



UWL SU

IMPACT REPORT

2024/25

Welcome

I am delighted to introduce UWLSU's first Impact Report. As a Students' Union that has been ranked consistently in the top 3 in England by NSS scores, and #1 in London for the past 10 years, I'm really proud to share our key insights and achievements. This is an important milestone for us as we are 1 year into our 2028 Strategy.

None of this would be possible without the brilliant efforts from our staff, student staff and student volunteers – Our culture is at the heart of what makes us such a unique organisation, and I want to thank everyone who has given their time and energy to making a real difference for our students.

Over the past year, we've continued to build on our strong ambitions rooted in inclusion, innovation and care. We're extremely proud of how many students have benefited from engaging with us. Whether it's a course representative impacting academic success, or as an international student attending one of our many student-led events throughout the year – every single interaction has mattered.

We have also worked exceptionally closely with our partners, UWL. It is our belief that a highly collaborative and critical friend approach is key to creating the best opportunities for students. We look forward to continuing our partnership and championing the student experience

Jamal El-Kalawy
CEO



Contents

2024/25 in Numbers 4

Our Voice 6

School Reps 7

The Big Conversation Review 8

Student Elections 10

Star Awards 11

Student Advice 12

Outreach 13

Campaigns 14

CEA's 16

Sports 17

Society Achievements 18

Union Awards 19

Student Led Events 20

Social Events 21

Gym 22

Commercial 23

Communications 25

Student Jobs 26

Snapshot of 24–25 Engagement*

83%

Engagement with
Student Population
in SU Activities

86%

Satisfaction
rate (Number 2
in the UK)

**The
Number
1 SU** in London
for the past 10 years.

* Excluding specialists, National Student Survey 2015–2025



**Over
57000**

interactions
with students!

**6100
students**

undertaking
a CEA

**2700
students**

taking part in
Social activities

**5700
students**

supported with
Outreach

**2500
students**

attending
Freshers Fairs

**1500
students**

supported
through Exam
Engagement

**Most
Successful**

Year for
Elections ever!

**Over
100000**

items sold in
our Commercial
Outlets

**8700
hours**

of student
staff shifts



Our Voice

STUDENT REPRESENTATION:

592 COURSE REPS ELECTED with over
95% OF COURSES REPRESENTED at every level

A FULL COURSE REP TRAINING PROGRAMME

delivered every year that includes Communication, Influencing and Leadership

256 STUDENT ISSUES

reported and resolved thanks to course reps

ALL COURSE REPS INVITED TO ATTENDED UNIVERSITY COURSE COMMITTEES

to shape curriculum, experience and operations

School Reps

✓ **School Reps have successfully got more industry leaders into their classrooms** after feedback students would benefit from this.

✓ School Reps gathered **feedback from over 50 students** about their experience on campus and were **integral in developing more social learning spaces** and designated study areas.

✓ School Reps collected feedback and worked with the course team and other teams at the University to **implement the latest software to computers around campus**.

✓ **School Reps have been a part of course development** for new and existing courses, giving a well-rounded student perspective and ensuring the **student voice is heard**.

✓ School Reps **regularly promote support services** for students and support them to access these services.

✓ School Reps have worked with the **Library team to get books, journals and resources for students**.

School Rep wins:

- ✓ More industry leaders into classrooms
- ✓ More social learning spaces and designated study areas.
- ✓ Lobbied for updated software on computers across all campuses.
- ✓ Shaped course curriculums and development for new and existing courses
- ✓ Regularly promoted support services
- ✓ Improved books, journals and resources for students

BIG CONVERSATION REVIEW –

What is the Big Conversation?

The Big Conversation in partnership with UWL is an engaging and face-to-face conversation that each new student gets with a member of staff in the Students' Union; this is either a full-time staff member or student staff.

The conversation includes questions about how they are feeling as new students; questions on whether they would like to receive more information about other UWL support services; and questions to obtain demographic insights.



These are
the headlines
from this years

BIG Conversation:

Insights from
**3402 new
students,
that's 75%**

of the new student
population came
through the **Big
Conversation** this year

**More
Students
Living at
home than
ever before**

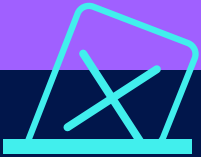
Approx
85%

of students have a job or would like a
job around their studies

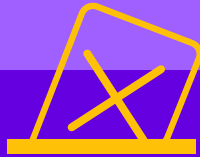
83% of Students wanted to
explore Clubs and Societies

University and SU rankings
2nd highest reason for choosing
to study at UWL

Student Elections –



6995
votes
cast by
2,804
students



20.5%
voter
turnout –
OUR
HIGGEST
EVER!



20
active
Candidates
for Elections
– **Our highest**
ever!



**20 candidates ran
for the 3 roles and
winners were:**

President: **Namira Shrestha**
Vice-President Education:
Adarsh Sangeetha
Vice President Student Activities
and Participation: **Sanaa Kazi**

STAR Awards:

OUR SPECIAL THANKS AND RECOGNITION (STAR) AWARDS

Our **STAR Awards** are a chance for students to celebrate the incredible teaching and support staff who make a real difference at UWL and in the Students' Union.

All nominations come directly from students, recognising those who go above and beyond to support, inspire and empower them.



Impact:
1192
Nominations for
274
Members of Staff



Student Advice

Advice on Tour was delivered across **SMR, Paragon and Fountain House Campuses.**

Through this,

297

students engaged with the service and were able to get further information and support.

Our Advice team have also seen

579

cases in which students have received support from our advisors.

The support is available all year round and can include support for:

- ☒ Mitigations and Extensions
- ☒ Appeals
- ☒ Disciplinary Panels
- ☒ Supporting Complaints processes



THE OUTREACH PROJECT,

in partnership with UWL, is where we aim to **contact every student at UWL via a phone call or an email**. This project was started back in 2021 and has continued to grow year on year, allowing us to target schools who are under engaged with the students' Union, as well as being able to **signpost students to the Students' Union and University support services** to ensure that they are receiving the support they need.



This year we have been able to speak with:
5700 students!



That's
36% of the student population
who we've been able to support over the phone.

Outreach



Campaigns



LGBTQ+ History Month

Crafternoon event: Tote bag and pronoun badge making

LGBTQ+ Seminar
Sip & Slay hosted by the LGBTQ+ Society



Black History Month

Black Excellence Night

In conversation with... Fadumo
Journeys to Success



Women's History Month/ Women's Network

Women's only MMA beginner's class

Women's Round Table Event

Women's History Month
Crafternoon DIY & Defy



Campaigns for Students

**Paragon
Desk Project**

5000

Interactions from

1763

Students

Delivered
multi-campus
awareness campaigns
such as, **Sexual** and
**Mental Health, Men's
Mental Health,** and
Celebration days

Exam Engagement
supported

11.4%

of the Student
Population which is

1553

Students through
2643 Interactions.

CEA's

Community, Course and Career Enhancement Activities in partnership with UWL are some of the largest bits of work we deliver as the Students' Union.

We recognise that each cohort is different, and we work to ensure that every student has the best possible experience. To do this, we collaborate with course leaders, schools and colleges to enhance both the learning environment and the wider student experience at UWL.

From **guest speakers**, to **trips**, **workshops** and **course socials**, this programme creates engaging opportunities that helps us to deliver a better experience to all our students.

THIS YEAR WE HAVE DELIVERED 153 CEA'S WHICH INCLUDED:

83

Course
Enhancement
Activities

38

Career
Enhancement
Activities

20

Community
Enhancement
Activities

12

Enhancement
Week
Activities

These activities are delivered across all courses, and we aim to deliver to **95% of all Level 6 courses** which we exceeded this year!

Through these CEA's we had **10428 interactions** with **6076 students** which was our most successful year ever, with **44.7% of UWL Students having a CEA!**



SPORTS

TOTAL ACTIVE TEAMS:
15 SPORTS TEAMS ENGAGING 529 STUDENTS.

EVENTS:

**Rugby
Raised:**
£5,199
for
Movember

**Netball
Raised:**
£419.50
for Women
in Aid

**Football Men's
Raised:**
£283.13
for Alice
Hospice Charity

Cheerleading delivered the half time
shows at **Ealing Trailfinders**

Varsity against UCFB had 3 new teams
involved in the day tournament Badminton,
Cricket & Table Tennis with our normal
Football x3, Rugby, Netball, Cheer & Basketball.

Society Achievements

47
Total
active
societies

17
Academic
societies

Women in Tech Society

- Grown to **20+ active members**
- Ran **Hackathons** and **Workshops**
- **Collaboration** with 'Rewriting the Code'

Business Society

- Regular Professional Development Events
- Ran the **Claude Littner Business Challenge** with a £10000 Prize for the winners
- Encouraged **50 students to create new business ideas** which were pitched to Claude Littner himself

Nepalese Society

- **3rd Nepalese New Year event** was the biggest ever
- A **cultural Showcase** of Dance, Food, Music and community
- **Encouraged outreach** to wider university community

Finance Society

- **Led Collaborations** with **academic** and **external stakeholders**
- Delivered **Hackathons** and **Workshops**
- Collaborated with **Apprentice Candidate Chisola Chitambala**



Union Awards:

The Union Awards is our annual celebration of the students who make a real difference to life at UWLSU.

Each year, we come together to recognise the achievements of student groups, sports teams, course reps, and individuals who have shown exceptional commitment, leadership, and contribution to our community.

850+
Nominations

20
Winners of
Awards

175
Students in
Attendance

Student Led Events

**RUGBY'S
MOVEMBER
NIGHT**

**WOMEN
IN TECH:**
'How to Get a
Job in Tech'
with Jade
Wight from RTC

**CLAUDE
LITTNER
BUSINESS
CHALLENGE**

**BAKING &
FILM SOCIETY**
Pizza Making
Night

**CHEERLEADING
VARSITY
TAILGATE**

**NEPALESE
NEW YEAR**

**K-POP SOCIETY
PRESENTS:**
Seoul Food &
Games Night

**UNICEF UK
BABY FRIENDLY
INITIATIVE**
Virtual
Conference
Viewing
presented by
The Midwifery
Society
(Virtual event
at Reading
and Paragon
campus)

**INDIAN
SOCIETY:**
Tamil New Year

**CHINESE
NEW YEAR
CELEBRATION**

**BOLLYWOOD
BALL**

**DRAMA
SOCIETY
PRESENTS:**
Alice in
Wonderland
Pantomime
Snowsports:
Snowball

53
**Total
number
of SLE**

2970
**Total
number of
engagement
from SLE**

Social Events

Social events allow our members to enhance their student experience by taking part in a wide range of Activities during key points of the year.

2006
Freshers Fair
Attendees

360
Students at
our **Halloween**
Circus

1222
Students in our
Refreshers
Activities



GYM

The 2024/25 period has been a year of major growth and improvement for the Gym, with significant investments made to enhance both our facilities and the member experience.

Facility Improvements:

✓ The **fitness suite** underwent a full refurbishment and is now fully equipped by Technogym, offering state-of-the-art cardio and strength equipment.

Classes & Activities:

✓ A total of **432 classes** were delivered between **August 2024 and June 2025**.

✓ We have new classes available including Hyrox, Spin, Pilates, Strength Circuits and Functional Fitness Sessions

Membership Growth:

✓ We reached a total of **830 members** during this period.

✓ **400 of these were students**, representing the highest student engagement we've seen to date.



Commercial

Freddie's and Coffee Union reports

In summer 2023, **Freddie's** underwent its most significant transformation yet. Designed around student comfort and flexibility, it now offers space to **study, game, relax, enjoy entertainment**, and **share food and drink** with friends.

Freddie's has grown from a single room into a welcoming destination on campus — a place **where students connect, unwind** and **feel at home**.

Transactions this year (From Aug)

Coffee Shops

84,652 transactions, £273.3K

Freddie's

16,520 transactions, £111.4K



WE'VE SOLD



9,594
Sandwiches



2,500
Cookies



603
Jacket
Potatoes



12,037
Lattes



Over
30.5k
Shots of
Espresso in our
hot drinks



997
Pizzas



963
Portions
of Fries



7,132
Pints

**And across all commercial over
8,700 Hours given to student staff!**



THE MONEY GENERATED BY OUR
COMMERCIAL OUTLETS GOES BACK
INTO HELPING TO DELIVER AN
AMAZING STUDENT EXPERIENCE!



Communications



516

Number of
items of
Merch Sold



320k+

Site visits to
UWLSU.com



1.1k

Follower
evolution -
Instagram



14%

overall
increase on
Instagram



26%

Increase on
TikTok



3,154

Entries into
Giftmas!

Student Jobs

None of this impact is possible without student staff across our events, outlets and voice programmes

96

**Student
staff** hired
this year

22615

number of
hours worked
by students

Student staff
leave a legacy -
over

50%

of our **permanent
SU staff** were
students at UWL



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