



Annual Report 2021/22



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Foreword from your 2021/22 Sabbatical Officers



PRESIDENT
Róisín Burke

The past year has been the most challenging but rewarding year of our lives. We have met incredible people in our journey particularly you, the students of MIC, whose dedication and enthusiasm helped us to make your MIC experience the best it can be.

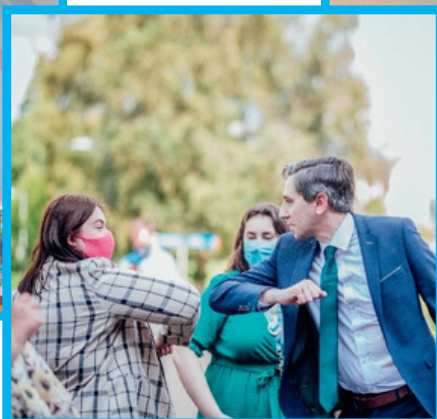
Serving as President and Vice-President of MISU has given us amazing opportunities, the best of which, is the representing the students of MIC. Having opportunity to listen to your voice and representing that voice across MIC's boards and committees has been a privilege. We have learned so much from you and we have enjoyed every minute of representing you.



**VICE PRESIDENT/
ACADEMIC**
Aoife Gleeson

We would like to thank the Class Reps for keeping us informed and working closely with us to ensure your voice is heard, and our Executive Committee for their dedication to the students of MIC. We would like to thank the staff of MIC for their collaboration and open communication. Lastly, a massive THANK YOU to the staff of MISU, in helping us to assist you. Behind the scenes is an amazing, supportive and hard-working team whom we couldn't have achieved anything without.

We hope you have enjoyed this year in MIC and we are honored to have been on this journey with you as your President and Vice President for 21/22.



Sabbatical Officers 21/22

The MISU President and Vice-President represent, advocate for and lead the students of MIC. They do this by sitting on MIC Boards and Committees, leading the MISU Executive Committee in representing and working for the student body, providing support and information to students on personal, social and academic concerns and creating a positive student experience.

Over the course of the 2021/22 academic year the President and Vice-President have undertaken a number of activities to support students and help numerous campaign and event weeks to enhance the student experience.

Activities undertaken this year:

- Advocated for in-person graduation ceremony
- Provision of Free period products across our campuses
- Return of Charity Week, which raised €1,855
- Return of in-person events
- Organised Active Consent Workshops
- Organised a toiletries drive for people living in Direct Provision
- Organised MIC Ball (1st Ball since 2020)
- Launched first eating disorder prevention initiative in 3rd level in Ireland- The Body Project
- Assisted students with accommodation issues
- Worked on school placement issues
- Met regularly with MIC Senior Management to highlight and discuss student issues
- Worked with MIC to organise the vigil for the MIC Community to remember Ashling
- Murphy
- Held a number of meetings with The Minister for the Department of Further & Higher Education, Research, Innovation and Science, Simon Harris, around issues affecting students in Ireland

Campaign Weeks

- FirstPride Week
- Welcome Week
- Sexual Health Awareness & Guidance (SHAG) Week
- Period Poverty Awareness Week
- Positive Mental Health
- Neurodivergent Awareness
- Charity Week
- Wellbeing Week



Representation, Advocacy & Leadership



2
Sabbatical Officers



490+
ACADEMIC RELATED

1033+
Queries answered
in relation to...

192
PERSONAL/COLLEGE
LIFE RELATED

51
FINANCIAL RELATED

300+
GENERAL

280+
TO MIC SERVICES

316+
Referrals to...

36
TO EXTERNAL
SERVICES

120
MISU RELATED MEETINGS

110
MEETINGS WITH
STUDENTS

574+
Meetings attended

150+
MIC COMMITTEE
MEETINGS

54
EXTERNAL MEETINGS

140
MEETINGS WITH MIC STAFF


19
PRESS APPEARANCES


5 CHATS WITH
SABBATS

14
IN CONVERSATION WITH
SERIES FILMED

Executive Committee 21/22

Each year, the student body elects students to a number of different officerships within MISU. These elected students make up the MISU Executive Committee (the Exec).

The Exec meets on a weekly basis throughout the year and is responsible for implementing MISU policy and decisions or working on issues that have been raised by the Class Representatives (Class Reps) at Union Council. The Exec reports to, and keeps Union Council informed of and up to date on the issues or campaigns which they are working on.

You can talk to your Exec about any issues or ideas which you have, you can ask them to work on something for you, or just find out about what they are up to.

YOUR EXECUTIVE COMMITTEE 2021/2022



CULTURE & IRISH OFFICER
Cori Greaney



POSTGRADUATE OFFICER
Christine Ratzlaff



THURLES COLLEGE OFFICER
John White



UNION COUNCIL CHAIR
Béibhinn Byrne

Executive Committee Annual Reports



CULTURE & IRISH OFFICER *Cori Greaney*

Activities undertaken this year:

- Have had regular meetings with the MIC Irish Officer and worked with her & an Seomra Caidrimh
- Assisted with Students' union events – open days, fundraisers, Referendum
- Went to Thurles for Ciorcal Comhrás and offered my help if they needed anything
- Attended Bord na Gaeilge meetings
- Taught weekly grinds & gave advice to anyone who approached me looking for help with their Irish for Irish
- Worked with the Cumann Gaelach to help organise events – they organised Ciorcal Comhrás and a quiz across the two semesters
- Worked with a representative from Conradh na Gaeilge to make a plan for next year on how to promote Irish among students
- Spoke on Radio na Gaeltachta on behalf of the students union re. the shortage of student accommodation



POSTGRADUATE OFFICER

Christine Ratzlaff

Activities undertaken this year:

Semester 1

- Began having the Fall 2021 Lunchtime Presentations
- Worked on the Athena SWAN project as student advisor
- Had the Thurles Postgraduate Workshop along with Thurles College Officer and Julianne Stack from RGSO
- Began working on Sustainability initiative with staff group and student society
- Did the Mental Health walk on 11/11/2
- Attended graduation ceremonies
- Attended MISU events including; SHAG week pub quiz at Dolan's,
- Pride week Drag Show at Dolan's
- Attended Boundary training with MISU Exec Team
- Assisted on campus with the Referendum voting
- Chaired the Clubs & Societies Council meetings
- Began planning the SRPRC '22 and recruiting volunteers
-

Semester 2

- Attended Union Council 01/12/2021 and 02/02/2022
- Met with 1st Year PGRs with RGSO Director 02/12/2021
- Attended BICS Student Representative meeting 28/01/2022
- Continued planning the SRPRC '22
- Liaised with Staff sustainability group on Green Campus initiative
- Attended Working group for Role of Class Rep 11/02/22
- Chaired Clubs & Societies meetings
- Attended First Aid Training on 24/02/22
- Attended Women & Gender Based Violence seminar 24/02/22
- Attended 2nd & 3rd Year PGO Meeting with RGS Dir. 03/03/22
- Met with PG ALC 04/03/22
- Stewarded The Fem Fest Run 07/03/22
- Attended An Chomhairle Acadúil 09/03/22
- Attended Active Consent Training 14/03/22
- Assisted with on-campus Charity Week Events 21-24/03/22
- Attended PGO Meeting with EDII Director 05/04/22
- Attended BICS Awards 05-08/04/22
- Attended Research Committee Special Meeting 11/04/22
- Attended 1st Year PGO Meeting with RGS Dir. 21/04/22
-



THURLES COLLEGE OFFICER

John White

Activities undertaken this year:

- Organised weekly meetings (Thursday evenings) with Cori Greaney for Irish chats in the Thurles canteen (help with Irish language students) Organised a Thurles campus Postgrad workshop with the help of Julianne Stack, Christine Ratzlaff, and Kate Stapleton – Julianne and Christine presented to 4th years during a 4th year dissertation lecture. Worked closely thurles staff to ensure a covid compliant campus. Continued helping students to find Thurles accommodation Created the 'Board of Signatures' in the Thurles Office to promote a sense of togetherness. Continued to promote class reps in each year (especially 1st years). Continued to promote clubs and socs with David Cuddihy – organised a Thurles Music Society Created a 'Mature Student' group – Mature students would meet twice a month along with Thurles counsellor Fiona O'Dwyer.
- Helped promote Thurles campus with campaigns and events such as 'Any time of the month', Pride week, Mental Health week, Connect Cafe SHAG week, Christmas Daze, LGBTQ+ coffee morning , raising of the Progress flag, 1st year orientation, student teacher open day Attended Thurles Program Board meeting. Attended weekly MISU Executive meetings. Attended Boundary training in Limerick. Helped to create a safe, friendly, and fun campus atmosphere and experience for students on the Thurles campus and offered a safe/open door policy where I listened to the voices of all students. Created an MS Teams ePortfolio tutorial video (through the help of Jema Walsh) to advise correct protocol of the newly implemented ePortfolio design for placement. This helped to benefit all 2nd and 4th year MIC Thurles students on placement. I have helped to offer multiple resources for students to help them on placement and lesson plan designing. Liaised with staff, students, and executive committee. Attended events such as charity event for Serena Kinane and a meeting for teaching refugees through Strong-Gens. Organised 'Stand with Ukraine' photo with students and flag at front of MIC Thurles campus. Raised issues such as Gaeltacht fees, getting camera at the front gates of the campus, microwave in canteen, etc. Worked closely with Jema Walsh (2nd year student) to create a video presentation showcasing how to use Mahara software for placement for all 2nd and 4th year Thurles students.
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-
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PLEASE NOTE:

I had been on school placement since Christmas holidays until February 23rd.



UNION COUNCIL CHAIR *Béibhinn Byrne*

Activities undertaken this year:

- Chaired Union Council Meetings
- Organised Thurles Campus hoodies for this year
- Organised Thurles Charity Week events



Union Council and Class Reps

Union Council and Class Reps play a key role in the work of MISU; through Union Council, Class Reps raise any issues which their class is experiencing, give feedback or put forward ideas. Class Reps can mandate the Exec to follow through on what happens at Council or take a certain stance on an issue to make sure they are working for the students.

Class Reps are a vital part of the Union. We would like to thank all of the class reps for their hard work and dedication to their role



Your 2021/22 Class Reps

Bachelor of Education

1st Year

4B: EllenAnn Kelly
6A: Tomás Ó Cearbhalláin
7A: Alanna Shortall
7B: Robyn Whitty

2ndYear

1B: Chloe Byrne
2B: Chloe Farrell
3A: Niamh Geraghty
3B: Clodagh Healy
4A: Emma Healy
5A: Dylan McLaughlin
5B: Caitlin Ní Orsaigh
6A: Andrea O'Connor
6B: Christine O'Keeffe
7A: Ronan Finnan

3rd Year

2B: Kate Fahy
5A: Orla McDermott
5B: Ciara Moynihan
7A: Arlene O'Sullivan

4th Year

2A: Aoibheann Comber
3A: Cathal Flannery

B Ed in Education & Psychology

1st Year: Ama McSweeney
2nd Year: Sarah Ryan-Purcell

3rd Year: Muireann Farrell
4th Year: Sean Lineen

BA in Early Childhood Care & Education

1st Year: Abby Purcell 2nd Year: Sarah Louise Condren 3rd Year: Laura Mortell

BA in Education

BA in Education, Business & Accounting BA in Education, Gaeilge & Business

1st Year: Clodagh O'Doherty
2nd Year: Joshua Martin
3rd Year: Josh Mullen
4th Year: Niamh McEleney

2nd Year: EleanorMurphy
4th Year: Anna Mennis

BA in Education, Maths & Gaeilge

1st Year: JohnKeane
2nd Year: Eleanor Haughey
3rd Year: Roisin Byrne

BA in Education, Business & Religion

1st Year: Kate Moynihan
2nd Year: Ben O'Dwyer
3rd Year: Ciarán Cuddihy

BA in Education, Maths & Business Studies

1st Year: Meabhdh Donovan
2nd Year: Jennifer Kearney

BA in Education, Gaeilge & Religion

1st Year: Stephen O'Shaughnessy
2nd Year: Dearbhail Cuddy
4th Year: Nathan Kelly

Your 2021/22 Class Reps

Professional Master of Education

1st Year: Alice Baudains 2ndYear: Úna Ryan

Bachelor of Arts

1st Year

Drama & Theatre Studies: Marcus Cropper
Music: Adam Stapleton
Gaeilge: Finn Pearse

2nd Year

Drama & Theatre Studies: Adam Bowe
English: Jayde Ryan
French: Imén Bourke
German: Kaci Feighery
Media & Communications: Lucy McHugh
Philosophy: David Cosgrave
Psychology: Leah O'Berine
TEFL: Aine Gleeson

3rd Year

English: Jana Brennan
History: Mary-Kate Flanagan
Mathematics: Luke O'Gorman
Media & Communications: Holly O'Flaherty
Psychology: Ciara Power

4th Year

Gailege: Holly Ní Dhomhnaill
German: Matthew Kavanagh
History: Laura Mulqueen
Mathematics: Rachel Keegan
Psychology: Conor Allen
Theology & Religious Studies: Grace O'Connor

BA CATS

1stYear:AnnaCorcoran 2ndYear: Zara O'Donnell 4th Year: Piper McDonald

Postgraduate Reps

MAinApplied Linguistics : Janaina Alves de Andrade PHD Research-English: Kate Doyle

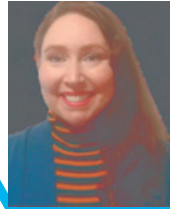
Doctorate in Educational & Child Psychology: Naoise Delany



Your 2022/23 Executive Committee



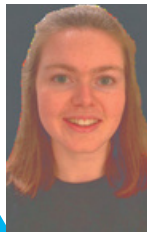
PRESIDENT
Aoife Gleeson



VICE PRESIDENT/ACADEMIC
Christine Ratzlaff



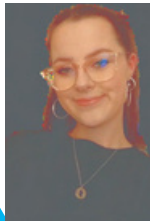
WELFARE OFFICER
Luke O'Gorman



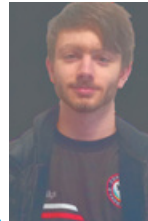
IRISH LANGUAGE OFFICER
Sarah Ryan-Purcell



THURLES OFFICER
John White



EQUALITY, DIVERSITY & INCLUSION OFFICER
Nora Burke



UNION COUNCIL CHAIR
John Keane



STUDENT ACTIVITIES OFFICER (THURLES)
Kate Moynihan



STUDENT ACTIVITIES OFFICER (LIMERICK)
Cian Egan

THE MISU TEAM

MISU's Clubs & Societies, Communications & Services, Operations, Finance and Administrative Functions are overseen by the General Manager who is supported by a team of dedicated staff. The MISU staff provide continuity within the Union and they support the Sabbatical Officers and the Executive Team in representing, advocating for and leading the student body.



GENERAL MANAGER

Dee Kennelly



**CLUBS & SOCIETIES
COORDINATOR**

Dave Cuddihy



FINANCE COORDINATOR

*Margaret
MacSweeney*



**COMMUNICATIONS &
SERVICES COORDINATOR**

*Eadaoin
Shanahan*



**COMMUNICATIONS &
ENGAGEMENT ASSISTANT**

Noelle Lynch



**INFORMATION &
SERVICES ASSISTANT**

Chloe Keogh

Clubs & Societies 21/22

Having spent 2 years embracing their new online environment MISU Clubs & Societies made a tentative return to campus activity in September 2021.

Despite capacity restrictions, social distancing, mask wearing and antigen testing our Clubs and Societies members made the best of the new world they found themselves in. Smaller and more frequent events became the norm across campus while guidelines changed as frequently as the weather.

During the academic year 2021/2022 our Clubs and Societies showed how resilient their members are and a willingness to adapt their way of operating so they could continue to bring their activities to members across both campuses.



Clubs & Socs Council

Clubs and Socs Council is a sub-committee of Union Council and the decision-making body for MISU Clubs and Societies. Council is made up of a minimum of 2 representatives from each Club and Society committee with some of the larger Clubs and Societies sending more reps.

During the academic year 2021/2022 Clubs and Societies Council voted in favour of removing membership fees for the academic year due to the uncertainty which faced how activities would be run. This positive step allowed students the freedom to join and sample all of our Clubs and Societies without the financial commitment.

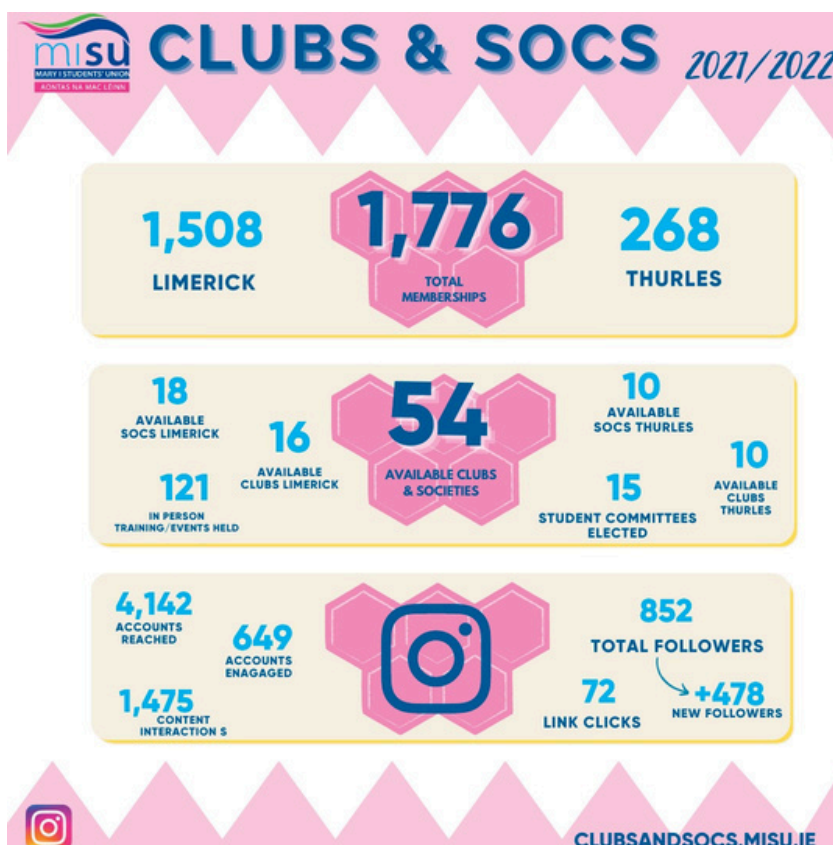
Members of Clubs and Socs Council and C&S committees received Return to Activity Covid Training from the Board of Irish College Societies.

Clubs and Societies Council voted to support the fundraising efforts of MIC's Community Sponsorship Group which will see MIC sponsor and assist refugee families in the local Community.

Members of Clubs and Socs Council formed part of a working group to develop a Student Activities Scholarship Scheme which will commence in the academic year 2022/2023.

Clubs & Socs Council Members

- MIDAS
- MIDANCE
- Trad Music
- Cloud Aloud (LGBT Soc)
- Christian Union
- Live Music
- Trad Music Soc
- Cumann Gaelach
- Ladies Rugby
- Men's Rugby
- Tennis
- TAG Rugby



MISU Operations 21/22

STRATEGIC PLAN 2020-2024

In January 2020, we launched our first formal Strategic Plan for 2020-2024. The plan sets out MISU's four high-level priorities which we will work on over the next four years: Representation, Advocacy and Leadership, Student Experience, Services as well as Structures and Systems. Each of the four priorities has a set of goals (18 in total) and a timeline by which they should be completed.

We are now two years into the plan and whilst COVID did have an impact on our progress, of the 18 goals:

- 3 have been achieved
- 11 are in progress for the 2021/2022 Academic Year; 4 of which are annual goals
- 3 are due to commence between 2022/2023 and 2023/2024
- the final goal which is to review the strategy and its impact will be carried out in 2024

Whilst the plan sets out a range of goals and priorities, the ultimate ambition in planning for the future is to help the elected officers and staff to ensure that you continue to get the kind of MISU that you want and that your Union grows and improves for the future. The following are the goals which we are currently working on:

Pillar 1 - Representation, Advocacy & Leadership

Worked with the MIC Counselling Service on the roll out of the Body Project initiative

Worked with the MIC Medical Centre in the provision of Dip tests as well as STI testing

Highlighted student issues with SUSI to Minister Harris

Successfully advocated for an online Gaeltacht due to increase in COVID cases

Delivered a petition to Minister Harris on funding for a new library

Secured 100 free places for By-Stander Intervention Training to be rolled out in September 2022

Collaborated with MIC on; installation of the silent booths, distribution of free antigen tests & distribution of free face masks

Successfully advocated for the on-campus Graduation ceremonies

Roll out of Active Consent Training

Delivered the 'In Conversation with Series' which highlighted the support services available to students in MIC

Supported and promoted the SafeTalk training

Successful in securing funding from MIC to provide free period products across our campuses

Pillar 2 - Student Experience

Publication of the first MISU Communications Strategy

Developed and published MISU Brand Guidelines, so that MISU is easily identifiable and our brand is clear and coherent

A 'Contact Us' section created and published to the MISU website

The Complaints Procedure has been developed and available on the MISU website. Online complaints form is also available

Thurles Campus specific:

Introduction of free delivery for Thurles campus on orders through the online store

Introduction of a 2nd part-time officer role in Thurles - Student Activities Officer (Thurles)

MISU had an active role in Thurles Orientation Week where we raised awareness of the services and supports which we provide

Comms & Engagement Asst and Clubs & Societies Coord. visited the campus on a regular basis

Option of online meetings allows for attendance across both campuses

Option of online appointments

Introduction of Students' Union email address

Continuous presence from Sabbats (weekly / fortnightly visits) and provision of representation & advocacy services

First cross-campus Society (LGBT)

Focus on joint campaign weeks

Pillar 3 - Services

Introduction of Student Case Management System to support MISU in recording issues and identifying themes

Evaluation of different aspects of our commercial services including the online store, footfall and sales in the on-campus store as a review of products available

Ran a successful MISU Annual Student Feedback Survey in Semester Two. Feedback will be used to plan service delivery and operations for 2022/23 as well as inform Strategic Plan goals for 2022/23

Class Rep Clothing orders are facilitated through the online store with the support from the Communications & Services Coordinator

Online appointments system available with Sabbatical Officers and Staff

Pillar 4 - Structures & Systems

Review of the current part-time officer roles on the MISU Executive Committee took place and the following roles were introduced;

Irish Language Officer

Welfare Officer

Student Activities Officer (Thurles)

Equality, Diversity & Inclusion Officer

Student Activities Officer (Limerick)

Postgraduate Officer became a paid part-time role

Establishment of a working group to draft an Engagement Strategy for MISU

Establishment of a working group to create a Student Activities Scholarship Scheme

Establishment of a working group to Review and Redefine the role of the Class Rep in MISU



STRATEGIC PLAN
2020-2024

[Click above to access a copy of the Strategic Plan.](#)


GOALS ACHIEVED

MISU STRATEGIC PLAN

What this means for YOU?

6.1|1  **WE ENGAGE WITH THE COLLEGE TO ENSURE SUSTAINABLE FUNDING AND SUPPORT OF MISU IS PROTECTED BY MIC.**

This means that YOUR UNION remains adequately resourced and properly valued by MIC.

6.2|1  **WE EXPAND, UPDATE, AND DOCUMENT A COMMUNICATIONS STRATEGY WHICH ADDRESSES:**

- HOW WE LISTEN TO YOUR VIEWS AND OPINIONS
- HOW WE UPDATE YOU ON RELEVANT INFORMATION RELATING TO STUDENT LIFE AND
- HOW WE PROMOTE AND MARKET OUR SERVICES AND FACILITIES.

This means that YOU will know the best way to communicate with us and we will be clear and consistent in how we deliver information to you.

6.3|3  **DEVELOP A SUSTAINABILITY PLAN FOR COMMERCIAL SERVICES TO ENSURE MISU IS WELL PLACED TO TAKE ADVANTAGE OF OPPORTUNITIES AND ADDRESS CHALLENGES.**

This means that YOU will have a Union that is planning for the future and ensuring that it will benefit future generations of MIC students.

MISU Management Advisory Board

The purpose of the MISU Management Board is to provide advice and guidance to the MISU President and Vice-President (Sabbaticals), and the General Manager on a range of strategic, management, operational, and corporate governance issues. The Board also ensures that the Sabbatical Officers are fulfilling their constitutional responsibilities and that any concerns of this are reported by the Chairperson of the Board to the Chairperson of Union Council.

The Board is responsible for; the development of and the direction of mid-term and long-term strategic plans of the MISU; the acceptance of Annual Work Plans as submitted by the Sabbaticals and General Manager; the efficient use of MISU resources as well as corporate governance.

The current membership of the MISU Management Advisory Board is;

Cillian McHugh (Chair & Former Sabbatical Officer)
Róisín Burke (MISU President)
Aoife Gleeson (MISU Vice-President)
Dee Kennelly (MISU General Manager)

Former Sabbatical Officers;

Alison Dervan Niall Carmody

External Members:

Shane O' Sullivan
Emmett Mullaly
Sarah O' Donnell

The Board has met four times during the current Academic Year and the following matters have been discussed by the Board:

- Sabbatical Officer Reports which provided the board with an update on progress in dealing with a range of ongoing issues (e.g., academic delivery, placement, supervision, appeals)
- General Manager Reports which included correspondence undertaken on behalf of MISU, Internal Financial Controls, MISU Operations for the 2021/2022 Academic Year, Senior Management Meetings, HR & Operations Reports from the Commercial Services DAC Board incl. financial position Governance of MISU
- Review and approval of the MISU Audited Accounts to the 31.08.2021 Update of the MISU Reserves Policy in line with the Accounts Monitoring of the MISU Risk Register and the Items for which the Board has been identified as the Risk Owners Monitoring of the Strategic Plan goals
- Reviewing and approving the MISU Budget 2022/2023
- Reviewing and approving the 6-month management accounts
- Role and responsibilities of the Board
- COVID-19 measures and impact on MISU service delivery and operations
-
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MISU FINANCES

MISU's financial year runs from 01 September to 31 August.

MISU (the Union) is funded through a capitation allocation which we receive from the Student Contribution Charge.

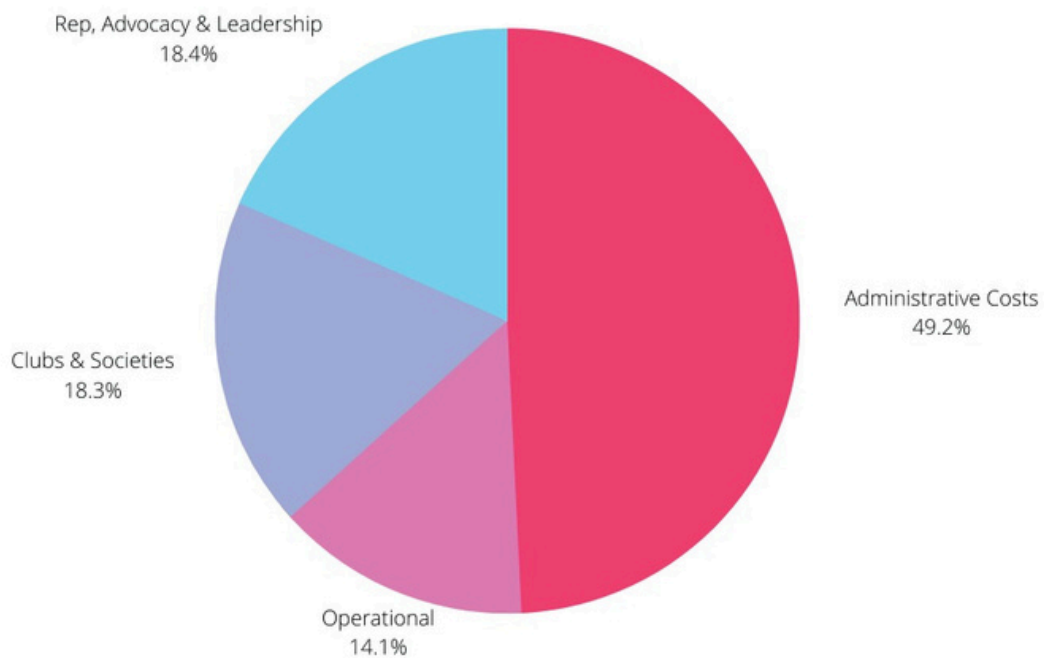
For the 2020/2021 Academic Year:

Total Income received €381,896

Total Spend €379,700

The following gives a summary of the Union's expenditure for the period.

Breakdown of Spend



MISU COMMERCIAL SERVICES DAC FINANCES

MISU Commercial Services DAC is a company owned and operated by MISU to manage the Union's commercial activity.

MISU Commercial Services DAC generates revenue from the following activities:

- The campus shop (An Siopa) (Limerick Campus)
- MISU online store (shop.misu.ie)
- Advertising on MISU social media platforms and MISU website
- Commercial Services provided through the Information & Services Desk and shop.misu.ie

The financial year for MISU CS DAC runs in line with that of the Students' Union from 01 September to 31 August.

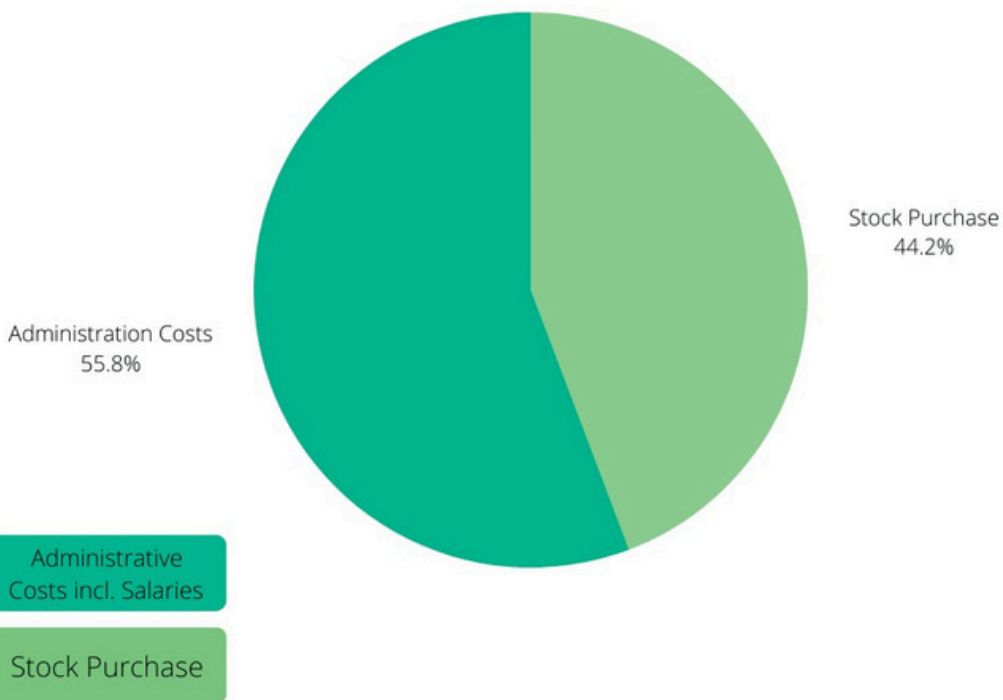
For the 2020/2021 Academic Year:

Total Income received: €126619 €

Total Spend: €90015

The following chart gives a breakdown of the expenditure for the period:

Breakdown of Spend



Communications & Services 21/22

The Communications & Services department oversees all MISU Communications including

social media, as well as the provision of student services and commercial services. The Department supports MISU in ensuring continuity in our engagement with the student body.

Over the course of 2021/22 academic year the Communications & Services Department was involved in the planning and implementation of a wide variety of campaigns, events and projects, as well as the management of the day to day communications and provision of student services and commercial services.

COMMUNICATIONS

During the 21/22 academic year the Communications & Services department has overseen every aspect of MISU's communications including; publications, elections, campaigns, events and day to day communications.

The department has also been involved in a number of projects designed to achieve the strategic goals outlined by the MISU Strategic Plan 2020-2024 including the development of the Communications Strategy, MISU Brand Kit and the Student Engagement Strategy.

The department also creates and promotes the MISU Annual Feedback Survey and compiles the data once the survey is completed. The department has also assisted the MIC Strategic Communications and Marketing department with press queries and provided basic communications training to the 2021/22 MISU Executive Committee.



ACADEMIC YEAR 2021/2022



COMMUNICATIONS & ENGAGEMENT



STUDENT ENGAGEMENT & SERVICE DELIVERY

In the 2020/21 academic year, MISU Reception relocated to the old bank space on the ground floor of the Forum in the TARA Building. Prior to the commencement of the 2021/22 academic year the decision was taken to re-brand MISU Reception to the Information & Services Desk in order to provide students with a clearer representation of the services offered at the desk.

The Information & Services Desk provides a vital first point of contact for students with the location of the desk increasing MISU's visibility in the building and providing an easily accessible point of contact.

During the 2021/22 academic year the Info & Services Desk, which is operated by the Information & Services Assistant has played a key role in student engagement and service delivery, as outlined in the student engagement and service delivery graphic on the next page.





STUDENT ENGAGEMENT AND SERVICE DELIVERY

ACADEMIC YEAR 2021/2022



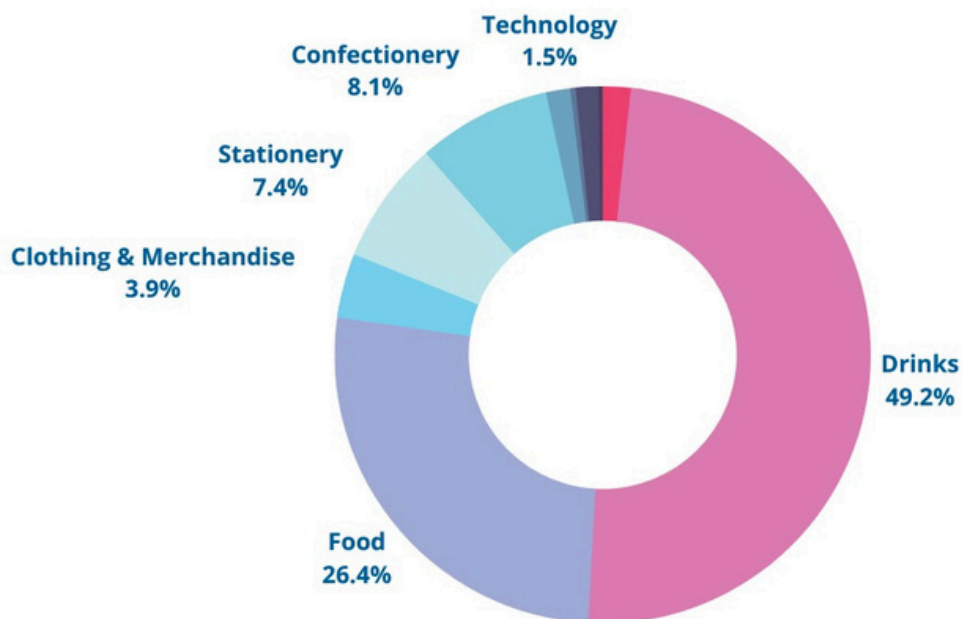
COMMERCIAL SERVICES

MISU offers a range of commercial services through the campus shop (An Siopa which is on the Limerick campus), online store (shop.misu.ie) and the Information & Services Desk.

An Siopa

During the 2021/22 academic year An Siopa served 50,856 customers and the chart below shows the most popular products in An Siopa.

An Siopa Product Sales 21/22



In semester two An Siopa switched from physical coffee loyalty cards to the Squid Loyalty App and expanded the loyalty programme to include all hot drinks. The introduction of the Squid App also feeds into the Commercial Services sustainability plan as the app replaces physical loyalty cards.

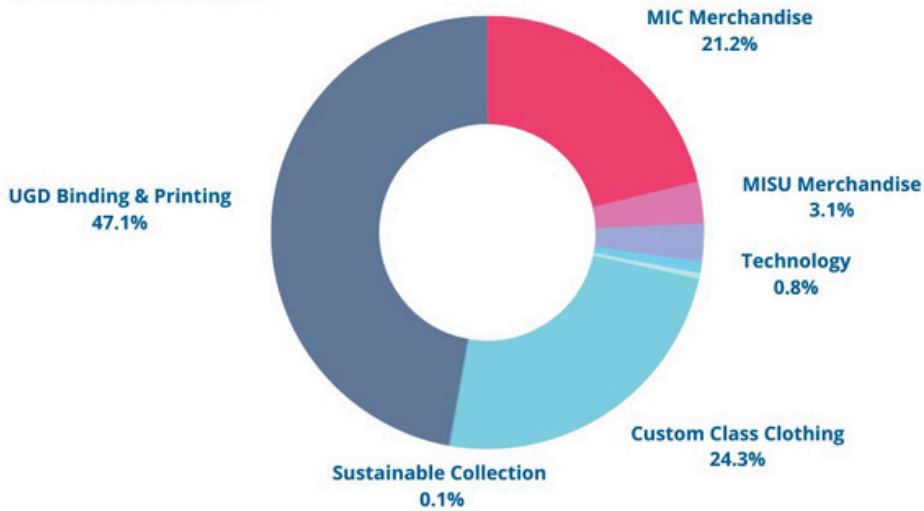


Shop.misu.ie

During the 2021/22 academic year shop.misu.ie processed 707 orders. The below chart shows the most popular products that were ordered.

Online Store Orders 21/22

Total Orders: 707

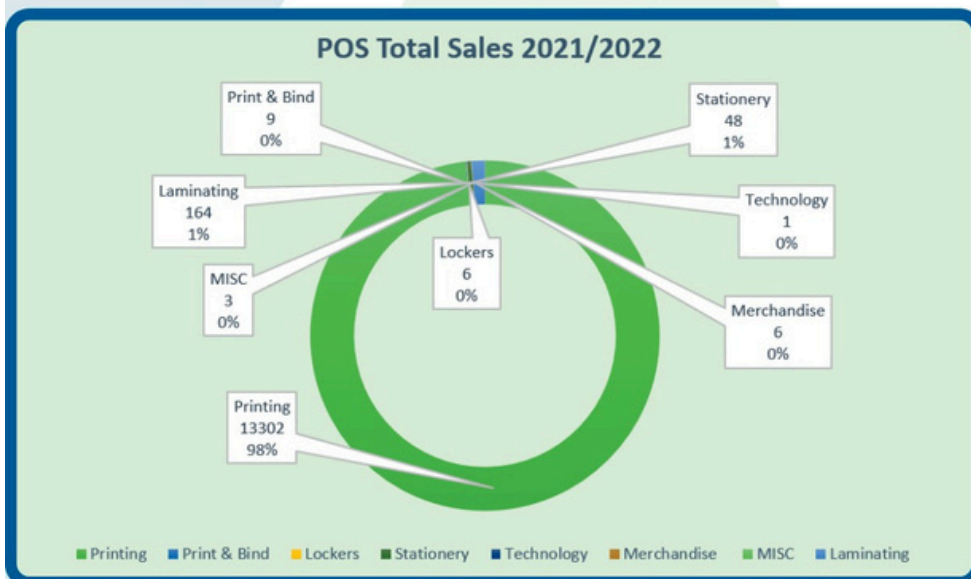


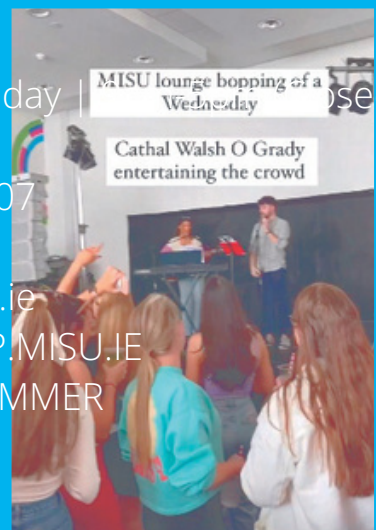
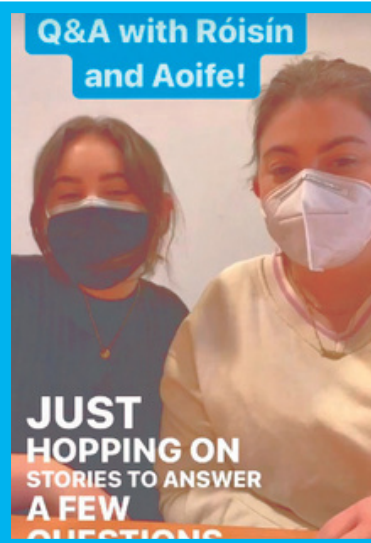
Information & Services Desk

Aswell as acting as a first pointof contact for students, the Information & Services Desk also offers a range of commercial services. The below chart shows the most popular services used at the desk.

POS Transactions for 2021/2022

Total Orders: 1,032 Total Units Sold: 13,541 Avg. Units Per Transaction: 12.1





Our Info & Services desk is open Monday - Friday | 10am - 5pm
061-400013/061-204907
www.misu.ie
StudentUnion@mic.ul.ie
SHOP ONLINE: [HTTPS://SHOP.MISU.IE](https://shop.misu.ie)
MISU IS OPEN FOR THE SUMMER



Mary I Students' Union, TARA Building, Mary Immaculate College, South Circular Rd. Limerick



Studentsunion@mic.ul.ie



061-400013/061-204907



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