

AMOSSHE Executive Meeting

Friday 1 June 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. April minutes and actions
4. Matters arising:
 - a. Strategic discussion: stakeholder working including policy breakfast
 - b. Strategic discussion: quality indicators
 - c. Media sponsorship: Times Higher Education
5. Updates:
 - a. Finance
 - b. Membership
 - c. National Office
 - d. Projects – Students FIRST
 - e. Value & Impact Onsite
 - f. Annual conference
6. AGM and elections 2012
7. 2012/13
 - a. Finance planning – fully worked budget proposal
 - b. Operational Exec planning – meetings and residential
 - c. AMOSSHE strategic plan (2012/13 onward)
8. Any Other Business
 - a. NADP – accreditation model
9. Future strategic discussion topics and next meeting(s)

1.00 pm- 3.45 pm: strategic discussions

- SD3. AMOSSHE/UCISA discussion
- SD7. Strategy stocktake

3.45pm – 4pm: accountability review

Executive Meeting - agreed minutes

Friday 1 June 2012

Philips Room, AMOSSHE

10.30am-12.45pm



Present

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

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

1. Reserved Business

- 1.1 There was no reserved business.

2. Apologies

- 2.1 Jenny Briggs and Chris Lusk.

3. April meeting minutes and actions

- 3.1 The minutes of the April Executive meeting were agreed as a true and accurate record of the meeting.
- 3.2 All of the actions identified in the April minutes and to be completed by June are completed or addressed elsewhere on the agenda, with the exception of:
- CPD5 leads to update Value & Impact Onsite facilitator resources** (paragraph 5.9).
To be completed by mid June in advance of the first Value & Impact Onsite session.
 - National Office to conduct costing exercise of HEI venues in the north of England and/or Scotland by next meeting** (paragraph 7.2)
No institutions volunteered to host events; national and regional leads to enquire amongst their groups for institutions that might wish to host AMOSSHE CPD events

4. Matters arising

a. Strategic discussion: Stakeholder working

- 4.1 The Vice Chair introduced an update on stakeholder working. They noted progress with planning for the series of strategy and policy discussions with sector leaders, including the title 'The Future of Student Life & Services.' The Vice Chair has invited participants to the 22 June breakfast meeting at Regent's College, London. AMOSSHE members will shortly be invited to contribute to this session.
- 4.2 The Executive noted that as this is the inaugural discussion session, responses to the letter of invitation might be limited. The group discussed managing this risk and suggested alternative participants.

Action: Vice Chair and Policy and Public Affairs Manager to continue planning for and deliver 'The Future of Student Life lies in Private Provision' in June 2012.

- 4.3 The Executive noted that an intended outputs of 'The Future of Student Services lies in Private Provision' is a policy briefing, which will be included in delegate packs at the 2012 Annual Conference.

b. Strategic discussion: Quality Indicators

- 4.4 The Chair updated the Executive on member feedback on the draft quality indicators. Comments are thus far limited but broadly supportive of the indicator model. The feedback will be incorporated in a revised discussion document with a full introduction explaining the purpose of the indicators.

Action: Chair to make initial revisions to quality indicators discussion paper and circulate to Executive.

- 4.5 The Executive agreed that the initial quality indicator discussion should frame conversations with the QAA during summer about the planned Student Support QAA chapter. The Executive noted the potential for the quality indicators paper to become a members' resource, and to consider further work around this in 2012/13.

Action: Policy and Public Affairs Manager to add 'Quality Indicators' to the October meeting agenda.

c. Strategic discussion: Media Partnership

- 4.6 The conference lead introduced a discussion about the potential for AMOSSHE to enter into a media partnership with a major higher education publication. AMOSSHE has secured a media partner for the 2012 annual conference, and the partner is keen to pursue this as an ongoing, informal relationship.

- 4.7 The Executive discussed the potential benefits and risks of entering into a media partnership. They agreed that provided the partnership does not impinge on free and frank discussion, and remains separate to community discussions which are critical to a membership organisation supporting professional development and networking, establishing such a relationship could proactively promote the importance of Student Services and AMOSSHE. The Executive recognised that a media partner might increase interest in 'The Future of Student Life & Services' series.

Action: Conference lead to discuss the possibility of a media partnership with the media provider on an informal basis

5. Officer Updates

a. Finance

- 5.1 The Vice Chair (Finance) introduced an update on the organisation's finances. Taking into account likely invoices due, the costs of conference, a substantial surplus is anticipated against the original operating budget forecast.

- 5.2 The Executive noted that the positive financial position of the organisation can be attributed to several reasons: vastly improved financial monitoring; successful debt recovery activity; additional income generated by a popular annual conference; Value & Impact Onsite bookings; and prudent purchasing. They thanked the administrative officer for her continuing role in pursuing and recovering significant amounts of outstanding member debt.

b. Membership

- 5.3 The Vice Chair (Operations) updated the Executive on membership cancellations and new memberships. Since the April meeting:
- a. One international HEI has joined AMOSSHE (Victoria University);

- b. One further education (FE) college with a university centre has joined AMOSSHE (North East Worcestershire College)
- c. Eight additional members have joined AMOSSHE.

5.4 The Executive noted an increasing interest in membership from the FE sector. They considered the increase of HE in FE places and the changing student number controls policy, and whether this meant the requirements for membership should be reconsidered to enable relevant FE centres to access HE Student Services discussions.

Action: 2012/13 Executive to consider whether membership requirements should be routinely available to all higher education providers without a percentage HE threshold.

c. National Office

5.5 The Vice Chair (Operations) confirmed that the Value & Impact Projects Officer finishes in post on 8 June, and their last day in the office was 31 May 2012. The office will appoint a one month temp. to provide administrative cover in the weeks preceding and during annual conference.

5.6 The Vice Chair (Operations) confirmed that they would be stepping down from the Vice Chair (Operations) post mid term, and that this had been included in the 2012/13 Executive nominations process. The Executive discussed issues surrounding national office payroll and the reciprocal arrangements for their employment with an HEI. They agreed that the risk this presented was minimal and did not require any mitigating action.

d Projects – Students FIRST

5.7 The Chair introduced an update on the national Students FIRST project on behalf of the Policy and Public Affairs Manager. They noted that administrative concerns have now been resolved, and the consortium agreement signed by all major project partners. The project management commitments have required considerable national office time above that budgeted for, and created some resourcing issues for the team.

5.8 Students FIRST will report in summer 2012, including a workshop session at the 2012 AMOSSHE annual conference. Initial research findings suggest a genuine correlation between targeted bursary provision and student transition and retention. Several project blogs and a video output have been published. A further three videos are in development.

5.9 The project encountered a delivery challenges as some of the technology was not fit for purpose to roll out during the project lifetime. The team addressed this through a technology meeting facilitated by the Policy and Public Affairs Manager, which generated a suite of 'how to' materials for HEIs and technology providers. These will support partners seeking to adopt a unified approach, combining technology tools to deliver interrelated support agendas and improve the student experience. The Executive recognised that this approach could lead to a CPD event in 2012/13 to support HEIs and commercial providers to work together effectively.

Action: CPD lead to consider a workshop on practical methods of HEIs and technology providers working together for the 2012/13 CPD programme.

5.10 Representatives from the partner HEIs noted the positive contribution of Professor Sir Deian Hopkin as project board chair, and the interest that this has attracted.

e. Value & Impact Onsite

5.11 The Chair introduced an update on the Value & Impact Onsite service launched in March 2012. This service has attracted considerable interest, with four firm bookings. Taking into

account expenditure, including initial set up costs and facilitator payments, it is anticipated that this service will contribute some £3k to AMOSSHE income in AY 2011/12.

- 5.12 The Executive discussed ways to address resourcing to support Value & Impact Onsite. They noted that having a small pool of facilitators presents a risk that some bookings may have to be rejected.
- 5.13 The Executive commended the team on securing several Value & Impact Onsite bookings. They registered concern that the offering could have a limited shelf life, and recommended that further opportunities to develop this model be considered in future.

f. Annual conference

The Administrative Officer joined the meeting for this item.

- 5.14 The annual conference leads updated the Executive on progress with planning 'Greater Expectations'. They noted:
- a. Confirmation of all speakers for the event, including keynote presenters;
 - b. High delegate booking numbers across residential and single day bookings, with one HEI sending a delegation of 9 to the event. This has led to increasing conference capacity and securing additional residential spaces at the venue;
 - c. Sponsorship secured including six gold annual sponsors and masterclass bookings;
 - d. The introduction of a media partner;
 - e. The addition of an 'off site' dinner at the SS Great Britain.
- 5.15 The high rate of delegate registrations and sponsorship means that anticipated income is higher than the planned budget. The conference leads are taking a pragmatic approach to utilising this, investing in additional items only where they adds genuine delegate value. Notwithstanding this increased expenditure, it is anticipated that additional surplus to that originally anticipated will feed back into the AMOSSHE operating budget.
- 5.16 The Executive returned to concerns about the accommodation at the hotel for a disabled delegate despite confirmation at the point of booking that the venue has appropriate disabled access facilities. The conference leads noted that the hotel are keen to improve the room but will not be able to upgrade their facilities in time for the AMOSSHE conference. The conference leads are in discussion with the venue about the best way to address this. A checklist of exact provision will be required when making any future booking.
- 5.17 The Executive discussed the plans for the conference to be interactive, including the planned use of electronic voting devices, thought boards, twitter feeds and the potential to use internet postings. The conference leads invited colleagues to suggest questions that could be put to members during the event.
- Action:** All members of Executive to send suggested discussion questions for members about the future of AMOSSHE to the conference leads.
- 5.18 The Executive agreed to contribute to blog posts throughout the conference, so that non delegates can actively engage with the conference, and discussion of major themes can run alongside conversations during sessions at the conference.
- Action:** All members of Executive willing to contribute one 250 word piece during conference to confirm this to the conference leads.

- 5.19 The Executive noted the opportunity to celebrate AMOSSHE's twentieth year at the gala dinner. They agreed that this might take the form of a platinum dinner, and launch a year of celebration.

Action: Continuing officers and officers elect to work with the Policy and Public Affairs Manager to develop a 20 year celebratory campaign.

6. AGM and elections 2012

- 6.1 The Vice Chair (Operations) confirmed the nominations received in response to the call for 2012/14 Executive officer and board member posts. A mid term election for the Vice Chair (Operations) post was added to the call for nominations in late May.

- 6.2 Uncontested nominations were received for the officer posts of Chair, Vice Chair and Vice Chair (Operations). These will be confirmed at the AGM on Thursday 12 July 2012.

- 6.3 More nominations were submitted for the non officer posts than positions available. The National Office will prepare an online ballot for members to vote for these posts. In accordance with the timeframes specified in the articles of association, the ballot will open on 7 June 2012 and close on 5 July 2012. The Vice Chair (Operations) will announce the results at the AGM on Thursday 12 July 2012.

Action (i): National Office to prepare candidate information and supporting statements for circulation to AMOSSHE members, prepare the online ballot system, advise members of the election, and open nominations.

Action (iii): Vice Chair (Operations) to oversee the elections process, close nominations, verify the votes cast and confirm the appointments made.

- 6.4 The Executive agreed the AGM agenda, and confirmed that there are no items for formal votes in the AGM business.

7. 2012/13

a. Finance planning – fully worked budget proposal

- 7.1 The Vice Chair (Finance) presented a draft operational budget for 2012/13, following the membership fees proposed at the April meeting. The Executive agreed to the budget in principle, subject to full consideration once the 2012/13 Executive is agreed. They noted that the opportunity costs of 'The Future of Student Life & Services' and 'Value & Impact Onsite' may need inclusion.

- 7.2 The Vice Chair (Finance) advised on the potential to share some of the surplus generated in 2011/12 between savings and national office support in 2012/13. They introduced the idea of administrative penalties for non payment, to be considered further in 2012/13.

Action: Vice Chair (Operations) elect, Vice Chair (Finance) and Policy and Public Affairs Manager to discuss national office resourcing needs for 2012/13.

b. Operational Exec planning

- 7.3 The Executive agreed that provisional dates for 2012/13 meetings should be put in place using diary availability of the known Executive for 2012/13. They agreed to continue the pattern of one residential meeting at the start of the year, and four one day meetings.

Action: Administrative Officer to canvass continuing Executive and National Office for meeting availability in 2012/13.

c. AMOSSHE strategic plan (2012/13 onward)

7.4 The Chair introduced discussion of delivery against the strategy map in 2012/13. The Executive agreed the discussion relating to each strategic theme and the traffic lighting of each area.

Action: Policy and Public Affairs Manager to include 'Summary review of operation against strategy for 2012/13' in the 2012 AGM papers.

7.5 The Chair reminded the group that the strategy was developed in 2009, and it may be timely with the change in officers for 2012/13 to review whether the strategy is still fit for purpose. The Executive agreed that the significant advances in AMOSSHE since 2009, including the relocation to London, improved systems and public awareness of the organisation's work, might suggest a substantive review is needed.

7.6 The Executive reminded themselves of the intention to garner feedback about the future of the organisation via various medium throughout the AMOSSHE annual conference, which might also contribute to a strategic review for 2012/13 onward.

Action: Policy and Public Affairs Manager to add 'Strategy review' to the October residential meeting agenda.

8. Any Other Business

a. NADP – accreditation model

8.1 The Executive noted the launch of a new NADP accreditation scheme on 1 June. They agreed to alert AMOSSHE members to the scheme.

Action: National Office to signpost NADP accreditation information to members.

b. Annual members' survey

8.2 The Chair invited comments on the structure and content of the AMOSSHE annual member' survey. The Executive agreed that a full review was not necessary, but would be appropriate following any future strategic review. The Executive requested that institutional size be recorded in the survey responses.

8.3 The Executive agreed that the questions which are used to garner member comment on the organisation beyond the 'standard' questions could usefully address preferred communications, social media, and strategic direction for future years.

Action: Policy and Public Affairs Manager to update survey questions, and conduct annual survey in summer alongside membership renewals.

c. Consultations: HEFCE student number controls

8.4 The Chair noted that AMOSSHE's response to this consultation was submitted on 25 May 2012, and thanked the consultation leads and Executive for their comments on the response drafts. The Executive noted a small typo in the response.

Action: Policy and Public Affairs Manager to amend consultation response, send correction to HEFCE and update document on www.amosshes.org.uk.

d. Consultations: HEFCE risk based approach to quality assurance

8.5 The Chair noted that the group had previously agreed that AMOSSHE should respond to this consultation. They encouraged colleagues to lead on the consultation response, and to attend a suitable consultation event.

Action: Executive members to advise Policy and Public Affairs Manager if interested in leading on the response to HEFCE's consultation on risk based approach to quality assurance.

e. All Party Group on Social Mobility meeting

8.6 The Executive agreed that AMOSSHE should be represented at this meeting.

f. Nations and Regions engagement

8.7 Representatives from the London group asked about the publication of AMOSSHE minutes. The Executive noted that this had been agreed in the publications schedule discussion earlier in 11/12, and agendas and agreed minutes are now available to download from the public 'Executive' pages of the website.

g. Buttle UK Quality Mark

8.8 The Executive noted that AMOSSHE is cited as a supporter of the Buttle UK Quality Mark, but that this appears to be a historical arrangement. They agreed that this should be reviewed, recognising the range of views across AMOSSHE membership.

Action: Vice Chair to continue discussions with Buttle UK.

g. Outgoing Executive

8.9 The Vice Chair thanked the outgoing Chair, and the Vice Chair and Chair thanked Executive board members for their contribution to the organisation while in post.

9. Future strategic discussion topics and next meeting(s)

9.1 The Executive considered opportunities to engage with Student Services in further education, perhaps by inviting NAMMS to a future meeting.

9.2 The Executive noted increasing activity across UK Student Services in learning from international counterparts, including the AMOSSHE/NASPA exchange and visits recently undertaken by Executive representatives on behalf of their institutions to the United States and the National Office to Canada. These might present an opportunity for discussion in 2012/13.

The business meeting closed at 12.45pm. It was followed by strategic discussions.