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 Monday 23 August 2010 at 2.00 at Bruce Hall is provided below.

**Present:**
- Karen Hill, Change Manager (Facilitator)
- Kate Robinson, President, Common Room Committee (Bruce Hall)
- Chris Ronan, First Year Arts Representative (Bruce Hall)
- Ian Morrisson, Senior Resident (Bruce Hall)

**Apologies:**
- N/A

**Absent:**
- N/A

**In Attendance:**
- Karen Ford, Change Consultant (HR)

1. **Meeting Purpose.**

The purpose and structure of the meeting was outlined by the facilitator:

- A discussion around key strategic themes and recommendations from the Review of the Administration Arrangements within the University Accommodation Division;
- An opportunity for feedback, commentary and questions on these themes and recommendations,
- An update on the Review consultation process to date.

2. **Recommendation 1: Establish an Executive Level Committee to Oversee Strategic Planning for Residential Communities.**

- Attendees asked for more detail on the composition of the committee, explaining that they would like to see representation from across the student community i.e. ANUSA, PARSA and Student Representatives;
- Students noted their concerns regarding transparency and information flow if there was not a broad student representation on the committee; explaining that it would be difficult for one person to represent all the Halls because of the distinct issues and cultures in each;
- The facilitator explained that this view had been expressed at other student focus groups and reiterated that the composition of the committee was not yet determined and the request for broad student representation will be noted in the final report;
- It was also explained that the committee will be strategic in focus not operational and that it will be necessary for mechanisms to be put in place so that student issues can be ‘fed up’ to committee meetings and information from meetings shared with students.
3. Recommendation 2: Disestablish the UA Division and replace with a Residential Communities Department.
   - It was not clear to attendees that this new Department would be any different to UA other than in name;
   - The facilitator advised that the Residential Communities department would have a different focus, will provide constructive and responsive resolution and support for issues and have different reporting lines and delegations;
   - Attendees explained that in Bruce Hall they have a Residents Services Committee which is an effective communication forum providing transparency of information including income and expenditure;
   - It was agreed that in Bruce Hall there is a good communication structure and information flow and there was concern that a centralised structure for the administration of university accommodation would be detrimental to the Hall;
   - Another concern of centralisation was that the priority of each individual Hall would have to “compete” with those of other Halls;
   - Students felt that existing Hall arrangements worked well and reiterated the importance of personal, local connections, in particular noting the importance of “familiar faces” in creating a secure and comfortable environment;
   - The facilitator explained that there was no intention to physically relocate staff but advised that increased collaboration and consistency of policies and procedures was an important, and expected, outcome of the Review.

4. Other Discussion.
   - Attendees were advised that there is a review of the Admissions process taking place in parallel to this Review and that there is likely to be increased collaboration and alignment with the Registrars Division;
   - Students noted that as an important outcome of the Review they would like increased transparency of information especially relating to the use of their fees;
   - Pastoral care was agreed to be an important role for the Halls and it was noted that the training offered to student representatives could be improved if it were more tailored, scenario based and delivered over a condensed timeframe;
   - It was agreed that communication between halls could be improved; for example, information about Learning Communities could be better distributed;
   - The facilitator suggested that an “annual report of Halls” could be a mechanism for Halls to report on what aspects are working well and not so well thus sharing knowledge and increasing collaboration.

5. Summary.
   - Attendees noted that the report did not clearly demonstrate the benefits that the Review was expected to deliver to students;
   - The issue of greatest concern to students was that the Halls would lose their unique identities and that the positive and individual aspects of each Hall would be “watered down”.

Meeting was concluded at 3.00pm