throughout the year to implement their club development plans to track and manage improvements and growth within their groups. This year we celebrated their success by awarding Bronze, Silver, or Gold status according to their progress.



Our committees use their leadership skills throughout the year to implement their club development plans to track and manage improvements and growth within their groups. This year we celebrated their success by awarding Bronze, Silver, or Gold status according to their progress.

60%  
14%

This equates to 60% of sports clubs and 14% of societies that had active development plans in place throughout this year

## Bronze



10 Sports  
25 Societies

## Silver



5 Sports  
12 Societies

## Gold



10 Sports  
12 Societies

This year we have also seen huge success in the increase in the number of Union Futures Awards; 95 students completed the award representing a 15% increase on previous years!

The Futures Award recognises the skills developed by being part of Union opportunities such as; being a committee member, a Programme Rep or a Part Time Officer.



The Union also offers employment to student staff, where alongside a supportive working environment we also offer a competitive wage and additional development opportunities:

5,408 student staff hours were offered across three Union shops, providing students with employment as well as making them more employable after leaving us with 12 first aid trained, eight mental health first aid trained, and over 40 food safety certified.

5,408





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# Officer impact report

## Contents

### A content list of all the content

Forward from President  
Your Officers and their objectives  
Events & Activities  
Community & Charity  
Facilities and Services  
Education and Representation  
Equality, Diversity and Inclusion  
Governance and Policy

# Your Union President

The Union has had a phenomenal year across the board and it's been both an honour and a privilege to be your President this year. In February 2018, myself and four other students were elected as your officer team for the academic year 2018/19. We were elected by the student body in a record breaking year for the Union elections, with over 3,000 students using their vote. We were elected on our manifestos which are a list of pledges we made to the students at the University of Derby and, since elected, we have been working tirelessly to achieve these.



As our time as your representatives comes to a close, and we begin to prepare to hand over to the next officer team, I felt it was important to collate our achievements and changes so that you, the students, know how we have represented you.

Whether you are highly engaged with the Union and picked this document up to find a photo of yourself inside or if you're a relatively unengaged student and happened to pick this up whilst grabbing a coffee, I hope that you find at least one change within this that has affected you positively.

As a student I came to the Union to find an activity to take part in during my free time, but I gained so much more. Through becoming a programme representative I learned to use my voice on behalf of others and, through being a sports team member developed confidence and friends for life. The decision to get involved with the Union really did transform my student experience and I ask you, if you aren't already, to get involved. Even if you attend one 'give it a go' session, become a programme rep, manage our radio station or even become the Union President, I urge you to take advantage of the opportunities the Union provides and make the changes you want to see.

Thanks for an amazing year!

Abby

These were our aims over the last year which students voted for us to achieve:



**Vice President (Welfare) – Jacob Blatherwick**

- Free condoms, lubes and dams so students can stay safe
- More hydration stations on campus
- Make extensions clearer and easier to understand



**Vice President (Education) – Scarlet Moss**

- Improve library facilities and opening times
- Increase amount of trips available for students
- Better transport systems



**Vice President (Community) – Charlie Bell**

- De-stressful events during busy assessment periods
- Increase engagement in student media
- Work with charities to support the homeless



**Vice President (Activities) – Daniella Quill**

- Bridging the gap between student activities
- Increase membership engagement in student activities
- Achieve a top 50 BUCS position



**Union President – Abby Wilson**

- Increase communication and visibility of the officers
- Visit all campuses to listen to your feedback
- Lobby the University to implement anonymous marking

# Activities & Events!

This academic year we attended 28 events across the Fresher's fortnight including the international students feast, welcome BBQ at high peak halls and the welcome breakfast across Derby halls of residence. We also hosted the big RAG (raise and give) quiz of the year at the academy which saw a turnout of over 100 students and raised £177 for local charities. It would be an understatement to say we were tired after those two weeks, but it was an incredible opportunity to meet hundreds of new students and welcome them to Derby!

Through working with the University and external providers, we delivered a series of student trips during the year. Our UK trips took students to Liverpool, Chatsworth House and Bletchley Park. We also ran a trip to London which allowed students to participate in the Peoples Vote march and ignite their inner activist. 343 students embarked on the international trips we ran with Outgoing, a student tour company, to Amsterdam, Disney Land, Berlin and Croatia!

Christmas rapidly came around and we hit the road to wish our students at Buxton and Chesterfield a lovely break. We attended the Buxton Christmas party to support the event management students and visited the Chesterfield Christmas fair.



A new year began and so did our next series of events!

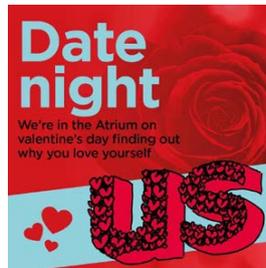
We hosted a sport and society fair so clubs had the opportunity to recruit new members. There was also a tour around BBC radio Derby for our Student Radio volunteers. The Officers headed over to Northampton to support our societies taking part in varsity. We even filled in for absent students by taking part and winning the debate!

The events and activities led by the Officers in this section have engaged

**1,543**

students this year!

We held a pop up stand in the atrium on Valentine's Day to encourage self-love and distributed well-earned sweets. In March we celebrated International Women's Day by hosting a women in leadership conference which attracted students from foundation year to post graduates. They took part in self-defence, lush bath bomb making and heard some incredible speakers!



### Here's what else we got up to:

- 80 students planted seeds over freshers and the volunteering fair which we've planted at our allotment
- We hosted a quiz as part of the Get Ahead programme welcoming students on campus early who have selected abilities
- We opened for applications for the University of Derby's first ever University Challenge Team
- We hosted the Unions first ever Student Led Services Conference which brought together our students involved in student media, fundraising and volunteering to learn new skills
- We helped out on the clearing hotline accepting new students into the University



## RAG quiz of the year

Grab yourself a cheeky team name, bring your new flat mates, and win some top prizes

All proceeds will go to our nominated charities - chosen through the Raise And Give group at the Union.



## Women and Leadership Day

Celebrating women in leadership roles

Including workshops, speakers, debates and activities. We also have a yoga class plus the opportunity to get a professional LinkedIn headshot.



# Charity & Community



As an Officer team we have worked hard from the start of our year to the end to be active contributors to charities and our local community. Through the events and fundraising we've undertaken, the officer team have contributed £3,465 towards the RAG total which is amazing. We have dressed up, slept out and climbed a mountain all in the name of charity!

We've also taken our responsibility as members of the Derby community seriously by representing students at local residents meetings, creating links with local organisations such as the Derby Telegraph and visiting schools and colleges across Derbyshire and Nottinghamshire to promote the benefits of higher education.

Other non-quantifiable charitable action includes donating the old playing kit to the Lord Taverners charity who distribute it to those in need around the world, and packing and wrapping shoe boxes as part of the shoe box appeal.





**Take a chance**  
 It's the blind book sale!  
 Come and have a blind date with a book.  
 Wednesday 1st May  
 The Atrium  
 Kedleston Road

**us**



**Officer Impact Report 2018/19**

# Facilities & Services

Services and facilities have dominated student voice forums and the online ideas forum all year so we have worked with the estates department to bring you the changes you want!



It was really important to us that students had the option to heat their own food on campus. By installing five new microwaves students at all sites now have access to hot food which is great for late night studying and saving money!

### The new microwaves are at:

- Markeaton Street
- Britannia Mill
- Chesterfield
- Derby Theatre
- One Friar Gate Square

Staying hydrated is equally important so we worked with the University to provide 8 new water fountains across 5 sites!

### The new water fountains are at:

- Chandos Pole Street
- Kedleston Road
- Markeaton Street
- Derby Theatre
- The STEM building





**We also listened to your feedback on transport...**

We collected all of your feedback on car parking and the bus service and presented it to the University. They will be using this to make improvements to the service next year! We also asked the 24hr library bus to be added to the Rygo app so you know where it is during the night.

We went out talking to students to ask them what they want to see in the Union spaces, over 100 to be precise! It was great to hear what more you want on campus and we will be taking that forward as part of the new estates strategy. We will also be introducing a new loyalty scheme for our Union shops, bar and coffee shops so students can save as they spend. Finally, we lobbied the University for longer opening hours at other sites which was successful too.



**Early bird or night owl?**

Extended opening times of 6.00am-1.00am are now in place to give you additional time to study!

- Kedleston Road
- Britannia Mill
- Markeaton Street

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**315 students consulted** on facilities and services

# Education & Representation

The Officers have worked hard this year representing your academic interests by organising events, gathering your feedback and representing you on University committees.

## So what else did we talk to you about?



## Have an opinion

Have an opinion is a campaign we delivered this year in partnership with the University. We're really passionate about student voice which is why we created this campaign which encourages students to have an opinion on a number of topics!

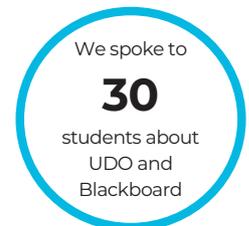
We held three debates on the following subjects:

- Anonymous Marking
- Commercialised Christmas
- How does the university spend my money?

We've also been asking big questions on our social media account as well as placing opinion boards around sites for student to write on.

The campaign engaged over 3000 students and will be back next year!

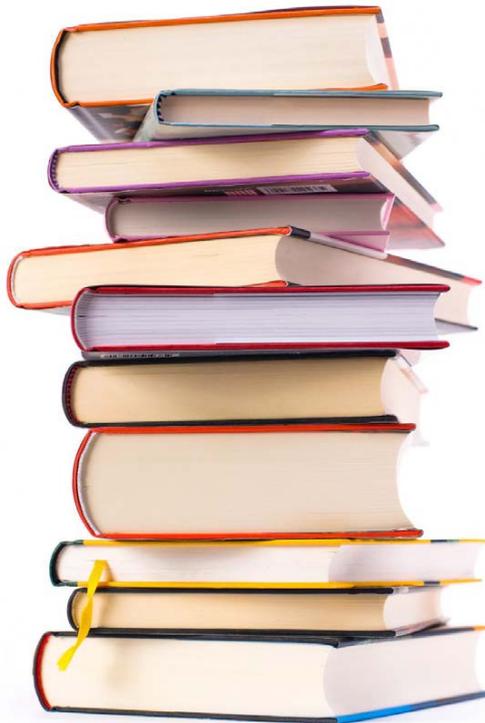
We also acknowledge the amazing work our reps do which is why we wanted to hold events for us to get together. We met over 80 reps at socials and the leadership retreat. We also hosted a mixer event for reps to meet the Deans and senior staff members in their colleges!



# 24 Hour Library!

The student population has been asking for 24 hour access to the library for years and this year we got it!

After years of campaigning the University opened the library doors for 24 hours for two busy assessment times over the year. We've worked closely with the University to get the message out about it, which included walking through the atrium holding signs! We've also been gathering your feedback on the 24 hour opening and this will be used to improve the service next year!



Officer Impact Report 2018/19



# Equality, Diversity & Inclusion

Although we've put equality, diversity and inclusion in its own category, it has been very much embedded in all of the officers' activity this year.

We've delivered campaigns for celebratory history months such as LGBTQ+ and Black history. Over 60 students attended the colour dash which raised over £400 for student minds and was so much fun!

We also listened to your feedback on EDI matters all year through the elected student committee and the wellbeing advisory group which has fed into lots of things including an improved and more confidential waiting area.

We've made sure this year that our sports are trained to be the most inclusive they've ever been!

148 committee members attended the equality and diversity sessions which covered the following topics:

- Consent and sexual harassment
- LGBTQ+ in sport
- Disability in sport
- Mental Health in sport
- Eating Disorder support

## More ways we supported you...

We co-delivered a student retreat focused on academic writing skills and student attainment

We made condoms, lubes and dams available free for all students regardless of age

We received mental health first aid training so we could support you better

We took students to a mental health conference so they could feed into the national student minds mental health charter

We worked with estates to offer free personal alarms and reflective items so students feel safe on their commute



## Destresstival

This year we worked closely with the Union Advice team to deliver the biggest and best Destresstival yet! Our Destresstival event spanned across a whole week in Derby and Buxton which included sensory play, a visit from the guide dogs and a Buxton bake off. The aim of the event was to offer students a way to relax during exam and assessment times and make them aware of the support they can get from the Union if they need it.

**500+** hot drinks handed out in the library



## Women in Leadership



The officers worked together to host a conference celebrating International Women's Day. The event was held in the multi faith centre and students from year 0 through to post graduate level attended. We welcomed fantastic externals from Lush, Rolls Royce and MCS defence academy.

The attendees participated in assertiveness and interview skills workshops, tried martial arts and yoga and even got to make their own bath bomb. The event was a huge success and engaged students we'd not seen in the Union before and ticket sales raised over £200 for local charity Women's Work.

**100%** rated the event as good or excellent

# Check out our campaigns!

**LGBTQ+**  
History Month  
presents  
**Bletchley  
Park film  
night** with free popcorn!

21st Feb 5pm  
Kedleston Road B125

**Women and  
Leadership Day**  
Celebrating women in leadership roles

Including workshops, speakers, debates and activities. We also have a yoga class plus the opportunity to get a professional LinkedIn headshot.

**Who let the  
dogs out?**  
Dogs = less stress

The Destressival  
guide dogs event

Thursday 4th April  
10.00am-3.00pm  
Kedleston Road  
The Atrium

**Your Union  
says relax!**  
We've got a  
de-stress room

With colouring books,  
Disney and yoga.

Thursday 4th April  
12.00-4.00pm  
HEAP Lecture Theatre  
Part of Destressival

**LGBTQ+  
lanyards are  
back!**  
Buy yours from your Union today

**We see your  
true colours**  
The equality, diversity and inclusion  
committee needs you!

Wednesday 27th March  
12.00pm - 2.00pm



Officer Impact Report 2018/19

# Governance & Policy

**2688** students

consulted on governance and policy

The officers represented Derby at the National Union of Students Annual Conference where we voted on national policy. We discussed things such as discounted rail travel for all students regardless of age, transgender campaigning and a complete reform of the NUS just to name a few.

We've also worked hard to look at the Union's policies and have been involved in creating a zero tolerance policy which says no to racism, homophobia and all forms of discrimination within our Union. We've also introduced two new part time officer positions within our structure to represent mature and commuter students.

Finally, as a team we worked on a complete restructure of the Officer Trustee team by reviewing all of our roles and making us the most representative we can be. This means next year we will have four officers instead of five with increased staff support and strong focuses for the future!

## Over 2000 students had their say on anonymous marking

We conducted cross campus consultations for students and staff to give their opinion on anonymous marking. Over 2500 people in total fed into the making of the policy and it was approved by the University meaning it will be implemented in September 2019. Students said anonymous marking made them feel more confident and believed it was the fairest way.

## Lobbying for a late submission policy with students in mind

We've worked hard looking at other universities policies on late submission and found our policy was particularly tough on students, considering anything submitted after the deadline, even by a minute, is a non-submission. This means students have to do a new piece of work and can only achieve 40%. We're proposing this changes to a reduction in grade each day it's late up to a week or that students can submit after the deadline and don't have to do the work again, their grade is just capped at 40.

## Listening to transgender student voices

This year we created a transgender student advisory group to listen to their experiences. This group has been advising us on how we can improve their time at University and their feedback has been collated to create a transgender student policy which we are working with the University on.

# He's making a list, and checking it twice

But, luckily, your name isn't going to be on it

**Anonymous marking is back!** A Christmas gift to you, from your Union. Your Union President has successfully lobbied the University to re-introduce anonymous marking starting in the academic year 2019/20

All summative assessment, where practical, will be marked anonymously, this means when submitting assignments you don't put your name on it, you put your student number instead!



## Have an Opinion Debate Series: Anonymous Marking

Wednesday 31st October at 4.00pm  
(Location TBC)



# Overall engagement!

This year we had Officer Facebook accounts for the first time which have been a huge success. We have been able to regularly update our membership on our day to day activity as well as polling for student opinion and advertising student opportunities!

We've also worked with marketing to create some video content such as our Christmas video (we're still sorry) and the international women's day video to cheer up students and empower them! Our weekly radio shows on Phantom Radio has seen us compete in silly games, miming the news and giving further regular updates. We hope through our various channels, we've been able to keep the student body up to date and involved in everything we do!

## 8,830

Students watched our Facebook live streams and tuned in to our weekly radio shows this year.

## 20,370

Views on our video content this year!

## 3,400

Students viewed our scrutiny panels where we are questioned on our work.

## 3,890

Answered our polls on:

- Student fees
- Lecture times
- LGBTQ+ icons
- Have an opinion
- Anonymous marking

# You know what they say... work hard, party harder!



Officer Impact Report 2018/19



## A word of thanks

We would like to thank staff members and departments at the University who have worked with us collaboratively to achieve some of the things within this document.

We would like to thank all of the students who have attended events, been involved in campaigns, turned up to scrutiny panels and given their time towards this year's achievements.

Finally, we would like to thank staff members at the Union for their guidance, patience and wisdom. We have been a passionate and fiery team and appreciate greatly the time you have invested into us. You have shaped us into a great officer team which has enabled us to make positive change for the students at the University of Derby. Thank you for doing what you do so passionately, our success is a reflection of this Union and your hard work.

**It has been a pleasure to be your elected representatives this year, goodbye!**



# Championing clear and effective student voice

56.57% of students agree that the Union effectively represents students' academic interests<sup>1</sup>

64.5% of students know who their Programme Representatives are<sup>2</sup>

*We know this needs to be higher and we will continue to work on promoting the Programme Rep scheme more in the coming years*

<sup>1</sup> National Student Survey 2019 (July 2019)

<sup>2</sup> Average percentage taken from Udo poll, coin slotter polls and #knowyourrep week

Through the Union's governance structure, we are truly led by students and want to make sure all voices are heard. We believe that everyone should be able to contribute meaningfully to their learning environment and be represented effectively.

Our full time Officer Trustees are the top of the structure and have been working hard all year to listen, campaign, lobby and effect change that you want to see - you can read about what they have been up to in the Officer Impact Report (in the centre of this document).



Sitting just below the full time officers, and aligned to each College, student interest, and liberation area are the **30 Part Time Officers**. Throughout the year, the Part Time Officers have been collating feedback from Programme Reps, delivering liberation campaigns and messages, and amplifying the voice of our students.



**93%**



15 of our Part Time Officers also attended a Leadership Retreat for training and preparation for the role, **93% reporting that they felt more employable as a result of the training.**





The academic rep scheme has resulted in 90 rep wins throughout this year, including things such as:

Assignment deadline changes

Grade weighting on assessments

Additional course resources and storage provision

Curriculum content changes and additional sessions

Additional support sessions

Extended opening hours

Increased access to IT provisions and improved Wi-Fi coverage



Rep  
Conference

**104**  
attendees  
1,646 via  
Facebook Live

**Markeaton  
Street  
Forum**

**12**  
attendees

**Arts  
Forum**

**14**  
attendees

**Buxton  
Forum**

**18**  
attendees

**20**  
attendees

**Derby  
Theatre  
Forum**

**16**  
attendees

**Joint  
Honours  
Forum**

We also hosted **six student forums** throughout the year to promote the student voice and collate feedback; a central Panel Debate as part of the Programme Rep Conference, followed by forums targeting the lowest NSS-scoring programmes



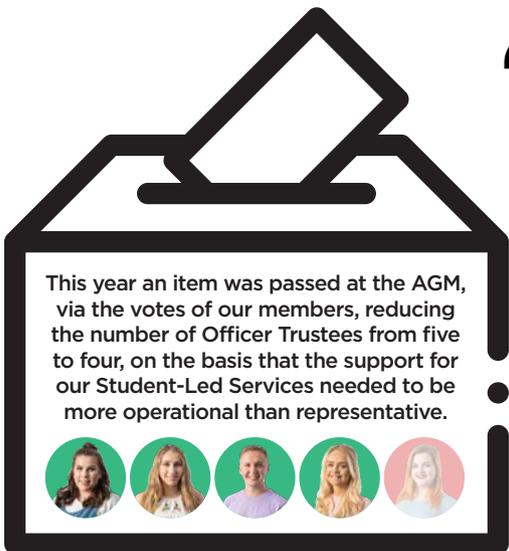
**We're shouting about our wins; 43 articles on the student voice have been posted on Union website and promoted through our social media platforms, recognising the hard work of our student representatives.**

**Keep your eye out for the Union's Rep Wins Report that details everything our Reps achieved this year.**



We keep ourselves in check too; six Scrutiny Panels were hosted throughout this year, allowing students to question the Officer Trustees on their manifesto progress to date (read more about this in the Officer Impact Report).

We also held our Annual General Meeting; the forum to hear about and scrutinise the Union's work. Over 50 students attended this year with a further 594 viewing online.



This year an item was passed at the AGM, via the votes of our members, reducing the number of Officer Trustees from five to four, on the basis that the support for our Student-Led Services needed to be more operational than representative.



#### **Hot food**

Microwaves based across all sites, thought up by students on our ideas forum, and funded by the Union

#### **Online shop**

We launched an online shop for cross-site (and worldwide) access to branded clothing, 24/7.

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We will work harder  
to reach more  
students and tell them  
about what we do

# Delivering flexible support and guidance

66% are aware of the support services available  
through the Union<sup>9</sup>

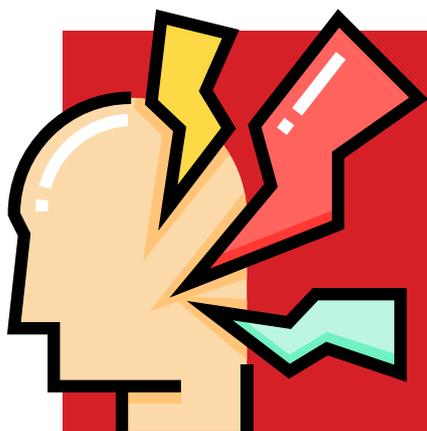
80% of students who utilised our Advice Service rated  
it as good or excellent<sup>10</sup>

<sup>9</sup>UoD Student Survey 2019 (July 2019)

<sup>10</sup>Advice Closed Case Feedback Survey (June 2019)

The Union Advice team have been providing a helping hand throughout the year; Offering over 50 drop-in Advice clinics across our Markeaton Street, Britannia Mill, One Friar Gate Square, Buxton, and Leek sites.

50



The Advice team have also delivered 46 different engagement events, around relevant topics. We've had Housing Fairs, De-stressfest, exam handouts, sexual health and Love Your Mind.

This has led to the team engaging with and having conversations with 2,545 students!

2,545

Over 500 student cases have been opened this year, ranging from academic issues to housing, and finance, with over 1,000 hours of case work spent face-to-face with students supporting them when they need it.



A bi-monthly Advice newsletter has been created and distributed online and physically around campus, sharing news, updates and tips around frequently asked questions of the advice service.



The Union also has a new Equality, Diversity and Inclusivity Strategy being embedded across all that we do, with each team having a lead member of staff to continue embedding good practice throughout the organisation.



# Create data driven, positive, outcomes

95% of students across 48 hours of focus groups reported that the Union had a real impact on their University experience<sup>11</sup>

61% are satisfied with the Union<sup>12</sup>

We know we can do better  
to satisfy more of you and will  
listen and act on any feedback  
we receive



<sup>11</sup>Union of Students Focus Groups March-May 2019

<sup>12</sup>UoD Student Survey 2019 (July 2019)

We want to have a transformational impact on the student experience by making decisions based on student preferences.

So we have introduced a series of measurement tools to understand the impact we have to ensure we make a difference to students' University Experience

**41** feedback surveys  
**48** hours of focus groups  
**106** social media polls



**3,713**

After selling 3,713 burgers this year, that if stacked one on top of the other would stand taller than the Empire State Building (or 557 koalas!), we've re-developed the burger menu in the Academy bar to give you more options than ever.

We will use the data to continually improve the Union offer and make our opportunities bigger and better!

eg there's been a significant decrease in the number of pints sold, reflecting the national social shift in student life away from a drinking culture, from 18,410 (2017/18) to 14,108 (2018/19) so we offered more non-drinking events:

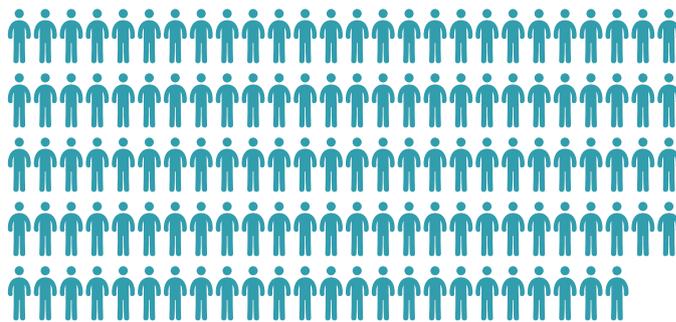


2017/18

2018/19

- Night at the Museum
- Outdoor Cinema
- Intu Lock-In
- Quiz Nights
- Sleep Out
- Jailbreak

# 128

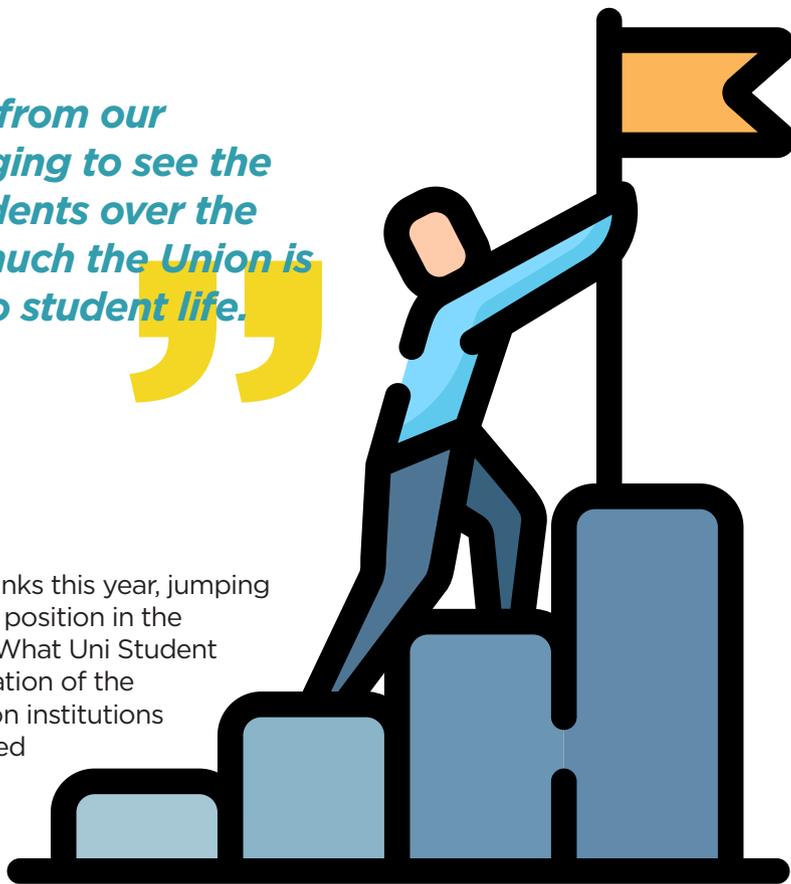


We trained 128 Welcome Heroes across our Freshers' activities, to greet and assist new students while informing them about what the Union has to offer.

*We really value the feedback from our students, and it is so encouraging to see the reviews submitted by our students over the last year that show just how much the Union is able to offer and contribute to student life.*

- Union CEO, Vicky Hossack

The Union has soared through the ranks this year, jumping up 47 places and achieving a top 50 position in the WhatUni Student Choice table. The What Uni Student Choice Awards are an annual celebration of the best universities and higher education institutions in the UK and rankings are determined solely by student feedback and reviews. We are committed to continue improving on this and aim to gain places every year.





If reading our annual report has made you want to get involved in the Union, or anything that we offer, then please get in touch! You can come and see us on campus, or follow us on social media @derbyunion   

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**The Union of Students**

University of Derby,  
Kedleston Road,  
Derby, Derbyshire. DE22 1GB

**01332 591507**

[info@derbyunion.co.uk](mailto:info@derbyunion.co.uk)

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*University of Derby*