

HELOA London Group Meeting – Minutes**Date:** Thursday 17th May 2018**Host:** Queen Mary University of London**Time:** 10:30 – 11:30**Members present**

Amaka Achike	London Metropolitan University
Daniel Bailey	University of West London
Dimple Bhimji	LSE
Claire Black	London Metropolitan University
Dafni Boula	Middlesex University
Jacob Brown	University of West London
Priya Clarke	Queen Mary University of London
Marlene Copelan	Goldsmiths, University of London
Laura Crane-Brewer	Queen Mary University of London
Elita Eliades-Ahmed	Middlesex University
Sophie Farmer	Goldsmiths, University of London
Charlotte Gaughan	London Metropolitan University
Meg Griessel	St Mary's University
Leon Harris	University of Westminster
Ashleigh Hope	Queen Mary University of London
Stefanie Hurrell	Queen Mary University of London
Khashim Hussain	Brunel University
Natalie Hyde	University of West London
Alice King	UCL
Donovan Kirkwood	University of Roehampton
Rupa Lakhani	UCL
Diahann Licorish	London Metropolitan University
Elizabeth McCullough	Goldsmiths, University of London
Tara Murphy	University of Roehampton
Lydia Newton	UEA
Tariq Patel	University of East London
Bev Pullen	University of Roehampton
Curtis Reid	Middlesex University
Rebecca Robson	University of Roehampton
Liz Routhorn	London Metropolitan University
Jasveer Soor	UCL
Charlotte Thwaites	University of East London
Renzo Veschini	London Metropolitan University
Rosie Wainwright	City, University of London
Timothy Whittlesea	Middlesex University

1. Minutes from last meeting

No corrections were made

2. Update from the UCAS Working Group

2.1 Full notes from the latest UCAS Working Group Meeting will be sent separately, but please see below for some of the main points raised.

- 2.2 HELOA are looking to develop formal partnership with UCAS. What the partnership will cover is still TBC but a partnership is in the works.
- 2.3 Issues were raised about the code of conduct at events and penalties for breaking this; for example packing away early and approaching students in aisles. If you see examples of this let a member of UCAS staff know on the day, alternatively you can take a picture and email it to UCAS who will then contact the university.
- 2.4 UCAS staff have been less visible at events (not seen on walk rounds). This is because UCAS are asking staff site to do more on the day in regards to data. Students who register on the day are having their data uploaded onsite so contact details can be sent to universities the same day, which is why UCAS staff are less visible. There are also several new members on the events team, so they are still building experience of UCAS events.
- 2.5 Student numbers and opening hours; it has been too quiet at beginning and end of some events. This has been put down to fluctuations in student and school behaviour. UCAS do double checks bookings with schools over the phone to ensure attendance. They also confirmed that UCAS organisers on the day can decide to close the event early if it's too quiet to warrant stands staying open.
- 2.6 In regards to complaints regarding the Bristol event being too quiet. UCAS agreed dates in advance and then the school holiday dates changed meaning some schools were not in session for day one of the event.
- 2.7 There will be no change to the 2019 UCAS dates as the contracts have been signed and dates circulated.
- 2.8 The number of events taking place on Mondays has not been reduced. In order to have fewer events with overlapping dates it was not possible to reduce the amount that take place on a Monday.
- 2.9 The date of the Dorset event that takes place near end of Easter holidays will not change.
- 2.10 The length of the Hampshire event will be reviewed as there were complaints there was not enough footfall for it to be a 2 day event, but there is no guarantee it will be changed.
- 2.11 There will be no change in gap between Cornwall and Exeter to improve set up times.
- 2.12 There is a proposal to move some events being moved into May and Autumn/Winter time. If you have feedback or opinions on moving the timing of some events please let HELOA know and we can pass the information on to the UCAS Working Group.
- 2.13 On the question if there should be more interactivity on stands at events the answer was no as there are limits on staff and budget availability.
- 2.14 The sound from 365 stall was raised to UCAS.
- 2.15 There are some security issues with who is allowed to enter the exhibitions. From 2019 every exhibitor will have to pre-register for each exhibition and will be sent a ticket for it. This ticket will be scanned on entry to set up and arrival to work on the day. Last minute staff will register on the with UCAS day to get their ticket for entry.
- 2.16 There is a 4 week cut off to let each venue know if you want table and chairs at your stand.
- 2.17 UCAS is looking into circulating feedback from students and teachers to universities.
- 2.18 There will be no twilight session at Manchester going forward as there were not enough attendees.
- 2.19 There will be a twilight session in Glasgow on 18th September from 5pm – 7pm.

- 2.20 There is an app update due on 25th May; please make sure to download the latest version.
- 2.21 Subscription information for licenses has been circulated – UCAS will break codes down into units of 10. They will look into seeing if unused licence codes can be rolled forwards, but this is not likely to be possible.
- 2.22 It was asked if the order of the columns the data comes in can be changed to suit CRM system but UCAS has said that this cannot be done.
- 2.23 In light of the new GDPR rules UCAS confirmed that when a student registers to attend a UCAS Fair they are sent information telling them that scanning their barcode will allow them to be contacted by institutions. UCAS also advises universities to ask students what their preferred contact method is.
- 2.24 The Date of Birth field was previously not mandatory. With the new GDPR this will now be a mandatory field.
- 2.25 UCAS is looking at app and the issues it has had. They have asked for feedback on whether to improve the existing app or create a new one from scratch. If you have feedback on this please send it to HELOA who will pass it on to UCAS.
- 2.26 The response to the extreme weather scenarios experienced this year was not good enough, especially at the Northern Ireland event. UCAS is writing an extreme weather document which is to be circulated in August.
- 2.27 Action points to take away and feedback on are: the app update (fix current version or create a new one?), feedback on dates for 2020 (should events moved to different months?).
- 2.28 The next UCAS Working Group meeting will be on Friday 7th September 2018. They are looking for London institution to host this. If you are able to do this please let the London committee know.

3. Organisation of the UCAS Working Group

- 3.1 Apologies for the lack of clarity on the working group.
- 3.2 UCAS established national working group 2 years ago to work with HELOA members. 1 HELOA member from each region was put forward to be on the working group, but was not elected to this. We realise there has not enough communication between the committee and London representative. Going forward this will become regular item on London group meetings.
- 3.3 In the longer term we are planning to have a back-up pool of reps to ensure meetings are attended by a London representative. Rupa will send an email with the details, but please think about if you're interested in being involved in this.

4. London budget

- 4.1 We had £2000 to spend last year, which ended in March. This was double from previous years and we managed to spend the bulk of the money with just £300 leftover. The money was spent on the LAC event, Training and Development day and ad-hoc meeting costs.
- 4.2 There is a budget of £150 for each meeting to be run on. We are looking for different institutions to host to get more of an insight into different universities, not just central London institutions. If you host you are able to claim back costs for refreshments or room bookings from HELOA.
- 4.3 The budget proposal for 2018/19 budget is as follows: £1300 for the Training and Development Day, £500 for the LAC event and £200 on meeting costs.
- 4.4 If you have any suggestions on how we can use the budget please do get in touch.

- 4.5 There is a change in the way the budget works. We now have to bid for how much money we want rather than being allocated a set amount of money. The amounts in the proposal are the amounts we will bid for.
- 4.6 We will send an update once we hear if we are getting the money bid for.

5. HELOA office update

- 5.1 Dawn; the new office coordinator, started in January 2018 and is now settled in. Her role is now year-round rather than just academic year which means summer queries will now be answered more efficiently.
- 5.2 Dawn is working to catch up on backlog of new members and membership changes. If you or a colleague is not receiving London or national updates please let us know. If you have applied for memberships for colleagues and they are not receiving emails after 3 weeks please let us know or contact HELOA office directly.
- 5.3 If you have a new colleague waiting to be added to mailing lists please contact Becky or Rupa who can add to a temporary London list in the interim.
- 5.4 Payments from member institutions have been taken; we should get a final list of institutions soon. Some institutions have not continued membership with the London Group, these are University of Greenwich, Heythrop College and Royal Holloway, University of London.
- 5.5 You will have seen that there have been several HELOA elections recently. There are still lots of vacancies so please send your vote preference to the Primary Contact of your institution.
- 5.6 There will be two New Practitioners Conferences run this year. The first of these is from 31st may – 1st June. If you or a colleague still want to attend contact office to see if there are any places left.
- 5.7 The Professional Development Conference will be held in the Autumn term. Full details still TBC.
- 5.8 HELOA is moving forward on forming partnerships with NEON, UCAS, and the Student Loans Company. If you have ideas on who HELOA should Partner with please contact Rupa.

6. Questions for discussion at UKC

- 6.1 How does HELOA best serve its membership?
 - 6.1.1 Industry updates
 - 6.1.2 Serving as a single voice on issues
 - 6.1.3 Training and Development not just on our area but the HE sector and industry
 - 6.1.4 Changing between outreach and WP focus gives a better understanding of HEIs
 - 6.1.5 Trends and changes within the sector – forward trends rather than retrospective
 - 6.1.6 Jobs
 - 6.1.7 Partnership & external areas
 - 6.1.8 Networking and sharing best practice
 - 6.1.9 Sector and UCAS updates
 - 6.1.10 The transparency of information given
- 6.2 What would you like HELOA to inform you on and how?
 - 6.2.1 Sharing best practice – knowledge of events that worked well, new initiatives
 - 6.2.2 External training providers
 - 6.2.3 Partnerships
 - 6.2.4 Newsletter on industry trends
 - 6.2.5 Best practice Google Drive e.g. risk assessments
 - 6.2.6 Facebook forum for informal discussion

- 6.2.7 Streamline emails – could Primary Contacts be the only people to receive election emails? Too many election emails are being sent and people aren't sure how the process works
- 6.2.8 Timely updates are useful (such as the UCAS weather updates)
- 6.3 How should HELOA Deliver its non-member survey?
 - 6.3.1 Find out if different institutions, and their different departments, know what HELOA does
 - 6.3.2 'A Year in the Life of HELOA' blog with a survey linked to it
 - 6.3.3 Exit survey for leaving members – what did you value the most about HELOA
 - 6.3.4 Have interested colleagues come to a meeting as a non-member as a trial
 - 6.3.5 'Roadshow' in non-member institutions offering workshops and an overview of HELOA
 - 6.3.6 Use other partnerships such as NEON (look at their membership) and UCAS Fairs (talk to reps at their stands)

7. LAC event update

7.1 There will be a second event run for LAC and Care Leavers thinking about going to university. This will be similar to the event run in October, hosted by King's College London on Tuesday 17th July. If you would like to be involved with the event in any way please contact Becky.

8. AOB

8.1 None raised

9. Date of next meeting

9.1 The next meeting will be on the afternoon of Friday 21st September. Further details will be circulated to the group closer to the time.

9.2 We are looking for a host for the next meeting. This will involve booking a room for 30-40 people, ordering catering and giving a short presentation on your HEI as an introduction. If you are interested in hosting please contact Becky.