

TRUSTEE BOARD

Minutes of meeting held on 28th August 2014.

PRESENT:

Mark Bell (Overall President), Sarah Curran (VP Campaigns and Communications), Declan Sheils (Sports President), Colum Mackey (VP Jordanstown), Sarah Gordon (VP Belfast), Micky Quigg (VP Magee), Robbie Banham (VP Coleraine), Jim Coyle (External Trustee)

IN ATTENDANCE:

Aoibheann Fearon (External Trustee yet to be ratified), James Copeland (External Trustee yet to be ratified), Emmett Mullally (General Manager)

14.32 MINUTES OF LAST MEETING

The minutes of the meeting on the 23rd July were approved.

14.33 MATTERS ARISING

(Min 14.29 refers) The second solicitor's letter had been sent to the student in response to the complaints that had been raised and the student had also been informed about the setting up of the Governance Sub Committee. It was noted that the student had continued to send correspondence to the Overall President.

14.34 GOVERNANCE UPDATE

The Board discussed the plans for the proposed Governance Sub Committee. It was agreed that the committee's membership will include two sabbatical officers – the Overall President and VP Jordanstown, Democracy Coordinator, one member of Student Council, a representative from the Office of the University Secretary, James Copeland and Aoibheann Fearon.

The Sub Committee will meet mid- September to finalise Terms of Reference and will have the remit of reviewing the Students' Union Constitution and make appropriate recommendations for improvement. These will then be presented to Student Council for consideration.

14.35 NATIONAL STUDENT SURVEY (NSS)

The paper prepared by the Student Engagement Manager was discussed. The NSS is completed by final year University students on their academic experience and includes one question on the Students' Union. The 2014 Ulster NSS score for Question 23- *I am satisfied with the Students' Union at my institution* - was 52% which was a decrease of 7% from the 2013 score.

There had been a decrease in satisfaction on the Coleraine, Magee and Belfast campuses, with Coleraine's score falling from 66% to 52%. Jordanstown recorded a modest 3% increase to 52%.

One notable feature of the survey, as in other years, was that almost a third of respondents had answered *Neither* or *Not Applicable* in response to the question. This seemed to indicate that either

many students were unaware of what the Students' Union did or did not feel the services we were offering were relevant.

The Board noted that the internal Students' Union Satisfaction Survey had been completed by nearly 700 students at the year end and had included responses from all students, not just final years. A large number of respondents in the internal survey (54%) did not feel sufficiently well informed about what the Students' Union was doing. The Marketing and Communications Officer had implemented a comprehensive social media campaign which had resulted in significant increases in Facebook and Twitter followers but it was clear more work needed to be done.

The Marketing and Communications Officer is currently finalising the Communications Plan for 2014/15 and it was agreed she will present a Report on this to the next meeting of Trustee Board.

14.36 DATE OF NEXT MEETING

This will take place at the end of October and a date will be confirmed in due course.