



**QUARTERLY**  
**STRATEGY PERFORMANCE**  
**REPORT**  
**June 2023**





**SECTION A:**





**STRATEGIC KEY PERFORMANCE INDICATORS**

**(KPIs)**

# Strategic KPIs

This section provides a quarterly update against the 20 strategy metrics.

Where the data collection mechanics have not yet been established and/or no new data is currently available, metrics have a grey dot and note is provided in the comments box.

Key	
	Increase
	Decrease
	No change
	No data available

# INFORM & SUPPORT - AWARENESS

Number	Measurement	Measre Freq.	Previous	Current Year	Trend	Comment
1	Annual Membership survey response rate Measurement taken as number of responses compared to total surveys sent KPI displayed as a percentage	Annual	2.14%	2.33%	↑	Increase in response rate from the previous year.
2	Annual Membership Survey question on awareness Number of students aware of the association	Annual	91.8%	91.4%	↓	Slight decrease in awareness of Association.
3	Annual NSS awareness question 26 % of responders selecting "N/A" Students choosing an option of not aware of the Association	Annual	14.30%	18.55%	↓	Number of responders unaware of association has increased showing decrease in awareness.
4	New visitors to website (rolling 12 month figures) Measurement taken as number of new visitors to the main website	Quarterly	148,433	143,465	↑	New website visitors have increased for this quarter with a steady growing number of new visitors.
4	New visitors to the Hoot (rolling 12 month figures) Measurement taken as number of new visitors to the main website	Quarterly	19,064	20,628	↑	New visitors have increased for this quarter. Year on year growth is still healthy.

# INFORM & SUPPORT - RELEVANCE

Number	Measurement	Measre Freq.	Previous	Current Year	Trend	Comment
5	Service/resource usage – #students per area	N/A	N/A	N/A	●	<a href="#">See summary on pg 6</a>
6	Returning visitors to website (Rolling 12 month) Number of visitors returning website	Quarterly	29,950	28,897	↓	Decrease for this quarter. This number removes all visitors that have accessed oustudents.com via an Open University IP address.
6	Returning visitors to the Hoot (Rolling 12 month) Number of visitors returning to the Hoot	Quarterly	2,230	2,250	↑	Returning visitors to the Hoot has increased in line with new visitors.
7	Quarterly Social Media Engagement Measurement displayed as a percentage of total impressions	Quarterly	1.7%	1.2%	↓	This quarter has seen a decrease in engagement levels decrease however impressions alone have increased. Further investigation required.
8	Annual Member Survey Q14/15 Percent of service/resource users who would re-use or recommend each Association services	Quarterly	91%	N/A	●	Results for 2022 AMS not available.

# INFORM & SUPPORT - RELEVANCE

Service/Resource Description	Measurement Basis	Dec 2022	Mar 2023	Jun 2023	Quarterly Change	Year-on-Year Change
Societies	As at reporting date	17	17	17	No change	Decrease
Societies members	As at reporting date	7,948	8034	8018	Increase	Increase
Shop orders	In quarter prior to reporting date	499	199	228	Increase	Decrease
Shop average order value	In quarter prior to reporting date	£31.52	£40.10	£33.11	Decrease	Increase
Assoc newsletter new sign-ups	In quarter prior to reporting date	452	245	27	Decrease	Decrease
Assoc newsletter open rates	Average for quarter prior to reporting date	29.8%	44%	44.1%	Increase	Increase
Assoc newsletter click through rates	Average for quarter prior to reporting date	4.1%	4%	3.2%	Decrease	Decrease
YouTube Video Views	In quarter prior to reporting date	1,908	2,750	1,310	Decrease	Increase
TOTUM cards	For 12 months prior to reporting date	9311	9078	8876	Decrease	Decrease
Peer Support Users	For 12 months prior to reporting date	137	136	91	Decrease	Increase
Library Support Requests	For 12 months prior to reporting date	112	127	111	Increase	Increase
Ouset successful applications – number and % of all apps	Most recent presentation/academic year	2021 J/K 52 (91%)	-	-	-	-

# ENGAGE & INVOLVE - ENGAGEMENT

Number	Measurement	Measre Freq.	Previous	Current Year	Trend	Comment
9	Election participation Number of eligible voters taking part Measurement displayed as a percentage	Annual	1.13%	1.30%	↑	Significant increase in election participation.
10	Activities participation students per activity type <a href="#">See summary on pg 8</a>	Quarterly	N/A	N/A	●	Online & meet-ups have continued to grow this quarter as well as membership for BAME and DSG.
11	Quarterly volunteering participation Number of volunteers active in roles Year on year tracking	Quarterly	297	227	↑	
11	Active in roles – Month on month tracking	Quarterly	Dec -195 Jan - 191 Feb - 298	Mar - 197 Apr - 207 Jun - 227	↑	An increase in active role this quarter. Mostly due to graduation volunteer recruitment.
11	Applications from students to volunteer	Quarterly	12	56	↑	

# ENGAGE & INVOLVE - ENGAGEMENT

Activity Description	Measurement Basis	Dec 2022	Mar 2022	Jun 2023	Quarterly Change	Year-on-Year Change
Disabled Students Group members	As at reporting date	97	1052	1082	Increase	Increase
OU Pride members	As at reporting date	916	604	609	Increase	Increase
BAME Group members (excl FaceBook)	As at reporting date	159	171	174	Increase	Increase
Individual representation cases	As at reporting date	131	145	209	Increase	Increase
Clubs	As at reporting date	53	50	41	Decrease	Decrease
Club members	As at reporting date	13,486	12,161	11,216	Decrease	Increase
Number of online events & meet-ups	In quarter prior to reporting date	263	274	334	Increase	Increase



# ENGAGE & INVOLVE - REACH

Number	Measurement	Measre Freq.	Previous	Current Year	Trend	Comment
12	Per election - profiling of election participants	Annual	N/A	N/A	●	No new data available.
13	Annual profiling of engaged students	Annual	N/A	N/A	●	Not new data available.
14	Annual profiling of volunteers	Annual	N/A	N/A	●	Still in progress. No data available.

# INFLUENCE & TRANSFORM - IMPACT

Number	Measurement	Measre Freq.	Previous	Current Year	Trend	Comment
15	<b>Annual Membership Survey Question 28</b> Number of responders agreeing that the Association has a positive impact on their student experience	Annual	52.6%	N/A	●	Results for 2022 AMS not available.
16	<b>Annual NSS Question 26</b> Number of responders agreeing that the Association effectively represents students' academic interests	Annual	43.40%	42.34%	↓	Slight decrease showing for last years NSS. Further analysis is currently being undertaken.
17	Annual volunteering feedback – % volunteers identifying positive growth & development	Annual	N/A	N/A	●	The annual feedback survey is under development but has not yet been introduced.
18	Biennial Representation/Service Review – % OU committee staff identifying positive student impact/influence in committees	Annual	82.00%	N/A	●	No new data available yet
19	Supplemented with qualitative/quantitative impact reporting, e.g. Quarterly SLT Impact reports, Annual Student Voice Impact Report, Annual Policy & Public Affairs Impact Report, Annual Trustees Report, Annual Report to Council, Volunteering Case Studies	Quarterly	N/A	N/A	N/A	<a href="#">Student Leadership Report</a>

# ORGANISATIONAL CULTURE – MAINTAINING AN ENABLING ORGANISATIONAL CULTURE

Number	Measurement	Measre Freq.	Previous	Current Year	Trend	Comment
20	Annual Membership survey response rate Measurement taken as number of responses compared to total surveys sent KPI displayed as a percentage	Annual	2.14%	2.33%	↑	Increase in survey response rate. The highest response rate since 2020.



**SECTION B:**  
**STRATEGY PROJECTS UPDATES**



**SECTION B1:  
COMPLETED PROJECTS**

# Completed Strategy Projects

## Quarterly Update Report – Jun 2023

Project Number	Project Scope / Description	Project Final Update
<p><b>Project 1A</b></p>	<p><b>Conduct membership research and analysis.</b></p> <p><b>Workstream 1A:</b> Develop and launch the Annual Membership Survey to gain membership feedback. The survey will provide valuable on-going data for strategic KPI tracking, provide inputs for service/activity reviews and help to inform business decision-making.</p>	<p><b>Workstream 1A:</b> The AMS was piloted and then fully launched during 2020. It will be repeated in Autumn each year. This work has now been transitioned into Business-as-Usual activities and sits within the Strategy &amp; Insights Business plan for delivery and reporting for the 2021-22 AY and on-going.</p>
<p><b>Project 2</b></p>	<p><b>Individual Representation.</b></p> <p><b>Phase 1:</b> Identify needs, assess options and develop recommendations and funding requirements. Prepare a full business case for presentation to OU PVC-Students to seek OU funding.</p> <p><b>Phase 2 (subject to funding provision):</b> Develop and implement individual representation resources and services for a fixed pilot programme period. The pilot programme will provide ‘proof of concept’ for the realisation of the benefits identified in the Phase 1 business case. It will also provide the evidence base for the development of a case to secure additional funding to allow the permanent inclusion of individual representation for students in the Association’s services portfolio.</p>	<p><b>Phase 1:</b> A feasibility assessment was carried out during 2020 and a business case for funding was presented to the OU. Funding was agreed for a 15 month pilot programme, commencing at the start of the 2021-22 AY.</p> <p><b>Phase 2:</b> The pilot programme was launched in August 2021 and will run until October 2022. A funding request has been submitted to the OU for continuation of this service beyond October 2022</p>

# Completed Strategy Projects Quarterly Update Report – Jun 2023

Project Number	Project Scope / Description	Project Final Update
Project 4	<p><b>Scope of work:</b> Map the student journey from registration through to graduation, identifying comms and engagement touchpoints where the Association can meet student needs and expectations at key stages of their journey.</p> <p><b>Project Required Outcome:</b> This work will contribute to the aim of creating meaningful on-going connections and communications with OU students at all key stages in their student journey.</p>	<p>This work was completed during June 2021 and delivered comprehensive engagement and comms recommendations for six key stages in the student journey: pre-study; initial engagement; learning; end of module; results; and after study.</p> <p>These recommendations will be incorporated into future marcomms plans, commencing with the 2021-22 marcomms plan (Strategy Project #15).</p>
Project 8	<p><b>Stakeholder mapping &amp; analysis:</b></p> <p><b>Workstream 8A:</b> Stakeholder mapping exercise – identify all internal and external stakeholder groups, develop an understanding of the importance, contributions and potential impacts of each group.</p> <p><b>Workstream 8B:</b> Develop and implement a stakeholder engagement plan. The plan will include the objectives and aims of any engagement/comms with each of the stakeholder groups and will be used to inform decisions on the choice of engagement/comms channels, comms content, timings and priorities.</p>	<p>The stakeholder mapping exercise (Workstream 8A) was completed in the Spring of 2021. Three maps were created: one for the OU Students Association; one for the OU; and one for the external stakeholder environment. On-going maintenance of the stakeholder maps has been passed across into Business-as-Usual activities.</p> <p>The work to complete initial stakeholder engagement plans (Workstream 8B) was completed during early Summer 2021. The implementation of these plans has been consolidated into the development of the 2021-22 marcomms plan (Strategy Project #15).</p>

# Completed Strategy Projects

## Quarterly Update Report – Jun 2023

Project Number	Project Scope / Description	Project Final Update
<p><b>Project 11</b></p>	<p>To commission an external review of the OU Student Association governance structures and mechanisms that will result in clear and achievable recommendations for change that can lead to improvements in efficiency and effectiveness of the organisation.</p>	<p>Almond Tree Strategic Consulting were commissioned to carry out the full Governance Review and they delivered their findings report and recommendations to the Association in Spring 2021.</p> <p>The recommendations were accepted by our Board of Trustees (BoT) and a draft implementation plan was produced.</p> <p>A number of student consultation activities were carried out and, building on the consultation findings and the report recommendations, a series of proposals were developed. The Board of Trustees accepted these proposals and agreed to call a Conference for 22<sup>nd</sup> and 23<sup>rd</sup> January 2022 for members to vote on whether the proposed changes should go ahead.</p> <p>The proposals were developed into a set of resolutions and were voted on by members at the Conference in January 2022. Unfortunately none of the resolutions met the required 75% approval threshold for implementation.</p>
<p><b>Project 14</b></p>	<p>Develop and implement an action plan to further the advancement of equality, diversity and inclusion (EDI) throughout all Association policies, activities and ways of working.</p>	<p>The Equalities Action Plan was completed in Quarter 1, 2021.</p> <p>The requirements of the plan are being taken forward by the EDI Working Group under Business-as-Usual processes as part of a broad scope of work to advance our EDI agenda. This will also include the development of an EDI sub-strategy. The Working Group delivers quarterly updates on progress to the CEC and the BoT.</p>



# Completed Strategy Projects

## Quarterly Update Report – Jun 2023

Project Number	Project Scope / Description	Project Final Update
Project 12 & 13	<p><b>Project 12</b> Identify a model of 'One Team' working and produce a 'protocol' for student representatives and staff members identifying clear expectations.</p> <p>Communicate a 'One Team' message and intent, devising a 'One Team' action plan and designing/leading 'One Team' sessions and activities.</p> <p><b>Project 13</b> Devise an agenda that highlights, encourages and celebrates our stated values.</p>	<p>This project will now be incorporated through staff links, behaviour policy and through the strategy in EDI. This strategy project is now closed.</p> <p>Continued promotion of our values will now be incorporated into business-as-usual activities within business plans and through the implementation of the new EDI sub-strategy and this strategy project is now completed.</p>

Project Number	Project Scope / Description	Project Final Update
<p><b>Project 15, additionally incorporating Project 5 and Project 6</b></p>	<p><b>Overall Scope: Develop Comms Strategy and Marcomms Plan.</b></p> <p><b>Part 1: Develop Association Communications Strategy</b> in same format as other enabling strategies (Volunteering &amp; Research) incorporating aims (linked to strategic aims), objectives and measures of success.</p> <p><b>Part 2: Develop Marcomms Planning Tool</b> by merging comms matrix work to date with stakeholder engagement outputs from Project #8. Planning tool to identify external/OU/membership audiences, audience comms objectives, audience messaging themes and channels/timing considerations.</p> <p><b>Part 3: Develop Association Marcomms Plan for 2021-22 AY</b> with clearly identified actions, responsibilities/accountabilities and monitoring/evaluation mechanisms.</p> <p>This project incorporates the two further strategy projects that were initially separately scoped:</p> <p><b>Project #5</b> (the development of a Student Engagement Value Statement)</p> <p><b>Project #6</b> (working with OU principal stakeholders to promote, sign-post and support the Association.)</p>	<p><b>Part 1:</b> The Communications Strategy was completed in July 2021 and runs through to the end of the 2022-23 academic year.</p> <p><b>Part 2:</b> The Marcomms planning tool was completed in October 2021 and will be regularly maintained vis business-as-usual processes.</p> <p><b>Part 3:</b> The Marcomms Plan for 2021-22 was completed in November 2021 and is now operational. The development of an annual Marcomms plan will now form part of annual business-as-usual planning processes.</p> <p><b>Project 5</b> The engagement value statement was completed during March 2022 and will be published via the ‘Get Involved’ section of the website.</p> <p><b>Project 6</b> Requirements for working with OU stakeholders to help to promote, sign-post and support the work of the Association have been incorporated into the 2021-22 Marcomms Plan.</p>

Project Number	Project Status	Project Scope / Description	Project Update
Project 1B	GREEN	<p><b>Overall Scope:</b> Improve our understanding of student needs, expectations and motivations and conduct a regular review of our services, engagement activities and communications.</p> <p><b>Workstream 1B: Service &amp; Activity Reviews.</b> Create the process for an annual service and activity review and facilitate the first such review before transitioning the process into BAU. The annual reviews will enable us to assess, on an on-going basis, the effectiveness and impact of our work and enable informed decision-making on resource allocation/prioritisation.</p>	<p><b>Workstream 1B:</b></p> <p>With the new strategy, new team and some services being reviewed and changed, this project needs to be refocussed and can be part of the new strategy development work. The project is closed.</p> <p><b>Risks and Interdependencies:</b></p> <p>Large projects such as Elections, 50th planning and Freshers will always impact staff capacity, the planning had taken this into consideration.</p> <p>The roles of CEC Lead and Staff Team Lead for this project will both need to be reassigned due to the change in CEC and the appointment of the Director of Membership Services to the role of Chief Executive.</p>



**SECTION B2:**

**PROJECTS IN PROGRESS**

Project Number	Project Status	Project Scope / Description	Project Update
Project 7A	GREEN	<p><b>Workstream 7A – WORK IN PROGRESS:</b> Create new communities where students can benefit from social interaction and informal mutual support.</p>	<p><b>Workstream 7A</b> was initiated in March 2021.</p> <p><b>Completed:</b> Key requirements for platform established from Test and Learn project and other sources. Decision to pursue our own pilot supported by CEC. Project Team completed full options analysis including researching potential providers, attending demos with several providers, and receiving proposals from providers. Options analysis identified Aluminate as the most appropriate platform. Business Case for year long pilot approved by BoT. Advice sought from Head of Finance and Resources, StoneKing and DPO on contractual terms. Aluminate configuration completed. Significant additional work has been undertaken in relation to verification of Single Sign On (SSO) for OU IT, which has now been approved. Terms and Conditions for platform have been drafted by StoneKing and returned with amends.</p> <p><b>Key actions and next steps:</b> Finalise SSO integration with OU IT. Testing being carried out. Complete Aluminati training. Assign tasks to project team. Adjust timescale and scope for refocus of platform.</p> <p><b>Risks and Interdependencies:</b> Reliant on OU IT for the technical work to integrate single sign on with Aluminate. This has already significantly impacted project timeline. Need to stay in close contact with the DSE/MyOU team as there is still a significant interrelationship between the aims of the projects. Promotion of the platform by the Association and the OU will be critical for the pilot’s success.</p>



**SECTION B3:  
PROJECTS CLOSED**

# Completed Strategy Projects

## Quarterly Update Report – Jun 2023

Project Number	Project Scope / Description	Project Final Update
Project 10B	<p><b>Scope of work:</b> Produce a manifesto for life-long learning.</p>	<p>Work will be reassigned and continued in to Business as usual. This work will no longer be treated as a strategy project and will be continued over next few months.</p>
Project 9	<p><b>Scope of work:</b> To develop a Representation Action Plan to support the shared goals of the Association and Open University to ensure Student Voice is effectively heard at all levels of the University to improve outcomes for students. This work will aim to remove barriers to inclusion, increase engagement.</p>	<p>The academic representation code of practice draft was approved by the Student voice steering group where it was taken for review by members of this group. This marks the completion of one of the objectives of project 9.</p> <p>The student engagement standard had been destined for launch. Plans on how this will be carried out will be looked in to over the next few months. This work will no longer be treated as a strategy project and continued over the next few months.</p>



**SECTION B4:**  
**PROJECTS NOT YET STARTED**



Project Number	Project Scope / Description	Notes
<p><b>Project 3</b></p>	<p><b>Scope:</b></p> <p><b>Workstream A:</b> Implement a student support resource library.</p> <p><b>Workstream B:</b> Explore opportunities to expand our student support services through partnerships with external service providers, support agencies and societies.</p>	<p><b>Workstream A:</b> Within Business-as-Usual activities two mini-hubs have been created - one for EDI resources and one for individual representation resources – and scoping work has been carried out on the development of a broader Association-wide resources hub for use by students, volunteers and staff. It is anticipated that the development of a full resources library/hub will be considered as a development opportunity for the new website.</p> <p><b>Workstream B:</b> It is likely that any requirements for this work to be conducted will be determined by the outcomes of the annual service review (Project 1B).</p>



**SECTION C:**  
**BUSINESS PLANS UPDATES**

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- BoT asked to make changes to Deputy President hours permanent
- Support to complete staff handbook for consultation including finalising hybrid policy
- Work to explore cost and feasibility of staffing roles considering changes to how we do things and pending changes to subvention

## Issues & Risks

- 2024-5 will see confirmed cuts to our subvention which will require us to think creatively about how we operate. Changes to our operations will be essential.
- Introduction of a range of temporary contracts will need to be carefully managed.
- Increase in complaints and poor behavior in online spaces has been witnessed, resulting in demand on resource.

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Complaints Panel Pool being established.
- Safeguarding panel have received training and are in place.
- Environment and Sustainability Working Group: Building strong relationships with key University Stakeholders in Sustainability area.
- Terms of Reference updated to 2-year membership.

## Issues & Risks

- 2 open complaints – both relating to clubs.
- Trans, non-binary and intersex students do not feel adequately represented by the Association  
–listening exercise is planned.

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Recruiting Content Officer to Digital Communications team with focus on greater awareness of SLT work and achievements
- SLT meeting format greatly improved with more student-led conversations and less operational
- Open letter to DfE campaign launched, focusing on part-time student finance (childcare and maintenance)

## Issues & Risks

- Requirement to be more selective around public affairs work.
- Manifesto for Lifelong Learning has transformed into work on a Students Association manifesto for a 2024 General Election.

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- University Challenge team accepted onto TV stage of the show and episodes filmed (watch this space)
- Attended STEM student event in Wales office
- 738 nominations received for Tutor Awards
- Evaluations for Freshers 22J and 23B completed

## Issues & Risks

- Some difficult behaviour that had to be managed in one of our Clubs' on-line sessions
- Might need to reassess how we manage and deliver Tutor Awards next year as such large numbers of nominations are extremely time consuming to manage
- Loss of 19 clubs

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Basic BAU maintained despite reduction in staff
- VP Engagement collected pertinent reflections on the SLT's year
- The new stories regarding the Marking & Assessment Boycott appeared in the quarter's top 15 most visited web pages – a great step for building awareness of the SLT's pertinent role - looking out for students' needs
- Two new & reimagined roles created to tackle capacity issues & support the events incorporated in the new cyclical calendar approach (2024)
- SLT & Champions polled on their future comms support needs & membership of CharityComms established to provide resources for staff & stay up-to-date on industry knowledge – e.g. potential of AI in comms
- New Association Leaflet produced to be sent out to students in study materials – highlighting the SLT & encouraging Hoot submissions
- Members of new working group collated to tackle improvements requested by the SLT regarding The Hoot
- Opportunity identified for potential cross-working with OU marcomms collecting video content (building on past video success)
- A handful of quotes from MSL collected regarding key site improvements for oustudents.com – these are under assessment (at time of writing) – Andy has worked hard to keep on top of numerous live tickets

## Issues & Risks

- We haven't been able to fully capitalise on the excellent comms potential of VP Engagement – but the future looks bright with The Hoot working group, the co-option of the Comms officers for the Support Groups in the pipeline & a content collection exercise at SLT weekend being planned (at time of writing)
- We are hopeful that we'll have our new-starters in place before the end of the summer meaning we can avoid a clash between final Freshers preparations & induction to be shared with SLT
- Twitter verification has stalled – We are considering testing out paid verification for a month

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Library Study Volunteer Requests hit 450
- Groups Review Recommendations have started – OU Pride and the Black, Asian and Minority Ethnic Groups both had Elections.
- Co-Options for all three Groups ongoing.
- Student Advisors are presenting to all SSTs to further promotion of the service.
- Formalised process agreed between Ind Rep and Academic Services to help students get a better level of support from the OU.
- Peer Support Closure plans are in motion.
- Awareness Campaigns – Mental Health Awareness Week, Deaf Awareness and Loneliness Awareness Week.
- Ind Rep leaflet included with all SCO comms to students going through a CDC case.

## Issues & Risks

- Group Elections for OU Pride and the Black, Asian and Minority Ethnic Groups were partially successful.
- Continual co-options is preventing progress for engagement and remaining Groups Review recommendations.
- Our Trans students within OU Pride are feeling unsafe in our online spaces.
- We will soon lose a part time member of staff as Tom's contract comes to an end. This will inevitably affect our teams output.



## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Staff Handbook work completed and staff consultation underway. 5 x drop-in sessions to assist consultation.
- 5 x vacancies currently being recruited for. Interviews being held 20/21/26 June
- Ongoing staff HR Matters dealt with – agile working requests, OH referrals/Sickness matters/change of contracts/maternity leave/general HR queries and requests

## Issues & Risks

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Subvention negotiated and agreed for 2023-2024, deferring cuts for one year.
- Budget plan 2023-2024 completed for SMT and Chair of FRRC review ahead of BoT.
- Finance software implementation is under-way and project is on track.
- Support for strategy development
- Full review of office security access rights completed May 2023

## Issues & Risks

- Entering our busiest period at the same time as implementing new software and undergoing a re-organisation within the team.
- Review of GDPR policies has identified some actions in relation to the new website to ensure compliance. It is taking longer than expected to resolve due to capacity issues.
- Society non-compliance with affiliation requirements is a reputational risk for the Association and takes up too much time.

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Full Forum Moderator review completed, including changes to role specification, application form and training. CAP panel removed from Bye Laws and other required documentation. Complaints procedure now in line with OUSA 'Resolving & Settling Differences Policy' and 'Code of Conduct'
- Recruitment of new mods completed; final training will be completed by end of June.
- New mods will be assigned to forums in July 23.

## Issues & Risks

- £80k turnover cap forecast to be over limit and incur taxable profit. OU Student Shop will be closed from 15/07, reopening on 01/08 to help mitigate issue. This closure will be communicated via comms and shop pop up. Exam papers will still be available.

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Strategy development work ongoing. Missions, Vision and Values have been agreed.
- AMS comms created in anticipation of the final copy being complete.
- Proposal sent for consultation with students on launch activities and engagement with our new strategy.

## Issues & Risks

- Areas of work has been paused on Business plan due to reduced capacity in the team.

## Overview

This report will provide a summary of the Business plan update

## Achievements & Deliverables

- Vol and Rep Monthly bulletin shared across the teams
- Recruitment closed for student representatives (70 applications, 30 non-completed applications). 17 CDC applications.
- Student rep final briefings as committees finish for the academic year.
- Supporting with co-option for groups committees.
- Training for online moderators which is ongoing.
- Celebrated Volunteer week.

## Issues & Risks

- Low engagement from some Appointments committee members.
- Low student rep applications for some committees i.e. Post grad research and WELS