

# Enhancing rail reliability



**Abbelio Scotrail secured GCU's expertise through a KTP with SEBE to review their maintenance practices and enhance the reliability and efficiency of Scotland's rail network.**

Dr Babakalli Alkali, a KTP Associate and other colleagues supported the company in categorising the company's train fleet to help them identify how resources could best be allocated across the network. The team conducted a comprehensive reliability centred maintenance analysis, and identified areas where advanced condition monitoring technology could be used for maintenance planning and fleet reliability improvement.

## **Who benefits?**

Abbelio Scotrail, in gaining access to current knowledge of industrial maintenance and reliability modelling; sustainable transport and asset management, data analytics, stochastic and maintenance optimisation.

GCU, in building relationships with a respected brand such as ScotRail.

Commuters, in the improved passenger experience that will result from the project.

**Dr Babakalli Alkali (Department of Mechanical, Electrical and Environmental Engineering), Professor Chengke Zhou (Department of Mechanical, Electrical and Environmental Engineering) SEBE; Prof. David Edgar (Department of Management) GSBS**

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# Jumping into the unknown



**Julie was inspired by the Homeless World Cup in Glasgow in 2016 to support that charity further by taking part in a sponsored jump from a high building in Las Vegas. She shared the funds raised with the JMA, a trust which helps young people and was set up in memory of a fellow football fan.**

Julie did a charity jump from the top of the Stratosphere Hotel in Las Vegas (253 metres high). Her fundraising efforts were supported by many GCU staff. She was motivated by her love of football and the way in which the sport brings people together.

## **Who benefits?**

The Homeless World Cup and the JMA Trust (which supports health, education, employment, public participation in sport, relieving financial hardship.)

Julie's Jump raised almost £2000 to support the two charities

**Julie Duncan, Head of Events (GCU Foundation, Alumni Engagement and Events)**





# Networking for success



**The Glasgow Pharmacological Society was established to promote pharmacology and encourage interaction between staff and students from GCU, and Glasgow and Strathclyde universities.**

The British Pharmacological Society provided funding to Dr Yvonne Dempsie at GCU to set up the society (GPS). The GPS has so far hosted two well attended events, with eminent pharmacologists invited to speak, followed by networking events. The feedback from students has been excellent and they have found these events informative and stimulating. In the coming academic year the GPS has been selected to host the British Pharmacological Society Bill Bowman Travelling Lectureship.

## **Who benefits?**

Students and staff from GCU, Glasgow University and Strathclyde University

Students have engaged with pharmacology and had the opportunity to network with Professor Humphrey Rang (author of Rang and Dale's Pharmacology textbook) and Professor Steve Hill (President of the British Pharmacological Society). Attendance at GPS events has been excellent with upwards of 80 staff and students from all three universities coming along.

**Yvonne Dempsie, Life Sciences, Alistair Corbett, Life Sciences, Eleanna Kritikaki, BSc Pharmacology, Myo Htet, PhD Student, Life Sciences**



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# Caring for carers



**Students with caring responsibilities face many challenges at university. Nicole has worked tirelessly to ensure that we now have a Student Carers policy and that this policy is put into practice every day.**

Nicole works with students and their programme teams to draw up a Carers Plan detailing practical solutions to issues the student has when trying to juggle their caring responsibilities and university workloads. This has meant that going into 2017/18, 17 students now have a plan in place. She has also built relationships with external source of support for carers and signposts to these further sources of support.

## **Who benefits?**

Student carers, those students who are caring, unpaid, for a relative or friend who could not cope without their support.

Feedback from students has been really positive. They have felt well supported and Nicole has worked really hard to build up relationships with schools to ensure the best outcomes for students.

**Nicole Jackson, Wellbeing Adviser, Student Wellbeing**



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# Improving data quality



**Following a reduction in resources allocated to workforce information systems, a review of People Services' capabilities in 2014 highlighted risks to information quality and the ability to meet compliance requirements. The teams immediately initiated improvement activities.**

The Workforce team reviewed data and reporting tools to identify and log data quality issues then generated ideas on process changes to address these. Guides on revised processes for data input, including extra fields were produced for the Resourcing team. Thousands of records were manually cleansed, with the Resourcing team working continually with casual administrators and managers to ensure accurate data input. The reporting scripts were also re-designed and presented in new templates, with many positive comments on information quality.

## **Who benefits?**

University Court, EB, Deans/Directors and staff who can be confident that workforce information is accurate, and we are meeting compliance requirements.

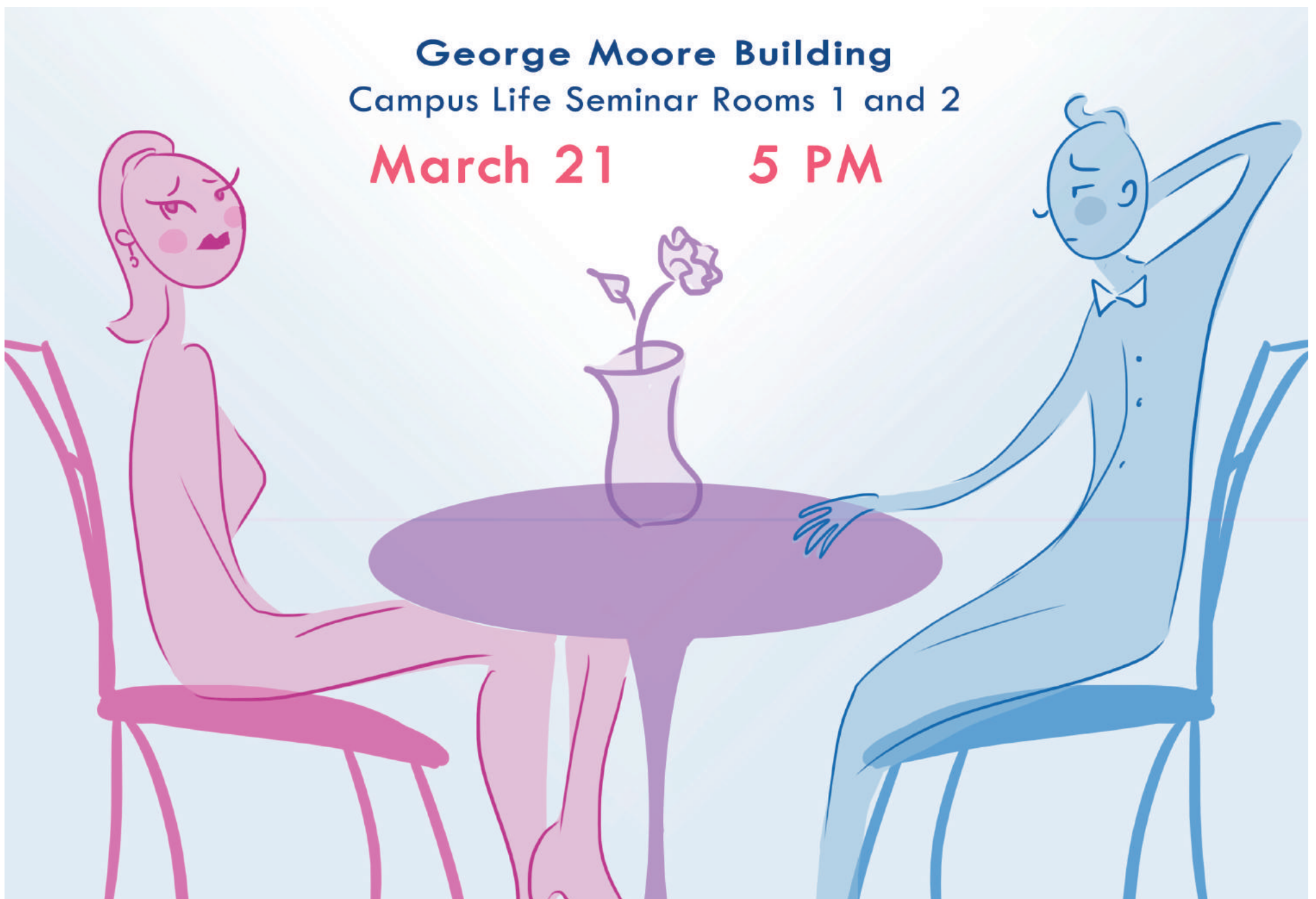
HESA data validation and UKVI Audits passed with no significant issues. Regular reports to Finance reduce manual work on budget planning and reporting. Monthly report on casual worker payments save Payroll team three days/month data entry. Regular reports for Resourcing & Reward reduced manual work and error rates. Deans/Directors receive detailed information about workforce. Response to Freedom of Information and other external requests is significantly better.

**People Services Workforce Systems and Resourcing teams: Mandy Collins, Ashleigh Ewing, Agata Grabowska, Rachael Jenkins, Lindsey McCourt, Emma McCrindle, Gillian Spy and Pam Watts led by Pete Jennings and Kathleen Cleary**





# Showcasing writing talent



**The best way for a drama writer to learn is to see their work performed. This activity allowed students to put on a show of 2 minute plays, acted by well known professionals.**

This activity is output with the normal scope of MATV. It consists of putting on professionally-produced performances, with well-known actors. It gives our students confidence and raises the profile and credibility of the university. The plays are performed for the public at large as well as staff and students. The subject this year was on dealing with the public.

## **Who benefits?**

The students from the experience they gain. The audience of post and undergraduate students, staff and public from access to an entertaining and morale-boosting event.

Writers who have partaken over the last 3 years have grown in ability and confidence, and several have gone on to have longer theatre pieces produced. Other writers and spectators enjoyed the process, and felt a sense of achievement and belonging in GCU.

**Professor Ann Marie di Mambro & Chris Dolan,  
GSBS, MATV students**





# Making international friends



## To improve our international students arrival experience and help internationalise our home student body who opt not to study abroad

International students were matched with a home student buddy before arriving at GCU. The buddies connected with the international students prior to arrival and answered questions on GCU and life in Glasgow, to help enhance the arrival experience for the international students. Two events were held to allow the buddies and the international students to meet up, at which point a lot of friendships were already cemented.

## Who benefits?

The scheme helped benefited both home and international students.

International students who took part in the scheme overall had a better arrival experience as they already had a friendship in place prior to arriving. Home students who took part got to learn about their buddies home country and nationality and gained an international experience participating in the scheme. Both home and international students gave excellent feedback on the scheme and advised they would recommend the scheme to others.

**Jessica Walker - Student Events Coordinator,  
Student Enquiry, Advice & Events Team**





# Educating with enterprise



**Design and delivery of an employability, enterprise and entrepreneurship programme that aligns with GCU values, is driven by educational research and informed by national standards. It includes projects that enable students to safely engage with real world business on real-world problems.**

This is a collaborative curriculum which has the capacity to reach out beyond the campus into lives of others through community projects and trade for the common good. Students undertake project work with community based groups often involving fundraising. Students may undertake trading, donating any profit to charity and others consultancy with local companies on various small business issues and problems.

## **Who benefits?**

Our projects benefit students, local businesses, local communities and charities

The impact has been both financial and knowledge based with a rippling out effect into numerous communities. The collaborative efforts raised £19135 in 2015/16 and £19298 in 2016/17 with over 60 charities benefiting. In addition over 50 consultancy projects have been completed. Finally, students have benefited from knowledge and learning; real work experiences they can take forward into their graduate workplaces.

**Bernadette Scott, Declan Jones, Anne Smith and all the Triple E Tutors and students from EEE1, EEE2 and EEE3 2015-17**





# Playing for a good cause



**To raise funds and the profile of the GCU Foundation. It was also an opportunity to showcase the impact funds have on our students and be able to thank donors and in particular our Founding Donor Sir Alex Ferguson, CBE**

The Fundraiser was the first golf day the team has delivered. We had to secure sponsors, celebrity golfers, auction prizes, sell tables, create inspiring video footage to encourage donations and thank Sir Alex. Across two locations logistics were complicated. The golf set up started at 7am, dinner set up started as the golf day kicked off. The team went above and beyond to deliver a first class seamless event. Highlights include leaving personalised gifts for table hosts and involving the student beneficiaries in the event making the Foundation's impact tangible for guests and gave the students a day to remember.

## **Who benefits?**

Thousands of students have benefited from the Foundation via Scholarships, Awards, outreach activity and Societies. The Fundraiser allowed us to thank donors, especially Sir Alex.

Every guest and every celebrity contacted us to congratulate the team, we raised £78k and Sir Alex personally commented on the attention to detail of the event and in particular that the fundraising video being one of the best he has ever seen. Douglas Dawson said "meeting James and seeing the end product of the GCU Foundation in action and how it is transforming his life was truly inspiring".

**Jillian Watt, Julie Duncan, Nina Campbell, John Taylor and GCU Foundation team**



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# Making things happen



**Behind the scenes the GCU Stores staff make many of the universities activities possible. The friendly and helpful way this team approaches their tasks and their willingness to find solutions to our problems earned this nomination.**

## **Who benefits?**

Staff and students, visitors to the university and anyone who hires out our facilities.

There are so many ways in which this department contributes to the smooth operation of our university. Stores receive all deliveries/couriered goods (apart from mail). Working closely with Central Timetabling they arrange room layouts as requested and provide a furniture moving service. The car park is also monitored by Stores staff and the department has responsibility for maintaining the campus grounds, including the uplift of recycling waste and waste management.

**All the staff from Bulk stores**



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# Writing for success



**Developing confidence in academic writing is core to Graduate School Researcher Development. 'English for Academic Purposes' provides orientation for first year international students from different academic contexts enabling them to contribute effectively to the wider, inclusive research community.**

Tailored, targeted provision for international researchers allows them to make a successful start to their research journey, with a cohort developing to offer continued guidance and opportunities for development.

## **Who benefits?**

International students seeking guidance on the particular requirements of academic writing and the expectations of a PhD thesis. Academic writing also serves as a vehicle to create cohorts and communities of researchers.

International Student Barometer rated support from the Graduate School at 96% satisfaction. Graduate School Academic Writing Workshops: recommend rate 95%

**Grace Poulter, Lecturer in Academic Writing,  
Graduate School**

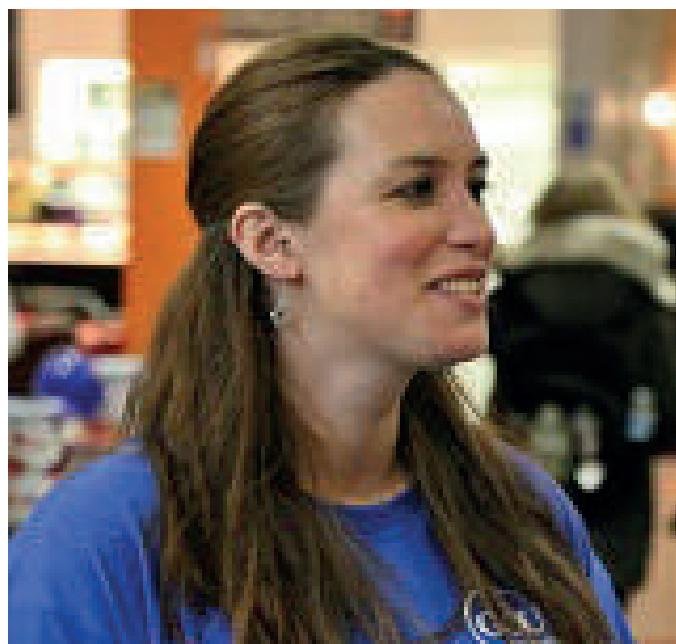


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# Honouring our graduates



**The Alumni Engagement team has worked hard to continually build on our alumni and award winner's experience. In particular ensuring a first class, tailored experience for each Honorary Graduate and their guests.**

The team has gone above and beyond to ensure a memorable experience for the award winners and their guests. For example arranging tours and days out for Honorary Graduates and their guests during their extended stay in Glasgow, making sure guest's children can be comfortable at the Graduation Lunch and even providing one child with a small quiet toy to keep him entertained throughout the ceremony.

## Who benefits?

Initially our Honorary Graduates and their guests but their positive experience also has a longer term positive impact on the university through our Alumni Engagement activities.

Some of the feedback received from our Honorary Graduates: "The day will remain one of the highlights of my life", "You were the perfect host making certain everything ran smoothly and effortlessly.", "You did a SUPERB job, it COULD NOT have been better", "Everything was very very well organized and we appreciate your thoughtfulness and effort."

**Foundation and Alumni Engagement team members: Hannah Johnston, Susan Rodger, John Taylor and Lindsey Becket**



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# Defending GCU from attack



**In May 2017 the world computer systems were attacked and many organisations brought to a standstill by the Wannacry malware. Thanks to the vigilance and dedication of Jane McLeish of the IS Infrastructure Team GCU was fortunately not one of them.**

Amongst other jobs, Jane looks after the security patching for servers and PCs within GCU, a job which is becoming increasingly difficult as more attacks hit the university. During the Wannacry outbreak which took place at the weekend and outside her working hours, Jane went the extra mile, and ignored pressing personal issues to ensure that that GCU stayed safe.

## **Who benefits?**

GCU, its staff, students and other stakeholders.

The Wannacry malware was reported to have infected more than 230,000 computers in over 150 countries in a single day; encrypting files and effectively locking users out of their own systems. Parts of the NHS were affected causing it to run some services on an emergency-only basis. Had the attack on GCU been successful the impact on the our operations could also have been very disruptive.

**Jane McLeish, Infrastructure Team, Information Services.**



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# Enabling and Supporting



**Melanie coordinated GCU's participation in the LFHE Aurora programme, as part of the University's commitment to advancing gender equality. She decided to go further and enhance the experience for GCU participants by providing mentor training & support and offering additional CPD modules and events.**

Melanie listened carefully to previous Aurora programme participants and worked closely with GCU's Aurora Champion and other stakeholders to generate ideas for relevant in-house support and events. With People Services colleagues she ensured appropriate design of events and logistics. She also offered her personal support and time to mentors/ prospective mentors and mentees, to maximise the chances of successful mentoring partnerships. Driven by her desire to maximise skills development opportunities for all participants Melanie took overall responsibility for the success of the programme and in-house events.

## **Who benefits?**

The main beneficiaries are the GCU members of staff who have participated in the Aurora programme, and had the additional support of trained mentors, local CPD and networking events. Mentors also benefited from training for their role, to develop their skills and confidence.

Feedback from Aurora participants confirmed that the programme developed their skills and confidence, and many commented on the added value of the in-house GCU support, for example: "it's a great programme and the GCU part of it is what makes it work. Without the in-house activities, it would be just a box ticking exercise."

**Melanie Armstrong, OD Specialist, People Services**



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# Lending a legal hand



## To provide students with experience of real life legal problems by running a Law Clinic at GCU.

The student led Law Clinic at GCU has been running for a number of years but it has recently seen an expansion in its activities. In addition to helping those clients who would otherwise struggle to gain access to justice, it has also developed outreach activities in the shape of the Street Law initiative. The Clinic has, for example, worked with school pupils to provide guidance on a range of legal topics. The Law Clinic would not exist without the commitment and drive of Claire McFadzean as the lead academic on the project. Her enthusiasm pervades the project and helps to oversee its growth.

## Who benefits?

People who would otherwise struggle to gain access to justice through other channels.

In June 2017, Claire organised the Scottish Universities Law Clinic Network Conference at GCU and the clinic has been nominated for the Law Awards Scotland 2017.

**Claire McFadzean (Law, Economics, Accountancy and Risk)**



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# Demonstrating resilience



**The Careers Service was restructured and relocated in 2016/17. The flexibility of the team meant that despite the pressures of transition they continued to provide students with: one to one advice, group activities, a vacancy service, employer interactions on campus, web based information and support the service provided at GCU London.**

"I joined the team at a point where they had managed themselves for a number of months and was impressed by the engaged and motivated people that I met. At no point during this transition did the students feedback anything other than receiving an excellent service."

## Who benefits?

All students and graduates of GCU with impact being most felt in the outcomes for students graduating from the university.

During the period they offered 1676 one-to one appointments with 1424 students attending. 100% of students attending a one to one appointment in 2016 -17 would recommend us to a friend. Delivered 203 group sessions in Schools. Posted 7560 job adverts. Added 1795 job seekers to our site. Hosted 147 employers. Advertised 165 jobs through the newly established Work Experience Hub. Recieved 509,049 webpage views on our website [www.gcu.ac.uk/careers](http://www.gcu.ac.uk/careers)

## The Careers Service

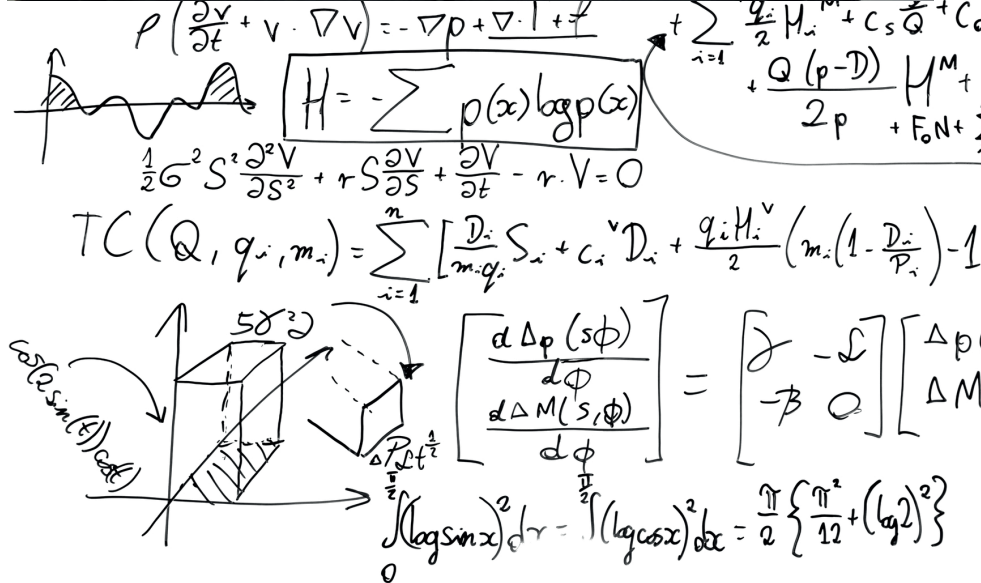
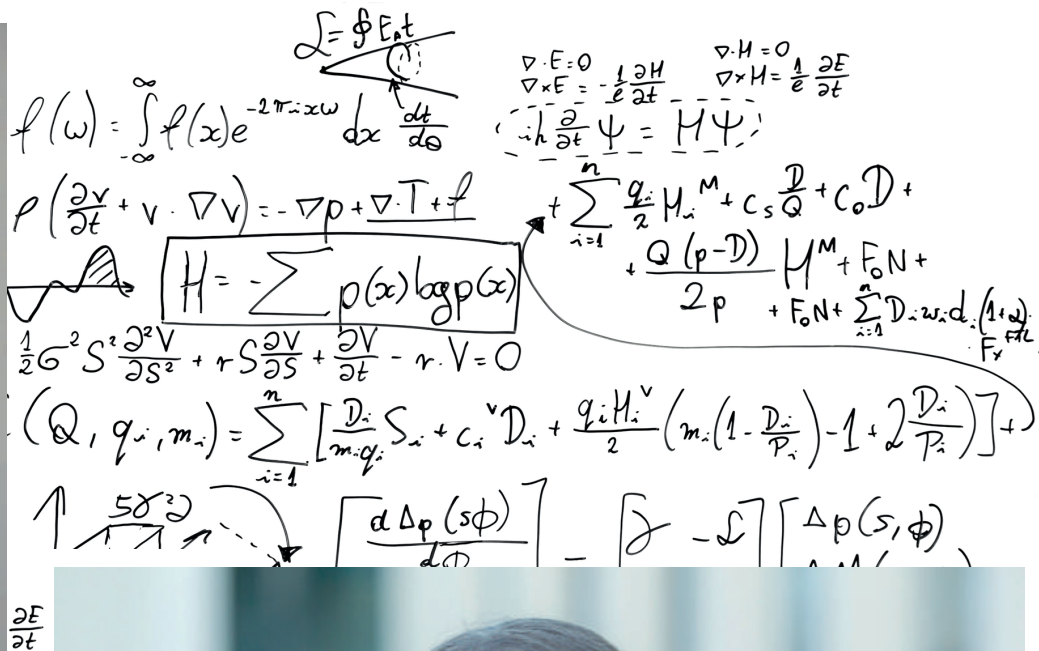
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# Demystifying Maths



The Scottish Government initiated a Maths Week to encourage a positive image of Maths in Schools. The drive and passion of Joanna and Calum ensured that GCU made a positive contribution. Working directly with local Schools, their creativity inspired pupils to engage with maths and see maths in a new and positive light.

Working with GCU student ambassadors, the workshops for Schools focussed on demystifying Graph Theory with pupils from Garnetbank Primary P1 to P7 participating in activities designed to engage younger pupils.

Who benefits? The Schools and pupils who engaged in this activity; GCU, as this was an external activity enhancing reputation; and in the long term the Scottish economy as Maths Week will help to ensure our workforce is suitably skilled.

While difficult to quantify as impact of these activities is often long term, the Universities reputation is certainly enhanced and evidence suggests that childrens' aspirations are raised by similar activities.

Calum Macdonald Senior Lecturer EBE LDC Joanna Marshall EBE Widening Participation Manager





# Communicating our work



**Public engagement and impact are key skills for researchers to develop and so involvement with the Three Minute Thesis and Glasgow Science Festival were ideal opportunities for GCU research students and staff.**

The national Three Minute Thesis competition challenges research students to distil their PhD into a three minute presentation consisting of just one static slide, in language appropriate to a non-specialist audience. The Glasgow Science Festival provides a platform for further local public engagement with research. Both initiatives involved researcher development.

## Who benefits?

GCU research community, members of the public and research students and staff. This example of partnership working and creative thinking between departments at GCU is also of benefit to the University

146 students PGR students took part with over 100 attendees at the final in June. There were 14 Different offerings from GCU at the Science Festival in 2017, from one off events to repeat programme activities on and off campus, 53 staff and 56 students engaged in this as did over 1000 members of the public.

**Karen Coyle, Graduate School Susan Grant,  
Community and Public Engagement Coordinator**





# Easing access to work



**Student feedback had consistently noted that students valued and wanted work experience opportunities on campus. While this was available it was not apparent to students where they should look for opportunities. The Work Experience Hub was created within the Careers Team by Frank Brown as a response to that feedback.**

The Work Experience Hub allows students to find jobs on campus that were previously advertised through a variety of sources within and outwith GCU. The Hub offers added value to both students and employers as we can support the students through the application process by using our advice service; and the employers have one-to-one support, should they need it, for recruiting.

## **Who benefits?**

Students benefit as they have one place to look for work experience on campus, they can also receive advice and support from the careers team. Our GCU staff also have a place to advertise jobs, ask for advice on recruitment methods and on the legal aspect of employing students on campus.

165 jobs advertised through the Hub in 2016/17.

**Frank Brown - Work Experience Hub Manager**





# Going above and beyond



**Rachel manages several demanding roles with energy and enthusiasm.**

Rachel runs the School Connect outreach work with school pupils in 12 secondary schools, and the pre-entry and point of entry work with care experienced students. Rachel has also been instrumental in the development of our new Corporate Parenting Strategy. She is extremely well networked and plays a key role in many cross sector groups and committees. Rachel was instrumental in securing a new relationship with the Unite Foundation who have awarded 365 day accommodation to two care experienced students and one estranged student this year for up to three years. Rachel always goes above and beyond the call of duty for pupils, student mentors and care experienced students and the team.

**Who benefits?**

Schools, Pupils and GCU.

In the first year of running the new School Connect programme Rachel has engaged with over 3,300 secondary pupils which resulted in a 13% increase in enrolments from the 12 partner schools compared to the previous year.

**Rachel Hyslop, School Connect Manager**





# Communicating effectively



**The Communications team have been challenged to try different approaches and adopt new techniques to improve communications with staff, students and the wider world.**

The Comms team are continuing to embrace this challenge. They've already significantly changed the way they work, they are being more visible by getting out and about round campus to meet people and build relationships, and they are trying new things like using their mobiles to record video for social media and online. By rising to the challenge, the team's support has already led to everyone feeling more engaged in the department's objectives and being more able to contribute and make a positive difference.

## **Who benefits?**

The objective is to benefit everyone on campus, so they feel they are better informed about what is going on, and also know how they can make their own voice heard.

The team have redesigned the Caledonian Connected staff newsletter and improved the content, leading to good feedback from staff and more than 3,500 page views per month. The team are generating much more video for the website and social media, which has been increasing the amount of views. And they've been meeting people on and off campus, collecting stories around the University and speaking to journalists. It's led to more media coverage for the University's research and achievements and a significant increase in the amount of positive TV coverage the University has been receiving.

**Chris Fitzgerald, Roisin-Alana Di Giacamo, Nicole Cooke, Lynn McGarry, Craig G Telfer, Douglas Imrie**



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# Encouraging responsibility for learning



**The aim of this group-based activity was to support students to take responsibility for their own learning. It also taught them the skills of writing simulation scenarios, programming mannequins and team working.**

Each group was given a particular patient/condition to research and asked to write a 5-10 minute scenario to be conducted with their peers. Each group assessed their peers' knowledge and skills during the scenario and evaluated the scenarios according to pre-defined criteria. Groups had to devise at least two learning outcomes for their scenario and had to explain what was expected of participants and how their performance would be judged. There was also a debriefing stage after the session in which they provided each other with feedback on their performance against the learning outcomes.

## **Who benefits?**

Third year Operating Department Practice students, future patients in their care and clinical colleagues.

The students rated this activity highly in their module feedback. This is an innovative way to involve students and could be modified by others to suit their individual students needs.

**Agnes Lafferty, Gayle Mackie and the third year BSc Operating Department Practice students**





# Raising our Research Profile



**The 18th International Gap Junction Conference (IGJC) was held at the Crowne Plaza Hotel, Glasgow, UK, from 29th July - 2nd August 2017. The event attracted 220 delegates from 24 countries with an exciting five-day programme.**

The focus of the conference was on the role of connexins and pannexins (specialist forms of vertebrate protein) in tissue function and disease. Connexins and pannexins are emerging as prime therapeutic targets and the development of channel inhibitors and enhancers has therapeutic potential for beta cell dysfunction in diabetes, glioblastoma, ischaemia and wound healing. The conference brought researchers from across the globe together to discuss current knowledge and progression towards clinical trials.

Further details on [www.igjc2017.com](http://www.igjc2017.com)

## Who benefits?

GCU staff and students by making world class discussion and knowledge sharing locally accessible; the City of Glasgow by hosting another international conference; other local students and researchers in the discipline area; and medical science by increasing our understanding of this promising area and potentially identifying novel therapeutic targets for disease.

**Dr Patricia Martin (Principal Organiser), Dr Scott Johnstone, Dr Yvonne Dempsie. PhD student helpers: Chrysa Faniku, Erin O'Shaughnessy, Ahmad Alboulshi, Laura Garcia, Myo Htet. Department of Life Sciences Diabetes and Biomedical Sciences Research Group Connexin Research Team**

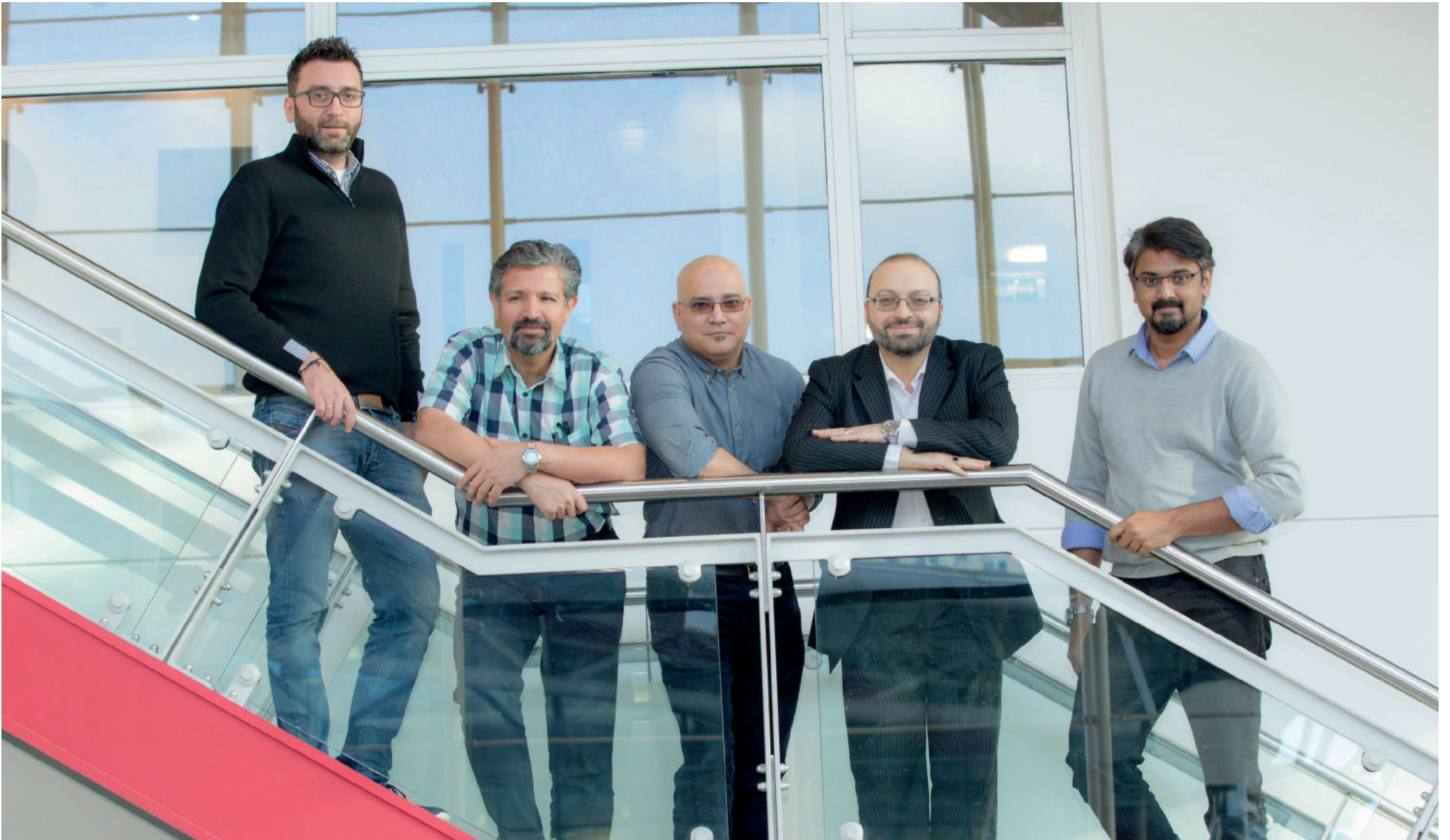
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# Stepping up to support a colleague



**Motivated by compassion and respect for a colleague facing difficult personal circumstances, the Computer Networking team stepped up and took on decision-making tasks and responsibilities they might not otherwise have had experience with.**

Staff in Jackie's subject group, aware of the personal challenges she faced (and is facing) in dealing with the illness of her father, have stepped in to support her. Without being asked they have covered tasks at short notice and taken personal responsibility for resolving problems that would otherwise have fallen to Jackie to resolve.

## **Who benefits?**

Jackie Riley, AHoD of the CNS team, her father and all of the Computer Networking students.

"They have enabled me to spend time with my dad who is seriously ill with leukaemia. I have been able to work remotely knowing they are all on the ball and keeping the ship afloat, dealing with issues rather than bringing them to me, which has given me very precious time to be with my dad." Jackie Riley, 2017

**All the staff of the Computer Networking and Security Subject Group.**



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# Improving vision rehab



**There has been an absence of formal training in vision rehabilitation in Scotland despite a significant predicted increase in the number of people requiring support as the population ages.**

A new course was developed to train rehab workers to help blind and partially sighted people. Four team members are external to Gcu and helped deliver the first course. Of the four external team members two are blind and one has a hearing impairment. The two internal staff members had to develop creative ways to deliver teaching and assessment to support the disabilities of the teaching team. Given the limited experience of the external team a great course was delivered that can change quality of life for those they assist in the community.

## **Who benefits?**

The blind and partial sighted community benefits by having access to greater numbers of qualified rehab workers. Rehab workers have access to a formal training programme which benefits them individually and the NHS and social work departments they work for.

This course saw the first formal qualification in vision rehabilitation for those undertaking the course and heralds a significant development in the field.

**Nadia Northway, Alistair Smith, Katrina Campbell, Alex Campbell, John Turley and Glyn Walsh (Vision Sciences, SHLS)**





# Turning grief to good



**Greg raised money for the John Maurice Aitken Trust set up in memory of a good friend who died of cancer at a tragically young age.**

Greg and a small team undertook the challenge of sitting on every seat at Celtic Park in one day, as a physical challenge that also connection with John's love of football. There are approx. 62,000 seats in the stadium, the physical equivalent of doing over 12,000 squats! It took over 10 hours to get through them all but they did it!

## **Who benefits?**

The JMA Trust which raises funds to disburse to a range of causes including health, education, employment, public participation in sport and with the relief of financial hardship. The GCU Foundation has previously received funds from the Trust in support of the Caledonian Club.

Greg and his team raised nearly £3,000 for the Trust which will help people in real need and continue John's legacy.

**Greg O'Donnell (Business Development Manager, GCU Foundation)**



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# Spreading Social Innovation



**The activity supports universities in Latin America, South East Asia and Europe to develop social innovation support units so they in turn can make a difference to local people.**

Through EU funding, GCU is leading three different projects across the world to set up social innovation support units at partner universities. One project has been operating for two years, another for one year, and the last one will start in January 2018; each will last for three years..

## **Who benefits?**

Universities, students and local stakeholders in Chile, Panama, Colombia, Brazil, Malaysia, Thailand, Cambodia, Myanmar, Portugal, Germany, Spain and Croatia

We are helping universities across the world to embed social innovation within their university structure. The units that are being set up with our help support social entrepreneurs in 3 continents and also educate stakeholders about social innovation.

**The Europe Office: Mark Anderson, Pablo Lopez Alonso, Rhona Blincow, Rose Cawood, Siobhan Doyle**



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# Mentoring for success



**Providing students with an industrial mentor offers an additional platform to tap into industry expertise and receive support and advice on their portfolios. Mentors also increase networking opportunities, build confidence and are hugely beneficial to student careers.**

A mentoring scheme was initiated this year which has seen 19 final year digital design students being assigned an industry mentor who is a successful active member of the local design community. The mentors offer employment advice, portfolio critique and general insight into the industry. Many of the mentors have facilitated short work placements and visits and supported students with their studies. As part of the scheme, the fourth year students are also acting as mentors to the third year students which is particularly beneficial to those articulating directly into third year from College.

## Who benefits?

Fourth year students benefit from having an industry mentor. The third year students benefit from having a fourth year student mentor to support their experience. Staff gain from expanding their industry network. Industry benefit by informing curriculum thorough their link with the university resulting in more employable graduates.

Nineteen final year students have their own industry mentor which is improving networking and enhancing employability attributes. They are also gaining experience of being a mentor to the third years which is enhancing their leadership attributes.

Mary Maclachlan





# Empowering students through technical learning



**To enhance teaching and learning across the School of Health and Life Science by providing quality technical support.**

## **Who benefits?**

All students studying Nursing, Physiotherapy, Podiatry, Occupational Health, Social Work, Radiography, Diagnostic Imaging & ODP.

SHLS Technical Services support a huge variety of practical teaching across the many disciplines within the School. This nomination recognises the work of the team often going and beyond the basic job description. These services, like their administrative counterparts don't have the opportunity to be submitted for awards like THE, or THELMA and this is a good opportunity to demonstrate our pride in their efforts.

**HLS Technical Support: Gordon Morlan, Robina Choudry, Gayle Mackie, Andy Whiteford, William Connolly, Kenny Munro**





# Raising awareness



**To assist the Scottish Government, through Voluntary Health Scotland (VHS), to develop a Loneliness and Social Isolation Strategy for Scotland by guiding Masters students to produce a project/consultancy based social marketing campaign aimed at addressing the issue.**

This activity moves the University product proposition forward on a number of levels that is ground breaking for the following reasons: 1. It bridges the gap between academic learning and practical application in a visible, measurable way that increases the credibility of both the students and the University in wider communities. 2. It adopts a consultancy based approach to learning and teaching which offers GCU a unique saleable product proposition relevant to students and employers. 3. It impacts communities for The Common Good. 4. It makes a contribution to research and the potential for further study.

## **Who benefits?**

Students, VHS Scotland and Scottish Government

1. Elements of the student work has been adopted by Voluntary Health Scotland to improve its campaign.
2. The student presentation activity forged links between third sector organisations, leading to the development of common goals and strategies.
3. Scottish Government gained additional, relevant stakeholder fuel to add to the effectiveness of the 2017 Loneliness and Social Isolation Strategy.
4. Masters students gained the unique experience of working with and presenting to senior stakeholders from third sector and Government.
5. It raised GCU's profile among key groups and established new relationships leading to further consultancy based projects in the future. (eg NHS project to address the issue of child immunisation in schools in 2018)

**Brian Smith**

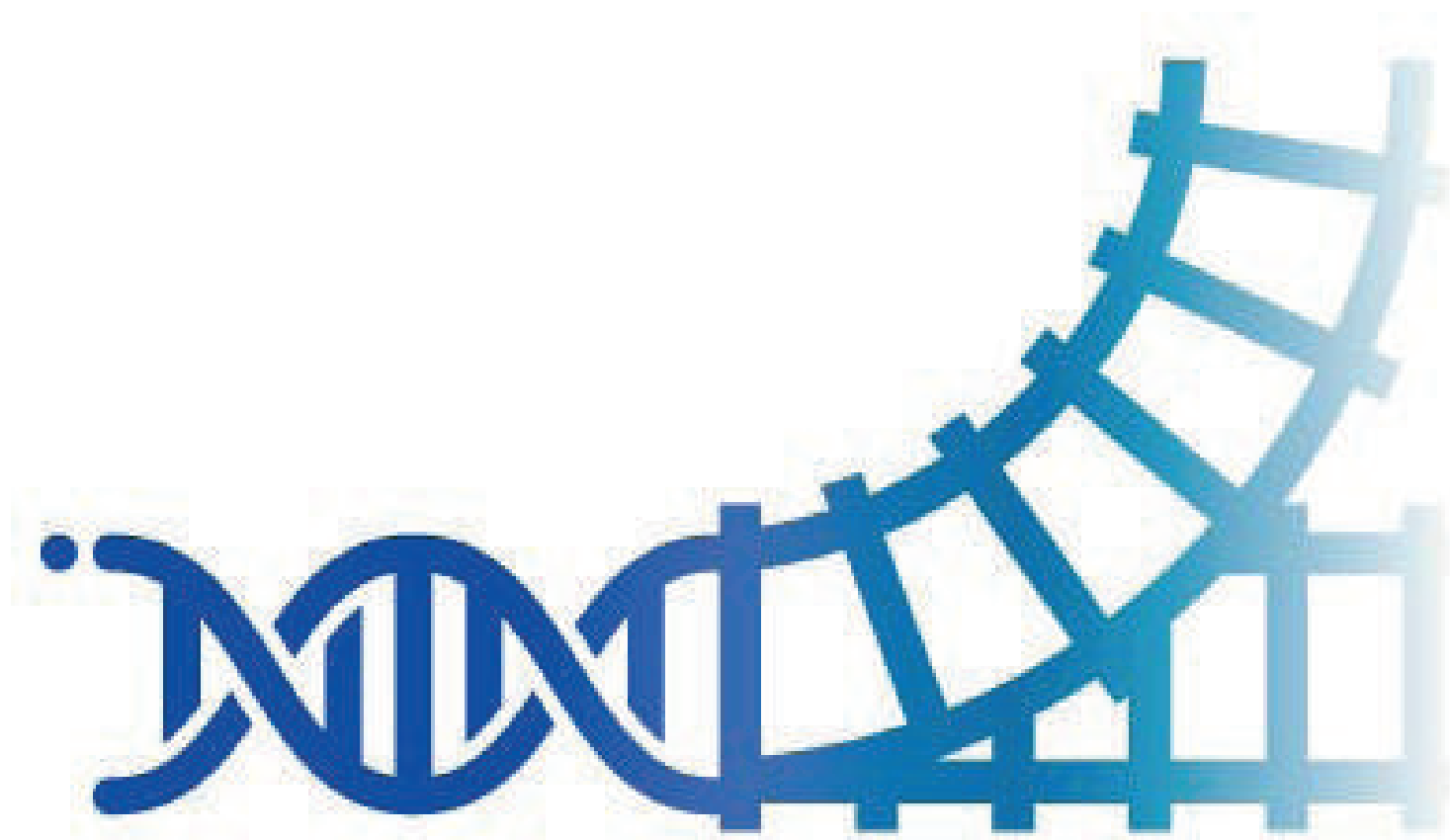
**Voluntary Health Scotland NHS Scotland The Scottish Government**



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# Guiding career success



## CAREER TRACKS

**GCU Life Sciences**

**We launched 'Career Tracks' in response to student feedback, to enhance employability and career awareness**

A range of Career Track activities has been introduced including:

- Employability tutorials/interview techniques/CV writing
- A conversation with our alumni
- Bioscience workplace experience
- Transforming Lives Conference in level 4
- GLP workshop
- Industry visits
- Big Programme Leader Debate
- Graduate employment masterclasses
- Invited speakers from Life Science sector
- GLP integrated practical classes
- Visiting Scholar Scheme

### **Who benefits?**

Life Sciences students

Career Tracks events are integrated into the BIO curriculum (from level 1 right through to final year) with contribution from industry partners, guest speakers, visiting scholars, recent alumni and our academic team and careers advisor. These inspiring events give our Life Sciences students the knowledge and confidence to plan their future career path and prepare them for graduate employment.

**Dr Sharron Dolan (SHLS, Assistant Head Life Sciences); academic staff in Careers Track Working Group (SHLS, Life Sciences); Mrs Ellen Gibson (Careers Service)**



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# Enhancing dementia care in surgery and anaesthesia



**To enhance students' understanding of the experiences of patients with dementia who are undergoing surgery and anaesthesia.**

We simulated the experience that those suffering from dementia are exposed to when undergoing surgery and anaesthesia by utilising equipment from the virtual dementia tour in the simulated theatre environment. This allowed the students to gain a better understanding of the issues faced by people suffering from dementia and enabled them to enhance their care.

**Who benefits?**

Student operating department practitioners, patients with dementia and their carers.

The students reported that they gained a better understanding of the issues faced by patients suffering from dementia and this will allow them to adapt their care to better meet their needs.

**Fiona Ritchie, Claire Lewsey, Agnes Lafferty, Val Howatson (Nursing, School of Health and Life Sciences)**





# Contributing to community



**“It was a great opportunity to make a positive contribution to the local community and work together as a team to solve problems that we would not normally encounter.”**

In June Strategy and Planning participated in a Community Day. The aim was to help transform a vacant green space into a community garden for local residents. Despite the non-stop torrential rain, the team spirit remained high and we managed to build raised beds and several compost sites and create a path for safer access.

## **Who benefits?**

Friends of Garnethill Greenspaces (FROGGS) and the local community of Garnethill.

We received great feedback from FROGGS for all the hard work and the difference we made to the Garnethill Community Garden, which is still being appreciated.

## **Strategy and Planning team**



# Socially enterprising design



**To encourage design students to create significant and positive impact in their surrounding communities. In collaboration with the SIE, students were challenged to tackle design challenges set by local social enterprises.**

In collaboration with the SIE, design students worked in small groups on design challenges for local social enterprises within the Design for Change module. The challenges included web design, app design, marketing campaigns, social media design, fundraising and branding. The local social enterprises included Second Chance, CHAS, The Woman Centre Glasgow and Web-based Physiotherapy. Students also worked with GCU student services on campaigns to raise awareness of mental health issues and gender-based violence.

## **Who benefits?**

The project benefited local social enterprises by providing access to design skills that they would otherwise be unable to access. It also benefited students by encouraging them to apply their entrepreneurial mind-set for the common good.

**Delivered design solutions to seven local social enterprises/charities and two GCU support services.**

**Dr Mary Maclachlan**



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# Creating confidence in research



**To inspire and engage all students with academic research. We created a platform for final year students to share their research journey with those in third year.**

The Caledonian Creates student research conference has taken place for two consecutive years and will run again in February 2018. The conference is held off campus and is an opportunity for students to hear from industry guest speakers and network with them. It is also an opportunity for the students to celebrate their honours dissertation research projects and inspire third years to achieve their own research ambitions.

## **Who benefits?**

The final year students benefit from gaining confidence in public speaking, communicating their ideas and receiving feedback on their projects. The third years benefit from seeing where they could be in a year and in breaking down the barriers often associated with academic writing and research in general.

More than 100 students attend the conference each year. It has helped third to fourth year progression rates and enhanced students confidence and networking skills.

**Mary Maclachlan, Bruce Wood, Diane Joyce, Helen Buchanan, Simon Haslett, Soheeb Khan, Sarah Dargie and Roland Walker**





# Increasing access to information



**To provide free access to our library and its services to people in the local community and to support them with training on information and computer skills.**

We now offer people in the Glasgow area free membership of our library. This allows them to borrow books and a laptop computer. We also give them wifi access and support in safe computer use.

## **Who benefits?**

Residents of the Glasgow area

This is a new service recently launched with pilot users, mainly from Queen's Cross Housing association and the wider local area. We will be monitoring impact and presenting the results next year.

**Marion Kelt, Robert Ruthven, Library Desk Team  
and Seth Thompson with help from GCU Outreach  
Team, especially Susan Grant**



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# Cutting our costs and improving our service



**To provide up-to-date online and print materials tailored more closely to our GCU Outreach programme structure and the needs of our pupils.**

Mark and Breda used free and open-source online resources to produce quality materials within a very restricted budget.

## **Who benefits?**

Approx 600 S5 and S6 pupils in 17 Glasgow widening-access schools.

The production cost of materials, in conjunction with GCU PDS, has been reduced while improving the overall utility and appearance of the materials.

**Mark Dawes and Breda Moran (GCU Outreach).**



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# Creating welcoming and safe spaces for all



## Osman continually strives to make a difference at GCU treating everyone with dignity and respect.

This year Osman was instrumental in establishing the LGBTQ+ Social Club for staff at GCU. The club encourages participation in LGBTQ+ related social, recreational and cultural events and holds monthly events on and off campus. Osman also came up with the idea to represent GCU at Glasgow Pride, the yearly event which celebrates diversity and promotes inclusion. He secured university support to pay for a stall which on the day he manned.

## Who benefits?

LGBTQ+ staff from the organisation of the club; LGBTQ+ students from greater visibility of diversity on campus; GCU reputation as an inclusive employer.

The Glasgow Pride stall helped demonstrate our commitment to equality and diversity. It also provided the university with an opportunity to engage with people from the LGBTQ+ community.

## Osman Rafiq (Facilities)





# Communicating confidently



**Professor Alison Britton is a well-respected member of our university community whose behaviour exemplifies many of the key elements of our GCU value of Confidence.**

Alison specialises in public healthcare, clinical negligence, mental health law and professional ethics at the university. She clearly believes in her power to make positive change and has shared her knowledge in order to do so. In addition to previous contributions to Scottish Parliamentary Committees and the World Health Organisation Alison is the current Convenor of the Health and Medical Reform Committee and a member of the Public Policy Committee for the Law Society of Scotland. Closer to home Alison has been tireless in her efforts for the Aurora Programme, nurturing self-belief, independence and ambition through her engagement as a mentor and an inspirational speaker.

**Who benefits?**

GCU, Aurora participants, Aurora programme, beneficiaries of her expertise in health law and GCU

The wider GCU community has also benefited from Alison’s ‘Communicating Confidently’ event. This has proved to be so popular that it has been delivered three times to capacity audiences over the past 18 months over our Glasgow and London campuses.

**Professor Alison Britton**  
**Professor of Healthcare and Medical Law, GSBS**



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# Connecting GCU to the world



## Remote communication with off-site colleagues and externals can be challenging but where there is a will there is a way!

There is high demand for the services of the Audio-Visual team, and for the equipment needed to connect us to our external colleagues and partners. GCU staff, and particularly those in Senior and Executive management roles, regularly hold discussions with colleagues and partners across several sites and often across several continents. John, Joe and the AV team always find ways to resolve the many communications challenges that can result, often generating highly innovative solutions. When it all works, this is the simplest of activities, but those who use their service regularly realise how much effort and planning goes into making these vital connections happen..

## Who benefits?

Executive Support team, all those who use their service within GCU and those colleagues and partners who are able to communicate with us.

When it seems that something can't be done, when all the obvious routes have been exhausted, Joe and the AV team are still able to find a creative solution.

## Joe Logan, John Reid and the AV team, Information Services





# Taking the initiative to make positive change



**Louise Oudega’s voluntary support for the Aurora project provided participants with a safe communication space and simplified the mentor connection process.**

Louise recently participated in the LFHE Aurora (leadership for women) programme and has demonstrated the value of confidence from the start. She took the initiative and independently developed a facility allowing Aurora alumni to network using Yammer. She supports Melanie Armstrong in mentoring facilitation and has made the process much more professional and user friendly for participants. Louise has a great ‘can-do’ attitude and her warm and friendly approach have impressed all who’ve worked with her.

**Who benefits?**  
Aurora alumni at GCU and the Aurora programme

Louise’s work has resulted in a more user-friendly way for staff to make an initial selection of a mentor, a difficult and sometimes daunting task for new Aurora participants.

**Louise Oudega: Senior IT Advisor, Corporate Applications and Infrastructure Services**





# Inspiring career choice



**Open day activities need to impress and the 'Patient Journey' event clearly delivers this requirement, inspiring and engaging everyone involved.**

During the Patient Journey open day students bring the subject to life by outlining particular scenarios in health care ranging from rehabilitation in Physiotherapy and Occupational therapy to critical care in Nursing along with Diagnostic Imaging and Podiatry. Students are fully engaged in the activity and work with staff to welcome and inform prospective students and their parents. Students demonstrate great professionalism and enthusiasm and confidence in this activity which clearly highlights the quality of their learning experience.

## **Who benefits?**

Students - from the experience of delivering the event and of working with staff. GCU - as our reputation is enhanced by the positive impression generated and by increases in our application conversion rates.

When it seems that something can't be done, when all the obvious routes have been exhausted, Joe and the AV team are still able to find a creative solution.

**Hannah Dockery, Katie McRae (Marketing, Recruitment and Conversion)**



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