



**greenwich  
students'  
union**



# BECOME YOUR BEST

**GSU Annual Strategic Planning Conference**

*29th, 30th & 31st May 2024*





Hello everyone,

We are incredibly excited to welcome you to the second year of the Become Your Best: Annual Strategic Planning Conference. We have built on the success of last year and created a new programme of activity for the three days.

We are moving into the final years of our strategy and will soon be looking to create a vision to the future beyond 2026 - but there is still lots of work to be done to ensure we complete what we set out to do!

The aim of the conference is to enable three concentrated days on planning for the 2024/25 academic year, with the plans based on the strategy. The conference aims to aid collaboration between teams and create a sound understanding of the objectives which each area wants to achieve, and how these are all interdependent of each other.

Once we have these overarching objectives for each team linked to the strategy, this will then lead us into our appraisal season, setting individual objectives based on these team objectives. The aim is there is a golden thread between the strategy, the overarching 2024/25 team objectives and individual objectives set in appraisals.

This year we have a series of themes which will run throughout the conference. These themes are based on areas that need additional focus and thought throughout.

Key themes for Become Your Best Conference 2024:

- Ensuring we are being cost effective
- Ensuring we are thinking sustainably
- Ensuring we are incorporating Liberation, Equality, Diversity and Inclusion

We are incredibly excited to have this time altogether. You do not need to prepare anything ahead of time, but are free to bring along ideas/thoughts and suggestions based on the agenda - should you wish.

This booklet sets out the agenda, and other useful information for the three days.

Looking forward to seeing you there,  
Kate (CEO) & Uzma (Deputy CEO)

# BECOME YOUR BEST

What we're about

Values

Outcomes

Our Beliefs

Our Why



## Agenda - 29th May (Day 1) - Medway

This day focusses on coming together as an **organisation** to set the scene for the year, to get to know the strategy and our students.

9:30	The Hub	Arrivals - Tea & Coffee
10:00	The Hub	Opening Remarks & Expectation Setting from CEO & DCEO
10:15	See 'Break out room spaces'	<p>Session 1 – A chance to zoom out and see the bigger picture - 'What's in store for Students and Higher Education' – Outlining the Challenges and Opportunities for Higher Education.</p> <p>Staff will be put into teams to think about the session and how this may impact Greenwich students.</p>
12:00	The Hub	Lunch
13:00	The Hub	<p>A Bake-Off Themed Session Part 1 What's Cooking?</p> <p>A chance to reflect on the 2023/24 Objectives as a team with your Department Head Of leading the session.</p>
14:15		Comfort break
14:30	The Hub	<p>A Bake-Off themed Session Part 2 Uncooked items</p> <ul style="list-style-type: none"> <li>• What's not quite cooked from the 2023/24 objectives?</li> <li>• What's not quite cooked from the strategy?</li> </ul>
15:45		Wrap up, close

## Agenda - 30th May (Day 2) - Greenwich

This day focusses on coming together as a **team** (Departments) to plan 4 or 5 objectives for the 2024/25 academic year based on the strategy and learnings from the previous day.

9:30	Boardroom	Arrivals - Tea & Coffee
10:00	Boardroom	Opening Remarks & Expectation Setting from CEO & DCEO
10:15	Boardroom	Sustainability - Students Organising Sustainably (SOS)  Building on the session at the last Staff Day, SOS return to deliver a session which will enable GSU to put sustainability at the heart of the 2024/25 objectives.
11:30	Boardroom	Welcome 2024  Mark Heffernan (Head of Campus Engagement and Opportunities) will lead a session updating on Welcome 2024 plans and how they link to the 2024/25 Objectives.
11:45	Boardroom	Lunch
12:45	See 'Break out room spaces'	This will be time to spend with your teams to develop 4/5 Objectives for 2024/25 within teams. This time will be led by the Head of.
13:45	See 'Break out room spaces'	Collaboration Workshop:  This session will enable and allow time for developing 2024/25 Objectives with others across the organisation.
15:00		Comfort Break
15:15	Boardroom	This session will explore what tools and support we need to achieve success from each other and the organisation.
16:00		Wrap up, close

## Agenda - 31st May (Day 3) - Greenwich

This day focusses on **presenting and feedback**. Sharing objectives and collecting feedback from our panel of students and externals, utilising the afternoon to apply and tweak plans accordingly. We hope you will join us in Lower Deck for a GSU social at the end of the day to celebrate all of your efforts.

9:30	Boardroom	Arrivals - Tea & Coffee
10:00	Boardroom	Opening Remarks & Expectation Setting from CEO & DCEO
10:15	See 'Break out room spaces'	Panel Time: Each team spends time discussing plans and sense checking with a panel of experts for constructive scrutiny
11:30		Comfort break
11:45	See 'Break out room spaces'	This session will be spent within your teams refining your thoughts on your 2024/25 objectives.
12:30	Lower Deck - Saloon Bar	Lunch
13:30	Stockwell Street 11_004	Presentation Time: This session will be each team presenting the 2024/25 objectives that have been developed over the three days.
15:30	Stockwell Street 11_004	Closing remarks from CEO & DCEO
16:00	Lower Deck	Join us in The Lower Deck for a social!



## Break out room spaces

During Team time and smaller sessions, departments will be split in different rooms across our GSU spaces.

Please see your allocated space for the sessions below.

10:15	Day 1	Sections inside The Hub will be labelled with department names.
12:45	Day 2	Operations: Advice room Eng and Opps: 0.26 Commercial: Boardroom front Voice and Rep: 22 Office: 19a Advice: 19b Marketing: Boardroom back
13:45	Day 2	Operations: Advice room Eng and Opps: 0.26 Commercial: Boardroom front Voice and Rep: 22 Office: 19a Advice: 19b Marketing: Boardroom back
10:15 and 11:45	Day 3	Operations: 19b Eng and Opps: 0.26 Commercial: Advice room Voice and Rep: Boardroom front Office: Boardroom back Advice: 19a Marketing: 22

# Room finder

Not sure where the session is?

(Click on each location to open Google Maps, or use the short link provided.)

## **Day 1**

The Hub, Medway  
[gresu.uk/thehub](https://gresu.uk/thehub)

## **The Saloon Bar**

Lower Deck  
[gresu.uk/saloonbar](https://gresu.uk/saloonbar)

## **11\_004**

Stockwell Street  
[gresu.uk/stockwellstreet](https://gresu.uk/stockwellstreet)

## **Dreadnought**

Boardroom Corridor  
[gresu.uk/dreadnought](https://gresu.uk/dreadnought)

# Accessibility

At GSU we are always trying to be more **inclusive**.

If you feel we've missed something, please let us know!



Prayer mats, faith books and prayer spaces are available. Please let your manager know of any breaks you require for prayer.



If you require more comfortable seating or need to stretch your legs in the back of the room, please feel free to do so.



Conferences can be intense for Neurodiverse individuals. Should you need a break or access to anything else, please let your manager know so we can accomodate.



Copies on coloured paper are available for those with visual distortions and learning disabilities. You've also been provided with post it notes and additional paper, please let us know if you require refills.



# Demographics Reports

At GSU we have a commitment to Protect Our Planet Together. This is why our booklet, and other files, are available digitally during the conference rather than printed.

The next few pages show demographics of students on all our campuses. You can see the overviews for Avery Hill, Greenwich and Medway, or click the links below for each campus report:

## [Avery Hill report](#)

[gresu.uk/averyreport](https://gresu.uk/averyreport)

## [Greenwich report](#)

[gresu.uk/greenwichreport](https://gresu.uk/greenwichreport)

## [Medway report](#)

[gresu.uk/medwayreport](https://gresu.uk/medwayreport)

## [Medway Partner Universities report](#)

[gresu.uk/partnersreport](https://gresu.uk/partnersreport)

## Student Type

Continuing - You're a continuing student if you are: moving on to the next year of your course or returning to a course after taking time out. Transferring onto a new course from your old course.

New - First year of study.

Repeater - A student, who, having once been admitted to an examination of this University is again required to take the same examination/paper again.

Cont. Intermediate Standing - acknowledgement of prior study granted towards your current degree, based on prior study or work experience.

Direct Entry - Students who enter their degree in year 2 or 3, from another institution.

## Mode of Study

Full time - could mean that you are required to be present from 9am to 5pm or equivalent every week-day.

Sandwich - another way of describing a placement. Placements are year-long programmes where you will take a year out of your degree to work in industry.

Distance Learning - Instead of attending lectures and seminars on campus, you study at home/work. All teaching, materials, and support are delivered online.

Part Time - designed to help students that are looking to study a university course, but still, juggle life around them. Reduced hours, longer commitment.

# Greenwich Demographics Report

You can see an overview of the demographics below, or [click here](#) to view the full report.

Age range	32% are over 24 25% aged 22-24 43% are aged 18-21 0.05% are aged 16-17	Mode of study	Full time > 24weeks*** - 86% Part time - 4% Distance learning - 2% Sandwich - 8%
Gender	Female - 51% Male - 48% N (Data incurrent/Non binary) - 1%	Student type	Continuing - 53% New - 39% Repeater - 4% Cont. Intermediate Standing - 2% Direct Entry - 2%
Course name (Top 6)	MBA International Business - 8% MA International Business - 4% BA (Hons) Business Management - 4% BSc (Hons) Psychology - 3% LLB Law - 3% BA (Hons) Accounting and Finance - 3%	Ethnicity (Top 6)	Indian - 24% White - 21% African -12% Bangladeshi - 9% Other Asian background - 7% Pakistani - 6%
Department	Greenwich Business School - 45% Engineering & Science - 20% Liberal Arts & Sciences - 20% Education, Health & Human Sci - 14%	Disability status	No disability - 17372 Specific learning difficulty - 631 Mental health condition - 548 Two or more impairments - 256 Long standing illness - 232 Autistic Spectrum Disorder - 119 Physical/mobility difficulties - 72 Blind/partially sighted - 38 Deaf/hearing impairment - 27
Nationality (Top 6)	British - 37% India - 22% Nigeria - 6% Pakistan - 3% Bangladesh - 3% Italy - 3%	Year of study	1 - 41% 2 - 33% 3 - 18% 4+ - 4%
Off Campus/ On Campus	Off campus accommodation - 92% Avery Hill accommodation - 3% Greenwich accommodation - 4% Medway accommodation - 1%		

Members: 19457

Report generated following September intake 2023.

# Avery Hill Demographics Report

You can see an overview of the demographics below, or [click here](#) to view the full report.

Age range	61% are over 24 27% aged 22-24 12% are aged 18-21	Mode of study	Full time > 24weeks - 84% Part time - 15% Distance learning - 1%
Gender	Female - 84% Male - 16% N (Data incurrent/Non binary) - 1%	Student type	Continuing - 44% New - 42% Cont. Intermediate Standing - 8% Repeater - 4% Direct Entry - 2%
Course name (Top 6)	Adult Nursing - 19% Midwifery - 10% Mental Health Nursing - 8% Primary Education (3 year) - 8% Paramedic science - 5% Children's Nursing - 5%	Ethnicity (Top 5)	African - 35% White - 33% Caribbean - 6% Bangladeshi - 5% Other Asian background - 4%
Department	Health Sciences - 77% Education - 16% Human Sciences - 7%	Disability status	No disability - 2870 Specific learning difficulty - 404 Mental health condition - 121 Two or more impairments - 98 Long standing illness - 73 Deaf/hearing impairment - 11 Physical/mobility difficulties - 16 Blind/partially sighted - 15 Autistic Spectrum Disorder - 10
Nationality (Top 6)	British - 2457 England - 354 Nigeria - 246 India - 65 Ghana - 57 Ireland (Republic) - 47	Year of study	1 - 48% 2 - 26% 3 - 25% 4+ - 1%
Off Campus/ On Campus	Off campus accommodation - 93% Avery Hill accommodation - 7% Greenwich accommodation - 1%		

Members: 3747

Report generated following September intake 2023.



# Medway Demographics Report

You can see an overview of the demographics below, or [click here](#) to view the full report.

Age range	53% are over 24 25% aged 22-24 23% are aged 18-21 1% are aged 16-17	Mode of study	Full time > 24weeks - 61% Distance learning - 21% Sandwich - 13% Part time - 4%
Gender	Female - 54% Male - 44% N (Data incurrent/Non binary) - 2%	Ethnicity (Top 6)	Indian - 33% White - 26% African - 14% Other Asian background - 6%
Course name	Medway has the most amount of courses with the percentage ranging 6.39% - 0.02%.	Disability status	No disability - 5778 Specific learning difficulty - 199 Mental health condition - 98 Autistic Spectrum Disorder - 37 Long standing illness - 68 Two or more impairments - 61 Autistic Spectrum Disorder - 40 Physical/mobility difficulties - 9 Deaf/hearing impairment - 9 Blind/partially sighted - 8
Department	Science - 2788 Engineering - 1786 Medway School of Pharmacy - 1064 Natural Resources Institute - 474 Health Sciences - 226 Computing & Mathematical Sci. - 9	Year of study	1 - 41% 2 - 33% 3 - 18% 4+ - 6%
Nationality (Top 6)	British - 41% India - 31% Nigeria - 6% Pakistan - 3% Bangladesh - 2%	Off campus/ On campus	Off campus - 95%

Members: 6347

Report generated following September intake 2023.

# Student Staff Data and Information

Student Staff play an integral role in GSU success and development. A Working Group has been set up to explore Student Staff development. As part of this, the Working Group has created and enabled a series of reports with key data to help us understand our Student Staff. The below outlines the key information from this.

The Working Group felt it was important for this information to be shared as part of the Become Your Best conference so the data can inform decision-making and objective development.

To note the Working Group is reviewing the Pay Scales of Student Staff with aspirations of moving to paying London Living Wage (subject to budget and other constraints) and also looking at a review of the zero-hours contracts.

The following questions are prompts for objective development linked to Student Staff:

- How can you enable any Student Staff roles that you hold to be people-centred rather than role-centred?
- Student Staff in general don't have any experience and we may be their first role – how can we make the role relevant to their skillsets and values rather than based on a role job description and experience?
- How are we ensuring we consider training and development opportunities for Student Staff?
- How can we aid retention to keep excellent Student Staff for their full time at university?
- How can we ensure Student Staff feel part of the GSU community?

Continue onto next page.

### Key information:

- As of 30th April 2024 GSU has 153 Student Staff members.
- These staff members span across 34 different roles (eg. Communications Assistant, Food & Beverage Team Leaders, Global Greenwich Ambassadors etc).
- 65% of Student Staff working within the Commercial Department.
- Student Staff are paid across five pay rates (as shown in Table 1) with the majority paid at National Living Wage (NLW).
- The majority of Student Staff have worked with us for less than 6 months (Table 2)
- The total average number of hours that Student Staff work for term 2 is 12.3 hours (Table 3).
- 68% of Student Staff have Greenwich as their primary campus
- 35% are Second Year Students and 31% are First Year Students
- 29% are within the Faculty of Engineering and Science and 29% are within the Business School.

**Table 1**

Pay Group	Rate of Pay (per hour)	Number of Staff Assigned
NLW	£11.44	157
Project and Specialist Assistant	£13.46	32
Student Communications Team Assistants	£11.76	1
Supervisor	£12.54	8
Team Leader	£11.99	27



Table 2

Length of Service	Percentage of Staff
Under 6 months	27.5%
6 months - 1 year	52.9%
1 year - 2 year	17%
Over 2 years	2.6%

Table 3

Term 2	Average Hours
15th Jan - 21st Jan '24	12.7
22nd Jan - 28th Jan '24	13.9
29th Jan - 4th Feb '24	14.1
5th Feb - 11th Feb '24	12
12th Feb - 18th Feb '24	12.1
19th Feb - 25th Feb '24	13.1
26th Feb - 3rd Mar '24	12.8
4th Mar - 10th Mar '24	11.6
11th Mar - 17th Mar '24	11.6
18th Mar - 24th Mar '24	12.8
25th Mar - 31st Mar '24	9.8
1st Apr - 7th Apr '24	11.4

# The Strategy.

**BECOME  
YOUR BEST**

# OUR VALUES TO OUR MEMBERS



## EMPOWERING

We will empower our members with the information and skills they need to thrive. We will create together with students, so that they can develop their own communities and make the change they want to see.



## COURAGEOUS

We will take risks, be brave in our advocacy and push boundaries to challenge for positive change for our members today and in the future.



## INCLUSIVE

We will actively seek to remove barriers where they exist so that members can engage in any service at GSU and the University. We will ensure all voices are liberated, represented and celebrated.



## TRUSTED

We will be accountable for decisions that we make, which will be backed by our members needs. We will be a reliable delivery partner with legitimacy, always acting on the will of our members. We are the trusted voice of Greenwich students.



## APPROACHABLE

Members can engage with GSU wherever they are in the world. We will provide friendly spaces for everyone to come together and create communities. Our staff are always listening to members and each other, to remove barriers and provide great quality services.



# OUR VALUES IN PRACTICE TO OUR STAFF

## BEHAVIOURS

We work together.  
We listen, learn and share.  
We enable.

We lead.  
We are brave.  
We speak out.

We will listen without judgement.  
We will champion each other.  
We will recognise, value and  
acknowledge difference.

We are reliable.  
We are credible.  
We do what we say we will do.

We care and act with compassion.  
We show respect for each other.  
Our work is joined up.

## WHAT WE EXPECT FROM STAFF

Take an active part in all team or work related meetings.  
Share experience and knowledge.  
Willing to offer help and be flexible.  
Empower our team and our members to be their best.  
Use language appropriately and not in a way which may offend,  
alienate or patronise others.

Take initiative.  
Proactive in taking on some big issues.  
Colleagues should support one another, provide constructive feedback  
to improve what we do and how we do it.  
Challenge the ideas or action - not the person - and challenge carefully  
in a way that can be heard and mirroring how you would like to be  
treated.

We will educate ourselves.  
We will foster a sense of belonging; Feeling respected, valued and seen.  
Value and welcome difference whether of age, level of physical ability,  
class, sex, sexuality, transgender status, religion or race.

Demonstrate integrity through consistency in actions and attitudes.  
Accept direction from your line manager.  
Be responsible and accountable for your words and actions.  
Deliver on time.  
Express yourself appropriately and carefully in all your interactions.  
Listen to others respectfully and attentively.  
Keep your word and accept your mistakes.

Emotional Intelligence.  
Have a spirit of enquiry and openness.  
Appreciates people's different journeys in life.  
Take an interest in and understanding of all our work and can  
communicate that to members.

# OUR OUTCOMES

Our Strategy informs the work of GSU over the next few years. There are five things that we want to provide for our members, with our members, and make them ready for.

## **1. BEST QUALITY AND INCLUSIVE EDUCATION**

The University of Greenwich has outlined through 'This is our Time: Strategy 2030' their vision and focus to deliver Student Success at Greenwich. Our role at GSU is to be a strategic partner and represent student voice and academic interests to ensure our members receive the best quality and inclusive education.

## **2. LIFE READY**

Studying at Greenwich is an exciting endeavour and a formative experience for our students and for many the biggest investments they will make. We believe that learning extends beyond the classroom, and we are here to empower our members to gain skills and experiences during their time at Greenwich that prepares them for their future career and play a role in civic society when they leave University.

## **3. BE THE BEST THAT YOU CAN BE**

Students have told us that maintaining good mental and physical health is fundamental during their time at Greenwich. There are many possible services and routes for support. We're committed to helping them navigate the best intervention for their needs, ensuring they are supported to achieve. We're also committed to work with our members to influence, and in some cases provide, services and interventions that support them during their time at Greenwich.

## **4. FIND WHERE YOU BELONG**

It can be daunting making friends and navigating new environments. At GSU we are here for students from their first day to their graduation. We will provide a varied programme of activity and services - physical and digital - that meets the needs of our diverse membership and ensure they can find where they belong at Greenwich and have fun during their time with us.

## **5. PROTECT OUR PLANET TOGETHER**

Students have told us that GSU must take action to protect our planet and act on the climate crisis. We are committed to learning, changing our practices and campaigning with them and future generations of students to protect our planet together.

# 1. BEST QUALITY AND INCLUSIVE EDUCATION

The University of Greenwich has outlined through 'This is our Time: Strategy 2030' their vision and focus to deliver Student Success at Greenwich. Our role at GSU is to be a strategic partner and represent student voice and academic interests to ensure our members receive the best quality and inclusive education.

## **THIS WILL BE ACHIEVED BY THE FOLLOWING:**

O1.1: Students' views will be amplified through quality representation networks, democratic spaces and additional feedback opportunities to gather insight to advocate and campaign for high quality and change.

O1.2: GSU will work with students and the University to ensure teaching and learning is co-created and provides an inclusive and future-thinking curriculum that is person centred (e.g. use of digital etc).

O1.3: An independent, confidential and free education advice service will be delivered, providing personalised advice on academic regulations and proactive support on welfare issues so students feel empowered through their academic career.

O1.4: As a strategic partner to the University, we will be delivering services and commissioned projects to support our members in the challenges and experiences they face. We will provide constructive feedback and evidence-based challenge to ensure that the student voice is heard and acted upon across the institution. In some cases we and the University may not agree and this is OK.

O1.5: Campaigning for equality and lobbying for change based on students' needs at a local, regional and national level will be evident throughout the work we do together.

O1.6: GSU elected Officers, representatives and student volunteers will be reflective of our diverse membership, supported by a fair and transparent democratic framework and provided with high quality training to deliver their roles to the best of their abilities.

O1.7: GSU is committed to ensuring liberation, equality, diversity and inclusion (LEDI) is incorporated into design and access of education at Greenwich.



# 1. BEST QUALITY AND INCLUSIVE EDUCATION

## WHAT ACTIVITIES WILL GSU NEED TO DELIVER TO ACHIEVE OUR OUTCOME?

- a) We will define what GSU sees as best quality, inclusive and person-centred education at Greenwich and our role in the student life cycle based on member profiles by July 2022.
- b) We will be proactive in understanding the issues students are facing through using structured conversations and existing data. We will act as representatives and work to remove obstacles to success for all students.
- c) We will develop in 2021/22, and deliver over this strategy, a dynamic and innovative Student Voice Action Plan to cater for a three campus, four Faculty model to fulfil our role in representing students' academic interests.
- d) We will proactively empower and train students and GSU leaders to know how and when to utilise their voice and their democratic structures to make a difference to their educational experience.
- e) We will provide a resilient, independent, conditional and free Advice Service across our three campuses that is equipped to adapt to meet the changing needs of students.
- f) We will create practical experiences within GSU activities and with external partners that can be linked to academic programmes, providing 'real life' experiences to put programme (theory) into practice.

## HOW WILL WE MEASURE THIS?

- 1. Contribute to Greenwich becoming an improved Institution in the National Student Survey (NSS), particularly within Student Voice suite questions (current benchmark for SV is 68% in 20/21).
- 2. The number of students involved in delivering solutions, co-creation tools and academic conferences e.g. SHIFT, Panels, faculty, programme reviews, policy reviews.
- 3. Gain an 'excellent' accreditation in QSU by 2023/24.
- 4. Explore external LEDI accreditation/s suitable to measure GSU success in this space.
- 5. Map the impact of university lobbying arising from advice casework trends analysis.
- 6. Measure the number of students who would recommend our Advice Service to others and say they are more likely to stay at university because of our help.
- 7. Through Access and Participation work and interventions, measure the following;
  - Retention rates at University.
  - Closing of awarding gaps.
- 8. Measure the number of opportunities provided annually by GSU to develop practical experiences linked to Academic Community and understand how these can be measured through graduate outcomes and NSS.

## **2. LIFE READY**

Studying at Greenwich is an exciting endeavour and a formative experience for our students and for many the biggest investments they will make. We believe that learning extends beyond the classroom, and we are here to empower our members to gain skills and experiences during their time at Greenwich that prepares them for their future career and play a role in civic society when they leave University.

### **THIS WILL BE ACHIEVED BY THE FOLLOWING:**

O2.1: GSU will provide jobs and volunteer opportunities - both physical and digital - in GSU services, outlets and enterprise that puts money in students' pockets while they study.

O2.2: The jobs and volunteer opportunities provided in GSU services and outlets will provide our members with life ready skills required by future employers, with a focus on customer service, teamwork, money and project management.

O2.3: Students will be able to confidently demonstrate the skills and practical experiences learnt taking part at GSU, and will have built professional networks that will benefit them in the future.

O2.4: Our members will have the opportunity to be active citizens at Greenwich, to shape and lead their SU and additional services through a range of active leadership opportunities which will prepare them for life after university.

O2.5: We will work with partners in the local community and nationally to provide students with opportunities to learn skills, meet like-minded individuals and make new networks.

## 2. LIFE READY

### WHAT ACTIVITIES WILL GSU NEED TO DELIVER TO ACHIEVE OUR OUTCOME?

- a) We will develop a comprehensive suite of training or signpost to partners with suitable expertise based on member feedback, to enable students to learn key life skills that will benefit them at Greenwich and life beyond e.g. managing money, positive mental health and relationship building.
- b) We will offer well paid part-time jobs and volunteer opportunities including group leadership that will be enhanced by a comprehensive development programme to enable students to learn key life skills that will benefit them at Greenwich and beyond.
- c) We will set up, develop and run a Job Shop connecting students to jobs in the Greenwich community to provide income during the time they study.
- d) We will help our engaged students find pathways, opportunities, connections and networks at Greenwich and in our services and venues that can help them translate their experience into their future career journey.
- e) We will investigate the need to develop an externally accredited offer that helps students translate their skills and experiences at GSU for future opportunities.
- f) We will provide the spaces and conversation for students to campaign with or at GSU, where they see fit, helping them to make a positive contribution to society, challenge injustice and inequality and make change.
- g) We will run proactive campaigns to inform students of their rights and to equip students to address problems independently.

### HOW WILL WE MEASURE THIS?

- 1. Year on year students will report they're able to recognise the skills gained through working and/or volunteering with GSU.
- 2. Increase learning opportunities by 10% in year 1 through tailored learning and development training for student groups.
- 3. Identify and map the full GSU suite of training offered across teams at GSU that links with University services and measure the numbers of participants annually.
- 4. Report on the demographics of our student employees and volunteers with the aim to ensure we best reflect the Greenwich population over the cycle of this strategy.
- 5. JobShop will measure the number of placements, opportunities given and money put back into students' pockets.
- 6. Mapping the number of student led campaigns and success of these each year by uptake and outcome.
- 7. Number of students taking part in the accreditation scheme (if implemented) that are applicable (e.g. through GSU/University of Greenwich led activity).

# 3. BE THE BEST YOU CAN BE

Students have told us that maintaining good mental and physical health is fundamental during their time at Greenwich. There are many possible services and routes for support. We're committed to helping them navigate the best intervention for their needs, ensuring they are supported to achieve. We're also committed to work with our members to influence, and in some cases provide, services and interventions that support them during their time at Greenwich.

## **THIS WILL BE ACHIEVED BY THE FOLLOWING:**

O3.1: Our Advice Service will support students on their course, help access onward support and keep them on track during their studies by proved tailored independent, impartial, and confidential advice so that students can make informed decisions.

O3.2: GSU will provide proactive mental health and wellbeing campaigns, partnering with others to challenge stigmas and promote a positive dialogue about subjects that matter to our members.

O3.3: Students will be involved in the design and set up of GSU and University of Greenwich's physical and digital support services, wellbeing interventions and student focused policies to best address the needs of our diverse membership.

O3.4: Space will be provided for our diverse communities to come together digitally and physically, make connections and friends, reduce loneliness, and improve mental, and physical wellbeing through sports and activities.

O3.5: There will always be choice in our outlets including cost effective healthy food options. We will educate our members on the benefits of healthy eating and sustainable food practices.

O3.6: Services and interventions that support students at Greenwich will be actively promoted together. We'll campaign for change to improve the support they receive from the University, in the community and from Government.



# 3. BE THE BEST YOU CAN BE

## WHAT ACTIVITIES WILL GSU NEED TO DELIVER TO ACHIEVE OUR OUTCOME?

- a) We will work towards delivering a proactive and preventative Advice Service, which caters for the 24/7 student experience through resources or digital innovation. We want to explore how we can speak to every new student, every year, to ensure they get the support they need.
- b) We will set out the information, services and intervention pathways that students can access across the University and from external partners to improve their access to timely support services.
- c) We will take an active role in changing practices within the curriculum and challenge the institution to address and remove the barriers around Access and Participation, the Awarding Gap, decolonising the curriculum and environmental sustainability in the curriculum to ensure we are providing equitable opportunities for all our students. Without these changes our students cannot be their best.
- d) We will review GSU spaces and venues to ensure they are welcoming, inclusive, intersectional, accessible and safe for all.
- e) We will undertake a review of the developing needs of our changing, diverse student population, set up a data dashboard to capture these needs, and implement a consultation framework to gather feedback/ideas to develop GSU services and networks to better support our members needs.
- f) We will equip GSU staff and volunteers with dedicated wellbeing support and training around mental health. and wellbeing so we can support ourselves and our members needs.

## HOW WILL WE MEASURE THIS?

1. Students will report that they are able to find and use the support right pathways, resulting in a drop in generalised advice enquiries and a stable base of specialist support through casework for advisers.
2. We will measure the following;
  - Retention rates at University .
  - Closing of awarding gaps.
  - Decolonisation action.
  - Environmental sustainability in the curriculum.
3. Explore with the aim to gain a suitable LEDI accreditation/s including venue accessibility.
4. Develop an usable dashboard that informs our services and onward lobby to support members needs/improve services, with the impact measured.
5. Staff report good health and wellbeing, or knowing where and how to access support, measured through the annual staff survey.

## 4. FIND WHERE YOU BELONG

It can be daunting making friends and navigating new environments. At GSU we are here for students from their first day to their graduation. We will provide a varied programme of activity and services - physical and digital - that meets the needs of our diverse membership to ensure they can find where they belong at Greenwich and have fun during their time with us.

### **THIS WILL BE ACHIEVED BY THE FOLLOWING:**

O4.1: Year-round opportunities will be provided for students to come together with like-minded people who share their passion or interest to meet, socialise and have fun at our three campuses through our activities, networks, societies, volunteering, democracy and sports programmes.

O4.2: A dedicated team will work to provide safe spaces for our members to meet, debate, try new things, socialise and learn at each campus with the different student communities and academic networks.

O4.3: GSU venues will provide day and night opportunities to socialise, meet and have fun. Our not-for-profit venues prioritise our membership.

O4.4: GSU will ensure the opportunities, services and spaces are accessible to our diverse membership and that we provided tailored, targeted offer to communities including commuters, student parents, students with disabilities, LGBTQIA+ students and Black, Asian and Minority Ethnic students.

O4.5: We will work with students to remove the barriers to accessing activities, and our diverse membership will be listened to to help us shape future delivery.

# 4. FIND WHERE YOU BELONG

## WHAT ACTIVITIES WILL GSU NEED TO DELIVER TO ACHIEVE OUR OUTCOME?

- a) We will further define our role and services for our members along their student life journey at the University of Greenwich from when they arrive to their graduation:
  - Delivering the best Welcome programme in London.
  - Delivering a Sports Action Plan by 2022 that outlines our role with competitive and recreational sport to improved performance and participation.
  - Clearly demonstrate the benefits to taking part in student groups including academic societies on physical and mental wellbeing, having a thriving academic communities and reducing isolation and loneliness of students.
- b) Year on year we will define, plan and adapt the identity and offer of GSU social spaces to ensure they are relevant, attractive, open, accessible and diverse in their offer to our communities.
- c) We will use our communication tools to build belonging and inclusivity through tailored messaging. We will focus on student-led content and stories so students see themselves reflected in what we say and do.
- d) We will provide tailored and funded support for Liberation networks to campaign and change practice on LEDI at Greenwich.
- e) We will set up a Global Greenwich Centre to provide dedicated support and help to our growing International student population to help navigate Greenwich.
- f) We will lead the Medway SU Partnership at the Medway campus to ensure Greenwich, Kent and Canterbury Christ Church students are provided with a high quality on campus offer.

## HOW WILL WE MEASURE THIS?

1. The levels of student engagement and satisfaction in GSU activities.
2. The number of students that report they feel part of a community at Greenwich.
3. Students report a positive impact on their physical and mental wellbeing by being actively involved in GSU activity.
4. We have built thriving academic communities that have a positive impact on the NSS year on year.
5. University staff recognise and report the positive impact of GSU services.
6. Who and how our members utilise our social spaces at each campus.
7. The amount of income and profit through commercial enterprises and spaces invested back into GSU members services and student employment.
8. The level of engagement through our marketing channels can further demonstrate impact on take-up of activity and services.
9. The impact of funded Liberation networks and LEDI at GSU on member engagement.
10. Partners at Medway report that GSU lead the partnership well.

# 5. PROTECT OUR PLANET TOGETHER

Students have told us that GSU must take action to protect our planet and act on the climate crisis. We are committed to learning, changing our practices and campaigning with them and future generations of students to protect our planet together.

## **THIS WILL BE ACHIEVED BY THE FOLLOWING:**

O5.1: Our supply chain and procurement practices will be reviewed to ensure:

- Our suppliers are meeting the ethical standards required.
- We reduce our carbon output, plastic waste and unnecessary waste.
- We implement sustainable working practices .

O5.2: Opportunities will be created and provided for our members to take part in local, regional and national awareness campaigns change habits and mindsets.

O5.3: GSU will work with Eco Team Greenwich as a partner to provide support and share resources.

O5.4: Our Student Officers will take the lead on achieving the NUS Green impact award for GSU.



# 5. PROTECT OUR PLANET TOGETHER

## WHAT ACTIVITIES WILL GSU NEED TO DELIVER TO ACHIEVE OUR OUTCOME?

- a) In 2021/22 we will review our outlets, relaunching Change as a plant-based focused social enterprise, and explore how the Village Shop can provide zero waste options as our first commercial venture into protecting our planet.
- b) By the end of 2022, we will have a 'Cycle to Work' scheme which all employees can take advantage of. This will help us to reduce our carbon footprint and encourage a greener, healthier commute.
- c) We will strive to reach a Gold accreditation in The NUS Green Impact Award by 2024 across all GSU departments. This will mark our commitment and progress in protecting our planet.
- d) We will bring in external sustainability experts to understand our current footprint and set an action plan for us to follow to make suitable changes around waste, supply chain and becoming net zero over the next five years. This is so that together with students we are equipped with the right tools and information to change our habits and be more conscious of our planet.

- We will monitor the production of materials we produce, ensuring longevity, ability for reuse and use across the organisation and eco friendly disposal, so that we are mindful in our contribution to waste reduction.

- Equip students with the tools and education to run green campaigns and initiatives.

## HOW WILL WE MEASURE THIS?

- 1. Green Impact – Gold accreditation by 2024.
- 2. The GSU Cycle to Work scheme is up and running with staff enrolled in the scheme in its first year.
- 3. Students can report knowledge and satisfaction with SU green initiatives, with a year on year increase in the GSU annual survey.
- 4. We have a Sustainability Action Plan including our carbon measure which clearly outlines our commitment, progress and impact over this strategy.
- 5. Monitor change and habits in our Commercial enterprises through regular reporting.
- 6. Understanding and changing staff habits through actions we take on a daily basis e.g. no printing for meetings, use of digital tech for meetings.