Global Values Awards (Team) June 2019
Congratulations!

We are delighted to be celebrating our Global Values Champions today. Our people are at the heart of everything we do and we are so proud of the diversity of examples we have received, showcasing the fantastic contribution our colleagues make to Heriot-Watt on a daily basis.

Please enjoy today, take the time to celebrate your own success as well as that of others and thank you for being such a valued part of Heriot-Watt University.

Prof Richard A Williams
Principal and Vice-Chancellor
Acquisitions & Metadata Team

Through their considerable efforts, they have defined the policies, negotiated the contract agreements, implemented the systems, and defined the workflows and processes that enable access to 200,000 print books, 126,000 eBooks, 68,500 eJournals and 6,700 electronic theses across the global Heriot-Watt University Library collection. Each of these items has been recorded as a financial transaction, catalogued to approved standards in online databases, assigned unique identifiers and subject headings for identification and access and is available for use at any time and, in the case of our primarily online resources, anywhere that they are required. A huge amount of work for a service that can so easily be taken for granted.

Alison Sheppard, Janice King & Donna Reid

Nominated for: their annual Charitable activities in relation to fundraising, organising, and managing the Estates Office Christmas charity raffle which has been operating for around 15 years and generated £,000's over the period for local charities.

Academic Quality Team

The Academic Quality Team have been nominated for providing a warm welcome and ‘buddying’ induction to a new member of staff. She was made to feel as if she belonged to the team in a very short space of time. The buddy scheme for new employees is one which the Academic Quality Team has adopted and used to great effect and this in itself instils a feeling of being welcomed and belonging to a hard-working, encouraging team. The team works collaboratively and individual members all work very conscientiously to support each other as much as possible which, in turn, inspires us all to contribute and do our best to achieve the best outcomes possible.

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Athena Swan SAT Team

The Athena Swan process addressed issues of equality and diversity amongst both our staff and our students. Although initially targeted at the challenges of getting more women into STEM subjects at all levels, SoSS moved to apply for recognition. Our first submission was unsuccessful for a variety of reasons including a lack of robust data being available. Our Athena Swan SAT therefore started with a challenging task and have worked hard to produce a detailed and targeted submission aimed at addressing equality and diversity in a large, multi-disciplinary, multi-campus school. In doing so they have helped us recognise areas of existing good practice, to focus on the areas where improvements are necessary and to reconnect with an amazing heritage for the school through figures such as Esmee Fairbairn and Mary Burton. I am personally grateful to them for the way in which they have undertaken this important, time consuming and challenging job and for the way that they have helped us to celebrate our achievements and the opportunities to do even better.

Bernd Schroers, Robin Knops & Steve King

These three individuals coordinated the recent Jack Carr Celebration Concert at Greyfriars Kirk on Sunday 12 May. Jack Carr was a well-loved Professor in Mathematics who died a few years ago. The concert served as a launch of the Jack Carr Scholarship fund, that will be used for UG and PG students for projects in mathematics, particularly if they relate to music and/or Africa. The concert involved an orchestra and choir made up of Heriot-Watt staff and students and of the wider community. The music was chosen to reflect Jacks' love of folk music and Scotland. It was a wonderful night and gave those who knew Jack time to reflect on the good times they had spent with him. More than that it was a celebration of the role Heriot-Watt plays in the wider community and it made me proud to work here.
Virtual Online Course Enhancement Team

I’d like to nominate a virtual team of Academics and Learning Technologist from Edinburgh, Orkney, Malaysia and Dubai who have worked to digitally enhance (and teach) nine courses in the past 9 months – ensuring we continue to provide a great online learning experience. In doing this they have shown passion and enthusiasm in wanting to deliver the best online experience for their students; they have positively embraced change, they have worked together to overcome barriers to success, they have supported each other to become confident in using new skills such as collaborate Ultra; and they have acted as ambassadors to demonstrate their success to others - inspiring others to come on the journey.

Virtual Student Support Team

I’d like to nominate the virtual team who helped start-up and run the dedicated Heriot-Watt Online Student Support team who support thousands of students around the globe. In a short period of time they have provided students with the improved flexibility that will help them be successful in their studies.

The improvements they have implement included a simplified and streamlined application process; widening student access by enabling capability to enrol students on to a new two course entry route; the design and introduction of free introductory short course to help students self-assess their capability (signposting helpful learning resources); implementing a new service to allow students to register to sit an exam at a diet of their choosing, coupled with the ability for students to cancel exam registration at much shorter notice without the need to submit mitigating circumstances; and implementing improved online help for a number of topics.

This was only possible because of the great collaboration of the members of the virtual team:

Bookings & Events Team, Oriam

The Bookings & Events team collaborate with several other university sectors and departments to deliver the very best “events” in the Oriam building. Two successful Science Festival events in 2018 and 2019 were a fantastic example of all our values; Inspiring young people, collaborating with the University and celebrating with the local residents and communities. This really gives Oriam and all the teams a great sense of belonging and desire to continue to live our values. The Science Festival had over 3000 visitors in 2018 and over 4500 in 2019 so continues to grow with the collaboration of Oriam and Heriot-Watt.

Confucius Institute

The Confucius Institute team at Heriot-Watt delivers around 60 events and activities per year, and acts as a bridge to promote understanding of Chinese culture and language, and through our specialist business focus, aims to support the University and wider community and business engage with business opportunities linking Scotland and China. It supports the University’s International Strategy and dedicated China Strategy, through relationship building, direct support for student articulation and recruitment, wider student cultural life, and focused support for research, enterprise and alumni activities. This year two particular areas of work are highlighted: one external-facing project supporting the development of a city-wide Chinese New Year Festival, and raising the visibility of Heriot-Watt University within the city centre; the second, internally focused, reframing the strategy and operations of the Institute to reflect the Values more explicitly in planning and evaluation.

EGIS Built Environment Team

The team have been nominated for their work on the 4th year collaborative project, which takes built environment disciplines mainly and puts them together in groups and gives them a real challenge from a real client for a week. This was linked to the Year of the Sea and was done in the UK, Malaysia and the UK. Students were briefed by our Orkney colleagues. Interior design students were also included which meant all five campuses were included. Around 400 students were involved in the week long project.
EGIS Learning & Teaching Team

This has been a difficult period, with a period of uncertainty and change in school management; many leavers under VR and after; finalising the mergers of disciplines into EGIS; working on some major changes including Building our Communality- and managing all this with a significantly reduced staff team.

This nomination comes from an academic to professional services. It has been difficult for academics to manage the changes and we have been HUGELY reliant on the understanding, patience and ingenuity of this team to pull us through some really tricky periods of change in processes and personnel. Their dedication and their skill in managing huge amounts of personal, complex data, is inspiring.

With new staff joining and some beloved senior colleagues leaving, this team have also managed the ‘human’ side of this brilliantly: organising celebrations for long-serving colleagues leaving us, and remembering the small things: to invite past colleagues; to invite people in good time and ask for input to the presentations; to take the time, when hard-pressed, to introduce new staff to existing colleagues and show them around. They take the time to celebrate colleagues, despite the pressure, and make this a wonderful place to work.

This team also support distressed students who are homesick, making sense of the admin for them and making sure they feel a part of our community- that they belong.

Elizabeth Canon & Jennifer Johnston

Both work tirelessly to support the University’s communications across the globe. They manage all student and staff communications and I have found working with them very supportive and engaging, always making time to work collaboratively. Their communications approach during the development and implementation of the 2025 Strategic Plan has been very impressive.

They do a fantastic job

Student Recruitment Team, UK

The team constantly strives to ensure that the University, its portfolio and facilities inspires prospective students, parents, teachers and other key stakeholders.

Facing many challenges in the external, competitive UK recruitment environment and having gone through a transition phase in recent months the team have shown resilience, commitment and determination to promote HWU in a highly professional manner at all times.

Despite being a small team and with modest budgets compared to many competitors, the team has worked tirelessly to represent HWU at a wide range of school, college, widening participation and UCAS recruitment events. The team collaborates with colleagues across all Schools and Professional Services in leading the organisation of numerous Open Days, Offer Holder Days and other on-campus events. This programme of events annually attracts thousands of visitors and regularly receive highly positive feedback.

Despite a challenging recruitment environment, conversion work up to May 2019 has resulted in a positive recruitment position from which to build into the Clearing period.
Student Systems Team
From the implementation of a completely new applications system that has streamlined and enhanced the applicant experience of applying to Heriot-Watt, through the development of the Student Portal – the forerunner of the staff portal, and the creation of the new Student Information Desk, the Student Systems Unit have worked in a global way – all of their solutions operate globally, and have collaborated with colleagues both in other teams in Edinburgh, but also at each Campus and School globally.

Heriot-Watt were the first Institution to implement the CRM Admissions system outside of the USA, and turned it into a global solution that works globally for the University but locally at each campus where appropriate to meet local application styles. This implementation was a truly collaborative development, with colleagues in Malaysia being seconded to the project working alongside colleagues in Edinburgh. Working with the software supplier (Ellucian) the Student Systems Unit team have enhanced the product, and in doing so the applicant experience.

The Student Information Desk has in this first year of deployment changed the way students can access information about the University and its services. From searching the 1200+ FAQ’s, accessible from the Student Portal, to logging and being able to track a query, or making an appointment online to see staff supporting wellbeing, careers, visa, finance this service has enhanced the student experience. This has been a big collaboration project – the Student Information Desk is in use on every campus and the FAQ’s reflect the differences this creates.

Impact & PE Team
The Impact and Public Engagement Team have created a significant positive impact of the University’s profile amongst a variety of communities. The scale of this impact is particularly noticeable give the small size of the team.

This team has already been successful in receiving external recognition and awards (2015 ARMA Award for Public Engagement and Advocacy, 2018 HEIST Award for Research, Campaign of the Year Herald Higher Education, and Award for Campaign of the Year for the ‘Year of Robotics’ public engagement campaign). It is so important that the University itself recognises this effort.

Kathryn Waite, Tom Farrington & Andrew McLaren
Kathryn, Tom and Andrew have formed a very successful collaboration to share their experiences using podcast and video technology to develop new teaching materials. In so doing they have inspired and enabled colleagues in SoSS to adopt new these methods to support teaching and enhance the student experience.

For example, last year they ran a very popular Podcasting Knowledge Exchange Workshop for SoSS staff which included recording and editing a podcast in real time. Their workshop approach capitalised on their individual strengths first providing a robust case for the adoption of podcasts in teaching based on recent published research, before demonstrating the technology and explaining the approach they developed to produce a series of podcasts to support students in their understanding of course feedback and also to support those on the UG Research methods course. They very effectively demystified the process and the technology and in so doing inspired several colleagues to start recording and editing their own podcasts to support a range of courses.
MSc SPM Teaching Team
In late 2017, it was decided that we pursue PMI-GAC accreditation in view of their rapidly increasing value which is most sought after by practicing professionals. MSC SPM had the accreditation of APM (Association of Project Management, UK at that juncture). I volunteered to help lead the program from Malaysia with the help of colleagues from all the 3 campuses. The PMI-GAC accreditation process was rigorous and needed demonstration on commitment to excellence in project management education on the part of the prospective applicant program. It was anticipated that application of the process may take approximately 12 to 18 months.

The process involves 3 steps; the Letter of Intent (LOI), the Self Assessment Report (SAR) and the Onsite Visit (OSV). We had up to six months to complete and submit the Self-Assessment Report after receiving GAC approval of its Letter of Intent. Once the Self-Assessment Report is approved, the onsite visit is to be scheduled at a time mutually convenient to us and the evaluation team, generally within 90 days of acceptance of the Self-Assessment Report by the GAC Directors.

Operations Team, Oriam
I would like to nominate the whole of the Oriam Operations team for their exceptional delivery of the November 2018 graduations. This is an event which is extremely close to all the team as many of the Oriam staff study with us here on campus. We are delighted to operate the graduation ceremonies in November with a great week of celebrations.

Marketing
Our colleagues in the marketing departments across the Malaysia, Dubai and Edinburgh campuses have tactfully demonstrated a significant contribution to Strategy 2025. Over the launch of the strategy the teams in each marketing department assessed what values are truly involved in the new strategy and how to creatively resonate these values through the launch of events. The value of collaboration was exhibited within each marketing team to deliver Strategy 2025. The events that were planned involved tailored experiences unique to each campus. This not only demonstrated the values but also celebrated the cultures of each region.

The marketing departments planned these events which involved many hours of preparation, collaboration, planning and coordination between marketing, communications and supporting colleagues in all 5 campuses. The events saw hundreds of staff members, students and alumni coming together to hear about the University’s new Strategy and what it means for us.

Sarah MacRae & Julie Fairbairn, Estates Services
Sarah and Julie have been recognised for their provision of a proactive customer service in dealing with processing and managing circa 17,000 job requests annually which are requested at the Edinburgh Campus and dealing daily with Contractors and other visitors to the Estates Office.

SARP Team
The team together and individually eat, sleep and drink global. Each member of the team has been responsible for their own area, pulling together suppliers, students and stake holders across the university.

The team worked on CRM Recruit, Heriot-Watt Online, Palms, Helpdesk, Temporary Suspension of Studies, Workflow and the staff portal.

Student Accommodation Team
The discussion of having a back-end system for Malaysia campus started with the Edinburgh campus and took us 3.5 years to implement. Nothing would be in place without having team members that always trusted and supported us, that were resilient, never gave up and kept on trying to walk through the journey with me. Without the support of Firdaus Asfhan (Assistant Manager, Student Accommodation – Malaysia campus) and the support and collaboration from the Edinburgh campus - Marcus Gilchrist, Thomas Day, Neil Morris, Olga Szelemej and Ann Jones, the Malaysia campus would still be doing our usual manual allocation until today!

With the back-end system launched in Malaysia campus on October 2018, there is massive improvement that we can see in today such as:
1. Only approximately 7 minutes of allocation instead of used to be up to 35 minutes of manual allocation;
2. Improved staff experience;
3. Data security; and
4. Go Green.

Malaysia being the first campus to pilot the implement of Kx back-end student accommodation system, and great to hear that the Edinburgh campus will also engage the said system soon eventually will benefit all of us in Malaysia and Dubai campus once the full system is implemented.

One system for all campuses – Building Our Communality!

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SafeGuarding Team

In 2016 the Safeguarding Team embarked on a strategy to transform all aspects of the security service with a root-and-branch re-imagining of what could - and should – be achieved; modernising the service globally, across all five campuses in our care.

Prior to 2016, the University’s security operation focussed on basic property protection and janitorial duties. Little attention was paid to pastoral care, customer service and reputation management, all of which are crucial to a modern University competing internationally.

To serve staff and students better, the security team was re-branded making officers more visible and highlighting the change. A new name, ‘SafeGuarding Services’, was adopted, with new uniforms, equipment and vehicles.

All team members enrolled in a competency programme designed to give them higher skills to manage a wider range of challenges; i.e. all now undertake NHS mental health first aid training.

All team leaders now complete the Institute of Leadership and Management NVQ level 3 to give them recognised leadership qualifications. Another key factor in the team’s success is the way we use technology. A bespoke control room has been created with integrated systems (CCTV, access control, intruder and fire).

Previously 37% of officers’ time was spent patrolling inside buildings out-of-hours; use of access control and remote monitoring has allowed a major re-focus of effort. The level of student interaction has increased significantly since this change. The introduction of smart paperless systems has significantly cut waste.

The team’s biggest technology advance has been the adoption of CriticalArc’s SafeZone system across all campuses. We are the first University to take this global approach and it has transformed the way officers interact with students/staff, letting them provide help and reassurance, and give potentially life-saving assistance.

As a result of this transformation, in just under three years the team has become motivated, effective and valued by those we care for. Our ambitious use of technology extends the geographical range and scope of the protection we provide. We are more closely in touch with students and staff, providing a personalised service. We are also better equipped to deal with major incidents and future risks.

Research Engagement Team

All members of the new Research Engagement Directorate have been inspiring in the way they have embraced the change. They are inspiring in their constructive and supportive approach. Many colleagues have worked beyond their job remit to help the restructure progress, and have put in numerous additional hours to support colleagues. Every part of the new team has worked very effectively to build strong, positive relationships with new colleagues. We have had great input and collaborative discussions with Schools, other Directorates and across the university, in designing and creating the new structure.

Every team member has shown a real willingness to belong to the new Directorate. They have contributed proactively to team events and have been very engaged and inclusive in all discussions. The creation of the new Research Engagement Directorate has taken a lot of work and commitment. We have celebrated milestones along the way and hope to have a big, well deserved celebration when we move into the new space. Other colleagues in HWU have been very supportive and encouraging during the changes.

Ryan Fleming & Robbie Fraser

Ryan and Robbie have been recognised for initiating and promoting the Festive atmosphere on campus in 2018 through the production and installation of the Wooden Rudolph Reindeers across campus which were subsequently raffled off for the Estates Office charity raffle.