

	KPI	How measured	
<b>Core Goal 1</b> 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 + optional Qs relating to SU, *CES - SU question & *SU Big (Annual) Survey – number rating us 'Good or 'Very Good'
	2	The percentage of the student body aware of the range of services run by the SU increases year on year	SU Big Survey
	3	The percentage of the student body filling in our Big Survey increases year on year	SU Big Survey
<b>Core Goal 2</b> 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	SU Big Survey NSS and CES
	5	The number of students voting in our Leadership Elections - target of 20% of membership	Voting statistics
	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
	7	The number of ideas submitted to the SU increases year on year	Ideas Platform – to be implemented
<b>Core Goal 3</b> 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)
	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
<b>Core Goal 4</b> 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
	11	The number of clubs and societies increases year on year – target of 60 societies and 50 clubs	Club and societies statistics
	12	Number of volunteering hours given by students increases year on year	V Record
	13	The percentage of students saying that being involved with the SU enhanced their employability increases year on year	SU Big Survey
	14	Worcester sits in the top 50 in the BUCS League	BUCS
<b>Core Goal 5</b> 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
	16	The SU achieves at least Silver Best Bar None accreditation each year	Best Bar None
	17	The profitability of SU commercial services and contracts increases year on year	Statutory Accounts
	18	The percentage of students feeling that SU events had a positive impact on their student experience increases year on year	SU Big Survey