

**Stakeholder Survey**

**Summary 2018**

**Introduction**

We sent the survey to 51 key stakeholders at the University and GK Unions. We received 28 responses.

The respondents were asked about specific activities related to influence and representation within the Big Plan as well as more open questions about the performance of the SU over the last year and the areas that have been challenging/could be improved upon moving forward.

This is the first time we have run a stakeholder survey and so we are unable to provide a direct comparison with previous years. This will therefore act as a baseline indicator for the SU moving forward.

The overall response was positive with an average overall rating for the SU averaging at 4 out of 5 stars.

Stakeholder Management

89% of respondents agree that there is a strong working relationship between the SU and the University. This is tied to our “Influencing the Uni” outcome under the “Build a structure to harness and influence relationships at multiple leadership levels across the University” and “Build credibility of the SU with key University stakeholders and manage expectations appropriately” activities.

**“I have not been at UoG long, so my response is in comparison with previous workplace, but it is clear there is partnership working in all aspects, both academic and supportive that works to maximise opportunities for students. The investment in supporting academic societies will be great resource for our students. SU has strong initiatives and innovative in its communication as well as strong, visible leadership.”**

Influence

86% agree that we have influenced University ASP this year which also falls under our “Influencing the Uni” outcome in the “Build credibility of the SU with key University stakeholders and manage expectations appropriately” activity and as evidence of our success in the “Equip student leaders with the skills to influence University stakeholders effectively” activity.

**“I believe it's very much a partnership, we've worked together on sexual violence, wellbeing and of course Dreadnought and the SU's views are very much listened to.”**

21% of respondents stated that they have shared SU insights with external peers.

**“It is interesting what priorities the SU has identified and that has informed some conversations that I have had with other UK Universities.”**

Representation

67% of respondents agree that the Student Representatives have the skills needed to engage with the University. This is a little lower than the other activity related scores but this is to be expected given the variation in types of relationships we build with stakeholders. While we maintain student influence on all our work the reps are not always the first point of contact for activities. This is why the majority of those not agreeing have stated ‘Don’t Know’ rather than disagreeing. It should be noted that there are some issues expressed in the qualitative responses.

**“I have seen the growing confidence in the academic representation piece and also have seen greater visibility of the SU voice. However, I have also received some negative feedback from students who have reached out to the SU for support and drawn a blank, feeling that they were being passed onto different people without anything being usefully resolved.**

**“I think they can sometimes make assumptions without first asking for feedback and give the students information that may be incorrect, rather than obtaining the required facts and information. They sometimes may be better consulting and having facts and info to hand before "jumping in". They can on occasion create issues where they do not already exist.”**

This is the lowest score in terms of activity related to the big plan but again it is due to the specificity of the question. The majority of 50% agree that we are running a strong Academic Representation programme at the SU and 46% are not sure, most likely because they may well work in the support, rather than academic, services. The responses were again mixed in the qualitative responses.

**“I am not aware of the "strong Academic Representation programme run by the Students' Union."**

**“Student rep participation is still patchy at times at Medway.”**

**“The student reps seem to be getting better training from SU full time staff about how to approach problems and issues. It also appears that senior staff take issues raised by the SU very seriously”**

Areas for Improvement

Two key themes of a heavily varied response are employability and continuing the effective strategy but expanding the current reach of the SU.

**“Contribute at the appropriate employability channels in the University. For example there is a Employment Outcomes Group convened by a PVC that discusses the University's employability strategy and approaches yet it rarely gets any representation from the SU. As such I am not sure whether the SU's employability approaches, and that of the University's are joint-up and coherent."**

**“Engage with more other senior faculty staff than at present.”**

**“Continue doing more of the same and being ambitious. Not better, but key is developing a strong vision for Avery Hill (and Medway) with the Faculty to ensure opportunities for our professional programmes are as good as for those on other programmes (albeit this will look different)”**

Areas for Commendation

An increase in influence and visibility feature as the two main themes.

**“Influence over court and senior managers huge increase in participation in student elections. This creates a great foundation but there is still a huge amount of work to be done.”**

**“Improved visibility, engagement and communication from employed staff”**

**“Greater precedence in the Student Experience Committee thus greater influence.”**

**“Increased its profile amongst the student and wider University community for example through committee representation and regular communications such as Meike's newsletters.”**

Overall Impact

When asked how they would rate the overall impact of the SU, the respondents gave us 4 out of 5 stars indicative of their support for our current strategy and desire to see our influence and impact grow further.

Full responses are available upon request.