

AMOSSHE Executive Meeting

20 November 2015, 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	Timing: 11:10 – 12:00 (50mins)	Presented by	Paper
1	Feedback from NASPA trip		NASPA team	

Item no.	Title	Timing: 12:00 – 12:10 (10mins)	Presented by	Paper
2	Finance, membership and National Office update		Nicole Redman	15-16-14

Item no.	Title	Timing: 12:10 – 12:25 (15mins)	Presented by	Paper
3	CPD update: CPD feedback First webinar update		Sam Dale John Bloomfield Brian Hipkin	

Item no.	Title	Timing: 12:25 – 12:35 (10mins)	Presented by	Paper
4	Conference update		Helen McNeely Brian Hipkin	

Item no.	Title	Timing: 12:35 – 12:50 (15mins)	Presented by	Paper
5	AMOSSHE Structure update		John Bloomfield	15-16-15

Item no.	Title	Timing: 12:50 – 13:10 (20mins)	Presented by	Paper
6	Research and Ethics discussion (including sponsor development)		Brian Hipkin John Bloomfield	15-16-16

Item no.	Title	Timing: 13:10 – 13:25 (15mins)	Presented by	Paper
7	AMOSSHE Communications strategy		Benjamin Parsons	15-16-17

Item no.	Title	Timing: 13:25 – 13:45 (20mins)	Presented by	Paper
8	Lunch (working lunch mostly)			

Item no.	Title	Timing: 13:45 – 14:15 (30mins)	Presented by	Paper
9	Website development update		Benjamin Parsons Nic Streatfield Ben Bailey	

Item no.	Title	Timing: 14:15 – 14:35 (20mins)	Presented by	Paper
10	Benchmarking survey		Benjamin Parsons	

Item no.	Title	Timing: 14:35 – 14:45 (10mins)	Presented by	Paper
11	International exchanges update		Ben Lewis Christine Lowther	

Item no.	Title	Timing: 14:45 – 15:05 (20mins)	Presented by	Paper
12	The green paper: AMOSSHE actions		Ben Lewis	

Item no.	Title	Timing: 15:05 – 15:20 (15mins)	Presented by	Paper
13	Regional / National meeting feedback		Executive	

Item no.	Title	Timing: 15:20 – 15:30 (10mins)	Presented by	Paper
14	AOB: Register of members interests Student membership for MA Student Affairs Unite research proposal		Ben Lewis John Bloomfield John Bloomfield John Bloomfield	

Item no.	Title	Timing:	Presented by	Paper
15	Time, date and location of coming meetings		Ben Lewis	

AMOSSHE Executive Meeting

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In attendance:

Ben Lewis (BL), Brian Hipkin (BH), Ben Bailey (BB), Sam Dale (SD), Fay Sherrington (FS), Christine Lowther (CL), Helen McNeely (HM), Nic Streatfield (NS), Mandi Barron (MB), John Bloomfield (JB), Mary Sy (MS), Benjamin Parsons (BP)

Point	Detail	Who
	MS to add action 3.a and 3.c to the next agenda	MS
1	NS to circulate the slides and report from the NASPA exchange to Executive	NS
2	JB to send the year end accounts over in advance and EXEC to feedback if they have any questions	JB
2	NO to follow up with CL about University of Strathclyde	NO
2	JB to contact Brian Weir and research different structures AMOSSHE can approach for membership	JB
3	JB to send the CPD feedback to Executive	JB
3	BP to capture total number of delegates	BP
4	EXEC to volunteer to join Periscope and webinar session	EXEC
4	NO to give an update about proposals in the next Executive meeting	NO
4	SD to feedback about Title IX presentation	SD
5	JB will update regarding membership structure	JB
5	JB to add structure to the residential meeting agenda	JB
6	Three EXEC volunteers to lead the ARG group to email JB	EXEC
9	JB and BP will do a trial run and feedback at the next Executive meeting	JB, BP
9	BP to send the website links of current Feusd customers and ask Feusd about disability usage	BP
9	JB to add this to the start of the next agenda	JB
9	MS to send Executive the Feusd trial	MS
10	BP to work with lead member to produce updated survey	BP
11	NO to look at the best timings for exchange programme	NO
11	BP to organise volunteers for NASPA trip	BP
12	BL, JB and BP to have a conversation about the response to the green paper	BL, JB, BP
13	JB to find out why members did not attend the South West meeting	JB
14	JB to look into due diligence around registering of member interest	JB
14	JB to look into the potential of introducing a student membership rate	JB
14	EXEC to send a summary of the meeting through to BP when they have attended these events	EXEC
14	NO to find online version of the European book and share with Executive	NO
14	JB to revise the SharePoint homepage so Executive can use this for forms and notes	JB
14	JB to send Maria the Executive meeting dates	JB

Agenda

- **Apologies**
Ian Munton (IM), Nicole Redman (NR) and Jayne Aldridge (JA)
- **Reserved Business**
None
- **Residential meeting minutes and actions**
Most actions from the previous minutes are complete or are due to complete shortly.
Action: 3.a and 3.c to be added to the next agenda.
Action: MS to add action 3.a and 3.c to the next agenda

Item no.	Title	Timing: 11:10 – 12:00 (50mins)	Presented by	Paper
1	Feedback from NASPA trip		NASPA team	

There were five people in total on the NASPA exchange trip; Nic Streatfield, Nicole Redman, Simon Lee, Chantelle Hawley and Lucy Foley. The purpose of the exchange programme is to visit higher education institutions and find out more about Student Services in a particular region, in this case Denver, USA. The team managed to visit seven institutions in five days, all of which were very diverse. They visited a red brick university, a research focused university, a commuter university with very little student accommodation and a community college. One similarity they found between all institutions is that campus security is very tight, where some will have employed campus police officers. A report of the findings have been produced and will be made readily available.

Some of the key learning points include:

Learning communities – nearly all institutions had embedded this multi-disciplinary approach. It is ultimately linked to student experience and retention.

1st year experience – this is the key component for student support.

Programmes with learning outcomes – this provides skill enhancing programmes for students. The model is empowering rather than supportive as it teaches students what they need to do to be successful in university.

Parents as resource – how to work with them and utilise them as a resource for students success. Newsletters are sent to keep them connected, as it was recorded that students on average communicate with their parents eight times a day. This supports the decision to keep parents in the loop with re-sits for example.

Behavioural intervention team – supporting students at risk. Some institutions have an online system for those concerned with others.

Title IX and sexual harassment – this is a federal mandate barring the discrimination of anyone in an education setting based on sex. In 2011, 16 sexual violence survivors filed a case of harassment and complained that Yale University had not done enough to prevent the harassment. There is now a legal requirement to investigate alleged sexual discrimination etc. Students cannot continue into year 2 if they don't complete the sexual harassment online course.

Mascots – nearly every institution had a mascot. This creates a sense of identity and belonging, which also has a huge impact on social media campaigns.

Action: NS to circulate the slides and report to Executive

Item no.	Title	Timing: 12:00 – 12:10 (10mins)	Presented by	Paper
2	Finance, membership and National Office update		John Bloomfield	15-16-14

The report presented isn't our final year end accounts, as there are more changes to be made. It is however in line with the consultancy work we carried out. It is important to point out that there may be potential errors with last year's accounts – it is however a reporting error rather than a cash loss. This will be fully clarified at the next Executive meeting where JB will present the year end accounts and McIntyre Hudson will also be present to answer any queries.

Action: JB to send the year end accounts over in advance and EXEC to feedback if they have any questions

CL mentioned that a colleague at University of Strathclyde has verbally agreed to join as an AMOSSHE member. **Action: NO to follow up with CL about University of Strathclyde**

The Executives made an observation about the possibility of introducing a conservatoire rate. This came about as most non-member institutions have a small number of students. They would be a set of extremely valuable members and so it would definitely be something to consider.

Action: JB to contact Brian Weir and research different structures AMOSSHE can approach for membership

The National Office have hosted the first CPD of the year with great success. The first webinar will also be taking place on the 25th of November and plans for the year ahead have been implemented in the operational plan.

Item no.	Title	Timing: 12:10 – 12:25 (15mins)	Presented by	Paper
3	CPD update		Sam Dale John Bloomfield Brian Hipkin Fay Sherrington	

AMOSSHE hosted the first CPD event of the year and received very positive feedback. All aspects of the event scored highly and in particular the value of the day. This is extremely encouraging and it goes to show that the content, price, structure and administration of the event had been well thought through.

CPD feedback

The legal framework was a very popular topic as it was mentioned on the feedback form a few times. This constructive feedback is extremely useful in helping the team develop future events. We could also consider running the event again as it was very well received and oversubscribed.

Action: JB to send the CPD feedback to Executive

The next CPD event will be the Winter Conference taking place in February in Birmingham. The theme, title and structure have been discussed and there is also movement on keynote speakers to approach. Some of the facilitated sessions may also require the assistance of Executive members, so the National Office will be in touch. It will be good to target an audience of heads of legal services and ARC, which BP will take lead in.

CPD3 will be based around the leadership theme, it was a theme which came out from a discussion during the residential meeting. JB and FS have pencilled in a date for the event to take place and have discussed the structure of the day. It will potentially open with a keynote speaker (Liz Bromley is a potential), with two morning sessions being repeated again in the afternoon. It could then end with a facilitated 'career development' session. Also possibly a Nudge theory session.

The event will be pitched to deputy heads, as it supports the event theme of "leadership", giving room for delegates to learn how to develop their career.

First webinar update

The upcoming webinar about social media will be led by Eric Stoller, with BH pitching in questions from Twitter. Eric has a very good reputation in this field and has delivered something very similar previously which is assuring. We currently have 111 delegates signed up for this event so far.

Action: BP to capture total number of delegates

Item no.	Title	Timing: 12:25 – 12:35 (10mins)	Presented by	Paper
4	Conference update		Helen McNeely Brian Hipkin	

The conference team have come up with a theme and logo for AMOSSHE's national conference next year. It has been revised a few times by the team to ensure that the wording, the theme and colour are consistent and appropriate. It was also mentioned that being at the venue for our residential meeting was extremely helpful as it allowed the Executive team to have a feel of what to expect next year.

The contract for the Radisson Blu has been signed and sent over. The issues we experienced at residential have been picked up and addressed. Susie has assured us that all senior managers will be onsite throughout the duration to cater for our event. During the conference team visit to Glasgow, the wi-fi will be tested to ensure the connection speed is sufficient. Testing a webinar and Periscope session will also be conducted as we may choose to add this to the programme.

Action: EXEC to volunteer to join Periscope and webinar session

The pricing structure for next year has been amended slightly, where we have agreed to remove the 10% group booking during early bird and add a 2% increase for the normal booking. The group discount will be available during normal booking only at a rate of 8% discount. The conference team are confident that we will not see a dramatic effect on group bookings.

The sponsorship packages will also be increased slightly from last year. There is scope to add a platinum package as the gold packages sold out very quickly, meaning some sponsors opted for the silver instead and remained on the waiting list.

The conference team have had a discussion regarding keynote speakers and are currently approaching six potential speakers to see if they are interested and available: Kevin Kruger, Wes Streeting, Mhairi Black, Anthony Seldon, Megan Dunn and Tanya Byron.

During the team meeting in Glasgow, the team will be looking at four external venues for the Wednesday evening and also menu tasting for the gala dinner. The call for proposal forms have been updated and are ready to go out next week. We will be sending out a separate form for corporates as this will include a fee.

Action: NO to give an update about proposals in the next Executive meeting

SD mentioned that students from Title IX (not students now) will be presenting at his institution. SD will feedback to the team and let us know whether they are potential speakers for conference.

Action: SD to feedback about Title IX presentation

Item no.	Title	Timing: 12:35 – 12:50 (15mins)	Presented by	Paper
5	AMOSSHE structure update		John Bloomfield	15-16-15

We will review the structure of the current membership and decide whether the tier structure reflects our members and budget.

Action: JB will update regarding membership structure

The decision of how we will structure the company will be postponed until 2017. There is a significant amount of work going into the website and CRM at the moment. The Executive team have also indicated that the structure will not give us enough value to start work straight away. The team feel that we should aim to discuss this at the next residential meeting and propose it at the AGM in 2017. From this timeline, we need to work back a year to ensure we have all the necessary information.

Action: JB to add structure to the residential meeting agenda

Item no.	Title	Timing: 12:50 – 13:10 (20mins)	Presented by	Paper
6	Research and ethics discussion (including sponsor development)		Brian Hipkin John Bloomfield	15-16-16

AMOSSHE must work in collaboration with external organisations in order to expand our remit. All research projects, collaborations and proposals must be approved by the AMOSSHE Research Group (ARG). The group will consist of three members of the Executive team and they will act as an honest broker to ensure that our reputation is protected and that their work with us will add value to the company. Any project work will be promoted through the National Office and all members should have access to the findings. If the group do not feel that the opportunity falls within the current guidelines this will be escalated to the Executive Committee. It is important that ARG reports back on any activity at each Executive meeting.

The business engagement policy is complete with actions of due diligence. BB suggested that we could add an ethics approval stage for any projects, however this may discourage members to work with us as the approval process will be much longer. If we decide to go ahead with this, we will need to explicit about what the process entails and ensure that a process is implemented to future-proof it. The Executive team have agreed that it is perhaps sensible to have a small group of three for the initial process, but if it falls outside the remit, it will then go back to the Executive committee for further discussion.

In conclusion the executive decided to create a Business Engagement Ethics committee which will have a slightly wider remit to include any business interaction with companies. This could be through projects, stalls at conference, promotion and others. This will enable AMOSSHE to respond quickly to requests and opportunities whilst keeping the value to members through our values and ethics close to the decisions we make.

Action: three EXEC volunteers to lead the ARG group to email JB

Item no.	Title	Timing: 13:10 – 13:25 (15mins)	Presented by	Paper
7	AMOSSHE communications strategy		Benjamin Parsons	15-16-17

The Insight projects have been publicised for international publicity, where non-members can access this information. This may highlight the risk that members could feel there is no value to their membership if findings are made to the public. However we do not have any processes in place to measure a member's activity on our website. This is definitely something to consider when implementing the new website. Other aspects to look into are targeting emails and personalised newsletters, however there is a danger that some members may not get a lot of information due to their specialisms.

Item no.	Title	Timing: 13:25 – 13:45 (20mins)	Presented by	Paper
8	Lunch (working lunch mostly)			

Item no.	Title	Timing: 13:45 – 14:15 (30mins)	Presented by	Paper
9	Website development update		Benjamin Parsons Nic Streatfield Ben Bailey	

The soft launch of the new website is scheduled to take place in July 2016. It will cover the same content but with an improved user experience and accessibility throughout the website. Inner development such as the CRM, comments and discussions section will be developed so the National Office can track member traffic and hopefully be able to bring together events, invoicing and automated reminders.

JB and BP have developed a checklist which lists the compulsory requirements for the new website. These criteria's were used to determine the most suitable company to work with (online, cloud hosted, provided by a company with a good reputation, good value for money for members). 'Feusd' was the company who were able to provide the most requirements for good value for money. We are able to tweak the structure so that it is compatible with AMOSSHE's work.

Action: JB and BP will do a trial run and feedback at the next executive meeting

MB highlighted that we must consider the accessibility of using the website through tablets. One drawback to the company Feusd is the reputation and reliability of the company, as they have only been around since 2013. In terms of contingency, we can always return to our current processes, and the National Office will create a contingency strategy.

Action: BP to send the website links of current Feusd customers and ask Feusd about disability usage

Action: JB to add this to the start of the next agenda

Action: MS to send executive the Feusd trial

Action: NO to create a contingency strategy for the website development

Item no.	Title	Timing: 14:15 – 14:35 (20mins)	Presented by	Paper
10	Benchmarking survey		Benjamin Parsons	

In the previous Executive meeting, it was suggested that all Executive members will initiate a conversation about the benchmarking survey in each respected regional meeting. This will give more guidance for the National Office in terms of launching the survey.

The survey could be promoted closer to conference or during conference to encourage members to complete the form. To enable us to understand why numbers are so low, we firstly need to measure the quality and value it brings to members. Is the survey providing useful information for members? What is the value of it? If members see no value in it, there is less of a chance that forms will be completed.

BB pointed out that the results from the survey was certainly useful and valuable to some of the members who attend his regional meeting. It also gives value to AMOSSHE so we should not overlook and underestimate the value it brings, for example the data produced has been used to headline some of AMOSSHE's work.

MB mentioned that a lot of information is required at the start of the form (registration details), this may discourage members to complete the rest of the form as it requires a lot of detail and therefore time.

The Executive team have agreed to release the survey again at the beginning of next year and remove the additional questions, this will be replaced with a section of free text to ask members what they would like to see out of it.

Action: BP to work with lead member to produce updated survey

Item no.	Title	Timing: 14:35 – 14:45 (10mins)	Presented by	Paper
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11	International exchanges update	Ben Lewis Christine Lowther	
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CL attended a meeting with ANSSZA on Monday and reported back to say they are very keen to work with AMOSSHE. Their conference is coming up shortly which will see a visit from NASPA, as they currently host alternating visits. CL recommended that we should definitely take part in an exchange programme, as ANSSZA are interested in attending our conference next year. CL is also looking to invite them to her institution and will report back anything concerning AMOSSHE work.

Action: NO to look at the best timings for exchange programme

NASPA has accepted both proposals we submitted, which means we will need volunteers to attend. MB and HM are interested in attending one.

Action: BP to organise volunteers for NASPA trip

Item no.	Title	Timing: 14:45 – 15:05 (20mins)	Presented by	Paper
12	The green paper: AMOSSHE actions		Ben Lewis	

The Executive chairs will have a meeting to discuss a response to the green paper. BL will have a conversation with BP and JB about a response to send out to members, as we will need to ask members specific questions.

Action: BL, JB and BP to have a conversation about the response to the green paper

Item no.	Title	Timing: 15:05 – 15:20 (15mins)	Presented by	Paper
13	Regional / national meeting feedback		Executive	

MB – the South West meeting was a very small gathering. They discussed: disability support and the actions they will be taking, the benchmarking survey and the crisis cases in the beginning of the busy term. One member highlighted that it is logistically difficult to come together and engage with non lead members, as the group's distribution is quite wide. A suggestion was made to use technology to support engagement, such as a webinar or Skype meeting.

Action: JB to find out why members did not attend the South West meeting

CL – the Scotland meeting was very well attended. They discussed: mental health and working with HUCS, Prevent, widening access commission, corporate parenting and non lead member engagements. CL informed us that the group of leads are happy to open the meeting to non lead members, but perhaps rotate with one lead member bringing a colleague; this will be extremely helpful for professional development.

BB – the Midlands group are happy with the current relationships AMOSSHE has with external companies and sponsors, and will express concerns otherwise. The regional activities for non-lead members will be set up as a development day (or a plus one) to broaden engagement with colleagues and create a networking link. This again is very helpful for career development. Also on the agenda was NMH and Prevent.

BP – the LASER meeting was split into two sections. The first half consisted of heads of services colleagues and the discussion revolved mainly around mental health. The second half was attended by lead members only. The agenda included: resilience and mental health support for internationals, the success of the safe on campus (post office – VISA) and Prevent. The group are also thinking of a LASER consortium of external organisations such as Big White Wall.

Item no.	Title	Timing: 15:20 – 15:30 (10mins)	Presented by	Paper
14	AOB:		Ben Lewis John Bloomfield	

Ian Munton resignation from the executive

Unfortunately, Ian Munton has had to resign from the executive due to increased demand for his time from his home institution. As a result, the executive invoke their right to co-opt members to the board as they have done in the past. It was agreed that the principle of asking the first runner up from the elections if they would like to join the executive for the remainder of the term in office. That person was Maria Lorenzini who accepted the place and will be part of the executive until July 2016. Ben took this moment to thank Ian for his work whilst part of the executive team.

Register of members interests

The team feel there may be more due diligence we can incorporate revolving around registering of member interests

Action: JB to look into due diligence around registering of member interest

Student membership for MA Student Affairs

BP presented the benchmarking survey at ARU and one question that came out was whether AMOSSHE would consider introducing a student membership rate which NASPA currently offer. A benefit of introducing this rate would be the sharing of student projects; this could provide valuable resource to our members.

Action: JB to look into the potential of introducing a student membership rate

Unite research proposal

Unite are running a welfare section and want AMOSSHE to input. JB is meeting with Jenny soon but in principle the executive thought it was a good use of resource as we would have access to the results of a 10,000 student/staff strong survey on areas directly linked to our work.

NS presented at the NUS suicide conference and suggested that AMOSSHE could collect data surrounding suicides. The Executive team feel we are not in a position to do this and suggested that we work around case studies rather than actual data.

MB mentioned that it would be useful to have data collected from the advisory and steering groups to show the discussion.

Action: EXEC to send through a summary of the meeting through to BP when they have attended these events

Action: NO to find online version of the European book and share with executive

Action: JB to revise the SharePoint homepage so executive can use this for forms and notes

Action: JB to send Maria the executive meeting dates

Item no.	Title	Timing:	Presented by	Paper
15	Time, date and location of coming meetings		Ben Lewis	

The next meeting will be taking place on Friday 5th February 2016.