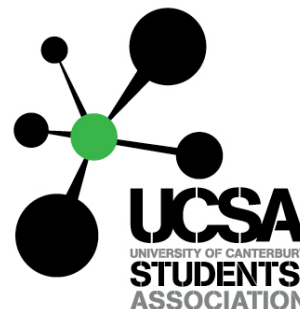


From: UCSA President
Date: July, 2013
Subject: Half AGM Report



1. Introduction

2013 has, so far, been an epic year for the Association. Announcing three international headline acts, launching the Subsidised Dental Scheme, holding our first ANZAC Day Memorial Service... There's been a lot going on!

As well as the opportunities that we've had on offer for students, we have also been working to bring the strategic vision of the UCSA into line with the core values of the organisation. This has included continuing to work through the issue of the UCSA Building, realigning the provision of food and beverage to bring it back under UCSA management, and recruiting a new Chief Executive for the Association.

While 2013 has certainly seen significant work streams progress, the UCSA Executive are confident that not only have all decisions been undertaken with the utmost commitment to UC students, but that they will strengthen the Association's position moving forward into 2014 and beyond.

2. Representation & Governance

The UCSA Executive has continued to represent students across the university, and have done so with commitment, enthusiasm and integrity.

The Executive meet three times per term, as well as holding regular workshops as required on specific issues. In addition to this, regular catch-ups are coordinated both within the internal portfolios (such as the Clubs and Events subcommittee) and the external, on any arising academic issues.

The external portfolios undertaken by the general members of 2013 Executive are as follows:

| Name | Portfolio |
|---------------------|--------------|
| Shane Soulsby | Engineering |
| Sarah Platt | Science |
| Jared van der Geest | Commerce |
| Hugh Mack | Arts |
| Michael Kensington | Law |
| Lisa Reynolds | Education |
| Bjorn Arndt | Postgraduate |

| | |
|------------------|--------|
| Tyrone Elkington | Sports |
| Mitchell Croft | Clubs |

Each member of the general executive also sits on at least one internal committee out of the following:

- Welfare and Advocacy (dealing with issues of hardship)
- Clubs and Events (dealing with clubs and grants)
- Expenditure (dealing with issues of investment and policy, to bring to the Executive)

UC students have (and will continue to be) represented at the following forums across the university:

- Over thirty (30) committee and faculty meetings internally
- All Discipline and Academic Progress Committees
- Joint Operations Advisory Board
- University Council
- University Council subcommittees;
 - Academic Board
 - Finance, Planning and Resources Committee
 - Audit and Risk Committee

In order to support the UCSA Executive, the UCSA Advisory Board meets monthly. . The Advisory Board are exactly that; they can only advise and make recommendations. However, it is an incredibly valuable resource for the Executive who are tasked with making decisions of a large magnitude.

The Advisory Board is comprised of up to six (6) independent members, and the President, Vice-President and Finance Officer. Members of the Executive and the Chief Executive are in attendance at meetings.

In 2012, the Advisory Board comprised of:

| Name | Appointed |
|--------------|------------------|
| Nigel Watson | 2006 |
| Joanne Milne | 2010 |
| Pip Tschudin | 2012 |
| Jeremy Blake | 2012 |
| Paul Munro | 2013 |

3. Chief Executive

In 2010, Martin Mongan was appointed as Interim Chief Executive of the Association (with the intention of keeping the UCSA steady during the period of recruitment). His appointment commenced one week before the September earthquake; and so he remained to assist and help in (what everyone will remember) was a tumultuous period. Following that, with February's subsequent incident, Martin undertook the role of CE for a fixed term (until June 2013).

Martin provided invaluable leadership, strength and stability for the Association during one of its more challenging points of history; and we are grateful for his commitment and energy that he dedicated to the students of UC.

At the time of writing, the Executive and the CE Employment Committee are pursuing the recruitment of a new CE, through the use of a recruitment company, EQI.

We expect to have made a decision on this by early August.

In the interim (as is often customary for student associations) I am acting as CE, with fantastic support from all of the UCSA managers.

4. Services

A significant portion of the UCSA's interaction with students comes through our excellent services team.

Executive Summary:

| Advocacy & Welfare | Actual | Half Yearly Target | Var % |
|---------------------------------|---------------|---------------------------|--------------|
| Student Intake/UCSA Help | 596 | 365 | 63% |
| Foodbank Granted | 71 | 100 | -29% |
| Emergency Dental | 40 | 74 | -46% |
| Subsidised Dental | 669 | 643 | 4% |
| Hardship | 31 | 28 | 11% |
| Advocacy | 89 | 84 | 6% |
| Class Reps | 380 | 375 | 1% |
| Total | 1876 | 2044 | -8% |
| Total (excl class reps) | 1496 | 1294 | 16% |

| Media & Comms | Actual | Half Yearly Target | Var % |
|--------------------------|---------------|---------------------------|--------------|
| Facebook | 18,720 | 12,750 | 47% |
| WebHits | 354,518 | 275,000 | 29% |
| Revenue | 215,198 | 254,325 | -15% |

| Activities & Events | Half Yearly |
|--------------------------------|--------------------|
|--------------------------------|--------------------|

| | Actual | Target | Var % |
|--|--------|--------|-------|
| TOTAL Club events | 159 | 60 | 165% |
| International Club events | 25 | 15 | 67% |
| Number of Student participants | 40,240 | 35,000 | 15% |
| Number of Large Events (500+) | 17 | 15 | 13% |
| Attendance at Events (70% capacity) | 51,804 | 49,000 | 6% |

| JV UC Sport | Actual | Half Yearly Target | Var % |
|---------------------|--------|--------------------|-------|
| Athletes | 160 | 50 | 220% |
| Coaches | 15 | 9 | 67% |
| Sports | 8 | 8 | 0% |
| Competitions | 22 | 9 | 144% |

Overall, the team has over performed to plan. The results demonstrate an extremely relevant service matrix that is highly regarded not only within operational circles, but (more importantly) the student body it is charged with serving.

Advocacy & Welfare

| Advocacy & Welfare | Actual | Half Yearly Target | Var % |
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| Student Intake/UCSA Help | 596 | 365 | 63% |
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Commentary

We have exceeded our six month plan, however some areas of our A&W service are remain below plan.

Emergency Dental Scheme (EDS) remains undersubscribed. This is due to the impact of (and efficiencies gained from) the subsidised dental programme. It is clear that the need for emergency dental remains, however most treatment can be delivered within the subsidised dental service. Given that our subsidised scheme is only marginally oversubscribed (4%) this appears to be a viable option when considering the future of the EDS.

Surprisingly, Foodbank has remained undersubscribed. This service was heavily utilised at the start of Semester one and appears to be tracking similarly for the beginning of Semester two (8 July).

Overall we are 82% of 2012 YTD. Whilst we are forecasting a 2013 under-subscription, we will have delivered a result 75% ahead of 2012.

All other services remain in place and on track.

Media & Communications

| Media & Comms | Actual | Half Yearly Target | Var % |
|---------------|---------|--------------------|-------|
| Facebook | 18,720 | 12,750 | 47% |
| WebHits | 354,518 | 275,000 | 29% |
| Revenue | 215,198 | 254,325 | -15% |

Commentary

Overall our media channels continue to out-perform plan. We have high engagement and high quality products.

Sales are well behind budget (15%), but are ahead of this time last year (12%). Most recently we have experienced an upswing in sales this is due to a refocusing of resources (increasing yield, rather than saleable opportunities), and a better understanding of the student market. We have gone to market with a number of new products (combinations of online, in print, on campus) that seem to be well received. EOY forecast remains 25% below plan.

Activities & Events

| Activities & Events | Actual | Half Yearly Target | Var % |
|-------------------------------------|--------|--------------------|-------|
| TOTAL Club events | 159 | 60 | 165% |
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| Number of Student participants | 40,240 | 35,000 | 15% |
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Commentary

Thus far 2013 has been a stunning one. Incorporating the single most successful festival the UCSA has ever delivered; Orientation 2013, a well delivered, well received Graduation Ball, and a comprehensive Arts Week the UCSA has engaged approximately 92,000 students (cumulative). Both revenue and expenditure is better than plan.

We have 123 clubs operating on campus, an increase of 22% on last year. This is a well-balanced matrix of clubs (sport, social, cultural, faculty). The increase in club numbers has led to a larger than expected offering of club events (some 159 YTD), with a two-thirds increase of international activities.

Resources

Most recently the UC has had to close two large recreation spaces on the Dovedale campus. This has led to the displacement of some 12 clubs (and associated activities) and increased pressure on the UCSA to help find new, appropriate space. We are currently working up a solution.

JV UC Sport

| JV UC Sport | Actual | Half Yearly Target | Var % |
|---------------------|--------|--------------------|-------|
| Athletes | 160 | 50 | 220% |
| Coaches | 15 | 9 | 67% |
| Sports | 8 | 8 | 0% |
| Competitions | 22 | 9 | 144% |

Commentary

UC Sport continues to perform well. A good partnership between the UCSA and UC exists, and this leads to great sporting opportunities for students. Where we targeted 70 athletes for development, it is clear that a working relationship between the two organisations will bear much greater fruit. Already achieving the goals set for 2013, the team is positioning itself for improvement in 2014.

5. The UCSA Building

A verbal update will be provided at the Half AGM.

6. Commercial Activity

a. Food and Beverage

Earlier this year, the UCSA Executive made a unanimous decision not to proceed with the contract for Compass Group management of the UCSA-owned food and beverage services.

This decision was very carefully considered as the Executive is acutely aware of the significance of this decision and its implications. However, after having 2012 as a precedent year under the Compass model, the Executive strongly feels that in order to best meet student needs and to fully enhance the student experience, UCSA needs to re-take control over this vital aspect of campus life. With such control UCSA can best operate retail pricing, product delivery and opening/closing hours to the benefit of the student experience, which may not align with a purely commercial return.

It is the UCSA's student-focused vision and philosophy which has been the driver of this decision and, although we recognise that seismic events and the resulting lower student numbers have resulted in some trading challenges, the financial outcomes or models have not been the motive behind this decision.

We have taken a huge number of learning from our involvement with Compass in terms of effective delivery of food and beverage services. There is clear evidence that when it turns its attention to it, the UCSA has the capacity to increase its competency and better serve its students.

Moving forward UCSA has a number of work streams underway to ensure a smooth transition from Compass to UCSA management. These include managing the following key areas carefully, in order to ensure a smooth transition as of Friday, 2nd August 2013. An interim food and beverage manager has also been appointed, in order to lead this process.

- Staff – *all Compass staff have been offered positions with the UCSA and are in the process of transferring over as of time of writing*
- Stock
- Supplier relationships

The UCSA Executive are committed to ensuring that food and beverage on campus is student-focused and student-driven; and so, once the transition has been completed, will be looking at available opportunities to develop the offering on campus. We are incredibly excited about moving forward, and are intent on seeing range, quality and pricing models that reflect our environment.

b. Forestry Block

In 2010, the UCSA Executive purchased a block of land, which they had previously held on a long-term lease. At the time, the block offered value in regards to Lyall Lodge (a house that was anticipated to be used by clubs); however, due to a number of consolidating factors (including a lack of forest management, serious state of disrepair of the Lodge, and a change in environmental policy) the value was therefore less. Following a 2012 evaluation of our assets and financial interests, the sale of the block was mooted. Martin Mongan, under the directive of the UCSA Executive, pursued this into 2013.

A cooperative of buyers (who were actually using the site already, for mountain biking, etc) expressed interest and made an offer. The UCSA Executive (upon recommendation by the Advisory Board) accepted this, and the agreement for sale and purchase is in the final stages of completion at the time of writing.

7. UBS

A verbal update will be provided at the Half AGM.

8. Financial Update

As at time of writing, the UCSA's year-to-date performance remains \$14,000 ahead of budget; however the Executive remain conscious of several areas of financial risk to the organisation. These include:

- Advertising and sponsorship revenue remains behind budget for the year, however the higher than budgeted income generated from strong ticket sales (Orientation, etc) have contributed to Student Services remaining ahead of budget (year-to-date).
- The Early Learning Centres are tracking slightly behind budget, due to over anticipated family assistance revenue and wage costs.
- Depreciation year-to-date is higher than budget, due to the higher asset base as anticipated during the setting of the budget.

- Food and beverage income is down on budget; however, with the changes, as detailed above, this is an area that is receiving extra scrutiny, and we continue to work with KPMG on the budgeting of this.
- We are managing the cash flow forecast, with advice from KPMG, and are conscious of the need to be prudent and cautious moving through the next few months.

The UCSA Executive will continue to monitor the financial situation of the organisation in conjunction with KPMG.

9. UCSA Elections

Nominations for the UCSA Executive for 2014 are now open; and close on Friday, 26th May. Nomination forms are available from the UCSA Reception.

There will be a notified candidate briefing, followed by the traditional two-week campaign period.

Voting will occur across the Thursday, 8th August and Friday, 9th, with election results announced on the evening of the 9th.

The Executive have appointed Morna Neilson as the 2013 Returning Officer, and any enquiries about campaigning, etc, should be directed to her at mjn73@uclive.ac.nz.

10. Thanks

The UCSA is truly a pretty incredible organisation. Very few other student associations demonstrate the flexibility, nimbleness and commitment that the UCSA is able to; and it is a testament to the students of UC (both past and present) that this is the case.

The UCSA Executive of 2013 has been outstanding – and has done (and will continue to do!) and exceptional job. I would like to recognise all members of the Executive, who have attended countless workshops, cooked BBQs, debated policy, socialised, facilitated and attended meetings and represented the UCSA to the best of their ability. Great job team.

In particular, I would like to thank Andrew Ramsay and Tom Beaumont for their continued support and dedication.

On behalf of the Executive, I would also like to pay tribute to all of the staff who work for the UCSA: including the administration team, the services team, the ELC staff, the food and beverage staff, as well as those who support our organisation on a more casual basis. While 2013 has been challenging, your energy and enthusiasm is absolutely integral to our success.

I would also like to thank Martin Mongan, who recently completed his fixed-term contract with the UCSA (as discussed above). Martin was a source of great stability and strength over uncertain times, and will certainly be missed by the organisation.

Finally (last but by no means least!), I would like to thank all of the students of the University of Canterbury. You are an exceptional bunch and it has been a privilege to work to try and make your lot just that little bit better. 2013 has involved a significant amount of strategic work to bring the UCSA to a point where it is best able to face those challenges, and to serve students to the utmost of

its ability. The UCSA Executive, through their determined and continued dedication, has enabled these work streams, which will benefit both current and future students in the years to come.

A handwritten signature in black ink, appearing to read 'Erin Jackson', with a large, stylized flourish at the end.

Erin Jackson

President

University of Canterbury Students' Association

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