

AMOSSHE Executive Meeting

Friday 17 February 2012 10.30am – 4pm

AMOSSHE, Fourth Floor, 184-192 Drummond Street, LONDON,
NW1 3HP



Agenda

Morning 10.30 – 1pm

1. Reserved Business
2. Apologies
3. November minutes and actions
4. Matters arising:
 - a. Strategic discussion: stakeholder working
 - b. Strategic discussion: nations and regions
5. Updates:
 - a. Finance
 - b. Membership
 - c. National Office
 - d. CPD:
 - i. Value and Impact conference
 - ii. Doing Things Differently practical session
 - iii. Bespoke Value and Impact CPD
 - e. Annual conference
6. Value and Impact continuation work
7. Students FIRST project
8. Elections 2012 and succession planning
9. Publications schedule
10. Membership benefits and engagement – refresher
11. Any Other Business
12. Future strategic discussion topics and next meeting(s)

1.30 pm- 3.30 pm: strategic discussions

SD3. UCISA/AMOSSHE discussion – Tom Mortimer, chair UCISA and possibly Anna Matthews

SD4. Organisational/member reach

3.30pm – 4pm: accountability review

Executive Meeting - agreed minutes

Friday 17 February 2012

Philips and Slipman Rooms, AMOSSHE

10.30am-2.15pm, 3.15pm-4pm



Present

Andrew West, Chair
Liz Bromley, Vice Chair (Operations)
Gill Jack, Vice Chair (Finance)
Ben Lewis, Vice Chair
Ben Bailey
Sara Doherty
Brian Hipkin

Chris Lusk
Sally Olohan
Nicole Redman
Julie Walkling
Raegan Hiles, Policy and Public Affairs
Manager (meeting secretary)

1. Reserved Business

- 1.1 Exempt from formal minute.

2. Apologies

- 2.1 Jenny Briggs.

3. October meeting minutes and actions

- 3.1 The minutes of the November Executive meeting were agreed as a true and accurate record of the meeting.
- 3.2 All of the actions identified in the November minutes and to be completed by February are completed or addressed elsewhere on the agenda.

4. Matters arising

a. Strategic discussion: Stakeholder working

- 4.1 The Vice Chair introduced an update on stakeholder working. The Executive noted the key messages that are being used for promotional activity, and agreed the stakeholder 'buddying' system whereby Executive members have been paired with relevant stakeholder organisations to establish good working relationships with key groups.
- 4.2 The Vice Chair noted that planning will shortly commence for the policy breakfast discussion. The meeting will be held in central London and consider the role of private providers, shared services, and Student Services.

Action: Vice Chair and Policy and Public Affairs Manager to develop plan for and deliver policy breakfast in Spring 2012

b. Strategic discussion: Nations and regions

- 4.3 The Nations and regions leads reminded the group of potential actions discussed at the November meeting, and advised on actions undertaken thus far and feedback from the nations and regions. The Executive recognised that there are particular issues that may cause nations and regions to feel disengaged with the organisation, and discussed ways to address these.

- 4.4 The Executive considered the issues raised, and agreed that the actions identified at November's meeting would be pursued as appropriate. They agreed that the members' bulletin should recognise that the scope of membership is being carefully considered, and that a variety of measures are being employed to improve nations and regions dialogue.

Action (i): articulate member benefits and engagement more clearly, including the process for consultation responses, in the next members' bulletin

Action (ii): offer to arrange speakers for regional meetings in the next members' bulletin

Action (iii): consider travel times, academic timetables and non London locations when scheduling 2012/13 events

5. Officer Updates

a. Finance

- 5.1 The Vice Chair (Finance) introduced an update on the organisation's finances. There is a current underspend against the anticipated mid year budget of £30k. Much of this is accounted for in committed expenditure, although taking committed expenditure into account there remains an underspend of c.£5k.
- 5.2 The Vice Chair (Finance) advised the Executive that the Santander bond is now active, and that all Lloyds accounts have been closed.
- 5.3 The Executive discussed potential actions in pursuing unpaid debts for persistent debtors

Action: Executive members to contact known non paying colleagues informally, articulating the risks of their membership access being withdrawn as a result of non payment

b. Membership

- 5.4 The Vice Chair (Operations) updated the Executive on membership cancellations and new memberships. Since the November meeting:
- Five core members have left AMOSSHE, including two for non payment of fees; and
 - Five additional members have left AMOSSHE.

c. National Office

- 5.5 The Vice Chair (Operations) updated the Executive on National Office business and staffing. They noted that AMOSSHE has been based at Drummond Street for a year, and it is proving a successful location.
- 5.6 The Policy and Public Affairs Manager noted that www.amossh.org.uk moved to a new server in early 2012. There were some initial problems with the move, which meant the website was unavailable for several days in January 2012.

d.i CPD : Value & Impact – Why do we do what we do?

- 5.7 The CPD 3 lead introduced discussion of the conference delivered at the Rembrandt Hotel on Friday 20 January. The Executive noted that the conference exceeded its target delegate registrations and the profit achieved.

5.8 The Executive thanked the CPD3 lead.

d.ii CPD: Doing Things Differently – Innovative Practice in Student Service Delivery

5.9 The CPD 4 leads updated the Executive on progress with the practical workshop planned for delivery at Drummond Street on Friday 24 February 2012. The workshop was fully subscribed within 12 days of opening booking, and has a substantive waiting list. It promises to achieve a small profit.

d.iii CPD: Value & Impact – Leadership and Strategy

5.10 The CPD5 lead updated the Executive on progress with the practical workshop planned for delivery at Drummond Street on Wednesday 21 March 2012. Signups for the workshop are slow but promising. The Executive agreed that, as an in house event, the workshop should be delivered.

5.11 The Executive identified that CPD5 might provide valuable learning for potential future trainers. They considered inviting potential trainers for the future CPD offer to attend the workshop as 'train the training' if places remain available in mid March.

Action: National Office to monitor CPD5 signups and report to CPD5 lead and Vice Chair (Finance)

e. Annual Conference

5.12 The annual conference leads introduced an overview of progress with planning 'Greater Expectations'. They noted:

- a. Several high profile speakers confirmed;
- b. Budget proposals;
- c. Programme proposals;
- d. The timeline for planning and delivery; and
- e. An invitation to members to submit workshop proposals has been issued.

5.13 The Executive discussed the annual conference proposals, and agreed that the theme and content are promising. They discussed the proposed increase to delegate fees compared to 2011, recognising that the 2012 proposals take into account known venue costs and conservative budgeting. They agreed the proposed delegate fees, noting that the content of conference and lack of fee increases in the previous two years justified the higher rates than 2011.

5.14 The Executive discussed the single day offer in detail. They agreed that there should not be sessions restricted to single day delegates, as this could alienate residential delegates. They advised that the residential and single day offers need to be carefully balanced, so that any risk to residential registrations is negated.

5.15 The Executive agreed the inclusion of audio visual contributions from speakers interested but unable to participate in 'Greater Expectations'. The Executive stressed that these contributions should be balanced, with the student view and recruitment represented, and that the devolved administrations should also be considered.

5.16 The Executive agreed that the annual general meeting (AGM) should be embedded in the conference programme, but that it might be moved to pre dinner drinks one evening.

5.17 The conference leads introduced plans to make the exhibitor area more popular and dynamic. The Executive agreed that higher education public benefit groups should be able to access a reduced package offer for sponsorship. The Executive considered including poster contributions from members in the exhibitor area.

Action: conference leads and National Office to develop exhibitor offer for HE bodies

5.18 The Executive thanked the conference leads for their work thus far, and commended the programme and progress.

6. Value & Impact continuation work

The Value & Impact Project Officer joined the meeting at this point.

6.1 The Value & Impact Project Officer delivered an overview of Value & Impact activity since the November meeting. They noted good progress with developing the web pages and resource contributions from members, although expressed concern at the lack of materials in some key Student Service areas. The Executive agreed that the Value & Impact toolkit templates should be included as standalone tools in the repository.

6.2 The Executive agreed that member interest in contributing resources might increase once the repository is live. They noted that this may have resource implications for the National Office.

Action: Executive members who have not yet provided materials for the Value & Impact Repository to contribute a minimum of one evaluation tool

6.3 The Executive asked about quality assuring contributions to the repository. They agreed that as the repository is a collection of examples of existing practice, users would be best placed to identify what tools could be transferred to their own context. They noted that the adaptation of tools could further contribute to populating the repository.

Action: National Office to encourage members to submit examples of how they manipulate repository tools for their own context

6.4 The Executive discussed whether a knowledge community might be established for Value & Impact. They agreed that the National Office should gauge member interest in a Value & Impact forum, and encourage members to lead on this activity.

Action: National Office to invite member comment on the most appropriate support mechanism for managers involved in Value & Impact approaches

The Value & Impact Project Officer left the meeting at this point.

6.5 The Executive commended the Value & Impact development programme materials developed, and thanked Paullus Consultancy for their high quality work. The Executive endorsed the Value & Impact Onsite proposals, and agreed that this should be offered to members as soon as possible. They noted current interest in Value & Impact that should be maximised upon. The Executive further agreed that a promotional campaign would increase interest in the service.

Action: Policy and Public Affairs Manager to commission promotional materials, and launch Value & Impact Onsite at CPD5

6.6 The Chair and Policy and Public Affairs Manager introduced two potential funding proposals to access the Innovation and Transformation Fund (ITF):

- a. VIBE (Value & Impact Benchmarking for Efficiencies). The Executive agreed that this was a strong proposal and should be submitted. They commended the emphasis on holistic evaluation and service improvement. They agreed that committing AMOSSHE surplus monies in the proposal, if funded, would be a wise investment. They noted the potential positive and wide reaching impact of the VIBE programme, and the possibility for it to be self sustaining in future.

Action: Policy and Public Affairs Manager to finalise VIBE proposal and submit to ITF

- b. SEE (Student Experience Efficiencies). The Executive agreed that the more basic case study proposal, whilst fitting the ITF call and priorities, was not as groundbreaking as VIBE and should not be pursued at this time.

7. Students FIRST project update

- 7.1 The Policy and Public Affairs Manager introduced an update on progress with Students FIRST, including:
 - a. continuing delays with agreeing the Consortium Agreement which will be resolved imminently;
 - b. the research team's progress with analysing data and methodology;
 - c. that service maps have been developed with partner institutions;
 - d. that the technology services have not interacted in the way the project envisaged, but this provides learning points about technology interactions and delivery;
 - e. that the project has the fourth most popular blog amongst the JISC Relationship Management funded projects in this stream; and
 - f. that the project is set to deliver to budget and to time.
- 7.2 The Students FIRST project sponsor updated the Executive on the appointment of Professor Sir Deian Hopkin as an independent project chair for Students FIRST.

8. Elections 2012 and succession planning

- 8.1 The Vice Chair (Operations) updated the Executive on available posts for 2012/13 and the timetable for nominations and elections process.
- 8.2 The following positions will be open for election for the two year term 2012/14:
 - a. Chair;
 - b. Vice Chair; and
 - c. 3 x Executive Board members.

9. Publications schedule

- 9.1 The Policy and Public Affairs Manager introduced a proposal to publish some members' only material in the public domain, after such time has elapsed that they no longer have currency as private documents, to promote member benefits to non members.
- 9.2 The Executive agreed that policy briefings and member bulletins should be published after one year has elapsed.
- 9.3 The Executive agreed that the headings for the membership survey report should be published, but that membership survey reports should remain member only documents.
- 9.4 The Executive agreed that Executive meeting agendas and agreed minutes should be published immediately.

Action (i): Policy and Public Affairs Manager to develop AMOSSHE publications schedule

Action (ii): National Office to publish publications schedule on www.amoshe.org.uk, and make public relevant documents after one year has elapsed

10. Membership benefits and engagement – refresher

10.1 The Chair introduced a summary paper of the membership benefits as they are currently expressed on www.amoshe.org.uk and in the 'New members' pack.' The Executive noted that updates are needed to the 'Professional development' and 'Influencing the sector' sections.

Action: Policy and Public Affairs Manager to update membership benefits on www.amoshe.org.uk

11. Any Other Business

11.1 The Executive agreed that AMOSSHE should not submit material to the Charities consultation call for evidence.

11.2 The Chair advised the Executive about a planned book for which the Chair and Policy and Public Affairs Manager are co-authoring a chapter about the role of professional associations for staff supporting students in higher education.

11.3 The Executive noted a potential SCONUL application for ITF funding, and agreed that they might voice support for this in principle but would need further information. They agreed that the VIBE proposal would be AMOSSHE's focus in benchmarking and the ITF funding opportunity.

12. Future meetings

12.1 4 April 2012, Drummond Street, London. Strategic discussion items to include: SCONUL/AMOSSHE discussion; indicators of quality

12.2 1 June 2012, Drummond Street, London.