

**SANITI**

**2018**

**STRATEGIC AND  
OPERATIONAL PLAN**

## INTRODUCTION FROM THE STUDENT EXECUTIVE

The Executive of SANITI is pleased to present the Association's Strategic Plan for 2018

SANITI is the Student Association of the Nelson Marlborough Institute of Technology. SANITI was first registered as an incorporated society in 2002 and is governed by an Executive comprising elected student representatives and an appointed President. The day to day operations of SANITI are managed by a team of salaried staff.

The plan has been prepared to help shape the future of the Association and to guide the actions and the activities of SANITI. When drafting the plan the Executive sought both formal and informal feedback and input from students about the services and support that SANITI might offer. Another significant consideration was the provisions and the conditions of the Service Level Agreement (SLA) which the Association has with NMIT.

The plan is a 'live' document which will be subject to on-going reviews and when relevant and appropriate, modifications.

The Executive

October, 2017

## ABOUT SANITI

Student Association of the Nelson-Marlborough Institute of Technology Inc. or 'SANITI' for short, is owned and governed by its student members. SANITI also has a Student President and an elected Student Executive.

SANITI was established in 2002 and is a not-for-profit, registered charity set up to help students with any issues they have relating to studying at NMIT, and being a student. Our main purpose is to provide support, advocacy, representation and other services to all students at NMIT.

## 2018 SANITI ROAD MAP

### VISION

SANIT's vision is for the Association to be recognised and respected as the most responsive and responsible provider of support services for tertiary students in New Zealand.

### MISSION

SANITI's mission is to provide support, advocacy, representation and other services to students who are enrolled at the Nelson Marlborough Institute of Technology.

SANITI is governed by students and exists for the benefit of all students.

#### STRATEGIC GOAL ONE

Fun social events and strong integrated campus culture

#### STRATEGIC GOAL TWO

Friendly independent support, advocacy and employment services for students

#### STRATEGIC GOAL THREE

Independent representation of the student voice and collaborative student engagement through effective communication

# HOW WE ACHIEVE OUR GOALS

## VALUES

- DEDICATED** – to working with and on behalf of the students of NMIT
- PROFESSIONAL** – in everything we do
- RESPONSIVE** – to the needs of students
- RELEVANT** – our actions and activities extend from the students' needs & aspirations
- RESPONSIBLE** – with our decisions and the use of the resources we have
- RESPECTFUL** – we treat others as we would wish to be treated
- ACCEPTING** – of individual differences
- FLEXIBLE** – we respond to different needs and situations in different ways
- INCLUSIVE** – to ensure that relevant decisions are made
- ENTHUSIASTIC** – about our mission and achieving our goals
- APPROACHABLE** – to ensure that students' needs can be heard
- QUALITY DRIVEN** – in the programmes and services we offer
- CARING** – we care about the students and the staff who manage our services
- TEAM WORK** – we strive to work as a team on behalf of the team
- INTEGRITY** – we 'walk the talk' and lead by example
- VALUING** – we value staff, through professional development, appropriate resourcing and leadership
  - We acknowledge and respect the principles of the Treaty of Waitangi

## QUALITY PEOPLE

- DEVELOPMENT** - we develop leaders through staff professional development and executive / governance training
- KNOWLEDGE** - we have strong institutional knowledge
- RESOURCING** - we resource our staff to do their jobs
- TEAMWORK** - we work together to achieve our goals

## INFRASTRUCTURE

- COMMUNICATIONS** - we have smart, planned communications that enhance the SANITI brand, support service delivery and encourage student engagement
- FUTURE PROOFING** - we look to the future and make decisions to ensure the long-term survival of the organisation
  - RESOURCES** - the Association has enough physical resources and time to deliver on its vision and mission
  - TECHNOLOGY** - we use technology to enhance our communications and support student engagement



## STRATEGIC GOAL ONE:

Fun social events and strong integrated campus culture

### CURRENT POSITION

#### Events

The 2017 SANITI Student Survey highlighted events as one of the key services provided for students by the Association.

The Association provides a range of events to students across the four major campuses - Nelson, Marlborough, Woodbourne and Global Campus Auckland including:

- Orientation
- In term events
- Cultural events
- Graduation after-functions

#### International Activities

2017 saw an increase in capacity in International Activities. This schedule provides a range of 'Kiwi Adventures' for international students. The Association was also involved in supporting the

China Project. In 2017 the activity programme was amended based on student feedback and included a self-funded Abel Tasman trip.

- Orientation Events
- Weekend Events
- Rafting in conjunction with NMIT Adventure Tourism
- A range of 2 – 4 week China Project activity schedules

#### Support Services – SANITI Office

A range of support services are provided for students at the Nelson campus, including:

- Lost property
- Free phone and fax machine
- Capital expenditure to update computers

#### Publications

- Student Diary
- Electronic screens on Nelson Campus and further development of electronic screen content and installation of a screen on Marlborough Campus.

## 2018 OBJECTIVES & KPIs

### To successfully negotiate the Service Level Agreement each year

- An enhanced SLA is negotiated each year

### To provide an events programme which is commensurate with the students' interests

- Surveys are conducted and feedback is collated
- The events programme is modified in response to the input from students
- The events programme is promoted with more visibility
  - Increase free food events on all campuses
  - Increase amount of food provided at events
  - Increase the provision of social events on all campuses, with consideration of the student feedback from 2017 regarding more interactive events

### More events are offered at Marlborough, Woodbourne and Global campuses

- More event visits are planned for Marlborough, Woodbourne and Global campuses

### Maintain and increase the campus visits Marlborough, Woodbourne and Global campuses

- More advocacy and representation visits are planned for Marlborough, Woodbourne and Global campuses
- Coordinate Woodbourne events with new intakes providing opportunities
- Maintain relationships with aviation students, Providers and Industry

### To review the international activities programme

- The review is completed and any appropriate changes made to this provision based on student feedback
- Further investigate options to increase integration with the student body

### To offer more substantial beginning and mid- year orientation programmes

- More substantial beginning and mid- year orientation programmes are offered at all campuses.

- To raise the profile of the beginning and mid-year orientations
  - Events schedule available at the start of each term

### To increase the use of social media to communicate with students about the programmes

- More students are aware of the services that are available and there is increased participation

### To secure additional funding from alternative sources (to support the programmes)

- 5% additional NMIT or non-NMIT funding is secured

### To increase the use of online and on campus communications

- Contact is made with an increased number of students
- Diary is readily available
- Face-to-face contact is increased
- Website development reviewed and further options investigated to continue to provide additional online support
  - 2400 members on Facebook with an average reach of 1000 per week

### To meet the Association's obligations under the Health and Safety at Work Act

- The Association is compliant

### To provide services to online and offsite students more in line with their timetables

- Identify block courses and promote support services
- Identify night classes and opportunities to provide events and representation



## STRATEGIC GOAL TWO:

Strategic Goal Two: Friendly independent support, advocacy and employment services for students

### CURRENT POSITION

#### Support

'Support' has been described by students as an important service provided by the Association. Demand for Support and Advocacy services is expected to continue due to ongoing challenges for students such as StudyLink, visa restrictions and Government funding requirements and the ever-increasing cost of living.

#### Advocacy

In 2016 the Association worked on 473 Advocacies for the year. At the end of September 2017, the Association has worked on 386. While the number of advocacies is slightly down on the same period last year the workload and resolution times have increased.

#### Employment Service

2017 saw the further development of an Employment Service with extended provision to Global Campus. The focus of this service is to increase the employability of NMIT students. To the end of September 2017 the Association had worked on curriculum vitae and met with students.

#### Programme Representatives

In 2017 the focus for the Programme Representative system has been in reaching more students from different Programs of study with a push for more understanding of the importance of the Programme Representatives. There were 80 Representatives in Nelson, 15 Representatives in Marlborough & Woodbourne and 21 Representatives at Global Campus. Introduction of the apprentice visits and free food events for apprentice night classes.

#### NMIT Committees

SANITI has contributed to the following committees:

- NMIT Academic Board
- NMIT Quality Committee
- NMIT Learning and Teaching Committee
- Programme Approval Committees, which ensure quality of all new and changed NMIT Programmes
- NMIT Health Safety & Wellbeing Committees

- Research and Ethics Committee
- CAM steering group and workshops

### 2018 OBJECTIVES & KPIs

Students are aware of the services that are available

- 80% of students report that they are aware of the services that are available
  - Increased promotion of SANITI services available

Quality services are maintained and further developed

- 85% of students who use the service report that they are satisfied with the assistance they received
  - Learn from feedback in regards to services provided to aid constant improvement
  - Independent Advocacy service is maintained with professional advocates who oversee 'best practice'
  - Promote low level resolution and a mediated approach to dispute resolution
  - Provide a positive environment with open, professional staff, where students are informed and confident in accessing support

To maintain an active membership of key NMIT committees

- The students are actively represented on all relevant NMIT committees
  - Increase training for Student Executives to attend meetings with the Student President where appropriate

To increase the number of programme representatives

- 110 programme reps including 80 in Nelson, 20 in Marlborough and 10 in Auckland
  - Work with NMIT to promote the Programme Representative System
  - Work with NMIT staff to recruit Programme Representatives, with a strong focus on areas not represented in 2017
  - Programme Representatives empowered to play an active role within their programme areas.
  - Training reviewed and system maintained on all campuses with evaluation of the system during the year to look for learnings and constant improvement.
  - Further develop the system for online and offsite students

## To increase the usage of the employment service

- An increased proportion of students use the service
  - Increase awareness, marketing and promotion of employment services

## To further develop the online services that are available

- There is increased usage of the online services
  - Investigate option of further developing the online support services
  - Further promote online services

## An increased number of staff are trained to provide support

- 100% of staff are effectively and efficiently trained
  - Relevant professional development and training undertaken when needed

## STRATEGIC GOAL THREE:

Independent representation of the student voice and collaborative student engagement through effective communication

## CURRENT POSITION

### Student Executive

The Student Executive consists of the President, Vice President and up to 8 other students from across NMIT campuses. The Executive governs the Association and makes decisions on issues that affect students. The Executive guide the development of the Strategic and Operational Plans and Budgets for future years.

### Campaigns and Issues

The Association regularly represents students on a range of issues. In 2017 the impact of StudyLink changes to loan/allowance eligibility criteria and processes has placed students under additional financial pressure. Raising the profile of student hardship further will be a priority in 2018.

### Student Membership

Membership of Students' Associations across New Zealand is voluntary. The association will not restrict the privileges and rights of membership to members only. Services will be provided to all NMIT students irrespective of membership.

## 2018 OBJECTIVES

### The election of a representative Executive

- All factions of the student body are represented on the Executive
  - 85% of Executives attending meetings
  - Governance and other training organised to up skill Executive and keep them informed

### The Executive is aware of and accurately responds to themes of student issues and concerns

- Systemic issues and themes relating to students are represented effectively where appropriate
  - All issues and concerns that relate to external matters are responded to.

### To increase the visibility and the reach of the Executive

- An increased number of students are aware of the role of the SANITI Executive

### The students are actively represented in all NMIT fora.

- Student representation available for all opportunities where appropriate
  - High quality representation within NMIT
  - High quality representation on national education issues and local issues that affect students including student hardship.

### To further develop the vital relationship with NMIT to constantly assist with enhancing the student experience

- a. Regular meetings with key NMIT staff and student representatives

### Student President effectively trained and well supported

- Regular and appropriate professional development
- Meeting with Vice President and Executive where appropriate
- Student President retained on NMIT Council

### Student Executive evaluates its performance

### Membership

- All students enrolled in NMIT are deemed to have the rights and privileges of Association membership
- A member may withdraw their membership at any time by giving written notice to the Association via the President.