

AMOSSHE Executive Meeting

21 November 2014, 11am – 3.30pm

AMOSSHE National Office, 275 Gray's Inn Road, London, WC1X 8QB



Agenda

- Apologies
- Reserved Business
- Residential meeting minutes and actions

Item no.	Title	Presented by	Paper
1	AMOSSHE Strategy	Brian Hipkin	14_15-01

Item no.	Title	Presented by	Paper
2	Finance, membership and National Office update	Nicole Redman	14_15-02

Item no.	Title	Presented by	Paper
3	Futures and Insight update	Brian Hipkin	

Item no.	Title	Presented by	Paper
4	CPD	Sam Dale	14_15-03

Item no.	Title	Presented by	Paper
5	Conference update	Fay Sherrington Maria Lorenzini	14_15-04

Item no.	Title	Presented by	Paper
6	Peer to peer review discussion	John Bloomfield	14_15-05

Item no.	Title	Presented by	Paper
7	Samsung collaboration discussion	Nicole Redman Brian Hipkin	14_15-06

Item no.	Title	Presented by	Paper
8	Website development	Benjamin Parsons	14_15-07

Item no.	Title	Presented by	Paper
9	Nations and regions development / assistance	Benjamin Parsons	

Item no.	Title	Presented by	Paper
11	Data protection policy	John Bloomfield	14_15-08

Item no.	Title	Presented by	Paper
12	Next meeting: 30 January, 10:30am – 4pm, Macadam House (London) 27 March, 10:30am – 4pm, Macadam House (London) 5 June, 10:30am – 4pm, Macadam House (London)		

Item no.	Title	Presented by	Paper
12	AOB <ul style="list-style-type: none"><li data-bbox="300 230 746 264">- Participation at ACPA conference<li data-bbox="300 264 691 297">- Representation spreadsheet<li data-bbox="300 297 483 331">- Standalone	Benjamin Parsons John Bloomfield John Bloomfield	

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Agenda

Apologies

Nicole is running late but will be with us in the afternoon.

Reserved Business

None

Residential meeting minutes and actions

- Mandi was present during parts of the meeting via FaceTime.
- All actions have been completed with some incorporated in the agenda today.

Action list

Who	Item no.	Action	Date
BL	1	Speak with ML about AMOSSHE values	15/12/2014
JB	1	Add 'AMOSSHE values'/summary of BH's presentation to the agenda for the next meeting and work with BL and BH to prepare a version 2 document for discussion.	12/01/2015
JB/BH	3	FS has offered to host one in North – JB/BH to liaise with FS	12/01/2015
MS	4	Speak to conference leads and JB about Thursday night drinks at the Winter conference	01/12/2014
JB, BH, NR	4	Discuss the possibility of collaborating with Samsung for our webinars	26/11/2014
MS, FS, ML	5	Add Vice Chancellor of Cardiff University to 2016 speaker suggestion list and to consider John Hogan	01/12/2014
Exec	5	Send through suggestions of the 2 remaining speakers. Someone outside HE, inspiring change, from a charity, social enterprise etc.	Ongoing
JB, BL	6	Collate information on peer to peer review for the next exec meeting	01/12/2014
JB	7	Write up business engagement policy	16/01/2015
BH	7	Re-evaluate Samsung proposal and present at the next executive meeting	16/01/2015
BP	8	Create a detailed specification for the website development	27/03/2015
BP	8	Research costings and timescales and speak with Mandi's head of IT (as they are currently making a new website)	27/03/2015
Exec	9	Feedback experience of their regional meetings in the March executive meeting	27/03/2015
BP	10	Send the data protection policy to members	15/12/2014
JB	12	Circulate representation spreadsheet for executive to respond	01/12/2014

Item no.	Title	Presented by	Paper
1	AMOSSHE Strategy	Brian Hipkin	14_15-01
<p>Brian presented the AMOSSHE strategy which divides into 3 strands; political, education and reach.</p> <p>Political AMOSSHE’S voice is being acknowledged more so it is important to take advantage of this. In the next 3 years, the assumption is that the government will be absorbed in a debate about the referendum and the impacts of it. There is a strong focus on Europe and UUK believes that more students will head there due to the increase of tuition fees and complication with visas for the UK. The aim is for AMOSSHE to be prepared for swift responses/gather responses, lobbying and be seen as the organisation that can respond quickly, accurately and democratically and ideally be the first port of call for members.</p> <p>It is important to become proactive with organisations such as UKCISA, and AUA to shape and represent our members. The aim of the political strategy is to help members understand what is going on and to help them mitigate the changes going on at national and regional levels.</p> <p>Education Our summer conference is at an amazingly high standard alongside our popular CPD events. The strategy is to build on our success and to develop it. We should continue to hold them across the UK to cater for our wider membership.</p> <p>The AMOSSHE Futures discussions are something we need to develop. We can leverage people we have used in the past to ensure that we are aiming for higher profile participants for future discussions.</p> <p>We can consider the idea of webinars for our CPD events as this could overcome the restriction of budget and also widen our reach. These webinars need to be done incredibly well and at a high professional level, using high levels of technology and people. The suggestion is to add webinars to our CPD events programme and attempt to deliver this free of charge to see how well it is received by members.</p> <p>We can also consider the model which AUA uses; perhaps an award or merit status. To do this we would need to create a database of individuals who are interested in supporting peers and AMOSSHE will act as an ‘honest broker’. This will create additional value in our CPD programme through enhancing an individual’s CV and improve the relationship their relationship with AMOSSHE.</p> <p>Research projects should encourage collaboration between institutions; with sponsored research as a suggestion. We can disseminate the research by publishing it as papers or journals and gaining support from national office for bigger projects. This leads us to explore the possibility of bringing in a research fellow.</p> <p>The most powerful tool we currently have to communicate information is the JISCMail lists. We need to maintain as well as build on our current strategy which is pulling in all the responses and gathering this data for our members. We can also look at ways to respond quickly, publish, archive and give members access to this information more readily.</p> <p>We should encourage members to send job descriptions of the vacancies they want us to publish on our website, as this is very useful and can assist members who recruit for their institution.</p> <p>Reach AMOSSHE has a wide reach, with links across the UK and north America. Many sister organisations of similar background are reaching out to us and it is important to consider ways in which we can work with these organisations and extend our reach in Europe.</p> <p>In order to deliver our strategy we need to be financially robust and ensure reserves are well maintained. The</p>			

outcome of our VAT situation has led us to a much better finance system. It is important that we encourage people to stand for executive and be involved with AMOSSHE as we need continuity.

Discussion

Political – given the focus on Europe in the run up to the election, nationally higher education may have a lower profile but we are likely to still see big and significant changes at this turbulent time. We need more clarity on how to communicate to members as it was suggested that we should not always focus on the things that divide us such as regions / nations. We need more focus on things that unite us and to state our common values. It was agreed that the executive should look to agree values as part of developing the AMOSSHE strategy.

Action: BL will talk to ML about AMOSSHE values

Another element to look at is how we could influence proactively and engage with our members. We have a statement on our website which states what our aims are. We appear to be fulfilling this, however we do need to keep in mind that representing institutions is just as important as representing student services as they can sometimes overlook the academic side. Enabling student success and shaping higher education is really our aim as this includes looking at issues from a university / student services perspective.

Reach – there is currently a lot of interest from organisations outside the UK that would like to work with us. BL attended an event in Paris and met people from French and German organisations who expressed their interested to connect and work with AMOSSHE. As usual we need always need to be careful of how we work with other organisations and ensure they add value to our members.

Action: JB to add ‘AMOSSHE values’/summary of BH’s presentation to the agenda for the next meeting and work with BL and BH to prepare a version 2 document for discussion.

Item no.	Title	Presented by	Paper
2	Finance, membership and National Office update	John Bloomfield	14_15-02

We are in a healthy position financially despite the situation we had with HMRC. Sponsorship income will be coming through next year due to commercial company’s budget cycle so our variances will balance out. We’ve received more membership than expected at this stage of the year and have saved money on residential this year.

As previously agreed we are moving forward with Sage as our financial system and training has been booked for next week. JB will send through top level reports once we are happy with the structure of it and can also send this when requested. It is important to note that when we go through this transition, we need to ensure there is a back-up of this data and there will be a period of reporting through new and old finance systems until we are happy with the setup and structure of the new system.

It was suggested that we should keep a compressive note of these discussions to ensure that if there were ever a discussion in future executive meetings then we had a good archive as to why we took this route with our finances.

With regards to membership numbers, we are doing really well as we have gained 2 new institutions since the exe paper was written and are now at 157.

A National Office update – Beatrice has left AMOSSHE to further her studies at Oxford and BP has now become full time in the office.

BP is currently utilising DODS (an information system of archived and latest political material) and has found it

very useful for archive materials. They send us information and breakdown of sector reports, alerts us if AMOSSHE or any AMOSSHE chairs are mentioned – this proves very useful as BP can mention this in the weekly newsletters. An example is when Greg Clark mentioned AMOSSHE in his speech on DSA changes and we were able to utilise this in the newsletter.

The executive would like to note that the quality of the newsletter is exceptional – well done to BP. SD suggested BP to call the executive team should he need help to filter through what is important and useful for the newsletter, however as this is a very quick turnaround, it may be difficult to get hold of the relevant person in the time he has before publishing the newsletter. It may still be useful in sending this information through to ensure that similar situations in the future are handled appropriately.

The overview of the budget shows we are not making a surplus, but instead a stable and secure position. The executive agreed the AMOSSHE budget for 2014/15.

Item no.	Title	Presented by	Paper
3	Futures and Insight update	Brian Hipkin	
<p>Futures – the feedback we received from members regarding future topics include: resilience, technology and student number cap, so we will be looking into hosting these in the coming year. We need to review what speakers to bring in and also the locations to hold this in to be in line with our budgeting. There are currently 4 proposed dates which national office will work on.</p> <p>Action: FS has offered to host one in North – JB/BH to liaise with FS</p> <p>Insight – the response received from these projects has been very positive. JB and BP will review the projects that come in; currently we have received four expressions of interest which is the same as last year at this stage. Once final projects have been agreed in December JB will speak to AMOSSHE executive mentors about linking them to project leads.</p>			

Item no.	Title	Presented by	Paper
4	CPD	Sam Dale	14_15-03
<p>We have agreed 4 CPD events for this academic year. For the Winter conference, it was suggested that perhaps we can think about an informal event for the Thursday night.</p> <p>Action: MS to speak to conference leads and JB about Thursday night drinks for the Winter conference.</p> <p>Feedback from the membership survey suggested that members were keen for an event about change management. It was also noted that through speculator conversations that members were also interested in potential CPD webinars. In relation to this, we need to think about the quality, resources and structure of these events. There are many different types of webinars and scope for this. We should not completely replace the face to face CPD events but as an additional to CPD.</p> <p>We can look at scoping out the webinars in the March meeting and feeding back.</p> <p>Action: JB, BH, NR to discuss the possibility of collaborating with Samsung for our webinars</p>			

Item no.	Title	Presented by	Paper
5	Conference update	Fay Sherrington Maria Lorenzini	14_15-04
<p>At the residential meeting, JA came up with the title 'All Change', which we all felt appropriate for the current climate. Instead of focusing on negative change, the conference team are turning it around to focus on leading and inspiring positive change for the benefit for students, staff and the wider community and sharing good practice of positive change.</p> <p>Newcastle Hilton has been chosen as the 2015 conference venue. BP has already visited the venue and has fed back positive things. It works in line with our current budget and we have not held our conference in Newcastle since 2011. The conference team have scheduled an overnight experience stay in January and will be exploring the Wednesday night venues when there. The external venue has been shortlisted to two; The Discovery Museum and The Baltic. It was also suggested that we should hire in entertainment if it is within budget.</p> <p>As we are always expecting to exceed numbers from last year, we have planned for this growth and have reserved more bedrooms at the venue. The feedback we received about the food last year was very negative and so this will definitely be something we will be looking to improve with more healthy options.</p> <p>From the feedback, it was noted that delegates felt there were too many key note speakers, so as a result we have whittled it down from 4 to 3 using the same structure as last year. The first speaker has been booked – Bob Cryan Vice Chancellor of Huddersfield. BL suggested that Vice Chancellor of Cardiff University could pose as a potential speaker for 2016 and a suggestion to consider John Hogan as a speaker (registrar from Newcastle University) for next year's conference. It is also worth thinking about international speakers.</p> <p>Action: MS to add Vice Chancellor of Cardiff University to 2016 speaker suggestion list and FS and ML to consider John Hogan</p> <p>Action: Executive to send through suggestions of the 2 remaining speakers. Someone outside HE, inspiring change, from a charity, social enterprise etc.</p>			

Item no.	Title	Presented by	Paper
6	Peer to peer review discussion	John Bloomfield	14_15-05
<p>The peer to peer review has cropped up in previous discussions where external consultancy firms were suggested as a facilitator. This then led onto the discussion of perhaps AMOSSHE being the facilitator. JB had initially asked members through JISCMail to see who was interested in running peer reviews and received a number of positive responses from members.</p> <p>Currently institutions contact AMOSSHE to look for external facilitators but are not credited. The proposal of AMOSSHE as a facilitator aids what members want and we can explore the different types of reviews available. The benefit of displaying profiles of AMOSSHE members is the visibility members have and the fact it could prove useful when voting for the new executive.</p> <p>It is important to note that this is not a service and we do not generate any income from this. It is a framework where members can access this as a resource. AMOSSHE will not endorse the peer reviewers, but will simply pass on their details. Also, we need to emphasise the benefits for the peer review experience for both the reviewer and reviewee.</p> <p>Action: JB and BL to collate information on peer to peer review for the next exec meeting</p>			

Item no.	Title	Presented by	Paper
7	Samsung collaboration discussion	Nicole Redman	14_15-06
<p>NR, JB and BH met with Samsung to discuss the potential prospects of a business relationship. Samsung are really trying to engage with the higher education market. Samsung want to explore increasing brand loyalty with students but are interested in doing so through hardware that can truly deliver for students and institutions.</p> <p>We could potentially use the technology for the webinars discussed previously and also for our annual conference (if they were our sponsors). It is important to note that we do not have to promote their brand, but rather harness their products for technology research.</p> <p>JA expressed her concerns over Samsung's potential relationship with AMOSSHE and feels that that they are trying to sell their brand to us, just as Tribal did in previous years but was rejected.</p> <p>MB advised that we need to be careful with purchasing regulations and ensure that we enforce due diligence for external companies like Samsung. The main concern that came out of the discussion with collaborating with Samsung was the fact that we do not want to be seen as promoting Samsung's products and services.</p> <p>BH and NR reassured the executive team that they are trying to build brand loyalty rather than selling their products to institutions. This gives AMOSSHE the opportunity to influence technology to really enhance the student experience and help student services deliver on student expectations.</p> <p>This led to a wider discussion on how we work with external companies to ensure that we are being consistent and clear about our intentions. It was suggested that AMOSSHE should have a Business Engagement Policy which will allow the National Office and Officers to work within a framework for developing these relationships rather than waiting for all-executive approval.</p> <p>Action: JB to write up business engagement policy</p> <p>If we do collaborate with Samsung, we need a clear framework of how Samsung will engage with our members. Executive have agreed that we can progress a business relationship with Samsung, but with a focus on webinars at the present time</p> <p>Action: BH and JB to re-evaluate proposal and present at the next executive meeting</p>			

Item no.	Title	Presented by	Paper
8	Website development	Benjamin Parsons	14_15-07
<p>At the last executive meeting, it was agreed that now we have resolved the Vat issue with HMRC that we can continue with the project agreed in upgrading our website. We intend to make the website more engaging for members and easy to navigate and find things. The one concern is that it will be a big project and can certainly disrupt the member experience. As this is a long term project, it will need to be phased.</p> <p>We need to identify areas that we want to keep and publish on the new website immediately and other aspects where it can be published at a later date.</p> <p>Action: BP will create a detailed specification and discuss with sector partners who have recently upgraded their websites to gain experience on how they did it.</p> <p>BP is contacting NASMA to ask them about their experience of releasing a new website. This can potentially help us identify possible obstacles and allow us to plan ahead.</p>			

Action: BP to research costings and timescales and speak with MB's Head of IT (as they are currently making a new website)

Item no.	Title	Presented by	Paper
9	Nations and regions development / assistance	Benjamin Parsons	14_15-08

Smaller regions are more organised with hosting their meetings whereas the bigger regions find it harder. The different regional groups have different approaches to their meetings where some meet with all the staff and others with just lead members.

Action: Executive to give feedback of their regional meetings in the March executive meeting

Item no.	Title	Presented by	Paper
10	Data protection policy	John Bloomfield	14_15-08

JB has written the data protection policy. He will send this out to members and put a time period of when they need to respond by before members details will be added to the members only areas of the website; this policy will be published on the AMOSSHE website.

Action: JB to send the data protection policy to members

The executive passed the policy without amendment.

Item no.	Title	Presented by	Paper
11	Next meeting:	Ben Lewis	

30 January, 10:30am – 4pm, Macadam House (London)
Apologies from BL and CL for this meeting

27 March, 10:30am – 4pm, Macadam House (London)
Apologies from SD for this meeting

5 June, 10:30am – 4pm, Macadam House (London)

BL suggested we can perhaps arrange drinks after the meeting for those who do not have to travel far.

Item no.	Title	Presented by	Paper
12	AOB	John Bloomfield	14_15-08

- Participation at ACPA conference
We previously had the budget to travel to international conferences; however we will need to look into it again.

- Executive agreed we could look at this again in light of the strategy conversation at the next executive meeting,

- Representation spreadsheet
We still have some gaps.

Action: JB will circulate for executive to respond and complete the spreadsheet

- Standalone

This organisation supports estranged students. The Executive have agreed to send over any information they have. Ian Munton is happy to attend their event

- DSA update

JA gave a brief update on the current position

- Sponsorship relationships

This was covered under the Samsung discussion