



## CAMPAIGN UPDATE REPORT

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| <b>Prepared for:</b> | Student Council  | <b>Date:</b> | 25/04/2018                                   |
| <b>Prepared by:</b>  | Johanna Korhonen | <b>Role:</b> | Vice President (Arts, Law & Social Sciences) |

**Summary:** *This paper provides an update on the implementation of the campaign(s) of the Executive Committee member*

### INCREASED FOOD VARIETY

**Aim:** To offer a wider variety of food that reflects student feedback and is good value for money

**Objective(s):**

|   |             |
|---|-------------|
| 1. I received data from the annual survey that Catering Services carry out, analysed the data and gave the Catering Services my proposal of 'recipe trial' to gather feedback about value for money and to introduce a variety of recipes that students have suggested. I agreed on the process with the head of Catering Terry Hope.     | COMPLETED   |
| 2. The first part of the campaign was 'Recipe Suggestion', which included suggestion cards, a feedback box and comms material in the canteen where students were able to suggest recipes they would like to see served in the canteen. We also set up a Recipe Suggestions website to make the suggestion making process more accessible. | COMPLETED   |
| 3. Recipe suggestion period happened from 13 <sup>th</sup> till 24 <sup>th</sup> November, we gathered 250 filled recipe suggestion cards!  | COMPLETED   |
| 4. I collated the recipe suggestions into ten categories. After confirming these with the catering team, a poll went live and students were able to vote for their favourite recipes in each category – top 10 were presented to the catering team to prepare for the recipe trial in February.   | COMPLETED   |
| 5. Catering team agreed to a two-week recipe trial period on 5 <sup>th</sup> February – 16 <sup>th</sup> February 2018, where they integrated the recipe trial meals on two weeks of regular menus.   |             |
| 6. Catering incorporated SEVEN additional recipes from Recipe Suggestions to their regular six-weekly menus.  |             |
| 7. Recipe Trial happened on 5 <sup>th</sup> February till 16 <sup>th</sup> February and students were able to try the clearly labelled 'Trial Meals' and provide feedback on feedback cards, particularly about the 'value for money' aspect of the meals.  |             |
| 8. Cambridge catering team agreed to keep 9 out of 10 recipes and included additional seven recipes on their six-weekly menu!   |             |
| 9. Chelmsford recipe suggestion happened from 9 <sup>th</sup> till 13 <sup>th</sup> April   |             |
| 10. Chelmsford recipe poll is from 18 <sup>th</sup> till 22 <sup>nd</sup> April to determine top 5 recipes for the trial  | IN PROGRESS |
| 11. Chelmsford recipe trial is happening from 30 <sup>th</sup> April till 4 <sup>th</sup> May!  |             |

**Updates:**

1. Chelmsford recipe trial is happening – see dates above!

Money requested: £600

Money spent: £235.34

Money leftover: 364.66

| <b>CLEARER COMMUNICATION</b>  |             |
|---|-------------|
| <b>Aim:</b> Students can easily access information, it is clearly signposted, and communication with students is coherent across the different parts of the University. Students have an understanding of what events are happening and who they can talk to.   |             |
| <b>Objective(s):</b>  |             |
| 1. University Comms and Marketing teams have put together 'a student applicant journey', which aims to make communication with students clearer.  | COMPLETED   |
| 2. In order to find out how a central events calendar would come to be, I met Kate Powell (project manager for LMS/Canvas) to see where SU would fit in regarding Canvas: I found out it is for educational purposes only and is not aimed to be a communications platform  | COMPLETED   |
| 3. Georgia Hingston set up a 'SU Comms' Focus group on Facebook and is finding out more information about how students want SU to communicate with them, what is effective communication, etc.  | COMPLETED   |
| 4. Georgia and I went gave all Students' Union departments suggestions to make the SU website clearer and these changes have been implemented to make the website easier to navigate.   | COMPLETED   |
| 5. Increased amount of events have been added to the SU What's On events calendar and a visible button has been added on the page so the calendar can be accessed easier.   |             |
| 6. Students' Union Facebook is now adding all the SU events on their page so students can access and find these easily.   |             |
| 7. SU has a weekly show on Cam FM with Johanna, Laura and Eliza presenting – Laura is trained and Johanna and Eliza are getting trained!  |             |
| 8. Andrea Turley (Head of Marketing and Communication) will keep me updated on the progress of student 'comms profile' (what information/emails students receive and when to avoid duplication - this is being collated by the University Comms teams). This will make communication more streamlines as there will be less duplication of emails, as both the University and students have identified that this is an issue. |             |
| 9. Many changes that I proposed for the University website regarding the SU presence have been implemented – we are finally 'ARU Students' Union' on their page!  |             |
| 10. SU Comms team ran an internal email monitoring to make communication more streamlined and to avoid students being sent duplicated emails – this has been completed and they have put together an email plan for the year to make communication clearer!   |             |
| 11. University Comms has agreed to implement changes I proposed to Andrea Turley for the University website to make the SU more visible and update outdated information. Content is ready and it is being checked by SU Comms team and it will be sent to the University comms team to be updated on the page.  | IN PROGRESS |
| 12. I'm meeting Student Services regarding a general events calendar.   |             |
| <b>Updates:</b>   |             |
| 1. University Comms has agreed to implement the proposed changes for the Students' Union part of the University website!  |             |

2. SU Comms team ran an internal email monitoring to make communication more streamlined and to avoid students being sent duplicated emails – this has been completed and they have put together an email plan for the year to make communication clearer!

Money requested: £50

Money spent: £50

## FREE PRINTING

**Aim:** Reduce the amount of hard copy printing students have to do, as well as provide means to pay for printing documents that are required for their courses

### Objective(s):

- |   |             |
|---|-------------|
| 1. SU included 'Free Printing' campaign prompt in SSLC Agendas to inform reps of the campaign and request feedback about printing   | COMPLETED   |
| 2. Chris Whellams (iCentre Manager) has confirmed that the system the iCentre use for online submissions is ready for all courses possible to be submitted online.  |             |
| 3. I ran a campaign over January 2018 submission period where students could place a sticker with a message 'This Costs Me and the Earth' on their hard-copy submission at the iCentre. The campaign happened from 5 <sup>th</sup> January till 23 <sup>rd</sup> January and will happen again during the submissions for second semester. Feedback for the first part was great!                   |             |
| 4. I researched which faculties and courses may require printing through a faculty specific surveys, contacted Faculty Admin Managers who submit all the information regarding online submissions, and spoke with the iCentre manager Chris Whellams but this didn't enable me to draw any conclusions, however, Aletta Norval (Deputy Vice Chancellor) is now taking charge of online submissions. |             |
| 5. Reduced Printing Policy passed in Student Council. This has been implemented in the Students' Union and I have sent a copy to Aletta to see if something similar can be implemented in the University.   |             |
| 6. Both Iain Martin (VC) and Aletta Noval (DVC) agree that there should be a University wide push for online submissions, Aletta will look into practicalities to make this happen.   | IN PROGRESS |
| 7. 'This Costs Me and the Earth!' sticker campaign is happening again over second semester submissions.   |             |
| 8. Books Plus/Financial Support Review is happening. Kirran went to the initial meeting, next one is on 2 <sup>nd</sup> May   |             |
| 9. I would expect that online submissions will be defaulted across the university as far as possible – I have followed up with Aletta.  |             |
| 10. ALSS have put reducing printing on their Environmental Policy – other officers will see if they can implement this for their faculties.   |             |

### Updates:

5. Reduced Printing Policy passed in Student Council. This has been implemented in the Students' Union and I have sent a copy to Aletta to see if something similar can be implemented in the University.
7. 'This Costs Me and the Earth!' sticker campaign is happening again over second semester submissions.
8. Books Plus/Financial Support Review is happening. Kirran went to the initial meeting, next one is on 2<sup>nd</sup> May
10. ALSS have put reducing printing on their Environmental Policy – other officers will see if they can implement this for their faculties.

Money requested: £150  
 Money spent: £93.40  
 Money leftover: £56.60

### INTERNATIONAL STUDENT OUTREACH

**Aim:** There is a greater feel of international community in ARU - international and EU students are engaged and international societies are thriving

**Objective(s):**

1. I have worked hard to make connections with international student community on campus and have been engaging in the international café events.

COMPLETED

2. Antonia (Cambridge International Rep) and I met Caroline Shanahan from the International Office and gave feedback regarding residential services, pre-arrival information and confusion around Brexit – she will keep us posted on the progress and is waiting for a reply from Residential Services.

3. Global Week happened and it was amazing – we had loads of student performances in Cambridge, a Fashion Show in Chelmsford and a large number of students presenting their cultures.

4. Antonia (Cambridge International Rep) asked the International Office which courses have the most international students and she has so far visited 4 large lectures of around 150 students each, introducing herself and reaching out to international students!

5. Antonia met Sally Pearson from Active Anglia to see how AA can help international students to integrate through sport.

5. I have been supporting the Cambridge International Society committee to get started but we are still waiting to get the paperwork together as one of the potential committee members changed.

IN PROGRESS

6. Antonia and I had planned an event but this might have to be withdrawn due to her workload.

7. Caroline Shanahan will keep me updated in the progress of the 'international student comms profile' to see how university communicates with international students.

### Updates:

1. Caroline Shanahan will keep us updated regarding the feedback we gave her.

2. Antonia has been working hard to make international students in Cambridge to integrate better and introduced herself to loads of students!

3. Global Week was fabulous!

### Other relevant updates:

1. Catering Services are moving into using recyclable containers - this will happen by September 2018!
2. I will be giving IT Services student feedback and a list of software that students use so they can look into adding the most popular on some of the Open Access computers
3. We are currently discussing Cam FM being played on campus, for example in the SU spaces and in the canteen.
4. I've attended two Faculty Management Team Meetings for ALSS and it's been really nice to be involved in the conversations about the Faculty!
5. Natalie is finishing the Renting Guide for students and soon we can get it to the designer!
6. I have organised a trip with Green Society to visit the Waste and Recycling Plant where all waste from ARU gets sorted and recycled on 18<sup>th</sup> April.

7. I have organised a Discussion Panel with a student about bullying and mental health as part of Let's Be Honest and De-Stress Fest in Cambridge, date to be confirmed. I'm also discussing doing something similar with students in Chelmsford.
8. I have spoken to the Head of Catering about getting hot food on Young Street and we are looking into it.
9. I have received a lot of SSLC feedback from ALSS Rep Coordinator Cali and I will be emailing a lot of people about the issues that have come up to get them fixed.
10. I have discussed with Mark Brett (Facilities Manager) if the more popular toilets could have a later cleaning schedule as towards the end of the day they become unpleasant.
11. There was a win on Crime & Investigative Studies and Forensic Science courses – they will no longer be required to print an A1 poster as part of their major project from next academic year onwards
12. Kelly Baker has been doing loads of excellent rep work in Chelmsford for 2<sup>nd</sup> year law students!

Members are asked to **DISCUSS**