Welcome to Heriot-Watt
HERIOT WATT UNIVERSITY
Mike Roch
Director of Information Services

History

- 1821 - The world's first Mechanics' Institute, the Edinburgh *School of Arts* established to
  "address societal needs by incorporating fundamental scientific thinking & research into engineering solutions"
- 1852 - Renamed Watt Institution & School of Arts
- 1855 - Renamed Heriot-Watt College
- 1966 - Gained royal charter as Heriot-Watt University
- 1969 - Gifted the 700 year-old Riccarton Estate
- 1992 – Completed migration from Grassmarket
- 2005 – Opened initial Dubai Campus
- 2012 – Opened initial Malaysia Campus

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Structure

- 6 Schools:
  - *Built Environment*
  - *Engineering & Physical Sciences*
  - *Life Sciences*
  - *Management & Languages*
  - *Mathematical & Computing Sciences*
  - *Textiles & Design*
- 2 Postgraduate Institutes:
  - *Edinburgh Business School*
  - *Petroleum Engineering*
- 8 Professional Services:
  - *Campus Services, Finance, Information Services, Gov & Legal Services, HR, Registry, RES*
  - All report to University Secretary

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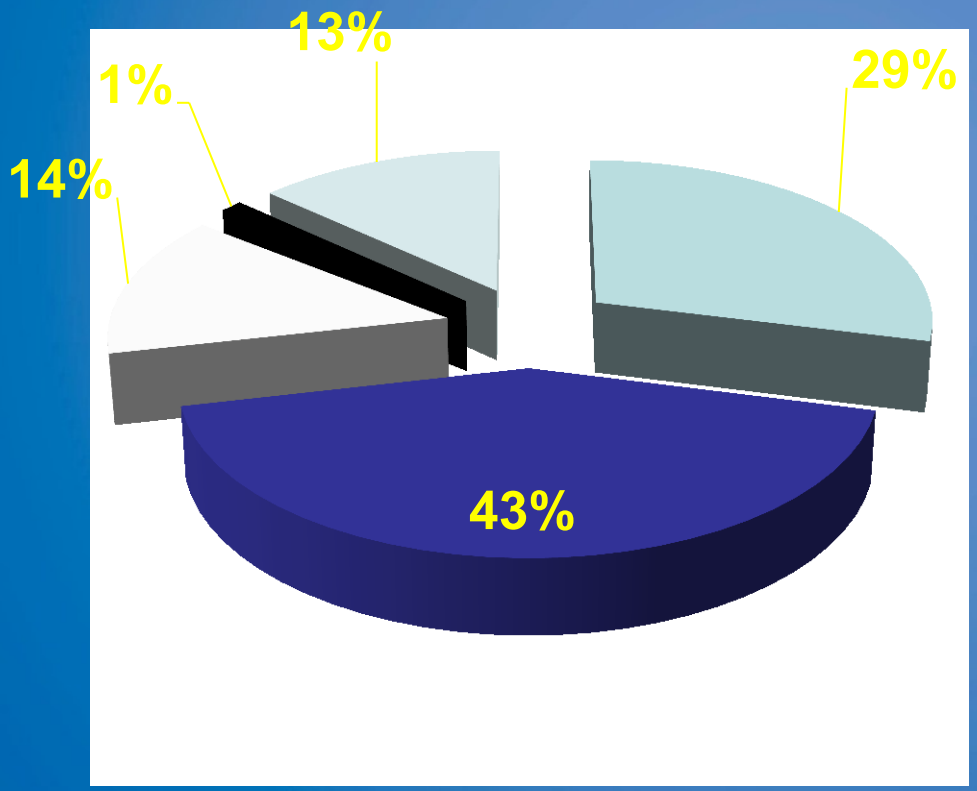
Students

- ~21k Heriot-Watt students studying globally
- ~8k students at UK campuses, 6k u/grad & 2k p/grad (~35% non-UK)
- ~3k students at Dubai Campus, 2k u/grad & 1k p/grad
- ~11k students studying Heriot-Watt programmes through 43 Approved Learning Partners in 35 countries
- *Watt Club* alumni association founded 1854 is oldest in UK with 90k alumni

Finances

Turnover ~£150m



- Funding body grants
- Tuition fees and education contracts
- Research grants and contracts
- Endowment and investment income
- Other income

Information Services - Inception

- As part of her review of Professional Services, the Secretary Designate investigated a new model for the delivery of Library and IT services at HWU.
- The model which is commonly found in other universities, and in particular Scottish universities, is an ***integrated*** Library and IT service.
- The objective of the proposed ***single directorate*** is to provide ***effective and integrated*** IT and Library services to support teaching, learning, research and administration across the University.
- The recommendations were agreed and recruitment of a Director began in September 2010.

Information Services - Rationale

- The Library and IT functions do not currently have strong strategies for the future delivery of modern services to HWU's staff and students.
- Modern strategies for Library & IT services are ***inextricably linked*** in that their ***mission and vision are combined*** in a commitment to delivering services which ***enhance excellence*** in the delivery of teaching, learning (including distance learning) and research.
- Library and IT services will need to ***embrace innovation and continuous review*** if HWU is to remain cutting edge in terms of support for teaching and research and provide an excellent student experience.

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Information Services - Challenges

Vital services are delivered well every day, but a strategic vacuum exists:

- Aging physical infrastructure – Library building, data networks, telephone systems require major investment – currently no University master-plan for estate renewal.
- Historical revenue funding – Tribal benchmarking indicated Library under-resourced by ~£0.5M pa whilst total IT spend ~£1M pa above comparator group.
- Patchy and barely adequate information systems & unreliable IT infrastructure.
- Stable and professional but disjoint and divergent customer-facing services.

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National Student Survey 2011

HERIOT-WATT UNIVERSITY: All Subjects

Overall, I am satisfied with the quality of the course

Overall, I am satisfied with the quality of the course.	Agree	No.respondents
HERIOT-WATT UNIVERSITY: All Subjects	**86%**	842 of 1073

Learning resources

The library resources and services are good enough for my needs.	Agree	No.respondents
HERIOT-WATT UNIVERSITY: All Subjects	**83%**	838 of 1073
I have been able to access general IT resources when I needed to.	Agree	No.respondents
HERIOT-WATT UNIVERSITY: All Subjects	**87%**	840 of 1073
I have been able to access specialised equipment, facilities or room when I needed to.	Agree	No.respondents
HERIOT-WATT UNIVERSITY: All Subjects	**84%**	805 of 1073

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International Student Barometer

Summer 2011	*(661)*	*(31269)*	*(4874)*	Relative +/-%		Ranking	
	HW %	UK %	Scot %	UK	Scot	UK*(55)*	Scot*(7)*
Internet Access	86.4	82.2	83.8	4.2	2.6	6	1
IT Support	89.7	91	92.5	-1.2	-2.8	32	6
Learning Support	88.6	85.5	88.4	3.1	0.2	13	6
Online Library	83.7	87.5	88.9	-3.9	-5.2	39	6
Physical Library	86.2	86.1	89.2	0.1	-3.0	28	6
Virtual Learning	91.3	88.9	91.1	2.4	0.2	10	4

Autumn 2011	*(697)*	*(58088)*	*(8990)*	Relative +/-%		Ranking	
	HW %	UK %	Scot %	UK	Scot	UK*(55)*	Scot*(7)*
Internet Access	83.8	79.7	82.4	4.1	1.4	9	3
IT Support	85.8	91.8	91	-6.0	-5.2	54	7
Learning Support	89.3	88.1	88.9	1.2	0.3	17	4
Online Library	85.3	88.6	87.4	-3.3	-2.1	49	6
Physical Library	87.6	88.8	86.2	-1.3	1.4	41	5
Virtual Learning	88.5	90	89.4	-1.4	-0.9	21	4

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Information Services – Strategic Challenges

- Vital services may continue to be delivered well every day, but we must continually drive standards upwards
- There will be intense competition for reinvestment at Edinburgh; we must ensure the information infrastructure & facilities meet changing needs & expectations
- Areas for specific strategic focus:
  - Developing and managing excellent support for students and staff.
  - Developing and managing the information resources and facilities to match evolving needs.
  - Developing and managing high quality information systems & IT infrastructure.

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Information Services – Strategies Required

- Academic & Learner Services
  - IT User / Library Reader Help & Advice Strategy
  - Schools Liaison & Bespoke Provision Strategy
  - Education & Training Strategy
  - Communications & Marketing Strategy
- Information Resources & Facilities
  - Collection Development Strategy
  - Facilities Development Strategy
- Information Infrastructure
  - Information Systems Strategy
  - IT Infrastructure Strategy

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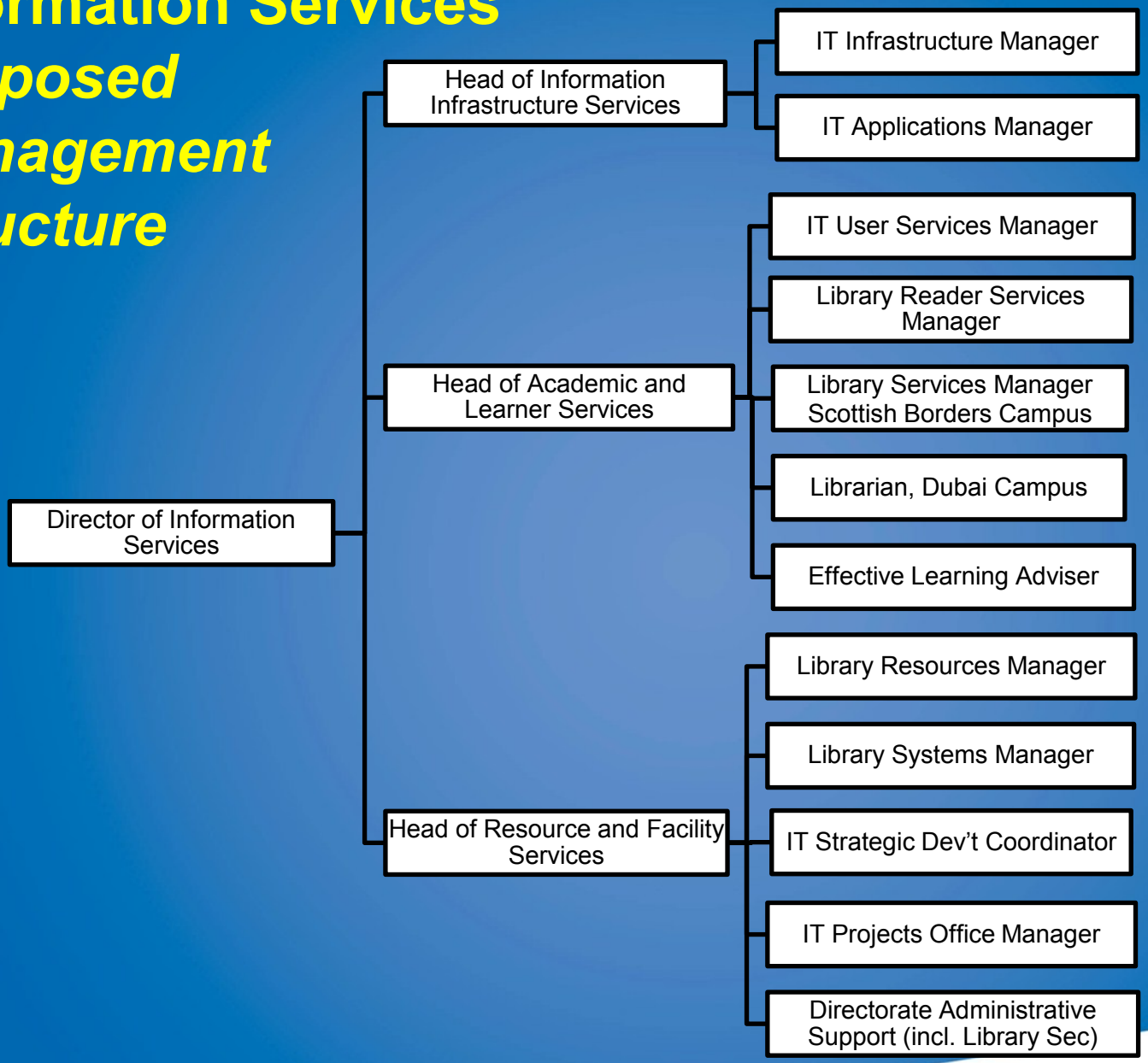
Information Services
Proposed Management Structure



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Information Services – Autumn 2012 Update

Three new Heads of Service posts established & filled:

- Wendy Pirie is *Head of Academic & Learner Services*, responsible for developing and delivering customer-facing and Schools liaison functions
- Iain Young is *Head of Resource & Facility Services*, responsible for budgets, collections, learning spaces, Library systems, IS Admin & Project Support
- Mark Cockshoot is *Head of Information Infrastructure*, responsible for IT infrastructure (Networks, Telephones, Data centres, Servers, Storage, Desktops) & Information Systems (including Finance, HR, Student systems, VLE, Alumni, ePOS, etc)

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Integrated Information Services – Progress

- Unified website – *http://www.hw.ac.uk/is*
  - Adapted from former /library site
  - Links to IT Helpdesk & KnowledgeBase added
  - Single newsletter *InformS* incorporated
  - Separate Twitter feeds retained (@HWLib, @HWUIT)
- Unified documentation
  - Library already subscribed to *libguides.com*
  - IT user guides transcribed
  - Rebranded as *http://isguides.hw.ac.uk*
- Integrated student skills programme - *Power Hours*
- Senate considering expanding role of *Library Committee* to advise on all IS academic support

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Information Services – Strategy Development

New HWU 5-year Strategic Plan launched Nov 2012

- Key priorities
  - Learning, Teaching and the Student Experience
  - Research Intensification
  - Internationalisation
- Enabling strategies
  - Financial sustainability – target 50% income growth
  - Effective professional services – target 25% of income
- KPI Targets
  - NSS – top 10%
  - Graduate employment – top 10%
  - Entry tariff – top 25%
  - Retention – top 25%
  - Wider access – 14%

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