

AMOSSHE Executive Meeting

Friday 23 November 2011 10.30am – 4pm

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



Agenda

Morning 10.30 – 1pm

1. Reserved Business
2. Apologies
3. October meeting minutes and actions
4. Updates:
 - a. Finance
 - b. Membership
 - c. National Office
 - d. NASPA 2013
5. CPD
 - a. CPD1: Getting it Right
 - b. CPD2: From your Idea to your Success
 - c. CPD3: Students at Risk
6. Annual Conference
7. Twentieth Birthday Campaign
8. Indicators of Effective Practice
9. New Membership Groupings
10. Future meetings

Lunch 1pm-1.45pm

Afternoon: strategic discussions 1.45-4.00pm

- SD1. Membership survey
- SD2. Strategy review
- SD3. Student experience landscape

Executive Meeting - agreed minutes

Friday 23 November 2012

184-192 Drummond Street

10.45am-2.30pm



Present

Ben Lewis, Chair
Nicole Redman, Vice Chair (Operations)
Gill Jack, Vice Chair (Finance)
Ben Bailey
Sam Dale
Sara Doherty
Chris Lusk

Sally Olohan
Fay Sherrington
Chris Twine
Julie Walkling
Raegan Hiles, Policy and Public Affairs
Manager (meeting secretary)

1. Reserved Business

1.1 Exempt from formal minute.

2. Apologies

2.1 Brian Hipkin.

3. October meeting minutes and actions

3.1 The minutes of the October Executive meeting were agreed as a true and accurate record of the meeting.

3.2 All of the actions identified in the October minutes and to be completed by November are completed or addressed elsewhere on the agenda, with the exception of:

a. **Update Value & Impact Onsite facilitator resources** (paragraph 3.2a).

This is in part resolved through the development of discipline specific Value & Impact days.

4. Updates

a. Finance

4.1 The Vice Chair (Finance) introduced an update on the organisation's finances. The Executive commended the professional way that finances are being managed and the value achieved for membership.

4.2 The Executive agreed that some of the financial reserves should be invested in a Santander one year bond for AY2012/13.

4.3 The Executive confirmed that AMOSSHE does not require professional indemnity exposure insurance. The Executive agreed that a statement explaining that AMOSSHE does not provide specific advice to institutions on managing their affairs, but shares ideas and enables collective learning, should be added to www.amosshes.org.uk.

Action (i): Executive member to confirm proposed statement confirming AMOSSHE's status with colleagues in legal services at an HEI.

Action (ii): Pending confirmation of the proposed statement, National Office to add the statement confirming AMOSSHE's status to www.amosshes.org.uk.

b. Membership

- 4.4 The Vice Chair (Operations) advised the meeting that no HEIs have joined or left AMOSSHE since the October meeting. One additional member has joined AMOSSHE.

c. National Office

- 4.5 The Vice Chair (Operations) reminded the group that the NUS plans to move office in March 2013. The intention remains that AMOSSHE will move with them, and the Executive was satisfied that this meets AMOSSHE's best interest.

d. NASPA exchange 2013

- 4.6 The NASPA exchange lead updated the Executive on planning for the 2013 incoming visit to the UK. In particular: an invitation to all AMOSSHE HEI members to express interest in being host institutions for the visit was issued on 1 November 2013, and participants will be selected in December; and a virtual meeting with the NASPA organisational lead.

5. CPD

a. Getting it Right: Student Services, the Student Experience and Student Complaints

- 5.1 The Policy and Public Affairs Manager updated the Executive on the delivery of CPD1 in October 2012. The Executive noted the high level of interest in the event, which led to a waiting list for the day, and the income achieved above the operational budget requirements.

- 5.2 The Executive thanked Heidi Cooper Hind for in developing and chairing the day.

b. From your Idea to your Success: Getting Really Useful IT for Student Services

- 5.3 The Policy and Public Affairs Manager updated the Executive on the delivery of CPD2 in November 2012. The Executive noted the processes followed in monitoring delegate numbers prior to the event, and the income achieved including through sponsorship.

- 5.4 The Executive thanked Brian Hipkin and Kirstie Adam for developing and chairing the day.

- 5.5 The Executive noted that at both CPDs 1 and 2, several delegate places were taken by attendees from AMOSSHE member institutions but not named within those memberships. The Executive agreed to monitor delegate booking types carefully during AY2012/13 to establish whether this trend is a positive reflection of AMOSSHE's CPD reputation, or prevents named members from attending events. If named members are unable to participate in AMOSSHE events, processes will be introduced to prioritise their booking.

c. Students at Risk: Sharing Systems and Practice

- 5.6 The CPD lead, also acting as the CPD4 lead, advised the Executive that the next practical workshop on 6 December in Glasgow is fully booked. Feedback from the day will be presented at the February Executive meeting.

d. Event with counselling

- 5.7 The Chair introduced discussion around CPD4, noting the counselling associations' interest in working with AMOSSHE to deliver a one day conference. The Executive agreed that this would be a popular event and might be delivered in Spring 2013, but will be dependent on the resource that other associations can contribute.

Action: CPD4 lead and Policy and Public Affairs Manager to discuss options for a suitable conference and liaise with counselling associations.

e. Future of Student Life & Services Forum

- 5.8 The Chair reminded the Executive about the rationale for and success of the Future of Student Life & Services Forum created in 2011/12. The Executive agreed that two forum events should be delivered in 2012/13. The Executive agreed that forum meetings will consider:
- Are students customers?
 - Are students physically, financially and mentally – as well as academically – fit to study?

Action: National Office and forum leads to secure location for Spring forum event, confirm theme and invite participants

6. Annual conference

The Administrative Officer joined the meeting for this item.

- 6.1 The 2013 annual conference leads updated the Executive on progress with planning, including a site visit. The leads advised that none of the venues available in Manchester were suitable for conference, and the Executive agreed that subject to the administrative officer visiting a proposed Liverpool venue and confirming its suitability, that the 2013 conference should be held in Liverpool from 10-12 July 2013.
- 6.2 The Executive discussed themes for the conference, and agreed that it should address quality, ambition and excellence in Student Services. The Executive agreed the title of the conference as 'Imagine.'

Action: Executive members to e-mail conference leads with speaker and content ideas for #amoshe2013.

- 6.3 The Executive agreed that a location and dates for #amoshe2014 should be announced during 'Imagine,' and that it would be appropriate to first consider venues on the south coast of England.

Action: Conference team to explore venue options for #amoshe2014 and make recommendations to the Executive.

7. Twentieth Birthday Campaign

- 7.1 The Chair summarised the proposals submitted for twentieth birthday activities. The Executive agreed that the campaign should include: a celebratory event independent of annual conference; a publication celebrating Student Services' roots, looking to Student Services' future, and including the student voice; short commissioned research. The Executive discussed the potential foci of events and publications.
- 7.2 The Executive agreed that planning for the campaign activity would commence once a suitable third officer is appointed to the National Office team.

8. Indicators of Effective Practice

- 8.1 The Chair introduced the Indicators of Effective Practice document which was developed in AY2011/12, and revised following member comments. The Executive discussed how the indicators might be used by Student Services in light of the new QAA B4 chapter.
- 8.2 The Executive agreed that the indicators should be reviewed once chapter B4 is agreed. The indicators could then be published to members as a practical reference point for helping services meet the chapter requirements.

Action: Policy and Public Affairs Manager to advise Indicators of Effective Practice author of discussion and plans for dissemination after QAA chapter B4 agreed.

9. New Membership Groupings

- 9.1 The Chair introduced discussion about the ways that AMOSSHE might respond to appetite amongst members for new communities based on institution types. The Executive noted that support offers should not alienate other institution 'types.' The Executive agreed that if AMOSSHE communities naturally develop according to HEI type, they should operate as forums for sharing knowledge.
- 9.2 The Executive discussed the supplementary briefing paper of annual survey findings by institutional size, and agreed that it goes some way to addressing the need for support for departments according to size of HEI.
- 9.3 The Executive discussed ways to help members identify contacts at similar institutions. The Executive recommended that time should be assigned in the 2013 conference for delegates from like institutions to meet and discuss shared agendas.

Action (i): National Office to include FTE data when updating the members' contact detail spreadsheet in the member pages of www.amoshe.org.uk.

Action (ii): Policy and Public Affairs Manager to update colleagues from outside the Executive leading on membership grouping discussions on #amoshe2013 plans.

Action (iii): Conference team to schedule membership communities by institution type in the 2013 conference programme.

9. Next meeting(s)

Friday 22nd February 2013, Drummond Street, London
Friday 12th April 2013, London (exact location to be confirmed)
Friday 7th June 2013, London (exact location to be confirmed)

The business meeting stopped for lunch from 1.15-1.45, and formally closed at 2.30pm.