

AMOSSHE Executive Meeting

13th November 2013 11am – 3.30pm

Macadam House, 275 Gray's Inn Road, WC1X 8QB



Agenda

1. Reserved Business
2. Apologies
3. October meeting minutes and actions
4. Updates
 - a. Finance
 - b. Membership
 - c. National Office
5. Conference
6. Annual benchmarking survey
7. Website
8. Branding discussion
9. Future of Student Life and Services Forum
10. Any Other Business
11. Next meeting:
 - a. Wednesday 22 January 2014, 10.30am–3.30pm (Macadam House)

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13th November 2013 11am – 3.30pm

AMOSSHE National Office, 275 Gray's Inn Road



Minutes

1. Reserved Business
2. Apologies
 - a. Levi Pay
 - b. Sally Olohan
 - c. Nicole Redman
3. October meeting minutes and actions
 - a. Amendment: remove the section in 7.7 which is in brackets
 - b. Most actions are covered as part of the agenda.
 - c. 4.3.3 Executive Specialism: Christine did not have the opportunity to update her specialism's at the residential. **Action: Benjamin to send through the list for Christine to update. Action: Benjamin to send updated list and representation list out to members for clarification**
 - d. 8.2 Projects: Information has gone out to the membership
 - e. 10.2 Diary clashes: There will be no changes of dates of meetings this year, the Executive will need to discuss this closer to the next elections.
4. Updates

John presented a paper on Finance, Membership and the National Office in the absence of Nicole, Vice Chair (Operations)

 - a. Finance
 - i. Good cash position to date with good reserves
 - ii. VAT issue is still ongoing, our specialists have responded to HMRC in which we are waiting a response. If this were to not go in our favour then reserves would need to be utilised for this. There was a feeling in the room that this is a slight cause for concern but it should not stop us investing in areas such as projects at the present time. This can be reviewed again before any other large outlay of money is invested.
 - iii. Expenditure for consultation was queried in this year's accounts, this relates to VAT specialist expenses and a carryover of accountancy invoices.
 - iv. We are still waiting on a number of institutions to re-join, nearly half. These are being chased at the moment
 - v. **Action: Benjamin and John to bring information on non-continuing members to executive meetings**
 - b. Membership
 - i. ROI institutions not feeling they were being chased for anything or given information – 2 have left recently. These should be contacted again
 - ii. Institutes for technology in the ROI sector and private institutions in England should be contacted about membership.

Action: Benjamin to look into contacting recently left and other institutions about membership

- iii. Unite is interested in becoming organisational membership
Action: John and Benjamin to look into affiliate membership to see what we could offer organisations that does not impact on the work of AMOSSHE or members
- c. National Office
 - i. Sarah our temporary staff member for over 5 months is leaving AMOSSHE next week. We would like to officially thank her for her work for AMOSSHE, especially on conference.
- 5. Conference
 - a. Fay Sherrington presented the conference update
 - b. Discussion around conference speakers
 - i. Potential to contact Manchester John Lewis re: sponsorship or provide a high profile customer service speaker (maybe regarding the challenge moving from face to face contact to online), **Action: Conference team to chase up this potential**
 - ii. Simon Fanshawe charges but is a good speaker
 - iii. Diana Loriland – might be a possibility, Benjamin to chase
 - iv. Nancy Rothwell – Manchester Uni (welcome to Manchester speech and what she is doing there)
 - c. Conference workshops / sessions / programme
 - i. Potential to change workshops between practical and presentation approaches
 - ii. More time for networking and downtime
 - iii. Liz Thomas – Head of HEH retention programme
 - iv. Call for workshops need to be smart in developing practical sessions with contribution from the delegates
 - v. Dealing with student fatalities – workshop ('What if' workshops)
 - d. Discreet brand for conference would be good
- 6. Annual benchmarking survey
 - a. 41 responses to survey on the survey, this one went out to all members
 - b. The survey will be split membership into 2 to cater for needs of AMOSSHE and for the membership
 - c. There will be more detail for specific areas to help get a greater picture for members who wish to complete that section
 - d. Some discussed areas are: Mental Health, Counselling, Disabilities and General advice – these were top areas in the last survey
 - i. Further discussion took place about how we drill down these areas to focus on them for the benefit of members
 - ii. Information will be opt – in only so if you do not complete the area you can still complete the top level information. Only those who complete the information will have access to it
 - iii. There will be a further 3 questions on how measure these areas
 - iv. Mental health and counselling should remain separate
 - e. Discussed about the potential to utilise data from other organisations to benchmark against – this may not be possible however given what they collect and how they collect it
 - f. We will insert an open hot topic question for trend analysis to understand what current issues organisations are dealing with
 - g. An 'Not applicable' box will be inserted to ensure that areas that are blank are defined as not being completed as the data is not to hand rather than the service is not applicable to the institution completing it

- h. **Action: Survey to be sent out to executive to complete initially and receive feedback on how easy they found it to complete.**
 - i. Membership survey due to be sent out before Christmas, AMOSSHE survey to be sent out before May
- 7. Website
 - a. Paper presented by Benjamin and John
 - b. Highlights
 - i. Modus will fix minor changes
 - ii. Quote for three areas for work including sorting out the login section and not authorised statements which appears instead of bringing up the login page
 - iii. Issues around what is a fix and what is development as quoted for by modus
 - c. Three stage process agreed by the executive
 - i. Make quick fixes to enhance current provision – authorised for approximately £450 to get this done including the two additional areas of database issues
 - ii. Some design change could potentially be completed, with widening pages, widen editable area as this may need to be a holding section on development of new site and will give time to scope a new website based on member and organisational needs
 - iii. Jayne and National Office to develop adequate scope for a new site to report back to the January Executive meeting
- 8. Branding discussion

The intention is to ensure that are messages are relevant to our members and our brand reflects the activities and reputation of the organisation.

 - a. Messages of AMOSSHE
 - i. These have broadened more recently given the wider remit of our membership which includes more than one level of management
 - ii. Although broadened are we the natural home for some members? Such as specialist services? Mentioned that there are practitioner homes for those people, we cover the more strategic areas of their role
 - iii. We encompass the managers who cover more than one area in smaller institutions
 - iv. Is there an issue with how people perceive us? General consensus is not, the brand AMOSSHE is well known
 - b. Threats to the organisation in terms of what we encompass?
 - i. Consensus that there are no meaningful threats to the work of AMOSSHE at present
 - c. No issues with the current meaning and brand of AMOSSHE - agreed
 - d. Noted that the acronym AMOSSHE does not exist anymore, we are known as AMOSSHE the student services organisation
 - e. **Action: Benjamin to create a brand document. This can incorporate changes to the colour and render of the logo but not actually changing the name. This can be carried into design changes for web development**
- 9. Future of Student Life and Services Forum
 - a. A rename in is need to bring it in line with the actual brand style (like Insight for projects)
 - i. AMOSSHE 'Futures' was discussed and agreed as the new name by the Executive
 - b. Topic discussion – potential topic themes for this year

- i. Future for membership organisations in HE
 - ii. Is there a future in mission groups?
 - iii. What do mission groups do for the student experience?
 - iv. HE in post referendum Scotland
 - v. Are we complaining too much about Tier iv?
 - vi. Big data, what is it, is it relevant?
 - vii. Where does the NHS start and where does University provision stop? (Student well-being)
 - viii. Being reasonable, have we gone too far?
 - ix. Outsourcing student services?
 - x. Accommodation costs, pricing students out of University
- c. Three to take place in the remainder of the year
- d. Action: Benjamin to send out the list of topics to members to vote on, top three will be organised this year**
- e. Levi and Ben to chair one each with the remaining forum to be decided at a later date

10. Any Other Business

- a. Representation on meetings, we have some spaces for member to populate at meetings. Action: Benjamin to circulate list of interests from exec and the list of representation on groups. Action: John Executive members to respond with any other groups they are attending for AMOSSHE but are not on the list.
- b. 12th Executive member - discussion
 - i. Agreed that with their being a gap on Executive since Sam has been Co-opted into Vice Chair Professional Development for the remainder of the year we should as the next highest voted delegate to become the final executive until the next elections in July. This will create an issue that 3 officer positions will be up for elections in July. **Action: John and Brian to look at the constitution for clarification**

11. Next meeting:

- a. Wednesday 22 January 2014, 10.30am–3.30pm (Macadam House)

Action List

Para	Detail	Who	When by
3.c	Send through the list of specialism's for Christine to update.	Benjamin	18/12/13
3.c	Send updated specialism list and representation list out to members for clarification	Benjamin	18/12/13
4.a.5	Bring information on non-continuing members to executive meetings	John	On-going
4.b.2	Look into contacting recently left and other institutions about membership	Benjamin	January onwards
4.b.3	Look into affiliate membership to see what we could offer organisations that does not impact on the work of AMOSSHE	John	29/11/13
5.b	Chase potential of John Lewis and other suggested speakers	Conference	4/12/13
6.h	Survey to be sent out to executive to complete initially and receive feedback on how easy they found it to complete	Benjamin	29/11/13
8.a	Create a brand document. This can incorporate changes to the colour and render of the logo but not actually changing the name. This can be carried into design changes for web development	Benjamin / John	22/01/14
9.d	Send out the list of topics to members to vote on, top three will be organised this year	Benjamin	25/11/13
10.b.1	John and Brian to look at the constitution for clarification	John / Brian	25/11/13

