



# uwltsu 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

<b>2024/25 in Numbers</b> .....	4	<b>Sports</b> .....	17
<b>Our Voice</b> .....	6	<b>Society Achievements</b> .....	18
<b>School Reps</b> .....	7	<b>Union Awards</b> .....	19
<b>The Big Conversation Review</b> .....	8	<b>Student Led Events</b> .....	20
<b>Student Elections</b> .....	10	<b>Social Events</b> .....	21
<b>Star Awards</b> .....	11	<b>Gym</b> .....	22
<b>Student Advice</b> .....	12	<b>Commercial</b> .....	23
<b>Outreach</b> .....	13	<b>Communications</b> .....	25
<b>Campaigns</b> .....	14	<b>Student Jobs</b> .....	26
<b>CEA's</b> .....	16		

# 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

## Freddies 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

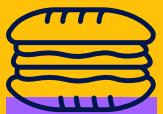
**84,652 transactions, £273.3K**

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**



[uwl.su@uwl.ac.uk](mailto:uwl.su@uwl.ac.uk)  
020 8231 2276