

Annual report 2018

Preface from the board

Welcome to the Student Union annual report of 2018. This report contains the five ambitions from the strategic plan 2016-2019 and gives an explanation based on the action points (**aims**). These aims were created for the annual plan of 2018. We will give you insights into the issues and successes that have arisen during the previous year at the Student Union.

During 2018, a lot has happened in various areas at the Student Union. The Member for a Day platform has been launched, allowing students to experience a day as an association member with a buddy. To further aid students, the Student Union started collaboration with health insurer VGZ to improve the mental welfare of students.

Besides that, the Student Union worked together with Campus & Facility Management to create new outdoor sports accommodations at campus. T.C. Ludica got four new tennis courts, DHC Drienerlo got a modern hockey field and we installed a new multicourt. Grolschcafé the Stek in the Bastille is now also fully operational. Furthermore, Novel-T and the Student Union have joined forces to start creating the Start-up Hub, a start-up incubator, on the second floor the Bastille. This annual report will give an overview of the multitude of other projects of the Student Union.

We cannot make this happen on our own. We would like to take the opportunity to thank all students, associations and umbrellas that have been committed for the student community in Twente together with us. Next to that, we are very thankful for the help and effort of all UT departments and employees. We are looking forward to next year.

Kind Regards,

The board of the foundation Student Union University of Twente,

2017 - 2018

Roos Edgar	President, Policy & Strategy, Organisation & Staff
Albert-Jan de Croes	Finance, Accommodation, Enterprises, Entrepreneurship
Femke de Gooijer	Sports & Culture
Tom de Koning	Academic Development, Education, External Affairs
Jordi Weggemans	Communication, Internationalisation

2018 - 2019

Roos Edgar	President, Policy & Strategy, Organisation & Staff
Arthur de Lange	Finance, Accommodation, Enterprises
Sietse van Mossel	Sports & Culture
Tom de Koning	Academic Development, Education
Jeroen Bos	External Affairs, Entrepreneurship
Roos de Vries	Communication, Internationalisation

Preface from the Supervisory board

Abbreviations

SU	Student Union
UT	University of Twente
HR	Human Resources
LISA	Library, ICT Services & Archive
CES	Centre for Educational Support
GDPR	General Data Protection Regulation (NL: Algemene Verordening Gegevensbescherming)
SUN	Student Union Network
ICOS	International Committee Organisation of Study associations
SIP	Student Internationalisation Platform
MoMi	Dutch Modern Migration Act
ISA	Indian Students Association
GMM	General Member Meeting
MTAD	More Than A Degree
BIP	Board Improvement Program
CFM	Campus & Facility Management
SACC	Student Affairs Coaching & Counselling
M&C	Marketing & Communication
CRM	Customer Relationship Management
SUAS	Student Union Afternoon Sessions
PACT	Pakkerij Advice Committee Twente
LTSH	Long Term Strategy for Housing
HTHT	High Tech Human Touch
FOBOS	Financial Support Extraordinary Circumstances Support Students (NL: Financiële Ondersteuning Bijzondere Omstandigheden Studenten)

1. The SU will focus internally on becoming a more stable and professional organisation.

Internal organisation

Aim: By the end of this academic year, there is a recalibration plan for our organisation, that is ready to be implemented.

The SU is an organisation for and by students. The downside of such an organisation is a lack of continuity over the years. Sometimes it's hard to determine the exact role of the SU. That's why we started working on a revision of our organisation in February 2018, with help from two employees from the HR department. During this recalibration we took a critical look at the tasks and role of the SU. We have spoken to different employees and students to gather input and opinions about the role the SU should have. The implementation consists of three parts;

- 1) An HR strategy for our own organisation;
- 2) Defining roles for project support from employees. We concluded that someone with strong skills on sharpening processes is of added value within the SU;
- 3) Creating a document to provide a clear division of responsibilities between the SU and UT. This document is for internal usage mainly and the goal is to prevent a project overload for the SU.

Increasing student involvement by making our policy data driven

Aim: To work together with LISA and CES to ensure full linkage between OSIRIS and SUN before the launch of SUN, making sure that the data in SUN is up-to-date (this is a prerequisite for the second aim).

We had close contact with LISA/CES and updated the specifications of the link between Osiris and SUN. So the link is made, however, without a working frontend (the next step in 2019) we cannot test the link yet. Furthermore, we were also writing contracts and revising the system to comply with the regulations of the GDPR. Before we launch, the link between Osiris and SUN will be carefully tested by LISA to ensure its security.

Aim: Before June, if we successfully link Osiris and SUN, we ensure the launch of SUN. We will make it available to associations, using the ICT project management expertise of LISA.

The launch did not occur because of changes to the privacy laws and because there was no working front-end. Building the front-end was delayed because no developers could be found who were willing to work for free. Instead, we hired payed committee members. At this moment, those payed members are making quick progress. Therefore, we hope to launch the alpha version of SUN halfway through 2019.

2. The SU encourages students to integrate, in order to realize a huge community feeling at the UT.

Buddy

Aim: The first version of the online Buddy-platform has been developed and can be found on the website.

Our first step was to create support for the idea. Many parties at the UT were asked for their opinion, among which the umbrellas, ICOS, UT employees, the Buddy committee, and via our international student survey. We realized the idea was widely supported. Using insights from the Buddy committee, the platform was fully developed by Webhare, and then tested and improved by the SU. Next, associations were contacted to be part of the platform. Finally, it was launched in December of 2018. In 2019, we will monitor participation in the first run of the platform, run a large campaign to increase visibility, and increase the number of associations represented.

Internationalisation: collaborate and align

Aim: Together with UniTe and the umbrella associations, the SU will evaluate SIP in order to make a decision on its form and goals.

This topic is discussed during several SIP sessions and a meeting with the umbrella boards. The input showed mixed views on the continuation of SIP; the prevailing opinion was that because SIP called together the same group of students regularly, eventually no new conclusions were being reached by the platform. SIP also delivered its final report. Some of the main follow-up points are the stimulation of open trainings, helping CES to improve the MoMi regulations and to improve the information provision for international students. During the board transition period, the SU analysed data from the SIP discussions. We decided not to continue with SIP. Instead, we think we can get equally useful student input by incidentally calling together a forum when a relevant topic arises.

Aim: WorldRide has at least one initiative each month leading to more cultural awareness of the currently hosted culture. At the end of the year these events have a total amount of visitors of at least 200.

At the beginning of 2018, the WorldRide Committee chose to organize "Country Months", with each month devoted to a different country. The committee did this by 1) organising events/initiatives in collaboration with partner(s)/individuals, 2) promoting events from partners that fit within the concept (platform-function) and 3) organising events/initiatives themselves. Up until the summer, WorldRide (co-)hosted a total of 12 events, with partners like ISA, Vrijhof and Australian students. In total, this led to 528 participants (not individual) for all events in the first half of 2018. After the summer, it was difficult to find committee



members. This meant no WorldRide events were organized after one in September of 2018. However, enough interest in a new committee was found in December, and WorldRide will pick up again in 2019. So, the attendance goal was met, while the goal of doing one event a month was not.

More Than a Degree Subsidies

Aim: Set up data gathering methods for the various subsidies, revise the regulations and improve the customer journey of getting these subsidies.

We've created a new way to administer the subsidies. This allows us to analyse the payment of these subsidies and adapt our policy to it. Furthermore, it gives us insights into who uses these subsidies and which sectors. Furthermore are small improvements made to the customer journey and the subsidy regulations.

Aim: Increase the number of Union Participants that make use of our subsidies by 10 associations

The new way to administer the subsidies is in use since september 2018. This will enable us to measure the number of Union Participants that make use of our subsidies in the upcoming years and adapt our policy to it.

World associations

Aim: The handbook for international associations is rewritten together with UniTe and communicated to all world associations.

The International Students Association Handbook is updated every year. In the first half of 2018, it was revised and sent to the world associations. We also looked at how to implement the information from the book in such a way that it could be more actively communicated to the board members. This was accomplished by linking it to the UniTe GMM's by making an annual planning of topics to be discussed during these meetings for which UniTe can ask the SU for an expert to attend the meeting and explain the topic.

Aim: With the input from the world associations, we will evaluate the subsidies world associations application process in a written document. This document helps CES to further improve the procedure.

In the first half of 2018, the document was rewritten using input from a survey UniTe put out in combination with research done by one of CES's student assistants. In September, CES began using a new version of the subsidy request form based on input from the document. When associations applied for subsidies, we did notice some minor problems in the new procedure. We will continue to evaluate and improve the procedure in 2019.



3. The SU enables all students to develop themselves.

One entrance for entrepreneurship

Aim: Realizing the strategic collaboration between Novel-T, NIKOS and the SU, resulting in a clear division of roles and a central contact point for student entrepreneurs.

In August, we were at the point where Novel-T, NIKOS and the SU finished a vision where entrepreneurship would be included more in the curricular programs of the UT. The centre for entrepreneurship would be a vision/combined idea (no physical building) to incorporate the entrepreneurial spirit of the UT into its curricular programs. However, this plan stranded due additional involvement of other stakeholders. For now, this project is on hold and the direction that we are heading for is unclear, unfortunately. However, the SU and Novel-T joined forces on the creation of a (physical) start up incubator at the second floor of the Bastille, where student entrepreneurs can get professional help with the development of their own company. This will be the central place for all student entrepreneurs.

UT Entrepreneurial Challenge

Aim: The workgroup of the UT Entrepreneurial Challenge organisation will be reinforced, to a total of minimal eight students (currently 1, an SU board member), gaining more engagement and participation of the student population.

Four students were added in the workgroup of the UT Challenge. The vision of this point was to make the Challenge student organized, just like Create Tomorrow. However, we believe that this is not possible because you need direct (warm) contacts with highly positioned people in companies to get them as a sponsor for the event. Therefore, it is better to let an organisation like Soapbox organize it and let students support this team as it is right now.

Offer opportunities for students to develop themselves

Aim: Review our current events such as the events of the Board Improvement Program, activism market and Afternoon Sessions and incorporate these events into the More than a Degree programme if possible.

The More Than a Degree (MTAD) program and the Board Improvement Program (BIP) are reviewed. The MTAD program is mainly meant for getting students active, the BIP is meant for letting boards develop themselves and helping them where possible. Most initiatives in both programs are good, however development for part-time activism is not facilitated enough. Therefore, we will focus on the development of students participating in part-time activism next year. However, we still focused on improving the current initiatives. The program of the 'Boards Day' is changed for example. The Talentpool is still not a success yet, a decision about trying another approach or stopping with the pool is desired. In



conclusion, we decided not to incorporate the events into the More Than a Degree program because of the different goal of both programs.

Aim: Improve the continuity in the Afternoon Sessions committee by recruiting two additional students, growing the committee to four members.

At the beginning of 2018, there were three committee members. After a couple of months, one committee member had to stop. The committee continued with two committee members and that went pretty well. Therefore, we decided not to recruit additional committee members. Two committee members are leaving in February 2019, two new committee members are slowly taking over the committee from November 2018.

Aim: At the end of 2018 the Afternoon Sessions are visited by 50 students on average and evaluated by its visitors with a 7.5/10 appreciation rating.

In 2018, the visitors of the SUAS mostly ranged between 5 and 15 students which was a pity. At the end of 2018, a new marketing strategy was implemented and the visitors increased to circa 30 students. In 2019, this marketing strategy should be continued and improved to get to the 50 students per workshop on average. Visitors are constantly asked how they liked it and they were very positive. Based on those quantitative information we decided to focus on the marketing of the sessions and we started a research among students about the desired topics to make sure the workshops fitted the needs of students. After each sessions we did an evaluation as well. All sessions were found interesting by the participants, on average the sessions were appreciated with an 8.0/10.

Students are able to spend time on extracurricular activities

Aim: We will help the Strategy & Policy department to connect minors and activism, resulting in the coupling of one of the HTHT minors to the Team Twente Teams.

The communication with the student teams faded on this topic, therefore we lost track on this point during the year. Besides this minor, the boards minor was not accredited this year and we acted upon that. Currently we are working on getting back the boards minor. Together with students and teachers of Public Administration we evaluate the old minor and are looking into possibilities of getting back an improved boards minor.

Aim: Investigate the need for a free afternoon for activism by asking, at least, 200 students.

In the survey, not 200 respondents have been found. However, the students who have responded were mostly enthusiastic about the idea. They saw opportunities to be involved in activism more easily. But they also mentioned that probably a lot of students will use it for studying or other activities. Students who want to be active mostly find a way. Currently, there's not much capacity left at the University for an afternoon without lectures. Therefore it is impossible to implement a Free Afternoon for Activism at the moment. However, the results of the research will be documented and stored to use in a possible discussion when the capacity problems at the university are resolved.



Activate students to become active by rewarding them

Aim: Grow the More than a Degree awards resulting in 350 visitors and national media attention.

There were circa 200 visitors at the More Than a Degree Awards in 2018, which is slightly more than last year. Unfortunately we didn't reached the goal of having 350 visitors. For next year it is a point of attention that we try to nominate people that made a difference for students or for themselves, not per se students that were involved in a lot of committees. We didn't succeeded in getting national media attention which is a pity and a lack of the portfolio holder because of prioritization.

Aim: 50 (60% increase with this year) out of 250 eligible students acquire their recognition of activism in 2018

There have been 40 applications in 2018. The number of applications have increased by approaching previous board members directly to apply for a recognition. The number of applications still differs per association which can be improved for coming years.



4. All students look back on a great student time, and among other things, they are proud of Twente's student life.

Housing

Aim: Incorporate our platform with Roomspot, resulting in a single housing portal for students in Enschede, making housing easier for students.

In 2018, Roomspot has been focussing on improving the beta version of the system. Integration of the SU kamersite is a project that has experienced some delays and due to problems with the development of Roomspot and negotiations about financing this integration.

Bastille

Aim: Open up the movie theatre, in the Bastille, to all UT students reaching 20 bookings by the end of the year.

There were plans for fixing the emergency exit that connects the movie theatre to the Vesting Bar, but these haven't been executed. This emergency door is necessary for making use of the movie theatre. The project isn't forgotten and will be finalized in 2019 together with C&FM.

Aim: Have 40 rentals of De Stek.

In September this year was grolschcafé de Stek officially reopened with the main purpose to be rented for drinks but often it is also used for meetings or presentations during the day. In total there were 46 rentals of the Stek in 2018.

Clarity in Sports and Culture

Aim: Work together with the UT to create a wholesome and up-to-date Sports and Culture overview on our website, showing activities and associations.

Now, an up-to-date Sports and Culture overview is on our updated Student Union website, included showing all the associations and some huge sports and culture activities.

Aim: The percentage of students that is familiar with Vrijhof Culture will increase from 66% to 80% .

The new introduced buddy walk along platform will help to increase the percentage of students that is familiar with cultural associations and likewise with Culture & Events. Next to that, there is a new Union Deal to visit cultural shows at building Vrijhof. This will help to increase the percentage of students that is familiar with all the culture and events at



campus. Unfortunately, numbers are not known because the research that is executed previous year is not a yearly concept.

Aim: Starting the conversation with the administrators of DMS with as goal, increasing the customer journey for our students, creating a better interface and less steps that should be taken.

The conversation has been started and an update of the DMS website is planned for the end of the summer of 2019. In the beginning of 2019 there will be a pilot programme in DMS for our students with less steps that should be taken. Besides, due to the implementation of the new privacy law, which is on great influence on DMS, we were investigating how to accelerate the creation of the SUN system and the implementation in SUN of an enrolment system like DMS.

Facilitating growth for Sports and Culture

Aim: Supporting the Dance Hall committee of Apollo by making plans that are ready for LTSH.

Together with C&FM the current needs for dance associations have been talked through, resulting in possible options where on campus a dance facility can be realized. The wish for a new Dance Hall is added to the LTSH programme and the Multi-Year Plan Accommodation for sports and culture on campus.

Aim: A critical look at the current situation of the Water sports Complex will be taken, resulting in concrete plans and actions on how to use this location as efficient as possible.

The plan developed by Centraal Beheer Euros (CBE) to change and improve the facilities at the Watersportscomplex have been executed for a small part.

The new Strength-training facility was built and has been a success so far. Next to this is the boardroom of D.R.V. Euros relocated to the ground floor of the Sevende Camer, which ensures a better overview regarding visitors and safety of the terrain. The larger parts of the plan will need funding of the UT through the LTSH program, a detailed project overview will be necessary for this application, which will be developed in 2019.

Aim: We will support the Sports Centre in writing the Multi-Year Plan Sports by representing the students from the sport sector and also by looking at the perspective from the sector Culture.

The Student Union did support Sports Centre in writing a Multi-Year Plan Sports, including paying attention to a new Dance Hall. In addition, Apollo and Sportkoepel have been asked to join the conversation about the sports and cultural accommodation needed on campus, to represent the students from both sectors. As result of this together with the Sportscentre, Culture & Events and both umbrellas, we also wrote a new accommodation plan for the LTSH programme.



Welfare of students

Aim: Make the Health Week open to students resulting in 250 students participating.

Originally, the health week was open for employees only, but last year students were able to participate in the health week as well. During the week, students could visit lectures and make use of the stands offering all kinds of information and free fruit. Informative flyers about healthcare on campus were spread out during this week as well as motivating videos.

The result, more than 250 students were participating in last Health Week!

Aim: The SU works together with the UT to provide information about both mental and physical health issues and where to go with them.

To provide information about mental health issues, the SU started a collaboration with health insurer VGZ to use their expertise on this field. Together with VGZ, we provided information about how to improve people's mental health and the collaboration is going to be expand in next year. Besides that, we keep in close contact with SACC to think along how we can help them with helping students improve their mental health.



5. In order to reach these goals, each student is familiar with the SU.

Communication strategy

Aim: There is a written document that describes the communication strategy of the SU, describing how we communicate our message.

An external party was recruited to develop the strategy in July and August. The final strategy guide was made in September, based on input from the board. Communication employees received a training to help them use the guide to improve the way we give information to students.

Centralized student life information

Aim: Increase the synergy between the website of the UT and the website of the SU, increasing the findability of information for students and associations. This will lead to a 15% increase of annual visitors to our website.

At the beginning of the year, we set up a team to improve the website. They used input from students and board members to change the structure so that information could be found more easily, while also creating synergy with the UT site. The SU site was also made to match our corporate identity. In September, the new version of the Dutch website was completed. The new version of the English website experienced some delays because we were looking for a new translator. But, it is almost up to date now. Furthermore, a new event calendar, news application, and better linkage between the services offered by the SU and the UT will be added soon.

The increase in traffic between 2017 and 2018 was 5.4%. We have to keep in mind, though, that the website was rebuilt during 2018. So, no conclusion can be drawn at this time.

Aim: An online event calendar, where students can find all relevant upcoming student activities, will be made available to students.

In 2017-2018, in line with the action points of the annual plan 2017, the SU started working on a central event calendar for all student events. Together with M&C we started a project to adjust the system the UT uses to centrally register their events, to work for the SU website as well. The event calendar was built and tested in the second half of 2018. There were some unexpected bugs in the system, leading to delays in the launch date. It will be launched in January of 2019.

Aim: Installing control mechanisms within our organisation that prevents misuse of direct mailing.



A safe mailing system was meant to be an additional functionality to SUN. However, this function will only be added after the primary function (member administration) is completed. As SUN has not even been launched, this project is on hold.

Aim: Enabling students to personalize their subject preferences in order to prevent them feeling spammed, while still offering them centralized information.

A personalized mailing system was meant to be an additional functionality to SUN. However, this function will only be added after the primary function (member administration) is completed. As SUN has not even been launched, this project is on hold.

Structuring our external relations

Aim: All our external relations, organisation-wide, are included and categorized in our CRM system.

To have a detailed overview of all external relations of our organisation we wanted to create a CRM system. Unfortunately, due to the lack of a sixth board member we had to postpone this project. We have to reconsider the possibilities of a CRM system in the future.

Aim: There is a document that formalizes the procedures in which we work together with each different type of partner/category of collaboration.

Due to the lack of a sixth board member, priorities were not given to the creation of this particular document. However, in the future we need to come back to the creation of such a document that formalizes the procedures in which we work together with all our partners.

Strategic partners

Aim: Continuously evaluating the partnership with ABN AMRO Bank, organizing a minimum of four sit-ins for all connected student associations to give their input and feedback, together shaping the collaboration to our mutual benefit.

During the evaluations with ABN Amro we concluded that the results of joining forces were not as great as we initially hoped for. This counted for the special ABN Amro UnionCard action as well. With this partnership we tried to seek mutual benefits for both students and the ABN Amro, but we have to look critically where we can join forces. Currently We are looking into ways ABN Amro can help (starting) student entrepreneurs.

Aim: Mapping the possibilities for our Union Participants, starting a partnership with a telecom- and health insurance partner.

The partnership with a health insurance company is already started. We are working together with VGZ and the partnership consists of a reduced health insurance premium for students (which we offered to all students of the UT at the end of 2018), a campaign once per quarter to improve the (mental) well-being/work stress and the consciousness of students about (mental) well-being/work stress, and an online platform that psychologists can use while treating students (in collaboration with SACC). In the beginning of 2019 we will elaborate on the actual content/help that will be offered to UT students. We already have contact with a



telecom provider and some plans to work together, the first steps can be taken in the beginning of 2019.

Overarching deals

Aim: We will have contributed to the realization an organ/committee, that is managed by deputies of different Union Participants themselves and supported by us, arranging the joint purchase of these Union Participants.

The Overarching Deals committee is realised. It is a committee of representatives from associations from several sectors. The committee is run by the members themselves, the SU facilitates in structural issues like contracts with companies and a platform to put the deals on, see our website for more information [UnionDeals → OverArchingDeals](#). This gives the committee the possibility to arrange deals they are interested in with minimal administrative tasks.



Further in 2018

PACT

Talks about a Code of Conduct between the UT and student associations about their intern introduction period were already started in 2017. In 2018 the talks were continued and the Student Union participated from their role within the PACT. In June 2018, the Code of Conduct was signed by student associations from the sector “social”, the chairman of PACT and the Rector Magnificus Thom Palstra.

Vrumona contract

This year we have been negotiating with Coca Cola and Vrumona for a new overarching (beverage) five-year contract where all associations can make use of. Vrumona ended up as our partner, which it has been for several years. We are happy to renew the contract with Vrumona and strengthen our relationship even more.

FOBOS model

Every year the Student Union divides the Extra & Incidental grants between the Umbrellas. Last years the division was mainly based on history instead of solid argumentation and knowledge. This year a new model is introduced and used. Committees of associations are sorted by relevance given grants based on the workload. This gives more insight but the model still has to be improved. In 2019, we hope the model is improved to satisfaction of all Umbrellas.

Library deal

The Student Union set up a new UnionCard Deal with the library of Enschede. The deal applies for more than five different locations and a huge digital product range of e-books. You should make use of it for the upcoming years!

New sports facilities

Next to the new outdoor sports fields, the Student Union also invested in an upgrade for several sports and culture materials. In this way, the Student Union invested in a ‘hoogspringmat’ for Kronos, a new ‘survivalbaan’ for Tartaros, an upgrade in the ‘watersportcomplex’ and a new ‘boksring’ for Buitenwesten. Furthermore, the Student Union invested in a ‘balletbarre’ for the dance associations.

New union deals

The External Relations team of the Student Union has been working hard to create the best possible deals for UT students. As a result we are happy to announce that new deals were created with Perron 22, Soccer Inside Enschede, Damsté, Concordia, Wilmink Theater, Ijsbaan Twente, Vrijhof Theater and FC Twente.



Incubator in the Bastille building

This year we finally started with the creation of an incubator for student entrepreneurs. This project has been worked on for several years and this October we received permission from Long Term Strategy for Housing (LTSH) that we could start with the realization of this project. Since this moment we have been working closely together with Novel-T to ensure quality help to student entrepreneurs in our incubator, located at the second floor of the Bastille.

Trainings for world associations

In the first half of 2018, the SU did a survey to determine the status of the associations in the sector World. Questions were asked about (for example) their internal task division, communication with members, and how their finances were organized. The results spurred us to organize a series of six trainings to improve the professionalization of these associations in October and November. The subjects were: Secretary and Transition, General assembly, Statutes, Policy Plan, Financial Administration, and Subsidy Conditions. The associations found these trainings to be helpful. We plan to continue offering trainings on relevant subjects throughout 2019.

Updated model for subsidies for world associations

This year, the subsidy for associations which foster internationalization (ISA subsidy) was rewritten by CES. This happened with input from UniTe and CES. There are still some quirks in the new model. The model will be further tuned in 2019.

