

LEICESTER STUDENTS' UNION IMPACT REPORT





CONTENTS

01
Introduction

02-03
**Elections and
Peer Mentoring**

04-05
**Executive
Officers**

06
**Part Time
Officers**

07
Academic Reps

08-09
NSS Results

10-11
Advice

12-13
**Student
Opportunities**

14
**Data and
Insight**

15
**Business
Development**

16-17
**Marketing and
Communications**

HELLO

It has been a wonderful year at Leicester Students' Union. We are proud to present the 2023/24 impact report as a sample of the incredible work done by our student officers, student leaders and dedicated staff team.

Our mission is to be an empowering, innovative and inclusive student-led union, championing student interests and providing a home away from home.

University life is a truly unique experience, full of great people and amazing opportunities. That's why we are dedicated to ensuring that every one of the students we represent embarks on a journey that is nothing short of exceptional.

23/24 was a fascinating year and as you'll see on the following pages was a year of great successes which culminated in our outstanding scores in this years NSS.

Looking ahead, we're excited at the opportunities presented by the recommendations of our Governance Review. We're also looking forward to starting the consultation work required for us to begin to develop our next strategic plan and we're thrilled to welcome a cohort of newly elected Executive Officers and Part Time Officers.

The Students' Union team share a collective mission to ensure that students have the best university experience possible. In this report, we have collated and presented some of our significant achievements from the past year, showcasing our commitment to enhancing the student experience by representing students academically and by building or supporting communities for students to thrive within.

Thank you to everyone who made this work possible.

Kind Regards
Archie and Liam



ARCHIE ROBINSON
SU PRESIDENT 23/24



LIAM DAVIS
CHIEF EXECUTIVE OFFICER

SPRING TERM ELECTIONS

3,569

Students voted

↑ Our highest ever number

17,838

Votes cast

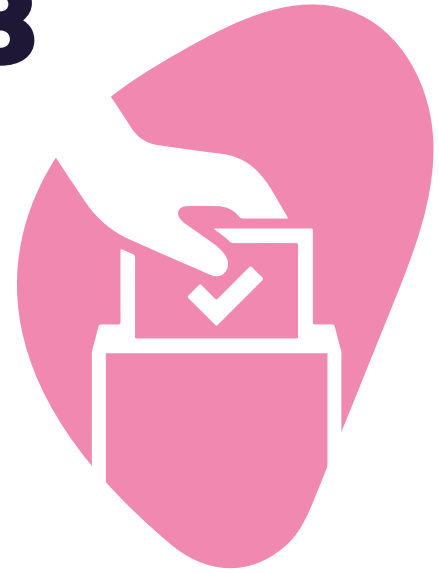
4,723

**Students have voted
in at least one election**

49

**Candidates ran
for Exec roles**

↑ Double from last year



IDEAS SYSTEM

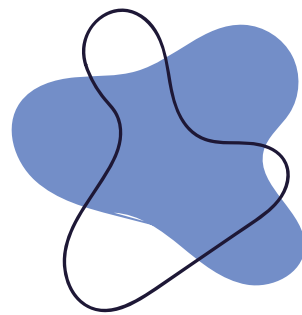


944

Votes recieved

383

**Individual students
submitting at least one vote**



STUDENT COUNCIL

Over 100

Students attended the Annual Members Meeting

245

Students engaged with Student Council



PEER MENTORING

4,505

Students matched with a mentor

↑ Up 4,064 from last year

423

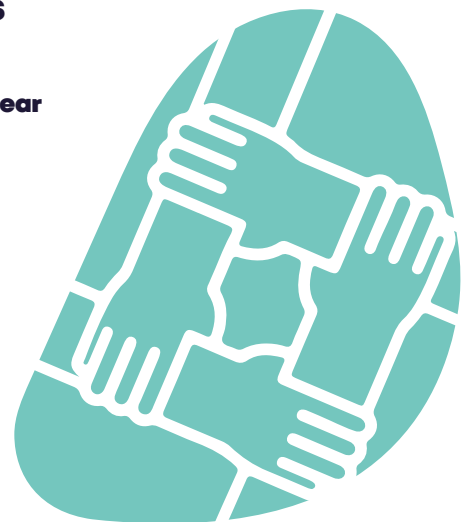
Peer mentors recruited

↑ Up 269 from last year

222

Meet your mentor events held

↑ Up 157 from last year



EXECUTIVE OFFICERS

Each year, a team of students is elected to serve as your University representatives. Called the Executive Team, five full-time officers manage specific areas within the Union. Here are some achievements from the 23/24 Exec team:



ARCHIE ROBINSON
SU PRESIDENT



JACK MCDONALD
ACTIVITIES OFFICER

▶ UNION GOVERNANCE OVERHAUL

Currently at the end of our consultation review of all our governance structures. Incoming President will present the new constitution, board effectiveness and student voice changes at our Union.

▶ UNION CENTENARY

Honoured to organise the first Union Centenary, which included a new fundraising campaign, a celebration of the last 100 years and bringing new and old communities.

▶ STUDENT FUTURES MANIFESTO

Delivering a project in co-creation with Nuala Devlin. This project is a perfect example of our fantastic working relationship.

▶ HEATING ON CAMPUS

Advocated and secured a new Service Level Agreement for heating on campus with help from Kirsty Woodward, which not only is more sustainable, but efficient for students.

▶ CENTENARY HARDSHIP FUND

Raised nearly 5k in the centenary hardship fund.

▶ COLLEGE REPRESENTATIVES

Successfully won a 15k bid for college representatives in our academic representation programme.

▶ SU SEPTEMBER AND JANUARY WELCOME

Coordinated SU September and January Welcome with Senior Leadership Team prioritising International Students and Communications with 4500 students engaging with the fairs.

▶ HELPED ORGANISE AND SUPERVISE

The Big Sleep 2024 with UOL, De Montfort University and The Bridge to raise £21, 443 for local homeless people.

November campaign with Joe and Archie, Union and University staff. The university raised £10, 410 for the charity.

▶ ARTS AWARDS

Worked with Creative Council to develop the Arts Awards to celebrate the wins of students involved in the arts, including performance, music and other creative groups.

▶ SUSTAINABILITY HUB

Introduced the Sustainability Hub on the Students' Union website.

▶ GREEN BUBBLE

Developed Green Bubble to have a leadership committee to help deliver sustainable projects and campaigns.

▶ VOLUNTEERING HUB COORDINATOR

Made a joint proposal with university staff for a Volunteering Hub Coordinator staff role.

▶ LOCAL ENVIRONMENTAL ACTION PLAN

Created the Local Environmental Action Plan for the Students' Union.

▶ CREATIVE COUNCIL

Creative Council was launched to build a bigger arts community.

▶ STUDENT GROUP PATHWAY

Developed the Student Group Pathway with the Activities team to ensure that the experience of being a committee member is seamless.



PRACHI BHATT
EDUCATION OFFICER



JADE THOMAS
LIBERATION OFFICER



JOE HYETT
SPORTS OFFICER

▶ **FEES AND INCOME DROP-IN SESSIONS**

Secured a regular weekly Fees and Income Drop-in sessions that will continue in the next academic year that provide students with financial support and guidance .

▶ **EXAM DESTRESS**

Organised two Exam Destress', one for all students and another for medics students, a student favourite which provides much-needed support and respite during exam season.

▶ **COLLEGE REPRESENTATIVES APPOINTMENTS**

Successfully appointed our new college representatives from an extremely high number of applicants.

▶ **POSTGRADUATE TAUGHT REVIEW**

Working closely with the university on the Postgraduate Taught review, providing insight and officer perspectives, aiming to enhance the overall experience for postgraduate students especially around their employment during Christmas and Easter breaks.

▶ **SEXUAL VIOLENCE AWARENESS**

Ran a campaign with the Advice Service for Sexual Violence Awareness. Four days' worth of events and digital campaigning included:-

- Event launch and a stall in SU Square about awareness- asking questions to students.
- Wellbeing event for crafts and questions.
- Lunch with Liberation Officer (pizza)

Collectively 1000 students engaged (digital and online) with over 200 students attending the in person events .

▶ **VOTER REGISTRATION CAMPAIGN**

Voter registration campaign encouraging students to be ready to vote in the general election.

▶ **ISLAMOPHOBIA AWARENESS MONTH**

Islamophobia Awareness Month- celebration of Islam, engaging 50 students.

▶ **BLACK HISTORY MONTH**

Black History Month launch event, brunch, performer in SU Square, Beyonce night with Rockstar promotions and movie nights.

▶ **FLEXIBLE GYM MEMBERSHIPS**

First ever instance of a new flexible monthly membership being offered to students.

- January – 371 purchased
- February – 328 purchased
- March – 260 purchased

▶ **MOVEMBER**

- £10,421 raised for the Movember cause
- Over 17 highly involved groups
- £180 raised from the Sports Council Movember Tournament

▶ **JACK AND JOE GIAG SERIES**

- 15000 views on the first episode
- Weekly series released on multiple social media platforms

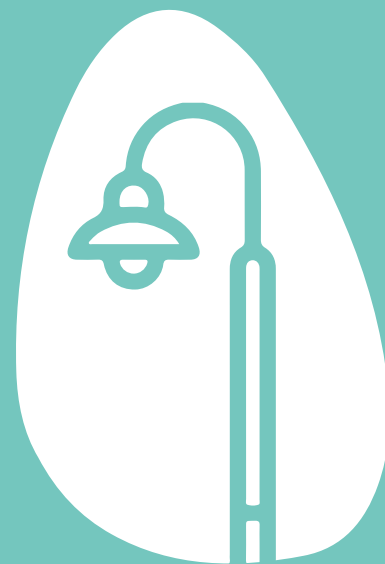
▶ **PARASPORT MY STORY**

86 attendees at the alumni Paralympian lecture

YOUR PART TIME OFFICERS

Part-Time Officers are crucial to the Union's development, ensuring their groups receive the support and services they need. This year's activities included:

- Hosting a free HIV testing event with TRADE Sexual Health during National HIV Testing Week.
- Advocated for advance notice of maintenance for students with accessibility needs and post-maintenance notices to reduce anxiety.
- Worked on establishing a safe, sensory space in the library.
- Improved signage for prayer rooms on campus.
- Raised concerns about campus lighting, prompting a review and repair of streetlights by the Estates and Campus Services Team.
- Collaborated to extend workweek hours during vacation for international students.
- Held drop-in sessions for student feedback.
- Enhanced Blackboard for Distance Learning students with a blog, discussion forums, and virtual orientation videos.
- Ran a virtual book club for distance learners.
- Created a comprehensive booklet for transgender students on the SU website.
- Collected feedback on key issues affecting mature, part-time, and distance learning students.
- Advocated for more gender-neutral facilities on campus.
- Promoted liberation and awareness days, such as Lunar New Year.
- Worked to implement food waste bins in city accommodation.
- Made the environmental sustainability Blackboard module more accessible.



ACADEMIC REPRESENTATION

Our School Reps partnered with key staff to identify, create, and work on projects aimed at improving student experiences within their schools. These varied projects, collectively called School Led Visions (SLV), address the unique challenges faced by students in each school and across the University. Here are some examples:

▶ SCHOOL OF ARTS

Enhanced the consistency and quality of trigger warnings.

▶ BIOLOGICAL SCIENCES

Improved timetabling.

▶ SCHOOL OF BUSINESS

Investigated why international students don't access English language support, with findings to be addressed next year.

▶ CHEMISTRY

Addressed gaps in practice questions.

▶ COMPUTER SCIENCE AND MATHEMATICS

Researched and presented improvements for group work, with a working group formed to implement changes.

▶ CRIMINOLOGY AND SOCIOLOGY

Conducted a focus group on improving belonging, with outcomes shared with the school.

▶ ENGINEERING

Increased visibility and engagement of representatives.

▶ GEOGRAPHY, GEOLOGY, AND ENVIRONMENT

Sought to establish a prayer room in the Bennett Building, sharing survey findings (216 responses) with the school.

▶ HEALTHCARE

Focused on EDI issues, ensuring student voice on relevant committees and forums.

▶ HISTORY, POLITICS, AND INTERNATIONAL RELATIONS

Held a feedback forum for joint degree students and shared actionable recommendations.

▶ LAW

Investigated alternative assessment styles with students and staff.

▶ MEDICINE

Developed recommendations to improve class attendance.

▶ PHYSICS

Enhanced clarity on room availability for student study, making it visible online and on-site.

▶ PSYCHOLOGY

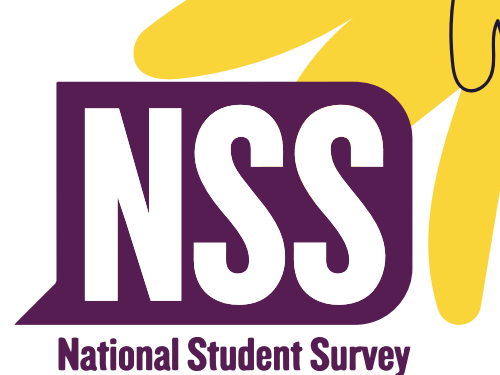
Improved access to post-degree career information by collating and uploading volunteer opportunities.

▶ ARCHAEOLOGY AND ANCIENT HISTORY

Engaged distance learning students by creating a dedicated newsletter.

The SLV process has been an undoubted success this year – from a suggested small-scale pilot scheme, to a wide-ranging and impactful almost-University wide process.

NSS RESULTS



WE ARE RANKED

11th

IN STUDENTS' UNIONS
NATIONWIDE!

WE CAME IN AS THE

2ND BEST

STUDENTS' UNION IN
THE EAST MIDLANDS!

WE ARE RANKED

13th

ON THE NSS STUDENT VOICE THEME

(HOW STUDENT OPINIONS &
OPPORTUNITIES ARE VALUED)

20 SUBJECT AREAS
RANKED US IN THE

TOP 20

FOR THE STUDENTS' UNION
REPRESENTING THEIR
ACADEMIC INTERESTS

WE ARE RATED
AS ONE OF THE

BEST

STUDENTS' UNIONS
IN THE COUNTRY!



HUGE THANKS TO OUR
AMAZING VOICE TEAM
@LEICSUVOICE FOR MAKING
SURE OUR STUDENTS ARE HEARD!

*According to Times Higher Education NSS 2023 methodology applied to the NSS 2024 data

ADVICE

The Advice Service offers confidential academic and housing advice; providing support to students on university processes and regulations; and signposting students to appropriate internal or external services. The Advice Service also run free clinics, such as the C-Card Scheme (providing free condoms and lube in partnership with Leicester Sexual Health), Crises Cafe, Therapy Dog service , where students can spend 15 minutes with Ted, promoting general wellbeing.

NUMBER OF STUDENTS ASSISTED THROUGH CASEWORK:

2,518

Students Assisted

↑ 95% increase from 22/23

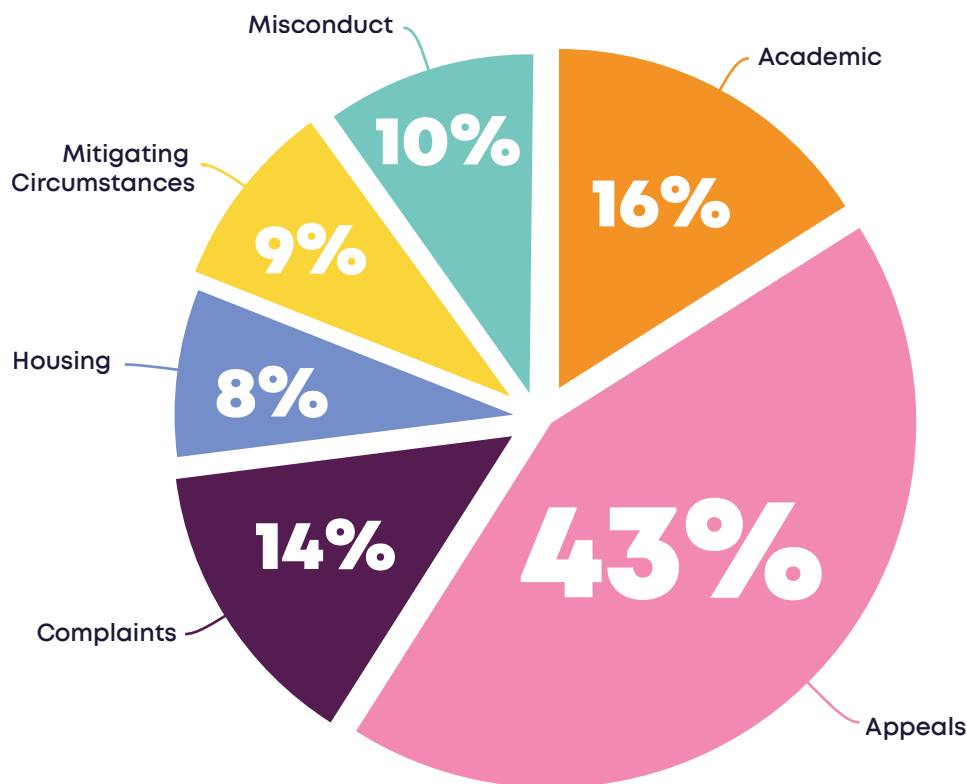
ACADEMIC APPEALS:

453

Students Assisted

↑ 12% increase from 22/23

AREAS OF QUERIES:



C-CARD CLINIC:

Comparing 2022/23 to 2023/24, there has been a **significant increase** in both first-time and repeater users of the C-Card service.

89

First Time Users

↑ Compared to 45 last year

56

Repeat Users

↑ Compared to 20 last year

145

Total Users

↑ Compared to 65 last year

14,410 Total Proactive campaigns engagement

SU JANUARY DE-STRESS

6,196 **500**

Online Impressions

In Person

SU RE-FRESHERS

2,171

Online Impressions

SU HOUSING FAIR

3,245 **105**

Online Impressions

In Person

DE-STRESS CAMPAIGN

127 **640**

Online Impressions

In Person

SEXUAL VIOLENCE AWARENESS WEEK

714 **162**

Online Impressions

In Person

MENTAL HEALTH AWARENESS WEEK DIGITAL CAMPAIGN

310

Online Impressions

16 DAYS SELF CARE EVENT

20

In Person

SUPPORT & VOLUNTEERING

80

In Person

FEEL GOOD FRIDAY

30

In Person

MOVEMBER

40

In Person

ANTI BULLYING WEEK

40

In Person

OPPORTUNITIES

Our Student Activities department is at the heart of our offering to bring students together, form communities, make friends, explore their interests, try new things, help each other and develop a sense of belonging.

6,585

Members

2,211

Engagement Activities

1,636

**Student leaders were
trained developed & supported**

214

**Student Led
Groups**

69

**Academic
Societies**

30

**National
& Cultural**

15

**Faith Based
Groups**

16

Performance

56

**Sports
Clubs**

FRESHERS:

5,848

Students attending

74%

of attendees being
satisfied, or very
satisfied with the fair.

CREATIVE COUNCIL:

Set up a new category for the SU Awards allowing us to provide recognition to 6 arts and performance groups which would not have the opportunity to be recognised by the other awards.

SU AWARDS

250

Nominations

↑ 25% increase from last year

23/24 AWARD WINNERS

- 🏆 Student Group of the Year – Computer Society
- 🏆 Outstanding Contribution to Community – Food Rescue Volunteers
- 🏆 Fundraising – Swimming & Water Polo
- 🏆 Project of the Year – Humanitarian Society
- 🏆 Showcase event of the year – Glee Club

NEW VOLUNTEERING HUB with 31 external partners registered!

DATA AND INSIGHT

The SU actively generates insights to drive impactful initiatives and support for its members throughout the academic year. Here are some projects we've worked on:

▶ LEICHSCHAT

The SU's annual LeicsChat survey collects student feedback on academic experiences and SU services. Through the implementation of a comprehensive communications plan in collaboration with Marketing, we achieved a **record-breaking 1149 responses**, despite an increase in the number of survey questions.

▶ PILOT DEPARTMENTS

Five pilot departments were identified, and feedback was gathered through focus groups to explore modes of assessment. The research was incorporated and resulted in the creation of fifteen School Led Visions with over two thirds of them having a focus on assessment as one of their key priorities.

▶ PGT AND PGR SURVEY

Ran an institution-wide PGT and PGR specific student satisfaction survey, covering satisfaction with University and Union provision- the survey ran with over **125 responses** gained. PGR survey was completed with findings presented to PGRSC committee.

▶ UNIVERSITY COMPLAINTS AND DISCIPLINARY PROCESSES

Sector-wide research was conducted on university complaints and disciplinary processes to identify areas for future improvement. Key findings presented to the University included:

- Recommendation to replace gendered language with gender-neutral terms like 'the complainant' and 'student'.
- Lobbying efforts to ensure students receive support from the AccessAbility Centre when submitting complaints.
- Advocacy for the inclusion of a SU representative on the complaints panel.

▶ COST OF LIVING GUIDE

Launched a fully researched cost of living guide for all schools within the College of Science & Engineering.

▶ AVERAGE WEEKLY EXPENDITURE OF A STUDENT

Research work is currently being undertaken to establish the average weekly expenditure of a student. This research will enable us to know where student shortfalls are occurring and gain insight into where the cost of living crisis is hitting the hardest.

BUSINESS DEVELOPMENT

FRESHERS

£48.5k

Total Sales

25%

Exceeding Budget

GRADUATION PHOTOGRAPHY

Continued partnership with Tempest Photography

£35.9k

Total sales to date

RE-FRESHERS

£2.2k

Total Sales

HOUSING FAIR

£2.5k

Total Earnings

OPPORTUNITIES FAIR

Successful trial event for term 3

£2.6k

Total Earnings

STRENGTHENED RELATIONSHIPS

Strengthened relationships and collaborations with university teams to include careers and LSP.

Continued annual partnerships with Sulets, Domino's and Department for Education.

MARKETING AND COMMUNICATIONS

The SU's Marketing Department drives student engagement, boosts visibility, and supports initiatives with communication strategies to develop service provisions and promote campaigns.

► COMMUNICATIONS STRATEGY

Developed and implemented a new communications plan to align with the Union's strategic goals.

► ELECTIONS

- Achieved a record voter turnout in Elections.
- Implemented early planning and all-inclusive communications strategy with the Voice team for campus-wide promotion using digital and physical materials, student incentives, and printed merchandise.

► FRESHERS

- Successfully executed Freshers' events with impactful branding and promotions, drawing **5,848 students**.
- Achieved high student engagement with sold-out events like Roller Skating and Laser Tag, along with crafting activities promoting student wellbeing.

► REFRESHERS & DESTRESS

Organised successful engagement activities for Refreshers and Destress, held closely together in January. Events included Candle Making, Paint and Sip, Bollywood Film Night, and a Murder Mystery, selling **over 290 tickets** across all events.

► SU CENTENARY

- Contributed to launching a fundraising initiative for the SU's centenary, featuring bespoke branding and merchandise.
- Designed and installed an Officer wall in the SU building, highlighting Exec Officers since the SU's establishment in 1923.

► DIGITAL FOCUS

Over the last year, we shifted our focus to generating more digital content. Hiring a Content Creator dedicated to video production has significantly boosted student engagement levels.

We have seen a substantial increase in engagement and followers, particularly on Instagram and TikTok:



INSTAGRAM

8,870

Followers in July 2024

▲ Increase from 7,590 last year!



TIKTOK

680

Followers in July 2024

▲ Increase from 320 last year!

► VISIBILITY

- We enhanced our services and increased our visibility as a Union by actively engaging with our members. We seized opportunities to establish and boost our presence through Open Days, campus promotions, and events throughout the academic year.
- Implemented consistent and new branding throughout Percy Gee to strengthen our brand identity within the building.
- Organised a Graduation activation featuring a caricature artist, offering graduates personalised keepsake drawings to commemorate their academic achievements.

► SUPPORTING DEPARTMENTS & OFFICERS

Supported departments and Officers with various projects and events including SU Awards, Academic Rep Successes, and Executive Officer campaigns and projects which include Black History Month, Islamophobia Awareness Month, The Big Sleep, LeicsCook, UoL Unlocked and Parasport Week.





**LEICESTER
STUDENTS'
UNION**

leicesterunion.com