

MISU Strategic Plan 2022-2024

Progress of our Goals

Priority Area: Representation, Advocacy & Leadership

Goal	Progress	Notes
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	Notes
<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 	Completed	<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>	Completed and Ongoing	<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.</p> <p>the achievement of its own</p>	Completed and Ongoing	<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. 	Completed and Ongoing	<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	Notes
<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 	Completed	Over the course of the plan, this goal has been carried out an annual basis
<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 	Completed	Over the course of the plan, this goal has been carried out an annual basis
Develop a Sustainability Plan for commercial services to ensure MISU is well placed to take advantage of opportunities and address challenges	Completed	This goal has been completed and it will be reviewed and updated as required.
<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>	Ongoing	<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	Notes
Establishment of an engagement strategy with the student body	Completed	<p>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.</p> <p>The actions will be delivered throughout the 2024/25 Academic Year.</p> <p>It is our intention that student engagement will form a key part of this strategy.</p>
<p>Review the Constitution and update our representative structures to make them simpler and more accessible</p> <p>Review and redefine the role of the Class Rep in MISU.</p>	Behind	<p>Some work has been undertaken on these goals.</p> <ul style="list-style-type: none"> • 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	<p>The following documents have been finalised and approved:</p> <ul style="list-style-type: none"> • Minimum Standards for Representation and Leadership Responsibilities • Policies and Procedures for Delivery Advisory Services • Communications Protocol and

		<p>Standards</p> <ul style="list-style-type: none"> • The Full-Time Officer Handbooks have been updated to include the following: <ul style="list-style-type: none"> ◦ 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. <p>Suite of training offered during the summer and as required.</p> <p>Reports presented at MISU Executive Committee Meetings, Union Council Meetings, Advisory Board Meetings, UGM and annual report presented at the AGM.</p> <p>Access to coaching sessions.</p> <p>Regular check-ins with General Manager.</p> <p>Disciplinary procedures updated to reflect behaviour, conduct and performance issues.</p>
Document a performance management system for part time officers	Completed	<p>The following documents have been finalised and approved:</p> <ul style="list-style-type: none"> • Minimum Standards for Representation and Leadership Responsibilities • Policies and Procedures for Delivery Advisory Services • Communications Protocol and Standards

		<p>Each Part-time Officer receives a handbook specific to their role.</p> <p>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.</p> <p>Disciplinary procedures reviewed and updated to supporting in dealing with performance.</p>
<p>Review the overall achievement of this Strategic Plan and develop a successor Strategy.</p>	On Track	<p>Development of our next Strategic Plan will commence with our Quality Review.</p>