

Progress against Worcester Students' Union (WSU) Key Performance Indicators (KPIs) –2017/18

In Spring 2018, WSU developed some overarching KPIs relating to its Strategic Plan and Core Goals 2016-21, which will be measured by various means. Some outcomes will be available for immediate comparison, others from the results of the first Big SU Survey (May/' June 2018) and others from 2018/19, after the governance review. The KPIs will be monitored until 2021, and we hope will give us a good idea of where the organisation needs to head strategically and in the long term.

	KPI	How measured	Results for 2017/18
Core Goal 1 Increase the number of students who know about and use our services	1	Satisfaction with the Students' Union for our members increases year on year – target of 80% across the board -NSS – Q26 Satisfaction with SU representing academic interests + optional B2 bank of Qs relating to SU -CES – Q14 (overall satisfaction with SU) -Big Worc Survey (BWS) – number 'satisfied' or 'very satisfied'	NSS: 2018 - Q26 - 59% (national average 57%) 2018- Optional B2 – average 40% satisfaction with various aspects of SU (national average 39%) 2017 – Q26 – 56% (national average 57%) 2017 – Optional B2 – average 35% satisfaction with various aspects of SU (national average 41%) CES Q14: 2018 - 73% 2017 – 70% BWS: 2018 – 68% satisfied or very satisfied 2017 – No comparable data
	2	The percentage of the student body aware of the range of services run by the SU increases year on year	Big Worc Survey 2018 – all services over 75% aware 2017 – no comparable data
	3	The percentage of the student body filling in our Big Survey increases year on year	Big Worc Survey 2018 – 912 = 9% of membership at time (10,541) 2017 – no comparable data
Core Goal 2 Facilitate wider student involvement in decisions that affect our members	4	The percentage of the student body satisfied that we are representing them and providing them with a voice increases year on year -Big Worc Survey -NSS Q26 Satisfaction with SU representing academic interests -CES Q5.3 (know who Course Rep is) & 5.4 (Rep represents their interests)	BWS: 2018 – 68% 2017 – No comparable data NSS Q26: 2018- 59% 2017- 56% CES: 2018 – Q5.3 = 69%, Q5.4 = 58% 2017 – Q5.3 = 67%, Q5.4 = 56%

	5	The number of students voting in our Leadership Elections - target of 20% of membership	Voting statistics	2018 - 1844 voters (cast 5109 votes) = 17.4% of UoW students - 59% increase (highest number since 2012) 2017- 1159 (cast 4144 votes) – 10.73% of membership
	6	The number of available positions in our governance structures are filled – target of at least 80%	e.g. Student Council, Executive Committee – dependant on governance review	2018 - 7 positions out of 26 vacant in Student Council (became 8 mid way through year) – 73% filled All positions filled on Executive Committee 2017- 10 positions vacant - 63% filled
	7	The number of ideas submitted to the SU increases year on year	Ideas Platform – to be implemented	2018 - Number of student council motions submitted and passed – 3 (Ideas Forum not yet implemented) 2017 - No Ideas Forum
Core Goal 3 Provide responsive, appropriate and accessible support and advice to students	8	The number of students accessing our advice and support service increases year on year	Advice Pro database (to include those from Partner institutions) Big Worc Survey	Advice Pro: 2018 - @ July – 245 cases from 211 students and 545 contacts 2017 - @ July – 247 cases from 218 students and 590 contacts BWS: 2018 – 65% aware of service, 20% used service 2017 – No comparable data
	9	The number of welfare campaigns delivered by Officers year on year that meet the SU's campaign objectives	Officer Development Plans In-house monitoring	Not able to monitor in 2017/18 against campaign objectives as not yet set <ul style="list-style-type: none"> - Pee in the Pot (80 samples given) - JforJ 256 requests (500% increase) Sept - May - Housing Fair – 748 people over 2 days
Core Goal 4 Create and promote opportunities for students to develop transferable skills	10	The number of students who are members of an SU club or society increases year on year	Membership statistics, with demographic breakdowns	Sports clubs: 2018 – Dec 17- 1388 memberships from 1263 students 2018 – May – 1470 memberships from 1333 students 2017 – May - 1387 memberships from 1328 members = 5% increase in memberships (83) Societies: 2018 – Dec 17 – 936 memberships from 745 students 2018 – May – 1046 memberships from 855 students 2017 – May 1006 memberships = 4% increase (40)

	11	The number of clubs and societies increases year on year – target of 60 societies and 50 clubs	Club and societies statistics	Sports Clubs: 2018- 36 clubs and 41 teams in BUCS 2017 – 38 sports clubs (41 BUCS league teams) Societies: 2018 – 39 2017 - 42
	12	Number of volunteering hours given by students increases year on year	V Record	2018 – 18,675.5 hours by 200 students (c.65 % of hours = in the community) 2017 – end June - 22,313 hours by 254 students
	13	The percentage of students saying that being involved with the SU enhanced their employability increases year on year	Big Worc Survey	2018 – 57% 2017 – no comparable data
	14	Worcester sits in the top 50 in the BUCS League	BUCS	2018 – 61 st out of 151 with 542.5 points 2017 – 60 th with 575 points
Core Goal 5 Help students to be safe and to enjoy University life	15	The number of students attending events in the Hangar increases year on year	Internal monitoring	2018 – 8231 attendees recorded from Nov 17 to May 18 (likely to be c10,000 from Sept 17 to May 18) BWS – 55% had been to the Hangar 2017 – no comparable data
	16	The SU achieves at least Silver Best Bar None accreditation each year	Best Bar None (BBN)	2018 – BBN Gold and 94% (72/77) NUS Mystery Shopper - 89% against criteria (758/850) 2017 – BBN Bronze (77%)
	17	The profitability of SU commercial services and contracts increases year on year	Statutory Accounts	2018 - £143,445 2017 - £129,449
	18	The percentage of students feeling that SU events had a positive impact on their student experience increases year on year	Big Worc Survey	2018 – 45% (agree or strongly agree) 2017 – no comparable data