Stage 2 of the Change Management Process for the Review of Administration Arrangements within the University Accommodation Division comprises 3-4 weeks of consultative meetings with staff and students, ranging from smaller workshops through to individual meetings. These meetings offer staff the opportunity to provide feedback on the recommendations as outlined in the review.

A summary of the meeting held on Thursday 05 August 2010 at 2.00pm in the Mohay Room, Bruce Hall is provided below.

Present: Karen Hill, Change Manager (Facilitator)
Luce Andrews (Fenner Hall)
Keith Conley (Burton & Garran Hall)
Marion Stanton (Bruce Hall)
Dr Ian Walker (Toad Hall)

Apologies: Dr Jack Bowers (Ursula Hall)

Absent: N/A

In Attendance: Karen Ford, Change Consultant (HR)

1. Meeting Purpose.

The purpose of the meeting was outlined by the facilitator.

Meeting purpose:

- A discussion around key strategic themes and recommendations from the Review of the Administration Arrangements within the University Accommodation Division.
- An opportunity for feedback and commentary on these themes and recommendations.

2. Recommendation 1: Establish an executive level committee to oversee strategic planning for residential communities.

The facilitator noted that feedback to date regarding this recommendation has been positive.

Attendees agreed that in principle the committee was a good idea but noted the following concerns:

- Current recommendations lack clarity; if this model is implemented, and if it is to be effective, a clear remit / role / scope for the committee must be established;
- Attendees wished to see greater clarity in terms of what the committee can and cannot do, the level at which it operates (should be strategic not operational), decision making ability, power of veto etc;
• If the committee is implemented, attendees would like to see the role of Head of Hall retain a strategic focus in their Hall as well as contributing to the committee.

3. Recommendation 3: Transfer University Accommodation Services into Facilities and Services:

• Not seen as a recommended option; there was concern that in this structure the discrete focus on the nature of the residences (which are a marketable aspect of the University) would be lost;
• A service oriented focus was agreed to be essential; this is an important Business Support function;
• A Service Level Agreement was suggested as a mechanism for agreeing standards for services provided to Halls;
• It was suggested by the facilitator that the implementation of a Residential Communities Department (Recommendation 2) including Halls could enable efficiencies as well as a enabling a responsive ‘end to end’ business services model.

4. Reporting Lines: Heads of Halls to continue to report to PVC (Students) with a review of this arrangement at 12 months.

• General agreement that the role of Head of Hall should not report in to Facilities & Services but could report to a new position such as a “Director of Residential Life” or “Head of Academic and Student Affairs”;
• If adopted, it was suggested that this new role should be a key member of the new executive committee, be aligned to registrarial functions (or some other department which has close links to students), have a broad and strategic focus and enable the Halls to continue their important roles as academic communities.
• A key focus of the role would be as the ‘link’ between Heads of Halls and Facilities & Services ensuring central services are responsive to student needs.

Attendees noted an important aspect of the current reporting line to the PVC (Students) is the strategic information flow. There was concern that this might be less so if they reported in to a position of a lower level.

5. The role of Head of Hall

Attendees reinforced the importance of the Head of Hall role retaining its holistic focus covering the academic, social, cultural and sporting aspects and management of a student’s residential life on campus. It was felt that the review documentation did not acknowledge the breadth of the role focussing only on the academic component diminishing the role in so doing.

6. Conclusion - Outcomes from the report.

On finalisation of the consultation process a report will be prepared and an implementation strategy proposed. Attendees were asked what they would not like to see in this report or if they had any further suggestions / observations.

• Clarity of direction was seen as critical and it was noted that the current recommendations are lacking in this regard;
• Attendees would like to see an acknowledgment in the final report of the important roles that Halls play in student life and the ability for the Halls to retain their unique individual identities;
• It was viewed as essential that the Heads of Halls report in to someone who has an affinity with the ‘whole of life’ and developmental aspect of their role.

Meeting was concluded at 3.00pm