



QUARTERLY
STRATEGY PERFORMANCE
REPORT

January 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%	N/A		Results for 2022 AMS not available. Results expected next quarter.
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	177,902	143,361		New website visitors are currently on a downward trend. A truer indicator of underlying trends may be easier to see when we are able to compare the full first 12 months for the new site vs the full 12 months for the previous site.
4	New visitors to the Hoot (rolling 12 month figures) Measurement taken as number of new visitors to the main website	Quarterly	20,085	20,223		New visitors are continuing to grow on The Hoot.






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	●	See summary on pg 6
6	Returning visitors to website (Rolling 12 month) Number of visitors returning website	Quarterly	37,548	29, 634*	↓	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	2,392	2,497	↑	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	2.2%	2.3%	↑	Continued to increase with
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	Jun 2022	Sept 2022	Dec 2022	Quarterly Change	Year-on-Year Change
Societies	As at reporting date	17	17	17	No change	Decrease
Societies members	As at reporting date	7,887	7,887	7,948	Increase	Increase
Shop orders	In quarter prior to reporting date	235	314	499	Increase	Increase
Shop average order value	In quarter prior to reporting date	£36.16	£35.73	£31.52	Decrease	Increase
Assoc newsletter new sign-ups	In quarter prior to reporting date	59	234	452	Increase	Increase
Assoc newsletter open rates	Average for quarter prior to reporting date	22.3%	16.9%	29.8%	Increase	Increase
Assoc newsletter click through rates	Average for quarter prior to reporting date	2.4%	2.9%	4.1%	Increase	Increase
YouTube Video Views	In quarter prior to reporting date	2,481	1,908	1,908	Decrease	Increase
TOTUM cards	For 12 months prior to reporting date	10,623	10,240	9311	Decrease	Decrease
Peer Support Users	For 12 months prior to reporting date	148	146	137	Decrease	Increase
Library Support Requests	For 12 months prior to reporting date	126	127	112	Decrease	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 See summary on pg 8	Quarterly	N/A	N/A		Support group membership has continued to grow. Club members have increased as well as online events & meet-ups.
11	Quarterly volunteering participation Number of volunteers active in roles Year on year tracking	Quarterly	212	205		Reduction in year on year tracking, predominantly due to the micro-volunteer pilot ending earlier in this year.
11	Active in roles – Month on month tracking	Quarterly	Aug - 214 Jul - 200 Jun 202	Sept -193 Oct - 283 Nov - 220		Although a slight decrease this quarter, month by month roles are holding steady.
11	Applications from students to volunteer	Quarterly	65	30		

ENGAGE & INVOLVE - ENGAGEMENT

Activity Description	Measurement Basis	Jun 2022	Sept 2022	Dec 2022	Quarterly Change	Year-on-Year Change
Disabled Students Group members	As at reporting date	811	888	971	Increase	Increase
OU Pride members	As at reporting date	845	883	916	Increase	Increase
BAME Group members (excl FaceBook)	As at reporting date	133	149	159	Increase	Increase
Individual representation cases	As at reporting date	-	-	131*	-	-
Clubs	As at reporting date	83	56	53	Decrease	Decrease
Club members	As at reporting date	13,829	12,591	13,486	Increase	Increase
Number of online events & meet-ups	In quarter prior to reporting date	71	54	263	Increase	Increase

*First reporting of Individual Representation cases.

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	Annual Membership Survey Question 28 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. Results expected at the end of 2022.
16	Annual NSS Question 26 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	Student Leadership Report

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%	N/A	●	Results for 2022 AMS not available. Results available for the next strategic report.



SECTION B:

STRATEGY PROJECTS UPDATES



SECTION B1:
COMPLETED PROJECTS

Completed Strategy Projects

Quarterly Update Report – Dec 2022

Project Number	Project Scope / Description	Project Final Update
<p>Project 1A</p>	<p>Conduct membership research and analysis.</p> <p>Workstream 1A: 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>Workstream 1A: 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 & Insights Business plan for delivery and reporting for the 2021-22 AY and on-going.</p>
<p>Project 2</p>	<p>Individual Representation.</p> <p>Phase 1: 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>Phase 2 (subject to funding provision): 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>Phase 1: 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>Phase 2: 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 – Dec 2022

Project Number	Project Scope / Description	Project Final Update
<p>Project 4</p>	<p>Scope of work: 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>Project Required Outcome: 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>
<p>Project 8</p>	<p>Stakeholder mapping & analysis:</p> <p>Workstream 8A: 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>Workstream 8B: 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 – Dec 2022

Project Number	Project Scope / Description	Project Final Update
<p>Project 11</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 22nd and 23rd 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>Project 14</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 – Dec 2022

Project Number	Project Scope / Description	Project Final Update
Project 12 & 13	<p>Project 12 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>Project 13 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>Project 15, additionally incorporating Project 5 and Project 6</p>	<p>Overall Scope: Develop Comms Strategy and Marcomms Plan.</p> <p>Part 1: Develop Association Communications Strategy in same format as other enabling strategies (Volunteering & Research) incorporating aims (linked to strategic aims), objectives and measures of success.</p> <p>Part 2: Develop Marcomms Planning Tool 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>Part 3: Develop Association Marcomms Plan for 2021-22 AY 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>Project #5 (the development of a Student Engagement Value Statement)</p> <p>Project #6 (working with OU principal stakeholders to promote, sign-post and support the Association.)</p>	<p>Part 1: The Communications Strategy was completed in July 2021 and runs through to the end of the 2022-23 academic year.</p> <p>Part 2: The Marcomms planning tool was completed in October 2021 and will be regularly maintained vis business-as-usual processes.</p> <p>Part 3: 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>Project 5 The engagement value statement was completed during March 2022 and will be published via the ‘Get Involved’ section of the website.</p> <p>Project 6 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>Overall Scope: Improve our understanding of student needs, expectations and motivations and conduct a regular review of our services, engagement activities and communications.</p> <p>Workstream 1B: Service & Activity Reviews. 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>Workstream 1B:</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>Risks and Interdependencies:</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>Workstream 7A – WORK IN PROGRESS: Create new communities where students can benefit from social interaction and informal mutual support.</p> <p>Workstream 7B: - WORK NOT YET STARTED Create more opportunities for students to support other students though volunteering roles that are effective and adaptable to student needs.</p>	<p>Workstream 7A was initiated in March 2021.</p> <p>Completed: 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>Key actions and next steps: Finalise SSO integration with OU IT. Complete Aluminati training. Assign tasks to project team. Create volunteer role.</p> <p>Risks and Interdependencies: 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. SLT sponsor on break from role.</p>

Project Number	Project Status	Project Scope / Description	Project Update
Project 9	AMBER	<p>Revised Overall Scope: 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 action plan will: Develop, in conjunction with the OU, a shared Code of Practice for academic representation with the aim of improving the effectiveness of student voice within OU governance.</p> <p>Support the University's own Student Voice Action Plan.</p> <p>Develop shared principles for best practise and standards for Student Engagement, working with key OU stakeholders to promote the standards and embed student engagement in OU activities and projects.</p>	<p>Code of Practice 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. The next step is to identify how this document is shared widely across the university. It is equally important to note that the code of practice will require continuous reviewing as there might be changes across the governance structure or even within the Student Association that would need to be reflected in the code of practice.</p> <p>Student Engagement Standard The student engagement standard had been destined for launch at the student voice week in November however there had been minimal consultation with the new VP engagement due to busy schedules. After a recent meeting it was decided that we look at launching this in the new year. Plans on how this will be carried are currently being drawn in consultation with the VP Engagement. Following a recent meeting VP engagement suggested getting PVC students involved in supporting this.</p>

Project Number	Project	Project Scope / Description	Project Update
Project 10B	GREEN	<p>Workstream 10A WORK NOT STARTED Establish a process for authorising, funding, supporting and running campaigns.</p> <p>Workstream 10B: WORK IN PROGRESS Produce a manifesto for life-long learning.</p>	<p>Workstream A: This work will no longer be treated as a strategy project but will instead sit within the Policy & Public Affairs business plan for 2022-23, which will cover campaigning where we are specifically seeking to influence higher education policy. The Student-Led Projects initiative is currently creating a model for authorising, funding, supporting and running student-led projects. This will be treated as a 'Test & Learn' model which – if successful – can then be rolled out and used as a model for Student-Led Campaigning in other areas.</p> <p>Workstream B: The project team has met on several occasions now to agree a project plan as well as the key themes that will be addressed in the manifesto. The outputs from the project will include: A manifesto document (PDF – possibly printed – ongoing) A microsite containing the manifesto content but with more interactive features A launch event (with scope for further nations launch events) A comms campaign that effectively promotes the manifesto messaging</p> <p>The data has been collated and coded with areas of focus established. Due to personnel changes and other factors and a need to do this project justice, we have decided to push the timeline back so we hope to launch in February 2023. Currently in the process of drafting a copy of the manifesto. Focus groups have been conducted with the data due to be transcribed once the TEF student consultation report is complete We are also keen to get a comms campaign started as well looking at the practical side of organising a launch</p>



SECTION B3:

PROJECTS NOT YET STARTED

Project Number	Project Scope / Description	Notes
<p>Project 3</p>	<p>Scope:</p> <p>Workstream A: Implement a student support resource library.</p> <p>Workstream B: Explore opportunities to expand our student support services through partnerships with external service providers, support agencies and societies.</p>	<p>Workstream A: 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>Workstream 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

- Work on Governance reforms underway, with new recommendations going to the board 31st Jan prioritising reduction of workload for reps.
- As above, a new process for appointing deputies will be piloted over spring for the SLT.
- Annual report was submitted to Autumn Council and approved along with our charity accounts .

Issues & Risks

- Continuation of Interim Chair and CEO raises some risks but work to make permanent appointments is underway and decisions will be finalised by 1 Feb.
- The OU's statement regarding use of reserves to support financial sustainability, means we must look prudently at our own subvention and manage future risks to our own funds.

Director of Membership Services

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Two complaints have been closed utilising the Resolving and Settling Differences Procedure.
- Positive initial discussions with OU about utilising their Report and Support system for "safe space reporting" of Association issues.
- Environmental and Sustainability Working Group has recruited 6 student volunteers and is developing action plan.

Issues & Risks

- Single Sign On for Student Chat Platform has delayed project launch date.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- SLT agreed and adopted their four priority areas at the October SLT meeting
- Association 50th programme of activities now fully delivered – Thanks goes to Reiss for all of the work she has put in.
- CEO role description agreed with Chair of Trustees and now out for permanent recruitment.
- Ways of Working Group is now consulting over a draft version of a Hybrid Working Policy for office-based Association staff.

Issues & Risks

- Risks around ensuring capacity and resource are available deliver SLT priorities.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Freshers was a big success – 56 very well attended sessions
- 6 new meet-up hosts recruited on the back of the Student Voice Week and Freshers sessions
- 5 new clubs signed up since 01/10/22
- Society Committee met , 10 socs present
- 1 Society Grant awarded (History Soc)
- 2023 University Challenge Team selected

Issues & Risks

- Freshers – we had some concern that as we had an all new SLT that Freshers might be difficult to deliver – fears were allayed as the new reps were magnificent
- Some work has been paused due to the loss of Georgia – new Projects Officer Hannah will be in post by end of Jan

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Record-breaking voter turnout at By-Elections (2.9K)
- Second edition of SiSe newsletter was sent out – number of copies increased from 2 to 3 per institution
- Awareness Steering Group met for the first time
- VP Engagement welcomed students to an interactive programme of festive treats on The Hoot's 'Advent calendar'

Issues & Risks

- We're pleased that our second Officer Hannah has found a permanent position in Community, but equally this will reduce our capacity as a team
- Twitter's takeover may possibly impact the number of users. It has also introduced paid verification

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Groups Review is progressing nicely, and we should have recommendations to share with the SLT in March. We have held several Focus Groups and are having an in-person session with the student Steering Group in February.
- Peer Support Review also progressing well.
- Second SiSE Hoot magazine distributed to all UK institutions.
- We're up to 381 Library Study Volunteer Requests
- We have started a review of our owned webpages and content on the website and these will be updated soon.
- The DSG has a new 'microsite' which is still being populated.
- Head of EDI&SW and the President took part in the 'Lessons from Auschwitz' programme in November.
- We have welcomed Chibwe Mushibwe to the team as our second part time Student Advisor in the Individual Representation team.

Issues & Risks

- In order to allow our Groups and Peer Support Reviews to be included in the AMS for feedback, the project timelines have changed.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- The first BoT and SLT meetings of the terms ran really well and smooth, despite a few changes in the format of the meetings. Feedback following these was really positive.
- We have had 2 successful recruitments in the last quarter for the roles of Student Advisor and Projects Officer (Student Community). The Chief Exec role has also gone live internally so this is an upcoming recruitment.
- All PDSAs have now been completed. Paperwork has been finalised and the document has been returned back to each staff member
- The December Christmas/Strategy weekend was a great opportunity for staff and students to get together in a social setting.
- The new elects have settled in well and are now in the Teams space.

Issues & Risks

- OU have notified us that permissions can be granted allowing admins to access staff reports from Success Factors for their teams. Good news although we continue to chase the individuals in the OU to give us this access. Hopeful that will be done in time to produce the next BoT Staffing report.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Finance software project on track. Deadline for proposals is 4 January 2023.
- 2021/22 accounts submitted to Companies House, the Charity Commission and OSCR, including completion of Annual returns.
- New approach to reporting to SLT seems to have been well received.
- Risk register updated.

Issues & Risks

- Extensive technical and information security specification provided by the OU for finance software could be a barrier to providers submitting bids, limiting choice.
- Challenges for pending decisions around fixed term roles and 2023-24 budget planning due to OU seeking cost savings.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Webstore G7 upgrade on track to launch before Christmas, or early into the new year.
- Interim Stock take was held for items sold in the OU Student Shop.
- We have successfully setup the new OUSSWG which will help us navigate the workings of the shop into 2023.

Issues & Risks

- The opting out process continues to be an issue within the Ops Team. We have identified further sources of student data being used which is not within the current opt out process. Gemma is leading on this trying to resolve these issues through MT and GDPR groups. The other sources are MSL account emailing's and 21 mail chimp mailing lists.
- The amount of opt outs being received is very high with 600 being received over 3 weeks Nov-Dec 22. Gemma has brought this forward to MT and is working with Kate to see how we can improve the current system with MSL.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Survey and research project of the Student Submission for the TEF has been launched with a report due to submitted in January – hope to write a draft this month
- Held focus groups to inform the writing of the Lifelong Learning Manifesto (LLM)
- Potential partners for the LLM have been identified
- Submission to the Office for Students (OFS) was provided around the formation of the National Student Survey (NSS)

Issues & Risks

- Keen to involve AARs in the work surrounding LLM and cost-of-living campaign – some have shown more interest than others

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Promotion and postgrad event to encourage completion of Annual Membership Survey.
- AMS has now closed with 4221 students completing the survey out of 180,916. Analysis will start in the New Year.
- Strategy workshops delivered to SLT, trustees and staff. Strategy Development Group will be created in January.

Issues & Risks

- Capacity for strategy development work within the team next year.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Delivery of the By election where we had 58 overall nominations and 2938 voters
- Welcomed the new appointments committee. Organised and delivered induction and training.
- Supported the creation of the new Environment and Sustainability volunteer role. Over 45 students applied for the role.
- Created a new webpage for volunteers to share impact they are having within their roles.

Issues & Risks

- The university changing their finance process which led to the abolition of advance expenses for reps on governance committees.

Overview

This report will provide a summary of the Business plan update

Achievements & Deliverables

- Delivered two Twitter takeovers and lots of digital content in line with our October & November themes of Diversity & Men of the Association.
- On our second 50th birthday we launched our digital history book and the web-only version. Much of the same information will be used in the Digital Exhibition, which will go live early in the new year.
- Our final three podcast episodes were also shared.

Issues & Risks

- The very light fundraising activity and monthly podcasts are now with other team members to carry forward (if desired) due to Reiss going on mat. leave.