



misu

MARY I STUDENTS' UNION

AONTAS NA MAC LÉINN

ANNUAL REPORT

2024 / 25

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The 2024/25 academic year presented various challenges for our students locally and nationally. The increased cost of living, the accommodation crisis and the pressure of commuting are severe barriers to student engagement, leading to a student experience that is greatly impacted by the need to make ends meet.

Serving as MISU President this year has shown me how incredible our students are and how much you sacrifice to pursue your education. I have met amazing people this past year, and it has been a privilege to have the opportunity to represent you. I have learned so much from my time as MISU President, and I sincerely thank you for trusting me to represent you.

I want to thank the Class Reps for their hard work providing feedback and advocating for their peers, which has profoundly supported the role of MISU President. Your enthusiasm, commitment, and participation in the Union Council were highlights of my week. It was a pleasure to get to know all of you. I wish you all the best in your studies and future beyond MIC.

Thank you to our 2024/25 Executive Committee for their continued support and dedication to representing our students. They have achieved fantastic feats this year, and working with such a motivated and hardworking team has been a pleasure.

To all my colleagues at MIC, thank you for your continued willingness to engage and collaborate with MISU on critical student issues. Working together has been a truly rewarding experience, and I'm excited to see what this partnership can achieve for our students.

I want to extend my heartfelt thanks to all my colleagues at MISU for their incredible support over the past year. It has been a privilege to work alongside such dedicated and passionate professionals who consistently go above and beyond to support the Full-Time Officers, Part-Time Officers, and, of course, our students. I'm truly grateful for the opportunity to be part of this team, and I will miss you all dearly.

It has been a privilege to witness the strength and commitment of our student body this past year. Serving as MISU President has been a rewarding experience. I am thankful for the support and collaboration of my fellow students, Class Reps, Executive Committee, and my colleagues at MIC and MISU. Together, we have navigated a challenging year, and I am optimistic about the future and the continued progress we can make for the students of MIC.

REPRESENTATION, ADVOCACY & LEADERSHIP

MISU's main purpose is representing, advocating for, and leading the students of MIC. The MISU President and Vice-Presidents work to give students a voice and help them use it through Representation, Advocacy, and Leadership. They do this by:

- representing and protecting the student body in academic and non-academic matters
- 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
- actively pursuing the engagement and participation of the student body in the activities of the union and student life in general
- promoting and pursuing the betterment of the education and well-being of the student body
- creating a positive student experience

ACTIVITIES UNDERTAKEN IN 2024/25

- advocated for Conferring Ceremonies for our Thurles students to take place in Thurles. Thurles students graduating this year will graduate in the Cathedral of Assumption, Thurles, on October 31st, 2025
- advocated for greater promotion, awareness, and development of the MIC Free Park n' Ride facility including providing signage to direct students to the facility and updating the MIC parking facilities to a numbered system
- collaborated with Bus Éireann and the National Transport Agency (NTA) to rename the 'Mount Gerard Court' Bus stop in Limerick to 'Mary Immaculate College / Coláiste Mhuire Gan Smál'. This bus stop connects MIC Limerick with the 304, 304A, and 301 local bus routes
- advocated for an earlier opening time for the TARA Building to provide more spaces for students who are commuting; it's now open from 7am to 10pm



- met with the former Minister for the Department of Further & Higher Education, Research, Innovation and Science, Patrick O'Donovan, to discuss issues affecting students in Ireland
- became a member of the newly established Limerick Students Forum in partnership with TUSSU, UL Student Life, and Limerick City & County Council to speak on issues impacting student experience in Limerick City
- introduced new welfare supports, including: free hygiene kits, the MISU Clothes Swap, MISU's first online well-being resource, Well,Kit? Wednesday
- advocated for access to a space to develop a food pantry, which was granted and is planned to be in operation for the 2025/26 academic year
- assisted with the development of MIC's first Academic Integrity Policy and pressed for an educative, student-centred approach to the issues of Academic Integrity
- attended the following conferences to highlight student issues: *Navigating the New Frontier: Generative AI and Academic Integrity*, ACUI Region VIII Conference, INTO Congress
- sought student feedback on the current gym facilities available in Tailteann on the Limerick campus, and gauged student interest in fitness classes going forward
- conducted a travel survey to determine how students are traveling to MIC campuses
- joined the Education Destination Board Thurles, in collaboration with TUSSU and Tipperary FET, to promote Higher Education opportunities and development in Thurles



ACTIVITIES CONTINUED FROM PREVIOUS ACADEMIC YEARS

- continued provision of free welfare supports, including: food parcels in collaboration with the Mid-West Simon Community, period products in collaboration with MIC, pregnancy tests, Grab n' Go Breakfasts, Contraception
- ensured that the separate staff/student forums for PME, ECCE and B Ed & Pysch continued, and worked to include students on placement/study abroad in staff/student forums and the MIC Learning Partnership and Dialogue Taskforce meeting
- continued to work on the Gaeltacht Fees issue for Thurles Students, with MIC Thurles agreeing to explore additional teaching council placement options for students studying Gaeilge at MIC Thurles. These options will come into effect in the 2025/2026 academic year
- continued to ensure additional study spaces were available to students at busy times on both campuses
- continued to sit on the WIRED FM Board and advocate for the student radio station to return to air and adapt to current student interests

YOUR 2024/25 OFFICER TEAM



PRESIDENT

Aisling Knox



**VICE-PRESIDENT
ACADEMIC**

Jimmy Ogwal



**VICE-PRESIDENT
STUDENT EXPERIENCE &
WELLBEING**

Jayde Ryan



POSTGRAD OFFICER

Mateus Miranda



**EQUALITY, DIVERSITY,
INCLUSION, AND
INTERCULTURALISM (EDI)
OFFICER**

Chloe Barrett



WELFARE OFFICER

Amy O'Toole



**OIFIGEACH GAELGE
IRISH LANGUAGE OFFICER**

Ava Prendergast



THURLES OFFICER

Shane Griffin

2024/25 IN NUMBERS

967 MEETINGS ATTENDED

- 135 college boards & committees
- 170 student meetings
- 55 external meetings
- 150 MIC staff meetings
- 416 MISU meetings
- 24 Executive Committee Meetings
- 12 Union Council
- 4 UGMs
- 1 AGM



694 QUERIES ANSWERED

- 450 academic queries
- 26 accommodation queries
- 50 financial queries
- 18 wellbeing queries
- 150 student experience queries

131 REFERRALS TO MIC SERVICES

PART-TIME OFFICER REPORTS

Each year, the student body elects students to several different part-time officerships within MISU, who along with the Full-Time Officers make up the MISU Executive Committee (the Exec). The Exec meets weekly throughout the year and is responsible for implementing MISU policy and decisions, or working on issues 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 they are working on. You can talk to your Exec about any issues you are facing, or ideas you have, ask them to work on something for you, or find out about what they are up to.

Your Part-Time Officers have been hard at work representing you and their reports highlight what they have achieved for you during the 2024/25 academic year.

POSTGRAD OFFICER

Mateus Miranda



Represented postgraduate students by:

- acting as the postgraduate student representative on Academic Council
- attending Research Council meetings
- engaging with the Academic Learning Centre regarding enhanced academic support for postgraduate students
- advocating for availability of new study spaces for postgraduates
- advocating for additional academic writing workshops for first-year PhD students following student feedback
- serving on the Postgraduate Research Student Funding Review Committee, representing students advocating for stipend increases
- participating in the Academic Integrity Policy Review sub-committee as a student representative with the MISU President
- addressing issues raised by postgraduate students within the college
- providing a tea/coffee station in the John Henry Newman (JHN) building's kitchen area
- assisting with promoting the MISU Student Officer Elections, National PGR Student Survey, the photoshoot for the 2026/27 Postgraduate Prospectus and contributions to the MIC Insights blog
- collaborating with the MIC Equality, Diversity, Inclusion & Interculturalism (EDI) Office to organise Portuguese classes which were open to all students and staff
- securing approval from the Graduate School Director to host a Postgraduate Conference, featuring oral presentations, poster sessions, and the Thesis-in-3 competition and acted as co-organiser
- providing information to international postgraduate students on resources available through the Academic Learning Centre, particularly for academic writing

EQUALITY, DIVERSITY, INCLUSION & INTERCULTURALISM (EDII) OFFICER

Chloe Barrett



Represented students by:

- upholding and supporting the current culture of Equality, Diversity, Inclusion and Interculturalism within MIC
- assisting students with any issues that arose regarding EDII
- attending staff/student forums, Union Council, UGM and MISU Executive Committee Meetings
- ensuring MISU services were available to all students
- acting as a member of the Athena Swan Steering Committee
- supporting the Full-Time Officers with advocating on key issues facing Thurles students such as the invisible fees associated with studying Home Economics
- attending the MISU Quality Review Workshop and Peer Review Visit
- organising the following activities for Thurles campus in collaboration with the MIC Equality, Diversity, Inclusion & Interculturalism (EDII) Office; Period Product Blast, Red Flag/Green Flag activity, International Men's Day awareness event ,Athena Swan Student Fair, GOSHH campus visit
- organising the following events and activities for students: Irish Sign Language Workshop in MIC Thurles, LGBTQ+ Quiz and Tote Bag Design event for MISU Pride
- taking Active Consent and Bystander Intervention Training
- acting as a student adjudicator for MISU at the Board of Irish College Societies (BICS) awards

WELFARE OFFICER

Amy O'Toole



Represented students by:

- attending Union Council and MISU Executive Committee meetings
- attending meetings of the Mid-West Regional Drugs and Alcohol Forum
- highlighting issues of student concern such as exam timetabling
- attending mental health and wellbeing training

OIFIGEACH GAEILGE

IRISH LANGUAGE OFFICER

Ava Prendergast



Ionadaíocht ar mhic léinn ag:

- Ag freastal MIC Bord na Gaeilge
- Seomra Caidrimh ar oscailt arís i Luimneach le tacaíocht ó MISU President.
- Thacaigh an tOifigeach le himeachtaí an Aontais

D'eagraigh siad na gníomhaíochtaí seo a leanas chun an Ghaeilge a chur chun cinn:

- D'fhreastal an tOifigeach ar Thraenáil na gCumann, ar an Oireachtas. Attended Traenáil na gCumann, an tOireachtas with Chonradh na Gaeilge on behalf of the union. D'fhreastal 12 mac léinn ar an Oireachtas an bhliain seo.
- Gaeilge 24 - Ag caint as Gaeilge ar feadh an lae: Voxpops ar son Chumann an Champas Glas i nDurlas, PopUp Gaeltacht
- Trí fíis taifeadadh - cheann faoin seomra ciadrimh, cheann faoi Seachtain Carthanacht agus cheann le haghaidh seachtain na Gaeilge.
- Seachtain na Gaeilge ar champas Durlas agus ar na meáin shóisialta: Maidin chaifé ,Focal / Frása an La ,Tráth na gceist

- Roinn mé imeachtaí le MISU a bhí ar siúl i Luimneach chun deis a thabhairt chuig mhicléinn á gcuid Gaeilge a cleachtadh.
- Gníomhaí Gaeilge: Cúrsa gradaim le Conradh na Gaeilge chun gníomhaíocht ar son na teanga a aithint
- Athchlarú déanta don dhá chumainn le Conradh na Gaeilge
- Thug an tOifigeach cuairt ar champas i Luimneach agus choimeád sí teagmháil leo i gcaitheamh na bliana
- D'fhreastal ar cheardlanna oiliúna le Conradh na Gaeilge
- Bhuail mé le oifigeach taibhealaíon na Mumhan leis an tOireachtas, faoi deiseanna ceardlainne a chuir ar siúl i mbliana

Represented students by:

- attending the MIC Irish Board
- the Seomra Caidrimh is now open again on the Limerick campus, with support from MISU President
- supported and helped with Union events: Charity Week, Activities Day, Orientation

Organised the following activities to promote the Irish language:

- for 12 MIC students to attend the Oireachtas
- speaking Irish for 24 hours: Voxpops on behalf of Green Campus Society in Thurles , PopUp Gaeltacht in Fennessy's
- recorded three videos for social media - one about the Seomra Caidrimh, one for Charity week and another for Seachtain na Gaeilge.
- Irish Language Week on the Thurles campus and on social media: Coffee morning (Limerick), Word/phrase of the day, Pub Quiz
- shared activities occurring in Limerick to give students a chance to practice their Irish, also worked with Bord na Gaeilge to encourage events to take place in Seomra Caidrimh
- partaking in an award scheme with Conradh na Gaeilge, which recognises efforts for the Irish language
- re-registered both Cumanns with Conradh na Gaeilge
- visited the Limerick campus and kept in touch with Cumann Gaelach reps during the year.
- attended various training workshops with Conradh na Gaeilge
- met with Munster's Performing Arts Officer with the Oireachtas about workshop opportunities for later this year

THURLES OFFICER

Shane Griffin



Represented Thurles students by:

- successfully advocating for Conferring Ceremonies for Thurles students to take place in Thurles through a student petition with over 240 signatures. Conferring Ceremonies for Thurles students graduating this year will occur in the Cathedral of Assumption, Thurles, on October 31st, 2025
- continuing to advocate for Thurles Students subject to Gaeltacht fees as a member of the Gaeltacht Fees taskforce, with MIC Thurles agreeing to explore additional teaching council placement options for students studying Gaeilge at MIC Thurles. These options will come into effect in the 2025/2026 academic year
- attending Staff Student Fora, Thurles Campus Programme Boards, Union Council, and MISU Executive Committee meetings
- attending meetings relating to; 2nd Year placement, parking on Thurles campus, food provision on Thurles campus
- meeting with the Vice Dean MIC Thurles regularly to discuss student issues
- attending the MISU Quality Review Workshop and Peer Review Visit
- gathering feedback from students on Irish Teaching Council requirements and events for Thurles students
- collaborating with MIC Green Campus to run a Swap Shop
- assisting with the organisation and promotion of the MIC Thurles Winter Ball, MIC Thurles Charity Week TAG Rugby tournament, MISU Clubs & Socs fair, MISU Christmas Markets ,GOSSH Thurles campus visit
- assisting with the promotion of the LGBTQ + Pride Quiz and Tráth na gCeist for Seachtain na Gaeilge
- raising awareness about responsible driving, driving under the influence and drink spiking

UNION COUNCIL CHAIR

Eoghan Halvey



Represented students by:

- chairing meetings of Union Council
- attending weekly Executive Committee meetings
- supporting the Full-Time Officers in advocating for student issues
- encouraging students to voice their issues

UNION COUNCIL & 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.

Bachelor of Arts – 1st Year

Drama & Theatre Studies:	Reece Peters
Gaeilge:	Katie Forde Downes
Geography:	Kéleigh Roddy Cullen
German :	Maiya Rivas McHugh
Music:	Paddy Tagney
Theology & Religious Studies:	Sophie Rowland

Bachelor of Arts – 4th Year

French:	Imen Bourke
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Bachelor of Arts – 2nd Year

Drama & Theatre Studies:	Andrew James Keegan
English:	Apryl Molumby
German:	Aaron Kennedy
Music:	Steven Kelly
Philosophy:	Noel Brendan Hanrahan
Psychology:	Payne Cornelius

Bachelor of Arts – CATS

4th Year:	Anna Corcoran
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Bachelor of Arts in Drama and English

1st Year:	Tom Sheehan
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Bachelor of Science in Psychology

2nd Year:	Daniel Olubowale
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Postgraduate Reps

MA in Applied Linguistics:	Dede Hearity
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Bachelor of Education – 1st Year

2B: Cormac Deevy

Bachelor of Education – 2nd Year

1B: Rachel Blyth

2A: Seán Collins

2B: Ríona Crowley

3A: Shane Downey

4A: Jessica Keane

6B: Sarah O'Shea

Bachelor of Education – 3rd Year

2B: Hollie Dunphy

4B: Moya Larkin

5A: Lorna Mc Kernan

6A: Ciara O'Mahony

7A: Fiona Sheehan

7B: Annie Rose Sultan

Bachelor of Education – 4th Year

3A: Tara Flavin

Bachelor of Education & Psychology

2nd Year Group A: Anna Collins

3rd Year Group B: Niall Mahon

BA in Early Childhood Care & Education

3rd Year Group A: Danielle Ryan

3rd Year Group B: Katie Lavelle

4th Year Group A: James Earley

Professional Master of Education

Year 1 Group 1: Ríona de Búrca

Year 1 Group 2: Cora Tyrrell

Year 2 Group 2: Catherine Leonard

Year 2 Group 3: Emma Sweeney

BA in Education: Home Economics & Business

1st Year: Alison Foley

2nd Year: Amy Ferry

BA in Education: Business & Accounting

3rd Year: Aine Lynch

4th Year: Darragh O'Riordan

BA in Education: Business & Religion

2nd Year: Caoimhe Moore

3rd Year: Kate Moynihan

4th Year: Heather Moore

BA in Education: Gaeilge & Business

2nd Year: Noelle Foley

3rd Year: Katie Smithers Brooks

4th Year: Katie Maher

BA in Education: Maths & Gaeilge

3rd Year: John Keane

BA in Education: Maths & Business

2nd Year: Siobhan Marie O'Connor

3rd Year: Michelle Hurley

4th Year: Eabha Collins



CAMPAIGNS ACTIVITIES & FUNDRAISING

During the 2024/25 academic year your officer team organised the following campaigns and activities for you:

- organised social activities for new students to meet each other during Orientation and Freshers' Week, including the MISU Picnic and Traffic Light Party
- took part in Orientation talks to provide information on MISU to new students
- hosted How Well Do You Know MIC? Extended Orientation Tours during Week 4 for students who were unable to attend Orientation
- organised the following activities: Movie Morning, Sip n' Sketch event sponsored by Lucozade Celsius, Three Bridges walk for World Mental Health Day, STAND Festival, Pride Day, Neurodiversity Day, See Change Green Ribbon World Mental Health Campaign
- promoted the MISU Student Officer Elections



UNION

n voice,
use it.



- organised the following activities in collaboration with the MIC Equality, Diversity, Inclusion & Interculturalism (EDII) Office: Period Product Blast ,The Night Doesn't Belong to Us exhibition, highlighting issues of gender-based violence in Limerick City, Red Flag/Green Flag activity and film screening for gender-based violence awareness, International Men's Day awareness event , Athena Swan Student Fairs in Limerick and Thurles, GOSHH campus visits to Limerick and Thurles, Marie Keating Cancer Awareness Event, also in collaboration with MIC Healthy Campus
- the President was a committee member of the FemFest 2025 festival

FUNDRAISING

Each year, students, through Union Council, choose a charity partner to fundraise for.

In response to the cost-of-living crisis and the hardships students face, our students decided to fundraise for the MISU Student Welfare Fund this year.

The MISU Student Welfare Fund provides practical supports for students struggling with the cost of living, including: Grab & Go Breakfast packs, Hygiene kits, Food parcels (with support from the Mid-West Simon Community) and fuel vouchers

The Fund also supports students experiencing a financial emergency requiring short-term aid. Students can apply to the fund once per academic year up to €100.

CHARITY WEEK 2025

Charity Week is MISU's primary fundraising activity each year. On the Limerick campus, Charity Week took place during Week 3 of Semester 2 in the MISU Student Lounge with a bar on campus from 12 pm to 5 pm daily and nighttime activities taking place in venues across Limerick city.

Based on feedback from Charity Week in previous years, MISU decided to approach the festivities a bit differently, focusing more on daytime activities and re-designing the layout of the MISU Bar. The interior of the MISU Lounge was decorated with colourful bunting, balloons, and posters, and the bar was housed inside the space, where it would typically be stationed under a marquee outside the MISU Lounge. We also kept furniture inside the Lounge and borrowed high tables from Dolans.

MISU hosted several events and fundraising activities across the week, including: Bar Games (Beer Pong, Darts, Card Games), Board Games (Giant Jenga, Connect 4, Articulate, 30 Seconds), Arts and Crafts Sessions: Sock-It! (design your own socks), Sustainable Bracelet Making, Pop-Up Gaeltacht, Trad Society Session and the Lucky Dip, sponsored by SPIN SouthWest, The Greenyard Café, Steamboat Quay Records, and Newbridge Silverware.

The feedback from students was extremely positive, with many appreciating the more laid-back atmosphere.

On the Thurles campus, Charity Week took place during Week 4 of Semester 2, with the annual TAG Rugby Tournament on Wednesday, February 19th, 2025. While the tournament traditionally takes place on Thurles Campus, it was necessary to move it off-site this year due to ongoing renovations of the campus playing fields. Thurles Rugby RFC was this year's tournament venue, with five teams participating.

BUY A STUDENT A MEAL DEAL FUNDRAISING DRIVE

The MISU President launched and managed the *Buy a Student a Meal Deal* fundraising drive. The drive allowed MIC staff to buy a student a meal deal or donate to the MISU Student Welfare Fund through an online payment link. It was advertised through posters in the MIC staff canteen and by email to MIC staff. The drive raised €321 for the fund.

MISU GIVING TREE FOR THE MID-WEST SIMON COMMUNITY

MISU again partnered with the Mid-West Simon Community for the Giving Tree initiative. 154 presents were donated by students and staff. These gifts helped to bring happiness to children and families affected by homelessness at Christmas.



€2,721

**FUNDRAISED FOR THE
MISU STUDENT WELFARE FUND**



CLUBS & SOCIETIES

Clubs & Societies offer students a platform to get involved in activities they are passionate about and ensure they can avail of a whole student experience. Clubs & Societies play a key role for the student body. They can help them, in particular 1st Year students, settle into college life, provide an outlet for students from their studies, allow them to make new friends and meet like-minded people, and help them integrate into the social side of college life.

During the 2024/25 academic year, Clubs & Societies enjoyed increasing levels of engagement from students compared to previous years, which led to an increased number of events, training sessions and meet-ups across the board.

Due to students' busy schedules during the day, and a lack of free periods to engage in extra-curricular activities on the class timetables, most activities happen outside of class hours, particularly in the evening. This hinders commuter students from engaging with Clubs & Societies, as few activities happen during daytime hours.



Some societies, such as MIDAS, explored ways to run daytime events to engage commuter students, who otherwise would not have the opportunity to participate in activities. The Run Club also varied the start times of their meetups to allow as many students as possible to participate.

Some highlights from our Societies in 2024/25 were:

- MIDAS' Semester 2 production of Legally Blonde saw close to 50 students take part in the production, which ran for five shows, including two matinee performances for local schools, with total audience figures of over 2,200
- MIDAS won Best Society at the Board of Irish College Society Awards (BICS) in Sligo at the beginning of April

- €2,500 fundraised for Breast Cancer Ireland through a MIDAS and Run Club fundraiser
- members of the MIC Chess Club travelled to Antwerp to take part in the PCU Student Chess Cup

Some highlights from our Clubs in 2024/25 were:

- MIC Limerick Camogie team winning the Purcell Cup
- MIC Ladies Football team winning the Giles Cup
- MIC Thurles Soccer team reaching the semifinals of the Crowley Cup



2024/25 IN NUMBERS

1,762 MEMBERSHIPS
REGISTERED



- 1,358 members on Limerick campus
- 404 members on Thurles campus
- 470+ training and events held
- €2.5k total fundriasing



21 AVAILABLE CLUBS

- 13 Limerick Clubs with 945 memberships
- 8 Thurles Clubs with 355 memberships



15 AVAILABLE SOCIETIES

- 12 Limerick Societies with 413 memberships
- 3 Thurles Societies with 49 memberships

COMMUNICATIONS & SERVICES



The Communications & Services department ensures that students are kept up to date with MISU activities and student life at MIC. The department works closely with Representation, Advocacy and Leadership, and Clubs & Societies to actively pursue students' engagement and participation with MISU and the student experience during their time at MIC.

The department achieves this by providing support and assistance with communications, organising events and campaigns, providing information services to students, and providing commercial services.

In addition to providing Information Services and assisting students with their queries, the Communications & Services supported the planning and implementation of various events, initiatives, projects, awareness and information activities, promotional activities, and student engagement drives during the 2024/25 academic year.

The following are activity highlights from 2024/25:

- ensured need-to-know information for students was published at key points during the academic year, such as exam results information, module registration information, student fee deadlines
- Supported in welcoming new students to MIC during Orientation by:
 - recruiting and training campus ambassadors
 - organising materials for Freshers' Packs, as well as their packing and distribution
 - developing presentations to let incoming students know about MISU and what we do
 - supporting the Full-Time Officers with organising social activities such as the MISU Snack & Chat, collaborating with the Faculty of Arts to host lunch and the MISU Traffic Light Parties
 - developing content and communication materials with key information for incoming students, such as timetables, parking, room numbers, and campus facilities
- supported the Representation, Advocacy and Leadership department by assisting with the organisation, and promotion through the development and distribution of communication materials, of their planned campaigns, activities and fundraising, as outlined in the Representation, Advocacy and Leadership section of this report

- supported the Clubs & Societies department by promoting regular updates from Clubs & Societies, sharing details on training sessions, matches, and events taking place on and off campus
- supported organising and promoting campus visits, addressing key student concerns, with stalls covering recruitment, volunteering and support services, renting rights and information. Organisations that visited included Threshold, Saint Vincent De Paul (SVP), Money Advice & Budgeting Service (MABS), Active Travel Limerick
- supported in achieving MISU's organisational goals by:
 - developing promotional materials for the Engagement Action Plan based on feedback from What's the Craic, which included public transport and Leap Card information, details on student supports (SAF, counselling, etc.), study and time management tips, plagiarism awareness, information about campus facilities (microwaves, showers), and meal deals in An Siopa
 - developing branding and communication materials for the Student Officer Elections 2025
 - representing MISU at the MIC Open Day and MIC Student Experience Days, and letting potential students know what life is like at MIC and the different supports and activities that MISU can provide for them
- supported with the organisation of First Aid Courses as requested by students through Union Council
- developed a communication plan to increase awareness of the MISU Support Services available
- worked with the Access Office to increase promotion of the Student Assistance Fund (SAF) through targeted promotion which led to a significant increase in applications and queries regarding the SAF
- organised campus visits from the following vendors: National Goodie Bag Campaign, Vintage sellers such as Whack Vintage, Jay's Vintage and 88 Vintage, Becky.ie Jewellery retailer, Supermac's, USA Summer Camp, Happy Dough Lucky, Tall Stories Book Fair, Irish Reserve Defence Forces
- planned and delivered the MISU Christmas Market, coordinating with seven external vendors, comprising: Owl Uniquities, Clare Butler Ceramics, Smudge Studio, Gealach Candles, Mrs Pebbles and Lily Design
- planned and delivered the MISU Teacher Recruitment Fair 2025, coordinating with seven external vendors, comprising: Master Class Education, SABIS Network Schools, Kings Young Learners, Anzuk Education, Zen Educate, Bounce Teachers
- developed a connection with Citizens Information and organised from them to host on-campus drop-in clinics on the Limerick Campus. A total of 4 clinics were held on campus during this academic year with two taking place in the autumn semester and a further two taking place in the spring semester



2024/25 IN NUMBERS

4,546

CONTACTS MADE

- 3,720 in person
- 307 social media
- 244 phonecalls
- 239 emails
- 36 webchat

3,814

QUERIES ANSWERED

- 3,382 general queries
- 114 college life queries
- 32 academic queries
- 63 health & wellbeing queries
- 11 support queries
- 96 Clubs & Societies
- 116 commercial services queries



2024/25 IN NUMBERS

732 REFERRALS

- 439 to MIC services
- 93 to MISU Full-Time Officers
- 154 to MISU Senior Management
- 46 to external services

802

STUDENT PARKING
STICKERS
DISTRIBUTED

1,418

PRACTICAL
WELFARE
SUPPORTS
DISTRIBUTED

- 1,291 Grab & Go Breakfast Packs
- 69 food parcels
- 44 hygiene kits
- 14 fuel vouchers



INSTAGRAM & TIKTOK IN NUMBERS

32,553

INSTAGRAM PROFILE VISITS

- 13,878 content interactions
- 1,997 Reel interactions
- 94,621 accounts reached
- 1,997 accounts engaged
- 6,473 link-in-bio clicks

107,301

TIKTOK VIDEO VIEWS

- 37 videos posted
- 89,843 reached audience
- 2,855 likes
- 474 shares
- 436 new followers



COMMERCIAL SERVICES

While MISU has other revenue streams from the online store, events, advertising, and on-campus activations, the shop provides MISU with its main source of additional income. Revenue from the shop also supports MISU through financial contributions to the Student Welfare Fund.

The following activities were undertaken to improve the commercial services offering during the 2024/25 academic year:

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

MISU's commercial services are delivered to the student body through the following channels:

- On campus convenience store (an Siopa Limerick)
- Online store (shop.misu.ie)
- Information & Services Desk
- MISU organised events such as the Graduation Ball and MIC Thurles Winter Ball
- On campus activations, advertising and partnerships with local venues

The 2024/25 academic year has been challenging for the commercial services. An Siopa has seen a significant decrease in sales.

- coffee, tea and hot chocolate prices were reduced towards the end of Semester One to make the products more affordable to students
- iced coffees were introduced towards the end of Semester One based on student feedback
- new product lines, such as 1.5-litre bottles of water, Vit-Hit Effervescents, sharing bags of crisps, multi-packs of chocolate and new biscuit lines, were identified and stocked
- contact was made with several company sales representatives to source display units to support increasing product lines and stock

Additionally, actions were taken to reduce operational costs, such as reviewing service providers, switching to new suppliers and providers where savings could be made as well as reducing opening hours and payroll costs.

COMMERICAL SERVICES FINANCES

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

Six-month accounts are also compiled from September to February each year.

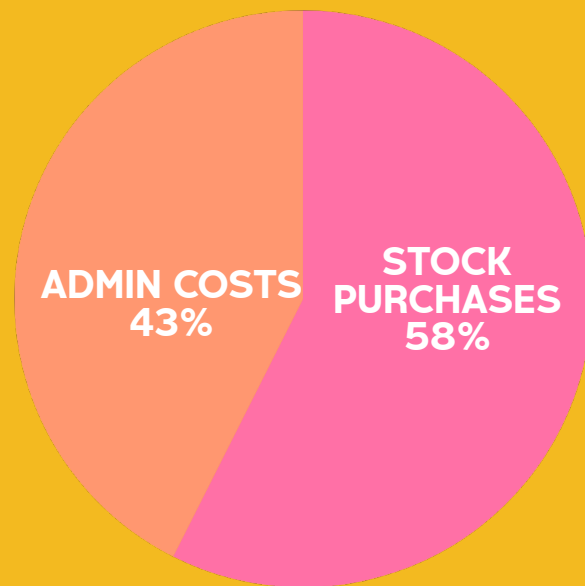
For the 2023/2024 Academic Year:

Total Income received: €472,628

Total Spend: €478,436

The accompanying graph shows the breakdown of the €478,436 expenditure for the period.

Planning for the 2025/26 academic year will be key to ensure the longevity of the Commercial Services and a number of options and measures will be considered over the coming months, in that regard.



As the graph indicates, the Commercial Services spend was more than the income received which is a loss for the 2023/24 academic year.



2024/25 IN NUMBERS

121,031

CUSTOMERS SERVED
IN AN SIOPA

5

TOP PRODUCTS
SOLD

- 27,267 sausage rolls
- 15,043 12oz coffees
- 7,471 750ml waters
- 7,155 sandwiches
- 4,686 SOS cookies

122

ONLINE STORE
ORDERS SHIPPED

1,574

SALES AT THE INFORMATION
& SERVICES DESK

13,503

SHEETS PRINTED

84

LEAP CARD TOP UPS

68

LOCKERS RENTED



MISU OPERATIONS

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 Full Time Officers and the Executive Committee in representing, advocating for and leading the student body.



GENERAL MANAGER

Dee Kennelly



**CLUBS & SOCIETIES
COORDINATOR**

Dave Cuddihy



**COMMUNICATIONS & SERVICES
COORDINATOR**

Éadaoin Shanahan



**SENIOR
ADMINISTRATOR
COMMUNICATIONS
& SERVICES**

Noelle Lynch



**REPRESENTATION
& SERVICES
ADMINISTRATOR**

Chloe Keogh-Mann



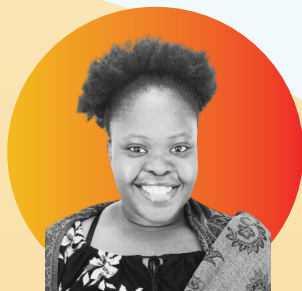
**FINANCE
ADMINISTRATOR**

Margaret MacSweeney



**COMMERCIAL SERVICES
SUPERVISOR**

Colette O'Leary



**INFORMATION &
SERVICES ASSISTANT
SEMESTER 1**

Immaculate Ehidiamen



**INFORMATION &
SERVICES ASSISTANT
SEMESTER 2**

Maria Adorno

STRATEGIC PLAN

MISU's Strategic Plan 2020-2024 was launched in January 2024. With the Plan, and the goals identified in it, developed pre-Covid this meant that a number of our goals had to be reviewed in terms of how we were going to deliver them but also meant we had to assess the relevance of goals for a post-covid student body.

The plan identified 18 goals in 4 Priority Areas and the following table provides details on each of these goals:

PRIORITY AREA: REPRESENTATION, ADVOCACY & LEADERSHIP

GOAL	PROGRESS	
Engage with MIC to ensure sustainable funding and support of MISU is protected by MIC	Completed but ongoing work will be required	While the goal has initially been completed, ongoing work will be required to ensure funding is sustainable and in line with increased costs associated with the operations of MISU.
Campaign for the continued improvement and development of all MIC student support services	Completed but ongoing work will be required	The feedback which we have gathered through our 'What's the Craic' Survey will be used by MISU to advocate for the continued improvement and development of MIC student support services on both
Work in partnership with MIC to achieve common goals, while also holding the college to account for the achievement of its own strategic goals where they are about improving the student experience	Problematic and Ongoing	Work on this goal has been problematic to a certain degree due to factors outside of MISU's control. However this is an ongoing action and will also be supported through the delivery of our Student Engagement Priority Action Plan.
Establish a system for engagement with external communities and stakeholders including: <ul style="list-style-type: none"> • Other students' union and higher education institutions • The local communities in Limerick and Thurles • Elected representatives and state bodies • Other groupings when required. 	Problematic	<p>This goal was initially due to be achieved in 2020 however as a result of COVID and the priority of other goals, it was moved to the latter half of the Plan.</p> <p>This goal will now be challenging to complete during the current plan.</p> <p>Whether or not this goal should be included in our next Strategic Plan can be considered.</p>

PRIORITY AREA: STUDENT EXPERIENCE

GOAL

PROGRESS

<p>Expand, update and document a communications strategy which addresses:</p> <ul style="list-style-type: none"> • 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 	<p>Completed</p>	<p>This goal has been completed. Following the completion of our 'What's the Craic' Survey, it will be reviewed to ensure it is still relevant, and will be updated as required.</p>
<p>Improve our services and the facilities available on the MIC Thurles campus to ensure there is equity of services across both campuses</p>	<p>Ongoing</p>	<p>This is an ongoing goal, which we review each year. The feedback which we have gathered through our 'What's the Craic' Survey as well as through our student officers based on the Thurles campus will support us in this.</p>
<p>Foster a welcoming and friendly environment for students in all MISU spaces, the achievement of its own</p>	<p>Ongoing</p>	<p>This is an ongoing goal and will be reviewed each year.</p>
<p>Conduct a review of MISU Clubs & Societies to;</p> <ul style="list-style-type: none"> • Identify and overcome barriers to participation. • Assess demand for a variety of extra-curricular activities. 	<p>Completed and Ongoing</p>	<p>Through the 'What's the Craic' Survey, we have identified actionable feedback to support in delivering on this goal. The Engagement Action Plan has a section specific to Clubs & Societies actions which we will undertake during the 2024/25 Academic Year.</p>

PRIORITY AREA: SERVICES

GOAL

PROGRESS

<p>Annually evaluate our academic, welfare and support services to ensure</p> <ul style="list-style-type: none"> • Quality & Consistency, • Student Satisfaction • Timeliness of Responses to Student Queries 	<p>Completed</p>	<p>Over the course of the plan, this goal has been carried out an annual basis</p>
<p>Annually evaluate our commercial services to</p> <ul style="list-style-type: none"> • Ensure Quality & Consistency • Monitor Footfall & Usage • Student Satisfaction • Improve Customer Satisfaction 	<p>Completed</p>	<p>Over the course of the plan, this goal has been carried out an annual basis</p>
<p>Develop a Sustainability Plan for commercial services to ensure MISU is well placed to take advantage of opportunities and address challenges</p>	<p>Completed</p>	<p>This goal has been completed and it will be reviewed and updated as required.</p>
<p>Increase student use of the MISU lounges on both the Limerick and Thurles campuses and promote them as spaces for relaxation and entertainment</p>	<p>Ongoing</p>	<p>The use of the lounge spaces has been reviewed on annual basis along with the type of usage.</p> <p>A number of action items have been identified in our Engagement Action Plan which will support in increasing usage and responding to the needs of the student body.</p>

PRIORITY AREA: STRUCTURES & SYSTEMS

GOAL

PROGRESS

Establishment of an engagement strategy with the student body

Completed

Rather than pursuing the goal of an engagement strategy as outlined in the Strategic Plan, it was decided that there was a greater need for MISU to look at engagement through a more holistic lens.

The actions will be delivered throughout the 2024/25 Academic Year.

It is our intention that student engagement will form a key part of this strategy.

Review the Constitution and update our representative structures to make them simpler and more accessible

Review and redefine the role of the Class Rep in MISU.

Behind

Some work has been undertaken on these goals.

- A new representative structure has been drafted however more feedback is needed from the student body on it.
- The role of the Class Rep is clearer however there is a need to review how we manage the Class Rep System and the number of Reps available to elect.
- Engagement with the system is lower than in previous years with low attendance at Union Council meetings.

Document a performance management system for full time officers

Completed

The following documents have been finalised and approved:

- Minimum Standards for Representation and Leadership Responsibilities
- Policies and Procedures for Delivery Advisory Services
- Communications Protocol and Standards.
- The Full-Time Officer Handbooks have been updated to include the following:
 - Transitions Document which details current issues and ongoing projects for follow-up.
 - Standard Operating Procedures which detail the 'how to' of activities specific to the Officership.
 - Key Dates for the current academic year.

Suite of training offered during the summer and as required.

Reports presented at MISU Executive Committee Meetings, Union Council Meetings, Advisory Board Meetings, UGM and annual report presented at the AGM.

Access to coaching sessions.

Regular check-ins with General Manager.

Disciplinary procedures updated to reflect behaviour, conduct and performance issues.

GOAL

PROGRESS

Document a performance management system for part time officers

Completed

The following documents have been finalised and approved:

- Minimum Standards for Representation and Leadership Responsibilities
- Policies and Procedures for Delivery Advisory Services
- Communications Protocol and Standards

Each Part-time Officer receives a handbook specific to their role.

Reports presented at MISU Executive Committee Meetings, Union Council Meetings, UGM and annual report presented at the AGM and included in MISU's Annual Report.

Disciplinary procedures reviewed and updated to supporting in dealing with performance.

Review the overall achievement of this Strategic Plan and develop a successor Strategy.

On Track

Development of our next Strategic Plan will commence with our Quality Review.

MISU MANAGEMENT ADVISORY BOARD

The purpose of the MISU Management Board is to provide advice and guidance to the MISU President, Vice-Presidents, and the General Manager on a range of strategic, management, operational, and corporate governance matters. 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.

Board Membership

Previous Full-Time Officers

Alison Dervan

(MISU Vice-President 2015/2016 & 2018/2019)

Róisín Burke

(MISU President 2021/2022)

External Members

Emmett Mullaly (Chair)

Shane O' Sullivan

Sarah O' Donnell

Noel Gavin

Ex-Officio Members

Aisling Knox (MISU President)

Jimmy Ogwal (MISU Vice-President Academic)

Jayde Ryan (MISU Vice-President Student Experience & Wellbeing)

Dee Kennelly (MISU General Manager)

Meetings – 2024 /2025 Academic Year

The Board has met three times during the current Academic Year and is scheduled to have one further ordinary meeting in May 2025.

Meeting of the 1st October 2024

At the meeting of the Board held on the 1st October the following occurred:

- a number of HR matters were discussed
- the Full-Time Officers provided an update to members on their work since commencing their terms
- the General Manager provided an update on the Quality Review Process

Meeting of the 3rd December 2024

This meeting dealt with the following:

- approval of the audited financial statements
- approval of the Reserves Policy
- approval of the Board's Annual Plan of Work
- the Union's Risk Register was reviewed
- the Full-Time Officers, the General Manager and the Chair of the Commercial Services DAC Board provided the Board with an update on their work since the last meeting.
- the Board received an update on the Union's Budget and Directors & Officers Insurance Cover.
- other items discussed included the Quality Review Process, Board Membership and a proposal on a new Website and Membership Platform.

Meeting of the 25th February 2025

This meeting dealt with the following:

- approval of the Union Risk Register
- approval of the report for the AGM
- the Full-Time Officers and the General Manager provided the Board with an update on their work.
- the Board reviewed MISU's purpose as well it's partnership and key relationships.
- the Board received an update on the Combined Liability Insurance Cover as well as the Commercial Services finances and the MISU elections

Remaining Meeting

The next ordinary meeting of the Board will take place in May 2025 where the following matters will be dealt with:

- approval of 6 month management accounts
- approval of Union Budget for 2025/26
- quality Review Report
- annual Reports from Commercial Services and Clubs & Societies.

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 and our accounts are audited.

MISU Finances 2023/24

Total Income for 2023/2024 €576,766

Total Spend for 2023/2024 €576,766

The below graphics provide a breakdown of the Union's expenditure for the the 2023/24 academic year.

FINANCE
&
OPERATIONS

46.5%

REPRESENTATION
&
ADVOCACY

20.8%

CLUBS
&
SOCIETIES

17.8%

COMMS
&
SERVICES

14.9%

HERE'S THE CRAIC, WITH YOUR MIC STUDENT EXPERIENCE

In September 2024, MISU launched the Student Engagement Priority Action Plan (*Here's the Craic*) which was developed following your feedback gathered through the *What's the Craic Survey* in February 2024.

The survey looked at the following

- Student Experience with MIC
- Student Experience with MISU
- Student Experience with Clubs & Societies
- Overall Student Experience

Some of the key findings from the research were:

- majority of MIC students are satisfied with their experience and feel like they belong. Satisfaction being primarily driven by the people and the atmosphere in MIC – considered a very welcoming and friendly environment.
- MISU held in high regard amongst students. High proportion believe that we take the student experience seriously and are effective in representing the student body – although somewhat more pronounced on the Limerick campus.
- a sense amongst Thurles students that the Thurles campus is not treated the same as the Limerick campus – not as many facilities or events.
- availability and the cost of parking on campus a key pain point amongst Limerick students in particular
- there are clear criticisms of the cost and variety of food available on campus – particularly amongst students in Thurles

- the social side of clubs & societies is a key reason for joining, along with having an interest in the sport/topic and wanting to keep active. This should form part of the key messaging which MISU uses in promoting clubs & societies sign-ups.
- need to be cognisant of the proportion of students who are currently struggling financially – the cost of food, cost of commuting and the cost of rent are the three biggest financial strains. Exams/coursework, the availability of parking on campus and accommodation availability currently causing the most stress amongst students.
- when asked what they would change about their MIC student experience if they were to graduate tomorrow, respondents indicated the following:
 - would put themselves out there more
 - get more involved with events and activities
 - make more friends
 - thurles students indicated their preference to graduate from Thurles & not Limerick

Here's the Craic presented the findings from the survey, detailed MISU's responses and identified 117 actions for MISU to take during the 2024/25 academic year to support in addressing the challenges which you were facing; these actions have underpinned MISU's work this year. Over the summer, MISU will undertake an evaluation of the impact of the action items and will use this evaluation to develop an impact report.

MISU QUALITY REVIEW

With the completion of the Strategic Plan in 2024, MISU had an opportunity to participate in the MIC Quality Review Process; a process which provides for MISU to engage in evidence-based self-reflection and assessment of the quality of our activities and processes and, to identify opportunities for quality improvement as well as aligning the outcomes of the process with the development of our next Strategic Plan.

The Quality Review Process has three phases:

- Self-Assessment
- Peer Review
- Quality Improvement

MISU's Quality Review Process commenced in October 2024 with a number of facilitated workshops taking place. These workshops were attended by MISU Officers, Staff, Class Reps, Clubs & Socs members and members of the MISU Management Advisory Board and the MISU Commercial Services DAC Board.

Following the focus groups, MISU commenced the process of writing the Self-Assessment Report (SAR); an analytical and evidence-based report which provides the foundation for the next phase of the process - Peer Review.

Three external peers were nominated by MISU for a Peer Review Group (PRG). They read the Self-Assessment Report and following this, spent a number of days on campus meeting with the elected student officers, Class Reps, Clubs & Socs members, MISU Staff and members of MIC Senior Management. The PRG completed a Peer Review Report (PRR) on its findings which comprises of both commendations and recommendations.

The Peer Review visit took place in early April, and in early May, MISU received their report.

Following receipt of the report, MISU will now move to the Quality Improvement phase of the process, which will consist of the following:

- consideration of the recommendations and development of a Quality Improvement Plan (QIP);
- identification of SMART (specific, measurable, achievable, realistic and timed) action items necessary to implement the recommendations;
- ongoing implementation of recommendations;
- interim and final progress reports

THANK YOU

The students of MIC help make MISU the best Union it can be.

Thank you to each and every MIC student, from the Class Reps who raise student issues and help classes navigate academic life at MIC, to our Clubs & Socs community who provide extra-curricular activities and ways to meet new people, to each and every student who attended a MISU event, bought a coffee in An Siopa, voted in our elections, sent a message on Instagram or stopped by the Information & Services Desk.

We look forward to the 2025/26 academic year and continuing to provide support to the students of MIC in every aspect of their college life.

PHOTOGRAPHY CREDITS

Orientation photographs courtesy of MIC Strategic, Communications & Marketing.

MIDAS presents Legally Blonde photographs courtesy of Nigel Shinnors Photography.





MARY I STUDENTS' UNION

AONTAS NA MAC LÉINN

Mary I Students' Union

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Mary Immaculate College,
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