

OUR BIG PLAN

2022 TO 2030



HERIOT-WATT UNIVERSITY
STUDENT UNION

OUR BIG PLAN

Our Big Plan is just that - a guiding light for our team. It describes our long-term goals, aspirations and objectives to achieve our purpose of putting students first, always. The Big Plan covers the period 2022 - 2030.

To achieve our long-term goals we will have an annual plan, to be affectionately known as our "Little Plan" in which we will detail key actions to be delivered in a twelve month period. These actions could be a combination of student activity, Full Time Officer manifesto objectives, Union staff work or other individual or organisational input.

We want to be able to deliver for students and we know that there is the need for some investment in transformational change to be able to be relevant and sustainable in the longer term.

During the Big Plan's life, we will identify, plan and deliver key pieces of work that will have a positive effect on the Union and students. It is normal that we do not know everything we need to do over the reporting period (that's okay!) we need to be quick to identify and adapt - who thought a global university would pivot to fully remote delivery in 2020?!

So, with a changing world we have identified the need to transform some of our work through optimisation, digitisation and our people.

We will identify the priority deliverables for each year and incorporate those actions into our annual Little Plan, and report to our Trustee Board, University and Students re how we're doing.

We pride ourselves on trying to keep things simple:



LITTLE PLAN + **TRANSFORMATION WORK** **OVER** **2022 TO 2030** = **ACHIEVING OUR PURPOSE**

OUR VALUES

Through our values we are an organisation that encourages engagement, offers support, is approachable and ensures that students feel (and are) at the heart of everything we do.



FUN

BRAVE

EMPOWERING

WELCOMING

**STUDENT
FOCUSED**



WE exist simply to

**PUT STUDENTS
FIRST, ALWAYS.**

This is our Purpose. It's why we exist, how we want to be, what underpins everything we do. We look at any new activity and ask ourselves "does this put students first?" - we need a very good reason to do it if it doesn't!

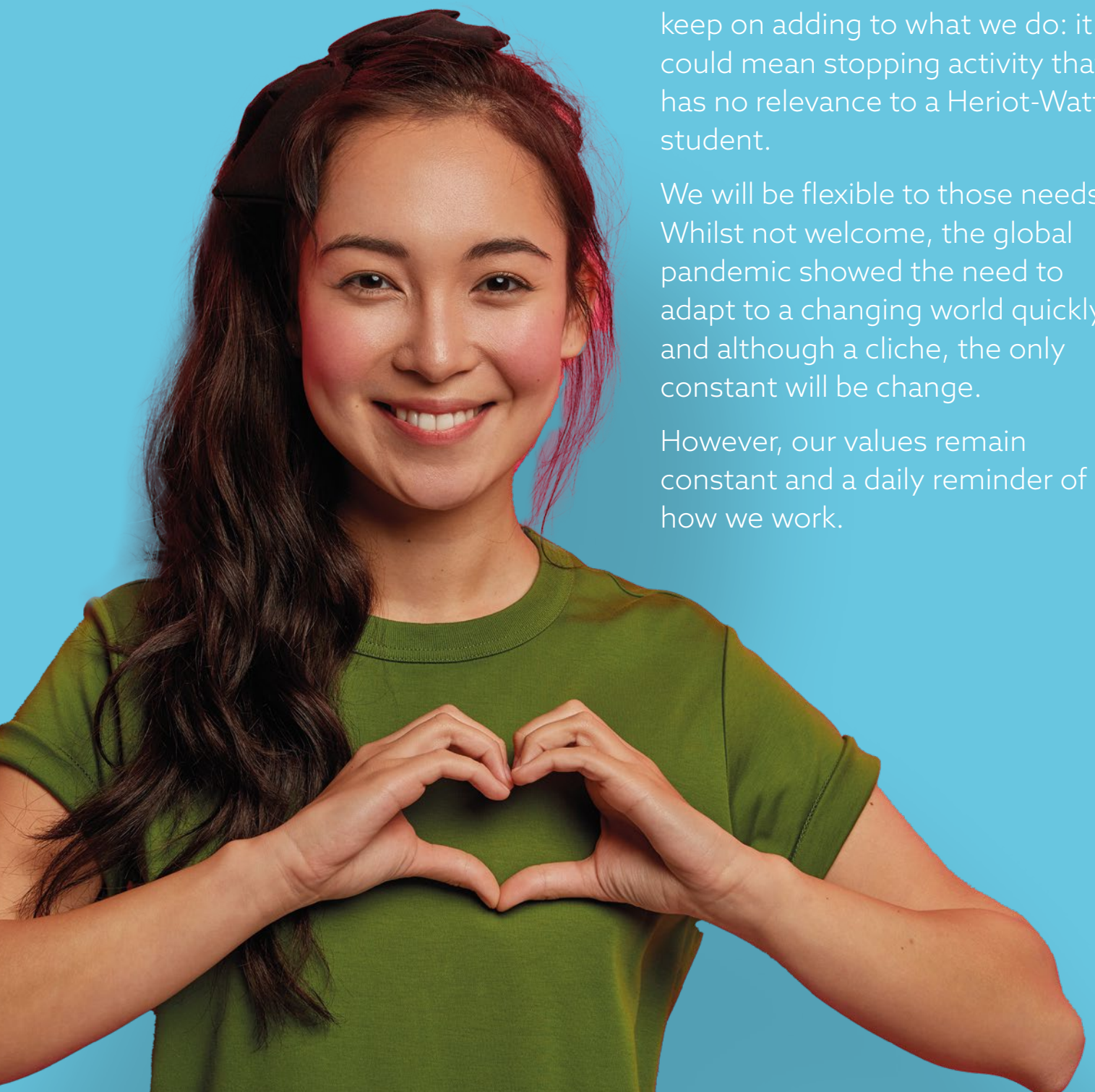
We'll do this by

BEING AT THE HEART OF **STUDENT LIFE.**

Over the next eight years we will build on what is important for students. This doesn't mean we keep on adding to what we do: it could mean stopping activity that has no relevance to a Heriot-Watt student.

We will be flexible to those needs. Whilst not welcome, the global pandemic showed the need to adapt to a changing world quickly and although a cliché, the only constant will be change.

However, our values remain constant and a daily reminder of how we work.



PRIORITY #1



CONNECTIONS

Our students have told us how important it is to attain a good degree from Heriot-Watt.

They have also told us that making life long relationships, having new experiences - events, socials, cultures - or relaxing in a terrific environment, where the physical space changes dependent on students needs, and there is also the ability to digitally / virtually connect at the Union.

BY 2030 WE WILL...

By 2030, the Union will be a relevant place (physically and digitally) that allows students to study, relax and connect with others. There will be a wide choice of network opportunities: social, academic and developmental.

We will enable students to build valuable networks that will add value to their degree and overall experience at University.

PRIORITY #2



OPPORTUNITIES

As a Union, we want to open up as many opportunities for our students to develop their skills and learning.

We plan to create and deliver these opportunities by encouraging students to get involved through jobs and volunteering activities, building resilience and gaining amazing skills.

BY 2030 WE WILL...

By 2030, we will have an unrivalled choice of opportunities for students to get involved.

We will have developed and delivered innovative ways to allow students new experiences to help with their future plans, getting the most out of their experience, whatever that may be.

PRIORITY #3



REPRESENTATION

We exist to represent the interests of HW students. We work independently from the University and strive to ensure students get the best possible experience whilst studying for their degree.

Without students, Universities wouldn't exist. The Union will actively represent students on the things that matter to them.

We will work to ensure we understand the key issues for students, what changes they are looking for and how the Union can represent the student voice.

BY 2030 WE WILL...

By 2030, we will have shaped our representation across the Union, widening our insight ability and amplifying the student voice, trying new ideas with representation to reach broad and diverse opinions, speaking for 10,000+ voices - and being heard.

PRIORITY #4



SERVICES

We'll provide the quality services students need whilst at HW through amazing social spaces, advice and guidance, amenities and facilities, such as our trading outlets and the Advice Hub, to name a couple.

These services will help make the experience even better and where possible, services will support each other, such as through increasing income to provide other free services.

BY 2030 WE WILL...

By 2030, we will have a range of services that students can use, with digital options as a focus. These services (designed with student insight and input) will be available when students need them.

Our trading activities will be good for the student pocket, we will have relocated to a new building that makes it easier for students to benefit from great, relevant services that are not duplicated unnecessarily across the campus.

PRIORITY #5



ADVICE

We'll make sure students have access to advice and guidance throughout their time at HW, whether that is when things aren't going as planned, or when the external world is changing and students need to hit the ground running.

BY 2030 WE WILL...

By 2030, we will be the "go-to" place for advice, help and support for all things health, wealth and happiness.

Where we are either not the best, or are unable to provide advice, we will work with our colleagues and partners to ensure the student feels supported, if signposted to an alternative service.

We will provide insight, information and advice relating to the student experience at Heriot-Watt e.g. housing, employment, transport, living in a city and much more!



TRANSFORMATION

We are aware how much our students change and adapt through the years, so as an organisation we must be ready to respond.

Resources are precious, so we must ensure that our people contribute to what is relevant and essential.

To create a culture of flexibility and adaptation, we must transform into a flexible and adaptable organisation.

Our transformation themes will ensure that by 2030, the organisation can truly call itself relevant.

TRANSFORMATION THROUGH **OPTIMISATION**



We will review all of our current activities to ensure they are still relevant and make the necessary changes where required.

We will make sure our resources (people, spaces and money) are used efficiently, fit for purpose and are built to be flexible, adaptable and sustainable.

We'll make sure our people have the time they need to focus on putting students first - not tied up with paperwork and process.

BY 2030 WE WILL...

Be flexible, adaptive and relevant so we can keep putting students first, always.

TRANSFORMATION THROUGH **DIGITISATION**

We will move more into the digital world to improve our sustainability and help us provide greater access to our services that are needed outwith normal operating hours. The ability for students to self-serve, empowering them to help themselves will be key to success.

We will aim to remove all paper based, manual processes with streamlined, digital-first replacements.

BY 2030 WE WILL...

Be working smarter, using technology and systems to seamlessly help us put students first, always.



TRANSFORMATION THROUGH **OUR PEOPLE**



We will strive to have the right people, working in the right areas, on the right things.

Our people will be knowledgeable, live our values, and be encouraged to continuously learn and develop in their roles.

Interaction with any person in the organisation will provide a consistent experience and level of support.

BY 2030 WE WILL...

Have the best people working across the organisation to continue to put students first, always.

IN SHORT, OUR **BIG PLAN** IS...

**PUT STUDENTS
FIRST, ALWAYS.**

WE'LL DO THIS BY...

**BEING AT THE HEART
OF STUDENT LIFE.**

TO DO THAT WE'LL PRIORITISE...

ENABLING **CONNECTIONS**, CREATING
OPPORTUNITIES, INCREASING
REPRESENTATION, PROVIDING QUALITY
SERVICES AND GIVING GREAT **ADVICE**

AND TRANSFORM OUR ORGANISATION THROUGH...

OPTIMISATION OF OUR WORK,
DIGITISATION OF OUR SERVICES
AND PRIORITISING OUR **PEOPLE**

SO WHEN IT COMES TO BEING...

**FUN, WELCOMING, EMPOWERING,
BRAVE & STUDENT FOCUSED**

2030 WILL BE A BREEZE!

MUCH LOVE,

HWUnion x

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