



We will be universally acknowledged as the expert voice for UEA students.

	Commitment	Measure of Success	Nov	Dec	Commentary
A1	Enhance our participation in evidence-based representation through an annual review of the Student Written Submission [SWS] and the introduction of a new UEA Student Experience Report based on NSS results and other data.	SWS Review takes place. Student Experience report authored. Minutes of its discussion at UEA meetings.			Student Experience 2009 sent to over two hundred members of University staff. Evidence from it used to change University policy for dyslexic students' coursework on 25 th November.
A2	Secure funding for a new role of Policy and Membership Analyst to manage research activity and to ensure the Union remains fully up-to-date with policy developments across the sector.	Funding secured.			Union Council approves position of Membership Services Manager by approving the budget. Job to be advertised shortly.
A3	Increase the quantity and quality of student involvement in campaigns.	Evidence in Annual Survey.			Six students attend Cambridge Takeover. Small group of students meet to discuss Assessment and Feedback.
A4	Recognise the importance of strong well-funded campaigns through an increase in the campaigns budget	Increased allocation in Budget 2009/10. Increased expenditure in 2009/10.			Council approves budget with £12,000 campaign budget.
A5	Deliver tangible improvements for students in our priority campaigning areas of fees, transport, feedback and an environmentally sustainable University.	Measures of success in campaign strategies.			<i>Fees</i> Cambridge Town takeover and Communications Officer is featured on BBC Look East 26 th November.
					<i>Transport</i> A document is set to be written feeding into the County Council's "Transport for Norwich" consultation.
					<i>Feedback</i> Work has begun on drawing up principles of assessment and feedback.



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A5					<i>Go Green</i> No further developments to report. Student activists attend Stop Climate Chaos march in Norwich on 21 st November and are planning for The Wave in London on 5 th December.
A6	Lobby for an improved UEA Student Charter that recognises the vital role of student representation at the University.	Changes to student charter in line with Union suggestions adopted by July 2010.			No further work conducted.



Our membership will know what their Union does and how they can change it.

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B1	Improve involvement from groups identified as low participation by the 2009 Annual Survey.	Increase in Annual Survey who consider themselves members or involved members from those groups.			No further work.
B2	Increase strategic use of Facebook, Youtube, Twitter, podcasts and other new media.	Increased hits on YouTube, fans and followers on Twitter and Facebook.			The Union's "The UEA Freshers and Newcomers 2009" Facebook Group has just under 2400 members and there are now 406 followers of "UnionUEA" on Twitter.
B3	Enhance visibility for Officers through methods like Going-Out-and-Talking and surgeries.	Increased number of students talked to in "go out and talk" activities and improved score for "Do you know where to find an officer if you need to" in Annual Survey.			Just under 1000 students have been approached through Go-Out-and-Talk. Student officers have visited Nelson Court and Constable Terrace.
B4	Increase involvement of students through a dedicated "Get Involved in your Union" campaign.	Level of involvement as measured in Annual Survey, increased membership and increased numbers of active clubs and societies, increased numbers of Union Councillors after last meeting.			116 students attended the third meeting of Union Council. Well over 5000 students are registered as members of club and societies on the club and societies database/website SocWeb.
B5	Celebrate our successes through a dedicated period.	Increased number of people nominated for awards.			Student officers met on 30 th November and should have some detailed plans shortly.
B6	Lobby the University for a Union e-bulletin to be sent to all students.	Whether it exists by the end of the year/How many people are signed up to an opt-in bulletin.			3962 students are signed up to receive the Rabbit weekly email.
B7	Develop and implement a new website to replace www.ueastudent.com.	A new website with increased numbers of hits compared to old website.			Website is nearly complete. Will be launched in early January.
B8	Investigate a secure system of online voting in elections and policy ballot that increases turnout.	Increased turnout in our elections, increased proportions of turnout by school, age and minority group.			Work by developers is nearly complete. A trial will be conducted in January.



We will empower our activists and volunteers to make change in their communities.

	Commitment	Measure of Success	Nov	Dec	Commentary
C1	Enhance student networks like Green Wing, Societies and Sports Councils and School Reps Forum and support the development of new networks including for the Equal Opportunities Campaigns.	Increased attendance at student councils and increased number of students considering themselves involved members or Union advocates in Annual Survey. New student networks developed.			Societies and Sports Council meet with over 40 students attending. Women's Campaign Group, led by Bernadette Schulz, organise successful Stop Violence Against Women day. Green Wing regularly attracts fifteen to twenty student activists. Nine students attended Shared Planet event in Manchester held between 20 th and 22 nd November.
C2	Expand greatly and improve our training programmes and events for student representatives, campaigners and club and society activists. We will give students an opportunity to deliver training where we can.	Increased attendance at training sessions and positive feedback from sessions.			42 student representatives and 42 Union Councillors trained. Review of feedback to begin shortly.
C3	Enhance awareness and understanding in the local community of student issues through officer attendance at local meetings, expanded club and society community activities, press coverage and a new local newsletter – CommUnity.	Increased number of mentions in local press. Total number of households that receive CommUnity. Number of replies to petition on CommUnity. Student issues taken forward at public meetings.			Officers are meeting with leaders of the political groups on the City Council and the Prospective Parliamentary Candidates for Norwich South.
C4	Dedicate efforts towards raising student turnout in the c.2010 general election.	Number of votes cast on campus. Increased number of students registering to vote – measured through website hits. Increased student turnout mentioned in local media			No further work.



The ways in which we make our decisions and the services we provide will be responsive to the changing needs of our membership and will be accessible to them all.

	Commitment	Measure of Success	Nov	Dec	Commentary
D1	Consult with our members on how to Build a Better Union, conduct an Equality Impact Assessment on our current structures and receive widespread support for any changes and begin implementation of potential new structures.	New proposals supported by a clear super-majority at Council or Referendum. Changes to start being implemented from September 2010.			Clarification of timetable appears Union Council agenda of 3 rd December.
D2	Improve the services we provide as a result of data gathered by the 2009 Annual Survey and other means and then repeat the Union Annual Survey to measure improvement.	Improved Feedback in Annual Survey 2009/10 compared to 2008/9.			No further work reported.
D3	Empower ethical consumer choice through an expansion of the ethical labelling scheme.	Increased number of products covered by scheme.			No new developments to report.
D4	Develop an Entertainments User Group to ensure our events remain responsive to our members' needs.	Number of people attending the meeting, enhanced user satisfaction in Annual Survey 2009/10.			No new developments to report.
D5	Consult sports clubs members on proposals to introduce "Give it a Go" in September 2010. This would allow members to try out activities before paying to join.	Minutes of Sports Council. Results of survey of committee members.			Action complete.
D6	Develop training for Clubs and Societies to give Committee Members the skills to make their groups as accessible as possible.	Number of people attending, and feedback from training.			Action complete.
D7	Diversify the body of representatives by investigating and piloting a system of expenses.	Pilot of representative's expenses carried out and Executive Officer feedback given.			Application forms are being developed.



We will be an exemplar low-carbon Union.

	Commitment	Measure of Success	Nov	Dec	Commentary
E1	Investigate the employment of a part-time member of staff dedicated to carbon reduction and obtain funds for such a post.	Proposals developed and funding sourced.			Proposals developed and to be considered once recruitment of Membership Services Manager has taken place.
E2	Reduce carbon emissions by 10%.	Develop a measure for reduced carbon footprint.			No further work.
E3	Improve rates of recycling within the organisation.	Reduced refuse tonnage. All recycling bins used correctly.			No further work.
E4	Investigate fuel consumption training for minibus drivers.	Evidence of investigation taking place, including Sports Council minutes.			Action complete.