

What is **Project 2014**...



Project 2014

- ..is the SU's 3-year planning process, which started in March 2011.
- The objective of the project is to develop the SU's 3-year plan for 2011/12 – 2013/14.
- The starting point was the existing Mission and Vision statements...

Our Mission

SUUG's fundamental purpose..

SUUG is a democratic organisation run by students, for students, to represent student views to the University and to provide support services for its members.

Our Vision

What the organisation wants to be..

A thriving and successful organisation which engages with its members and the University.

Project 2014

- **Phase 1** of the project was completed in September 2011, and lead to the production of the annual plan for 2011/12.
- **Phase 2** starts in December 2012 and will consist of more detailed consultation.

Project 2014 Phase 1

- Phase 1 of the project consisted of:
 - Collecting information from a wide variety of sources, to build an environmental picture.
 - Consulting students, and also other key stakeholders, to agree Themes for the 3-year period to 2013/14.
- Having agreed themes, further consultation took place, after which targets were agreed.
- The targets represent what the SU will have achieved by the end of the plan period in 2014.

Project 2014

Themes for 2011/12 – 2013/14

Maybe it's
because we're a
Londoner

How much is that
degree in the
window?

Stand for election
and stand by, with
and for me

All for one and
one for all

Location, location,
location

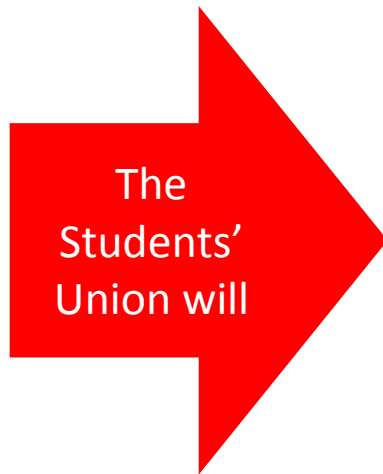
SUUGreen

The Rise of
Machines?

Steering the Ship

Project 2014

Targets for 2014



Play a key role in helping members make the most of life as a London student .

Respond to the changes in University funding by supporting students effectively and fostering a growing sense of community.

Enhance its representational role by involving more students more deeply in all aspects of its work.

Communicate effectively with all its members using a range of media.

Ensure that Trustees and staff provide an effective and efficient governance and management function.

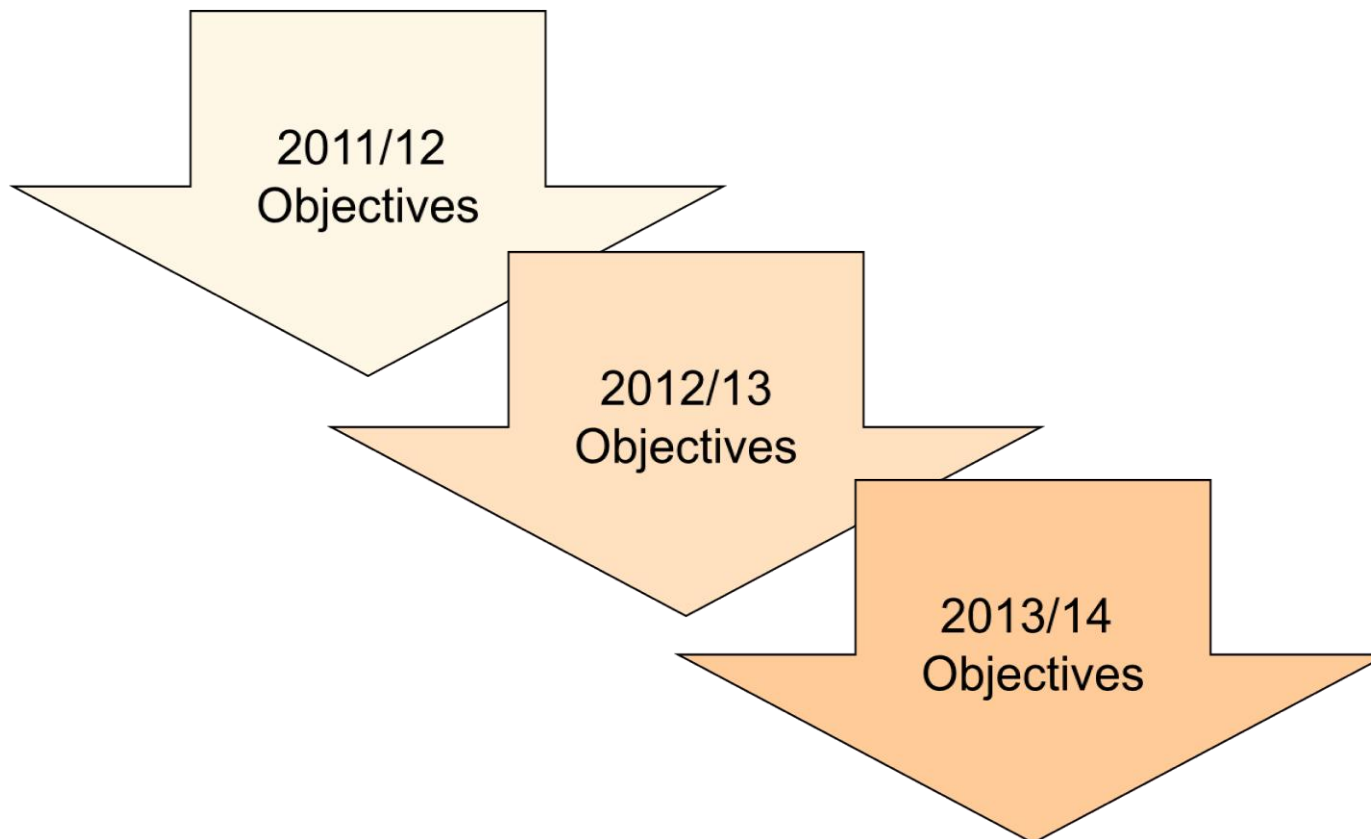
Ensure that SUUGreen embeds sustainability across all its work, engaging students in strategic and operational decisions.

Project 2014 Phase 1

- The final stage of Phase 1 was producing the annual plan for the first year of the plan period, 2011/12.
- Objectives for this year, and the following two years will enable us to work towards our overall targets for 2014.

Project 2014

Annual plans



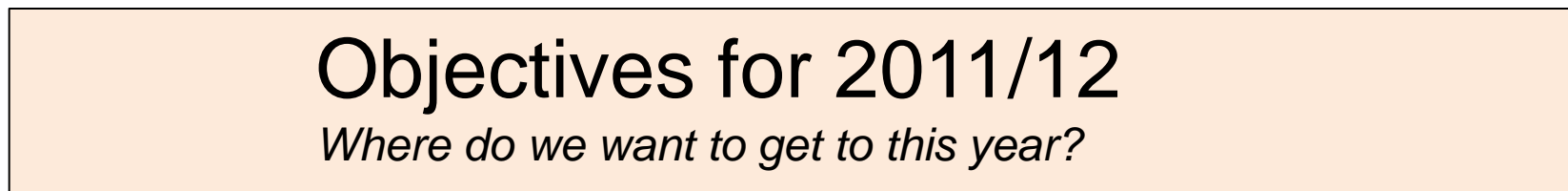
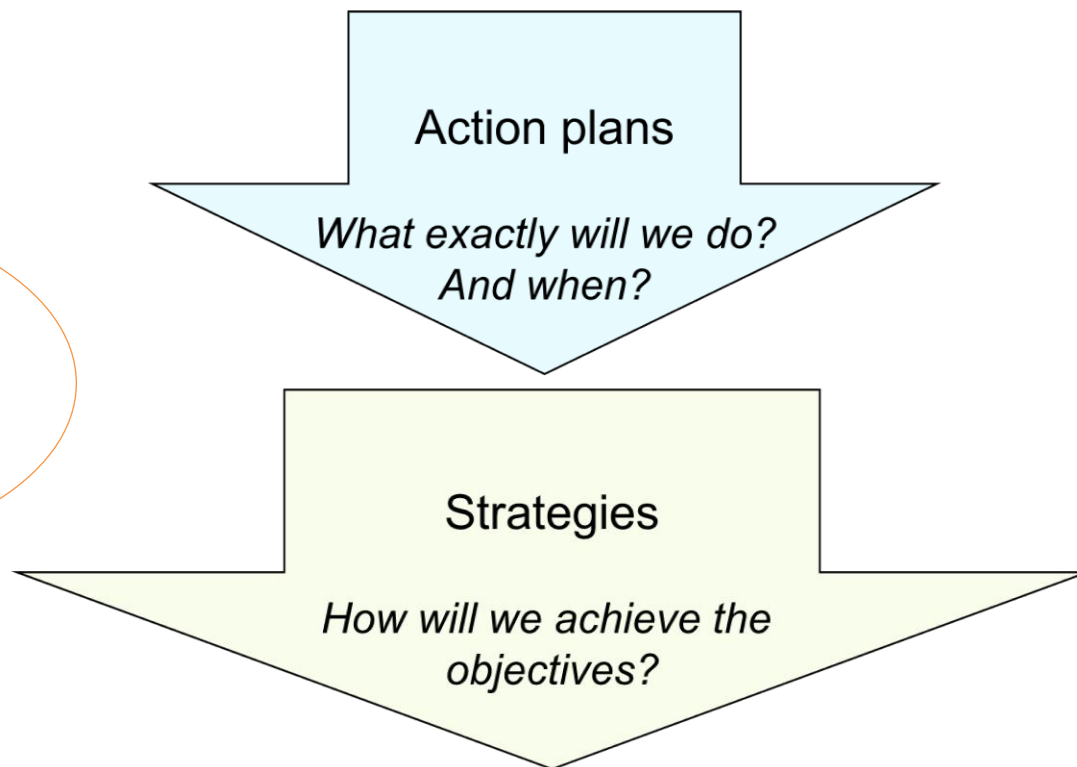
Targets for 2014

Project 2014 Phase 1

- The annual plan 2011/12 includes strategies and action plans, to ensure that the overall objectives for the year are achieved.
- The objectives are divided into 5 operational areas:
 - CEO/overall SU
 - Membership Services
 - Commercial Services
 - Administration
 - Finance

Project 2014

2011/12 plan



Project 2014

2011/12 plan

CEO/SU objectives

- 1) Maximise financial security and organisational security.
- 2) Work towards establishing the SU as an incorporated body and registered charity with effective governing documents.
- 3) Support the SU Governance structure.
- 4) Ensure all representative structures and processes are effectively managed.
- 5) Increase the number of students who have contact with the SU.
- 6) Conduct, and use the results of, surveys and research to ensure that students' needs are met.
- 7) Build an effective working relationship with the University at all levels.
- 8) Build a robust and effective management and staff team.

Project 2014

2011/12 plan

CEO/SU objectives *(continued)*

9) Ensure internal policies, procedures and information inform and support the staff team and SU effectively.

10) Work effectively with UMSA.

11) Support staff in the development of an SUUGreen approach in all areas of SUUG's work.

12) Research appropriate quality standards and awards.

13) Ensure minutes and other SU information are openly available.

Project 2014

2011/12 plan

Membership Services objectives

- 1) Undertake targeted research to understand members' needs through use of democratic structures (eg Union Council) and through surveys and other methods as appropriate.
- 2) Use Give it a Go initiative to introduce broader range of activities to students and to measure their popularity.
- 3) Improve student activities through clarifying administrative functions and Improving communication within Membership Services Team.
- 4) Increase number of members in clubs and societies.
- 5) Improve student employability through increasing opportunities to volunteer.
- 6) Facilitate new clubs and societies to match students' needs.

Project 2014

2011/12 plan

Membership Services objectives *(continued)*

7) Ensure Advice Service continues to offer targeted advice on housing, safety and financial issues to integrate students into the university community.

8) Promote and develop Team Greenwich initiative to enhance sense of community.

9) Support elected officers appropriately in their policy development and implementation and underpin the SU Governance structure ensuring that it can deliver its objectives.

10) Embed and enhance school reps system and work to achieve objectives of Greenwich Graduate Initiative.

11) Maintain close attention on the full range of resources (eg NUS training and material) that support and enhance representation and campaigns.

12) Work with Partner Colleges to support them appropriately with regard to training for school representatives and access to services and facilities.

Project 2014

2011/12 plan

Membership Services objectives *(continued)*

- 13) Improve communications across SU (including members) to enhance efficiency and effectiveness of all services.
- 14) Develop strategic communications in all areas each fit for purpose.
- 15) Ensure appropriate information is openly available and presented in a user-friendly format.
- 16) Continually evaluate everything we do.
- 17) Build up Clubs' and Societies' infrastructural support through sponsorship and other income streams, as well as through support from SUUG budgets.
- 18) Increase the MSM team's engagement with the SUUGreen agenda.

Project 2014

2011/12 plan

Commercial Services objectives

- 1) Offer a range of services that offers something for all students.
- 2) Develop relationships with London-based companies to provide additional services to our students.
- 3) Regular consultation.
- 4) Reward loyalty.
- 5) Achieve an improved rating from all customers.
- 6) Produce a customer charter communicating to members what they can expect from us and what we expect from them for all outlets.
- 7) Maintain good relations with the community, Licensing, Police and University.

Project 2014

2011/12 plan

Commercial Services objectives *(continued)*

- 8) Develop the staff team by providing ongoing support and training.
- 9) Meet the expenditure budget.
- 10) Meet the income budget.
- 11) Develop new sources of revenue and trial new products and services in all outlets in a strategic manner.
- 12) Deliver good quality of products, services, premises.
- 13) Minimise use of utilities and consumables.
- 14) Increase environmental & ethical awareness.
- 15) Expand free range, fair-trade and local product ranges.

Project 2014

2011/12 plan

Administration Department Objectives

- 1) Provide an efficient and effective administration function.
- 2) Provide an efficient and effective central support function
- 3) Co-ordinate SU activities in support of the University's environmental initiatives.

Project 2014

2011/12 plan

Finance Department Objectives

- 1) Provide an efficient Finance, Accounting, Payroll and Pension service.
- 2) Provide efficient budget and budgetary control management.
- 3) Support work towards and the SU's incorporation and charity registration.
- 4) Develop Customer service.

Project 2014



- Phase 2 is underway..more details available soon.