



Student Community Development Plan

2026/27 UPDATE

ENSA - putting students at the heart of the University experience

... Student Community Development Plan: Actions and KPIs

The Student Community Development Plan is a rolling plan, updated each year. We refer to 'leads' for each project and the detail will be in the teams' annual plans which are developed after staff appraisals and objective setting meetings in May/June.

The plan is reviewed in March/April every year and feeds into the University budgeting for our annual grant. Feedback on this Community Development Plan can be made at the Student AGM, alongside the Accounts which will take place as part of a Student Council. We strive to do this in February/March every year.

Of our top ten performance indicators, established in 2024 – 25 we have seen 7.64% out of 10 satisfaction with ENSA, 74% in the NSS Survey, 72.2% of staff would recommend people to work with us, 100% satisfaction with Advice and 14% increase in sports and societies this year.









More updates in the Impact Report.









OUR TOP TEN KEY PERFORMANCE INDICATOR (KPI) TARGETS:






- ▣ 8 out of 10 satisfaction in our annual Pulse Survey
- ▣ Over 70% in the NSS Survey
- ▣ Over 80% of staff would recommend people to work with us
- ▣ Over 90% satisfaction of the Advice Service
- ▣ 1% of our annual income will be used for training of staff
- ▣ Increase participation in sports and societies by 1% year on year
- ▣ Increase number of student reps / council participants by 1% year on year
- ▣ 10% increase in participation in ENSA activities and events by 2030
- ▣ 1% increase in voter turnout year on year - 20% of total students studying on campus by 2030
- ▣ 3 people standing for sabbatical will have previously held a leadership role in the Students' Association by 2028






■ = achieved
 ■ = ongoing
 ■ = new addition
 ■ = discontinued







Priority Area	Activity	KPIs	Timeframe	Leads	
Student Voice	Ensure that, where engagement with the student voice takes place, students are supported and appropriately trained.	3 forums and one or more training session to support groups	2026/27	Student Engagement	■
Student Voice	Continued close collaboration with the University on the student experience, to support representation and strengthen the student voice, including International College, direct entry students and students overseas/online.	Recruit 3 student interns, one for each campus with aim for all schools to be represented	2026/2027	Student Engagement	■
		Review the Student Community Code	2025/2026	Student Engagement	■
		Develop Student Partnership Ambition	2026/2027 – reviewed every 5 years	Student Engagement	■
		Review members of staff/sabbaticals on University Committees and meetings	2027/2026 - reviewed annually	Full team	■
Student Voice	Amplify student voice through effective use of campaigns.	Deliver one new student campaign over the academic session	2026/27	Student Engagement	■
Engagement	Effectively feedback to students from schools and ensure student needs are prioritized.	At least one feedback document is produced from school to students	2026/27	Student Engagement	■
		Reading weeks are aligned across schools.	2027/28	Student Engagement	■
Engagement	Schools to avoid undergraduate teaching on Wednesday afternoons.	Report and feedback from Sports Committee	2026/27	Student Engagement	■

Priority Area	Activity	KPIs	Timeframe	Leads	Status
Engagement	Use data to understand our students, to help maintain our current audiences, to shape activities and to ensure we support non-engaged students.	Identify areas for developing targeted student engagement.	2026/27	Student Engagement / Comms	
		Improve student engagement by 10 groups/societies.	2026/27	Student Engagement / Comms	
		Gather regular feedback through pulse and targeted surveys.	Ongoing	Student Engagement / Comms	
Engagement	Further support International students through engagement with consulates, external support networks and business.	Ensure one new funding source, one recruitment sessions / business / training opportunity and engagement with 3 consulates.	2026/27	CEO and Student President	
Our People	Engage with sector organisations including NUS, NUS Scotland, Sparqs, Scottish Student Sport, as well as other HE/FE Institutions to improve external and national representation and learn from best practise.	Attend meetings or training with NUS/ NUS Scotland at least twice a year. Attend meetings with Sparqs, and other institutions at least twice a year.	2026/2027	Student Engagement / Other Depts where appropriate	
Wellbeing	Actively promote the Advice Service and signpost to key support agencies to promote positive mental wellbeing in students and to meet the aims of our Student Mental Health Agreement	20 information campaigns including Welfare Wednesday and ENSA stalls.	2025/26 and ongoing	Advice / Comms	
		Develop an easy-to-use, online guide distributed prior to coming to University and details via on boarding.	2025/26 and ongoing	Advice / Comms	
		Support campaigns through events including support lunches + stalls	2026/27	Advice & Student Engagement	

Priority Area	Activity	KPIs	Timeframe	Leads	Status
Wellbeing	Develop the student listening service. <i>Discontinued due to change in staffing and service priorities.</i>	Increase listening service volunteers by 2.	2025/26	Advice	
Wellbeing	Increase support for sabbatical officer activity on issues from their manifestos. Develop key issues into student campaigns to encourage participation by wider student body.	Support the sabbaticals on at least three activities during term time.	2026/2027	Advice, Student Engagement, Comms	
Wellbeing	Provide targeted support for specific student demographics (eg 1st years, masters, postgrads, mature, international).	Funding for at least 3 events. (e.g. support lunches, stalls, boardgame cafes)	2026/2027	Advice / Student Engagement	
Wellbeing	Investigate means of providing ongoing support to alleviate cost of living and access to University activities.	Investigate in kind and grant funding from University and other sources	2026/27	Advice	
		Redevelop 4 accessible student spaces.	2030	Student Engagement	
Community	Develop Academic Communities, alongside or adjacent to our societies and Rep programmes. <i>Amended to the new activity below</i>	5 new academic communities launched.	2025/26	Student Engagement	
Community	Improve support and advocate for student societies in line with our Community & Belonging aim in the Student Mental Health Agreement	Introduce and embed a new member of staff to support and grow societies	2026/27	Student Engagement	
Community	Improve support and advocate for student communities. Embed sport as a pillar of the University.	Diversify + increase funding for clubs societies. Support the launch of at least 10 new clubs/societies/academic communities	2028	Student Engagement	

Priority Area	Activity	KPIs	Timeframe	Leads	Status
Community	Build upon, and coordinate, events on and off campus organised by ENSA, Sports and Societies, Res Life, specific student groups, departments (academic and non-academic) and our external partners externally, to increase attendance.	8 partnered events (with at least four partners) take place, using Native platform for tickets.	2025/26	Student Engagement Team/ Comms & Advice	
Community	Develop a programme of events to support and engage students. (For example: Welcome Week, Welcome Back Week, Tri 3 Welcome Events, Napier Student Film Festival, Movember, Feel Fab Feb, Global Horizons, Elections, Varsity, Clubs and Societies Ball, Housing, Entrepreneurship Fairs, Sustainability Week and Excellence Awards.)	Host and promote 13 key events across the academic year.	2025/2026	Student Engagement / Comms	
Community	Establish weekly planning meeting with all teams to bring everyone together for planning and evaluation of activities, methods of communication, feedback mechanisms, resources management and branding consistency	Hold 20 weekly staff-team meetings	2025/2026	Full team	
Community	Support students through the cost-of-living crisis.	Introduce a reuse/recycle space incorporating a student pantry and c-card space.	2025/26	Student Engagement / Comms & Advice	
Education and Leadership Development	Ensure our students understand the career benefits of engagement with representation, sports, societies, volunteering and internship programmes through ongoing work with Careers and Employability.	Hold at least 8 training / forum sessions	2025/2026	Student Engagement	

Priority Area	Activity	KPIs	Timeframe	Leads	Status
Education and Leadership Development	Support students with relevant career planning information online and in person, at the time of year most useful to students.	At least three contacts with Careers and Employability.	2025/26	Student Engagement / Comms	
Education and Leadership Development	Develop reciprocal mentoring programme, intern programme and volunteering and align with career planning and standing for sabbatical role	Reverse Mentoring trial Reverse Mentoring Roll out Funding and intern programme	2028/29 2028/29 2028/29	Student Engagement	
Education and Leadership Development	Develop routes through ENSA from clubs and societies, reps, volunteers, interns etc. through to standing for Sabbatical election	At least 3 sabbatical candidates each year have engaged with ENSA before standing for election.	2026/27	Student Engagement	
Our People	All staff have structured interview process, induction, exit interview, handover document and imbed staff handbook conditions. We will investigate being put on the non-academic University pay scales, with access to University communications, offers and benefits.	Staff are positive about working for ENSA. Over 80% of staff would recommend people to work with us.	End of 2027	SLT	
Our People	Conduct and act on annual staff survey, ensuring health, wellbeing and inclusion is a priority for us as a organisation.	Hold an annual staff survey in April and benchmark against the previous year's results. Staff survey results to improve year on year	2026/27	CEO and SLT	

Priority Area	Activity	KPIs	Timeframe	Leads	Status
Our People	All staff take part in at least one training, networking or volunteering opportunity during the year.	Increase funding for external conferences and training to 1% of grant income	2026/27	CEO & Finance	
Our People	Develop annual internship programme to provide employment for students, support the staff/sabbatical team and become another recruitment area for future sabbaticals, whilst maintain a strong volunteer culture.	Develop at least 20 student intern opportunities	2030	SLT	
Governance and Sustainability	Increase and diversify funding to ensure ENSA is financially stable.	Increase university funding by providing evidence of need and agreeing KPIs with the University with their support and available data	Ongoing	SLT	
		Develop a funding group to ensure current and new funding opportunities are identified and acted on, meeting at least 4 times a year.	Ongoing	SLT	
Governance and Sustainability	Conduct annual Pulse survey with students who engage with us and use information to direct resources in future plans.	Minimum 100 survey responses.	2025/26	SLT	
Governance and Sustainability	Ensure good governance.	Review Articles of Association to ensure it reflects current activity and ensure all charity policies are up to date.	End of 2027	Board / Advice / Student Engagement	

2026/27 Strategic Goals

1. Strengthen Student Representation and Advocacy

To effectively represent student interests by engaging with institutional leadership and ensuring student voices influence decision-making.

2. Enhance Student Engagement and Participation

To increase student involvement in association activities, leadership roles, and campus initiatives through inclusive and accessible programs.

3. Strengthen Student Support, Wellbeing and Welfare

To ensure students have access to high-quality, independent advice, representation and welfare support, empowering them to thrive academically and personally and to achieve positive outcomes at University.

4. Foster an Inclusive and Respectful Student Community

To create a safe, welcoming, and inclusive environment that respects diversity and promotes equality among all students.

5. Promote Academic, Personal and Leadership Development

To equip students with leadership, governance and life skills through training, mentorship, academic support initiatives and personal development opportunities.

6. Strengthen Communication and Transparency

To maintain open, clear, and effective communication with students, ensuring transparency in decision-making and operations.

7. Build Strong Partnerships and Collaboration

To work collaboratively with institutional departments, student clubs, and external stakeholders to enhance student experiences.

8. Ensure Sustainable and Responsible Governance

To uphold ethical leadership, financial accountability, and continuity through strong governance structures and policies.