



HSF Mission Statement

As the official student government at Humber, we provide essential services, significant leadership development, and engaging social opportunities to actively support and enrich student life.

HSF Vision Statement

A unified community where students achieve their fullest potential while experiencing the greatest time of their lives.

HSF Values

1 Accountable Governance

- Take ownership of both our actions and results
- Make every decision in the best interest of the student body
- Be fiscally responsible

2 Exceptional Quality

- Commit to professionalism
- Provide individual attention and care
- Deliver value-added programs and services

3 Proactive and Responsive

- Anticipate the needs and difficulties of life as a student
- Respond to the concerns and ideas of the student body
- Champion the interests of the collective student body

4 Collaboration and Respect

- Work with students to understand their perspective
- Build partnerships to benefit students
- Work with Humber to maintain a positive environment for every student

Strategies

1. Leveraging Technology
2. Effective Communication
3. Customer Satisfaction
4. Training & Development
5. Strategic Management
6. Student Engagement
7. Community Outreach & Development
8. Non-student Fee Revenues

Outcome Measures

1. Employee Satisfaction: We will have 90% employee satisfaction
2. Customer Satisfaction: We will have 90% customer satisfaction
3. Organizational Viability: (a) For every key initiative, we will have an effective process to plan, implement, and evaluate its success, (b) 6% of our income will come from external sources
4. Community: We will have developed and delivered one specific, visible outreach program for the entire Humber Community

**HUMBER
STUDENTS'
FEDERATION**

STRATEGIC PLAN SUMMARY

MAY 2010

HSF Executive team initiate discussion to develop a strategic plan that would permanently shape the future of the organization.



AUGUST 2010

Request for Proposal sent out to find the best strategic management professionals to facilitate the process.

SEPT 2010

Haines Centre for Strategic Management chosen as facilitators.

OCTOBER 2010

First meeting of full strategic planning team, including HSF executives, board of directors and full- and part-time staff from all three campuses.

NOVEMBER 2010

Current state of HSF is assessed and planning begins to clearly define our mission, vision and values.

DECEMBER 2010

Outcome measures are drafted along with the strategies designed to achieve our desired outcomes.

JANUARY 2011

Focus groups held to solicit feedback from students from each campus and school of study on HSF's proposed outcome measures and strategies.

FEBRUARY 2011

Strategic plans finalized after much thought, deliberation, and passionate discussion.

MARCH 2011

HSF Strategic Plan receives approval at HSF Board of Directors meeting and becomes the official roadmap for all HSF activities for the next three years.

FUTURE

For more information and to see what we've accomplished so far, visit hsfweb.com