UWA STUDENT GUILD
The University of Western Australia
M300, 35 Stirling Highway | Crawley, WA 6009
(08) 6488 2295 | hello@guild.uwa.edu.au
facebook.com/UWAStudentGuild | @UWAStudentGuild

CORPORATE SERVICES COMMITTEE | 23 JANUARY 2015
Meeting Minutes

1. **Welcome and Opening**
   1.1 Attendance
   > **Voting Members:** Lizzy O'Shea, Lucy Moyle (Chair), Cale Black
   > **Staff:** Kelvin Lee, Tony Goodman, Nicola Norris

   1.2 Apologies
   > **Apologies:** Liam Staltari, Alex Hamilton

2. **Confirmation of Previous Minutes**
   Nil.

3. **Business Completed via Circular**
   Nil.

4. **Committee Business**
   4.1 IT
   > **4.1.1 General IT Update [Kelvin]**
   > - Events Web Project – finish on schedule at the end of the month
   > - Club System – to be completed mid-February
   > - MyGuild - essentially, it's too tricky to deliver all modules in stages, so there will be a modular rollout process
   >   - Clubs Focus will be first
   >   - Catering Module/Loans etc will follow
   > - Microsoft Cloud – Microsoft 2007 is currently used for emails (very outdated now)
   >   - Moving towards office365/Microsoft cloud
   >   - A lot of fallback (i.e. if server has a kerfuffle, the Microsoft Data Centre is available to fall back on)
   >   - Question raised whether we should move to Google, but Kelvin said Microsoft/Office is more tried and tested
   >
   > **4.1.2 UWA Student Guild IT Strategic Plan [Kelvin]**
   > - Strategy was written because:
   >   - Want IT to be open-sourced and flexible
   >   - Want to rely on knowledge capital over human capital
   >   - Technology evolves over time
   > - Essentially the IT Strategic Plan is a working document. Please have a read through and we will provide Kelvin with feedback in order to endorse the document.

   4.2 **Administration**
   > **4.2.1 General Update [Tony]**
   > - Invoicing for O-Day is main activity at the moment
   > - Going through recruitment process for Associate Director of Corporate Services
   > - Enrolments occurring next week
   >   - Lizzy asked if there was any way we could isolate all freshers in the email server system to send an email to all first-years

- o Kelvin said that there is no specific way to isolate students – he usually goes off where a student has 0 Credit Points
- o Student Services are going to email all first years on behalf of the Guild

4.3 Record Keeping
4.3.1 EDRMS [Lucy]
- EDRMS (Electronic Document and Records Management System) should be in place to:
  - o Help us better manage documents relating to Guild business (ensure they are preserved for the long term)
  - o Comply with State Records Act [2000] (government can only force you to hold on to records for 7 years, and then they can be destroyed)(however a record of this destruction must be held for 7 years)
  - o Ensure there is a record of who had access to/deleted emails in case a legal matter arises
- At the moment, electronic records are kept in folder and on drives, which does comply with legislation
- In theory, if an organisation doesn't have an electronic system then everything should be printed out and filed, which is just not logistical given the amount of space that would take up
- Have been assessing our needs against what products are available
  - o Demo on February 4th to look at some providers (with Beverley McIntyre (Guild Archivist), Lucy Moyle, Sam Shenton, Kelvin Lee)
  - o Determine what aspects are necessary now and what we can save until later

4.4 Finance
4.4.1 General Update [Nicola]
- Completing 2014 audit
- Completing Financial Statements
- O-Day invoicing

4.5 Process and Procedures
4.5.1 General Update [Tony]
- Online Banking

4.6 2015 Planning
- Expand on/create concrete procedures and means in which to keep track of student loans etc (Nicola's chart)
- Write concrete policies for how much each committee/Guild Council can approve (i.e. at the moment it is understood that the Guild Exec can approve sums up to 5k; SRC can approve sums up to 20k; Guild Council approves over 20k) → enquire as to whether, if something is budgeted, do we still have to go through Council to withdraw (e.g. CAPEX)

5. Next Meeting
TBC (either Wednesday or Friday of week of Council)

Meeting close: 12.45pm

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CORPORATE SERVICES COMMITTEE

Minutes: March 2015

1. Welcome and Opening

1.1 Attendance

Voting Members: Lizzy O'Shea, Lucy Moyle (Chair), Cale Black, Alex Hamilton

Staff: Kelvin Lee, Mutya Maraginot-Joseph

1.2 Apologies

Apologies: Liam Staltari, Nicola Norris

2. Confirmation of Previous Minutes

January minutes approved via circular.

3. Business Completed via Circular

Nil.

4. Committee Business

4.1 IT

4.1.1 IT Strategic Plan

Lucy moved the motion:

'That the Corporate Services Committee endorses the UWA Student Guild IT Strategic Plan.'
Motion passed unanimously.

Committee suggested monthly updates on the progress of the plan in CSC meetings. Annual reporting is covered under the plan itself.

4.1.2 IT Update

Clubs and Events site: should be live after Easter

MyGuild: Should be live 2 weeks after Easter [NOTE: The basic completed layout was sent to Lizzy, Nevin and myself to approve. The design was clean and smart, with easy navigation from each area. A few small details were fixed up before the feedback was returned to Sushi Digital]

Internal Websites: these are websites incorporated into the UWA Student Guild website (Catering, PSA, Pelican). Information has been received for these sites.

Wifi: Craig Nichols (UWA IT) has been in charge of the improved Wifi project; Tom Beyer has maps of the areas in which the Wifi will be improved.

Office365: costs of moving to office365 in document circulated by Kelvin. At the moment, waiting it out.

4.2 ADMINISTRATION

4.2.1 Tenancy Policy

We didn't have an actual tenancy policy implemented and needed to formalise the process for how we choose tenants, as quickly as possible. Committee was informed that Nicola and Chloe K are now drafting a preliminary policy to be discussed at next month's CSC.

4.3 RECORD KEEPING

Nothing major to report this month. Beverley McIntyre (former Guild Archivist) has moved on; Chloe K has taken over the record keeping role for now.

4.4 FINANCE

4.4.1   Club Printing

Nevin highlighted an issue with clubs printing at UniPrint, which is the same issue experienced with Venues:

'Clubs are printing at UniPrint in high quantities and because UniPrint can't see how much the club have in their account, they approve each printing job. Finance aren't able to send account statements each time a club wants to print as this would be a ridiculous amount of work for them. As a result, clubs are printing more than what they have and so their accounts are being overdrawn, which is against the policy (no club account can be in debt, unless they have an overdraft).'

The solution Nevin suggested to Lucy prior to the meeting involved an active spreadsheet for UniPrint, however we realised this is problematic in that accounts are only updated at the end of each day, and that information therefore can't be sent in time to Uni Print.

Mutya suggested a policy of holding $50/$100 in each club's account in order to go towards printing/venue hire. If a club needs more than $100 for printing, they can take this as petty cash from Guild Finance. This policy would need to be passed through SOC.

Alex pointed out that Venue Hire is a bit different, and that in her experience, if you don't pay before the meeting/booking time, your booking will be cancelled. If a club doesn't have sufficient funds, they will not be 'forced' to pay for their room booking, because they're booking has been cancelled.

Mutya, Nevin and Lucy will meet to discuss this from a club's perspective at a later date and will update the committee at the next meeting.

4.4.2   Online Banking

Three clubs needing to test online banking system.

4.4.3   Micropower

The need to move away from Micropower to a more improved system is greater considering the need for updated cash registers (hardware and software). Too big a project at the moment. Attaché isn't linked. Timesheets (get rid of for full time employees). GL system → robust. Point of Sales need change. Hardware: simple machine $2k - $25k ea. New accounting system is a way for the cpffee sales being recorded for MyGuild.

5. Next Meeting

TBC with new committee.

End of Meeting 2.10pm.

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CORPORATE SERVICES COMMITTEE

April Meeting Minutes

1. **Welcome and Opening**
   1.1 Attendance
   Voting Members: Lizzy O'Shea, Lucy Moyle (Chair), Cale Black, Alex Hamilton, Mel Davison, Sam Shenton
   Staff: Kelvin Lee, Mutya Maraginot-Joseph

   1.2 Apologies
   Apologies: Nicola Norris, Liam Staltari

2. **Confirmation of Previous Minutes**
   At time of meeting, March minutes in process of being approved via circular.

3. **Business Completed via Circular**
   Nil.

4. **Committee Business**
   4.1 IT
   4.1.1 Agency Website

   Clubs website on its way.

   4.1.2 In-house Website

   PSA website should be completed within the next week, ensuring all content is submitted on time. Pelican website is WIP, the editors are currently liaising with Kate. Catering website is structurally build, but is quite picture focused, and we need to take more recent and better pictures. Volunteering website is the next website to work on, and ISS has expressed an interest in the creation of as ISS website. Eventually all departments will have an in-house website.

   4.1.3 DRP & Strategy Update

   Kelvin said that with our endorsement of the UWA Student Guild IT Strategy at the last CSC meeting, this involves monthly IT updates/reports. This month Kelvin has worked on clauses 231(a), 237(a) → creating a DRP disaster recovery plan, as our current systems risk management plan is 10 years old.

   4.1.4 Wifi Project

   The University networks have been surveying the Wifi areas. Optus contractors have been brought in. As of yet there is no time schedule.

   4.1.5 MyGuild Update

   Still waiting to hear back from Sushi Digital with a timeline.

4.2 ADMINISTRATION

4.2.1 Tenancy Policy

We currently don't have a formal policy put in place on how we select business tenants in Guild Village area. We ideally want to establish in a written-down format that we want tenants who will add something to the precinct and provide value to students. Currently there is nothing on paper, but it has been general practice that we don't take certain tenants (i.e. a type business which already exists in the precinct). As we are revising our relationship with UWA especially in the Guild Village area, we want to demonstrate that we are very good at managing the businesses which are in the area.

Nicola and Chloe K have helped draft up a Tenancy Policy. Mutya asked if there was any need to add ways in which businesses can apply, which posed the question whether this was more of a document for internal procedures or whether it will be used to advertise to potential businesses. Lucy suggested Mutya, Chloe K, Nicola and Lucy (along with any interested CSC members) meet up to discuss these issues.

Sam, Alex and Kelvin raised concern about the title of the document, highlighting that it wasn't actually a tenancy policy, and suggested 'Commercial Tenant Selection Procedure.'

4.3 RECORD KEEPING

Mutya said there will be an interview with the sole applicant for the Guild Archivist role next week. This position will be 1 day per week, the same as Beverley's.

4.4 FINANCE

4.4.1 UniPrint Issue Update

Lucy and Mutya updated the committee on their meeting with Nevin (SOC President) from last week. Mutya floated the idea with Nevin on 'freezing' $50 or $100 in each club's account for use for printing with UniPrint. We discussed having tiers of clubs (i.e. some freeze $50 and some freeze $100 depending on size of club). We also raised the issue of having to go to Guild Finance to get petty cash if value is over 'frozen' limit, which might be an issue if Finance has closed for the day. Another issue raised was the greater popularity of doing UniPrint online and going in to collect it. Nevin mentioned a card system, with cash loaded on to this card, which Nevin, Lucy and Mutya will discuss with UniPrint.

4.4.2 Micropower

Mutya explained more issues with Micropower, in that this week alone they have had 200+ invoices, and the system can only take a maximum of 20 at a time. Mutya said they were 'crawling like turtles' – good analogy. She has been in contact with another system provider, Triumph, however they are a provider focused on small to medium-sized businesses (more for an owner to develop themselves), which the Guild is not. She will contact another provider that deals with medium to large businesses.

Mutya will be meeting with a POS supplier, who is a supplier for schools, and is a mechanism to track student spending (i.e. for coffee) which can be implemented into MyGuild. Micropower also provides a fairly good POS system, but lacks in its accounting programs. Mutya is meeting with Micropower on Tuesday to discuss upgrading to more recent version.

4.4.3   Club Banking

Finance/Mutya are currently drafting templates for clubs so they understand what they have to do in regards to club banking (i.e. when it comes to signatories). 5 clubs have volunteered to be the 'guinea pigs' for this, which will then move to 20 clubs, 30 clubs and so on.

4.5   REPRESENTATION THROUGH CSC

Lucy said that she had been in discussion with Chloe Jackson about increased exposure of the 'representation' aspect of the Guild, and ensuring that we can raise awareness of the Guild and its services to corners of the campus that aren't reached and students who are currently disengaged. Lucy suggested to the committee the creation of a representation@guild.uwa.edu.au email address, which miscellaneous feedback, ideas and complaints which don't necessarily fall under the department/subsidiary council portfolios. Lucy will then filter these queries out to different OGC. Alex highlighted that it's important to maintain a database of these 'cases' in order to refer to how a similar issue was previously solved, or to refer back to people with ideas to get their help with project suggestions they had. This idea was met with strong support, and Lucy will meet with Kelvin to discuss this further.

Lucy also suggested the idea of setting up iPads on stands in areas that we don't reach, like the Business School and Engineering. Members of CSC said this could problematic in that a student who doesn't know what the Guild was wouldn't approach a survey in Biz about the Guild and give feedback.

5. **Next Meeting**
   Friday, 29th May 9am. Please send apologies to vp@guild.uwa.edu.au.

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CORPORATE SERVICES COMMITTEE
May Meeting Minutes

1. **Welcome and Opening**
   1.1 Attendance
   > **Voting Members:** Lizzy O'Shea, Lucy Moyle (Chair), Cale Black, Alex Hamilton, Mel Davison, Sam Shenton
   > **Staff:** Kelvin Lee, Mutya Maraginot-Joseph, Nicola Norris

   1.2 Apologies
   > **Apologies:** Liam Staltari

2. **Confirmation of Previous Minutes**
   April Minutes were accepted.

3. **Business Completed via Circular**
   Nil.

4. **Committee Business**
   4.1 IT
   > **4.1.1 Agency Websites**
   > o My Guild project is ongoing and the clubs module is due to be tested. This should not take longer than a week but will depend on the testing process.
   > o The largest module (Loans) is due to be completed by 19th June which will be a milestone for the project.
   > o Clubs and Event Systems are live. Events to be introduced to students at the discretion of the Events team.
   > o Lucy queried as to how mailing lists will be accessible now that vvv.guild is gone. Kelvin said thayt the new mailing list functions (including departments) will be accessible through the club dashboard, with department log ins for executives.
   >
   > **4.1.2 In-house Website**
   > o The Managing Director wanted the Guild Website to have a less corporate look and changes have now been made to make the website more student-focused.
   > o Catering website is built and available now. Some announcements will be made soon confirming that it is available.
   > o PSA website is ready for launch, KL is waiting for a blog to be completed to make the website less bare.
   > o Volunteering Hub website exists, however it is built in code so is difficult for team to edit – WIP
   >
   > **4.1.3 Wifi Project**
   >
   > o UWA have engaged OPTUS to upgrade their WIFI.
   > o There is no fixed schedule as to when the upgrade will happen however it is likely that it will be between 8th and 28th July.
   > o There will be some outage for a while the upgrade is ongoing however this will be for a very short period (i.e. less than 2 hours at a time)

4.1.3 Strategy Update
o Kelvin has been working on the following sections of the Guild IT Strategic Plan this month:
- 257(a) develop a disaster recovery plan (DRP)
- 2510(a): financial systems investigation
- 252(a): wifi improvement
- 2510(d): management system for clubs and events

4.2 Administration

No business to report.

4.3 Record Keeping
o It was noted that the Guild now has a new archivist, Melissa Hetherington.
o LM introduced Melissa to the Committee and Melissa gave a brief background on what her role as the archivist is.

4.4 Finance
4.4.1 Financial Systems
o Finance Office has met with three Financial System providers: Sage, Microsoft and Triumph. NN advised that the Finance Office is meeting a fourth provider next week, NetSuite.
o A business case will then be put forward relatively quickly after that.
o LM queries whether we had met with Micropower. NN advised that we had met with them but only in respect of the POS system, not the Financial System.
[Further information was provided when MMJ arrived]
o MMJ explained that we are considering four different financial systems and noted that Triumph was the cheapest and most basic system.
o The best system would be NetSuite as this is tailor made to suit the organisation and its processes however this system is the most expensive and may cost $115,000 - $120,000. This system is also cloud based.
o Microsoft GP is also a good system and costs approximately $90,000. This option is based either on site or on the cloud.
o Sage is the second most expensive, and has their preferred POS supplier
o Triumph is the cheapest and most basic system.
o LM queries whether an annual fee would be payable and MMJ advised that there would be a fee payable as this is normal practice; the capital cost is just the initial investment.
o The Committee queried whether a cloud based or onsite system would be preferable. MMJ noted that the Managing Director was advised by UWA that a cloud based system would be best, however there are a number of factors to be considered before that decision is made.
o LM queried whether the POS system would be provided by the same supplier of the financial system and MMJ noted that this would not necessarily be the case; it would be a matter of integration between the financial system and POS.

4.4.2 KPMG Audit

o MMJ advised that her primary concern at the moment is the upcoming KPMG audit and ensuring that all processes and procedures are updated and put in place.
o MMJ explained that currently there is no fixed policy for Bad Debt Provisions and Fixed Assets and these are currently being drafted.
o MMJ provided clarification on the difference between an allowance and an actual bad debt.

- The aforementioned policies are an integral part of the Guild's Financial Statements and therefore it is very important that the policies are implemented correctly.
- MMJ proposed that the bad debt allowance be reviewed and updated quarterly.
- MMJ noted that the KPMG Audit will not be perfect as there areas for improvement however we can show that we are making those changes. The biggest area of concern is inventory management as currently the system does not have the capacity to handle all stock input therefore we cannot reconcile stock at month end. A stock take is done at the end of every month however this does not give us any insight into stock wastage or misappropriation.
- Going forward all invoices will require a Purchase Order, without this the invoice cannot be processed.
- The Committee queried when the audit was happening and MMJ confirmed it was 27th July

4.4.3 Westpac Online Banking - Clubs
- NN advised that the Finance Office has completed and issued some paperwork to Wesptac to progress club online banking. Some further documents are required from clubs however it is expected that online banking should be available before the end of June.
- MMJ noted that forms have been issued to 5 clubs and we are waiting for them to be completed. Once all the necessary documentation has been filed, it will take approximately a week for the account to be set up online.

4.4.4 POS System Update
CB queried whether the POS upgrade would happen when we are changing the financial system and MMJ advised that this would not happen as we do not have the manpower; the team would be overwhelmed if both projects were undertaken at the same time. MMJ indicated that it may be six months before a new POS system is rolled out.

4.4.5 Student Loans/Grants Issue
- The Committee raised an issue about student grants and emergency loans that had recently been brought to their attention.
- MMJ noted that a situation had occurred whereby Student Assist had approved a grant to a student and part of this grant was used to pay off the student's emergency loan. This student was subsequently approved for another emergency loan. Student Assist acknowledges that this should have not happened and in future, they will maintain a spreadsheet to ensure this does not happen again.

4.5 Processes and Procedures
NN advised that with the upcoming audit there is a very big focus on updating our processes and procedures and this is an ongoing process.

5. MEL'S REFLECTION
- MD gave some background as to her involvement with the Guild and explained that she had previously worked in the Finance Office, which she really enjoyed.
- MD worked on some projects during her employment with the Guild and these included the collection of student debts, automated key log system and catering invoice input.

- o MD advised she wanted an update on those particular areas and also noted that she wanted to use her experience to help where she can.
- o KL advised MD that Fiona Lie in the Finance Office is currently looking after the automatic key loan register.
- o NN advised that as regards the loans, we were continuing to contact debtors on a monthly basis as normal to ensure timely collection.
- o AH noted that the emergency loan procedure had been updated since MD left and that Student Assist were now involved.
- o NN explained that the application form is completed downstairs and the student is directed to the Finance Office. The Finance Office then call Student Assist to let them know that an emergency loan application requires approval. Student Assist meet the student and complete a certain section on the form. The student then returns the form to the Finance Office where the finance staff will check to see if the student has any other outstanding debt and administer the loan.

6. **STRATEGIC GOALS**

LM raised how she wanted to discuss what each of our individual strengths are and how we can collectively utilise these to develop strategic goals, policies and procedures for Corporate Services environment. As Corporate Services is inward focused whereas Student Services is outward focused, LM wants to achieve a certain balance in Corporate Services in making this area more accessible to students.
- o Nicola:
  - ▪ Accounting; keen eye for detail
- o Cale:
  - ▪ Design; retail, host, operations, logistics; operating budget
- o Alex:
  - ▪ Communications; strategy; engagement
- o Sam:
  - ▪ Behind the scenes; project management; strategy; finance; archiving; clubs
- o Mel:
  - ▪ Connections with Business School (Guild outreach at Biz); finance; loans
- o Lucy:
  - ▪ Making internal structures more accessible to students

7. **GENERAL BUSINESS**

7.1 Inactive Club Funds Account
- o SS noted that whilst working on the club management system, he came across an unusual account called the 'Inactive Clubs Fund' and explained that this had a club number.
- o MMJ noted she was not aware of this account and NN recalled previous discussions about the write off of overdrawn club balances to this account.
- o SS noted that he had heard that there had been funds moved from the account in 2012. MMJ and NN noted that they would review this account and revert to SS.
- o It was noted that there a number of disaffiliated accounts in the document provided by the Finance Office to the IT department when working on the club management system.
- o KL is to provide NN with a list of disaffiliated clubs to enable Finance to clean up their system.

7.2 Cleaning Contract

o SS sought an update on the position of the cleaning contract. MMJ noted she has not had a chance to progress the matter much however MMJ suggested that a meeting be set up with the cleaner to clarify the situation.

7.3 Finance Approvals

o MMJ noted that she needs to present two documents at the next CSC meeting: a business case for the approval for the Financial System and an Audit Tender document.
o It was agreed that the Financial System providers would present a demonstration of their system to the students shortly.
o The date for the next meeting will have to be before Guild Council reports/motions are due, LM to circulate email to determine peoples' availability

7.4 Executive Registration Form/OB Form

o SS raised the issue of an Executive Registration Form where the returning officer had been elected as office bearer, which is not allowed.
o KL and SS discussed the amendment of the form to avoid confusion in future.

8. Next Meeting
The next meeting will be determine via circular.

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CORPORATE SERVICES COMMITTEE
29th May | Meeting Minutes

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   1.2 Apologies
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2. **Confirmation of Previous Minutes**
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- o NN advised that the Finance Office has completed and issued some paperwork to Wesptac to progress club online banking. Some further documents are required from clubs however it is expected that online banking should be available before the end of June.
- o MMJ noted that forms have been issued to 5 clubs and we are waiting for them to be completed. Once all the necessary documentation has been filed, it will take approximately a week for the account to be set up online.

4.4.4   POS System Update
CB queried whether the POS upgrade would happen when we are changing the financial system and MMJ advised that this would not happen as we do not have the manpower; the team would be overwhelmed if both projects were undertaken at the same time. MMJ indicated that it may be six months before a new POS system is rolled out.

4.4.5   Student Loans/Grants Issue
- o The Committee raised an issue about student grants and emergency loans that had recently been brought to their attention.
- o MMJ noted that a situation had occurred whereby Student Assist had approved a grant to a student and part of this grant was used to pay off the student's emergency loan. This student was subsequently approved for another emergency loan. Student Assist acknowledges that this should have not happened and in future, they will maintain a spreadsheet to ensure this does not happen again.

4.5   Processes and Procedures
NN advised that with the upcoming audit there is a very big focus on updating our processes and procedures and this is an ongoing process.

5.   MEL'S REFLECTION
- o MD gave some background as to her involvement with the Guild and explained that she had previously worked in the Finance Office, which she really enjoyed.
- o MD worked on some projects during her employment with the Guild and these included the collection of student debts, automated key log system and catering invoice input.

- o MD advised she wanted an update on those particular areas and also noted that she wanted to use her experience to help where she can.
- o KL advised MD that Fiona Lie in the Finance Office is currently looking after the automatic key loan register.
- o NN advised that as regards the loans, we were continuing to contact debtors on a monthly basis as normal to ensure timely collection.
- o AH noted that the emergency loan procedure had been updated since MD left and that Student Assist were now involved.
- o NN explained that the application form is completed downstairs and the student is directed to the Finance Office. The Finance Office then call Student Assist to let them know that an emergency loan application requires approval. Student Assist meet the student and complete a certain section on the form. The student then returns the form to the Finance Office where the finance staff will check to see if the student has any other outstanding debt and administer the loan.

6. **STRATEGIC GOALS**

LM raised how she wanted to discuss what each of our individual strengths are and how we can collectively utilise these to develop strategic goals, policies and procedures for Corporate Services environment. As Corporate Services is inward focused whereas Student Services is outward focused, LM wants to achieve a certain balance in Corporate Services in making this area more accessible to students.

- o Nicola:
  - ▪ Accounting; keen eye for detail
- o Cale:
  - ▪ Design; retail, host, operations, logistics; operating budget
- o Alex:
  - ▪ Communications; strategy; engagement
- o Sam:
  - ▪ Behind the scenes; project management; strategy; finance; archiving; clubs
- o Mel:
  - ▪ Connections with Business School (Guild outreach at Biz); finance; loans
- o Lucy:
  - ▪ Making internal structures more accessible to students

7. **GENERAL BUSINESS**

7.1 Inactive Club Funds Account

- o SS noted that whilst working on the club management system, he came across an unusual account called the 'Inactive Clubs Fund' and explained that this had a club number.
- o MMJ noted she was not aware of this account and NN recalled previous discussions about the write off of overdrawn club balances to this account.
- o SS noted that he had heard that there had been funds moved from the account in 2012. MMJ and NN noted that they would review this account and revert to SS.
- o It was noted that there a number of disaffiliated accounts in the document provided by the Finance Office to the IT department when working on the club management system.
- o KL is to provide NN with a list of disaffiliated clubs to enable Finance to clean up their system.

7.2 Cleaning Contract

o SS sought an update on the position of the cleaning contract. MMJ noted she has not had a chance to progress the matter much however MMJ suggested that a meeting be set up with the cleaner to clarify the situation.

7.3 Finance Approvals

o MMJ noted that she needs to present two documents at the next CSC meeting: a business case for the approval for the Financial System and an Audit Tender document.
o It was agreed that the Financial System providers would present a demonstration of their system to the students shortly.
o The date for the next meeting will have to be before Guild Council reports/motions are due, LM to circulate email to determine peoples' availability

7.4 Executive Registration Form/OB Form

o SS raised the issue of an Executive Registration Form where the returning officer had been elected as office bearer, which is not allowed.
o KL and SS discussed the amendment of the form to avoid confusion in future.

8. Next Meeting
The next meeting will be determine via circular.

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CORPORATE SERVICES COMMITTEE
5 August | Minutes

Voting Members: Lucy Moyle (Chair), Cale Black, Samuel Shenton
Staff Members: Mutya Maraginot-Joseph

1.0   Welcome and Opening
        Apologies: Lizzy O'Shea, Mel Davison, Nicola Norris, Kelvin Lee
        Absent: Alex Hamilton, Liam Staltari

2.0   Confirmation of Previous Minutes
        Lucy moved that we approved the minutes from the May Corporate Services Committee meeting. **Approved.**

3.0   Business Completed via Circular
        Nil

4.0   Committee Business

        4.1 IT
        As Kelvin was on leave at the time of this meeting, he passed his report on to Lucy to share with the committee.

        4.1.1 MyGuild
        MyGuild is now LIVE (officially from Monday August 3) with Guild Weekly and Social Media launches.

        Lucy explained that herself, Lizzy and Tony demonstrated MyGuild, using a test username and password, to the University Executive yesterday (4/8). They had really positive feedback, with some minor suggestions of improvement (including a disclaimer at the bottom of the 'Involvement' Transcript and/or contact details for a Guild staff member to verify information).
        Lucy also noted that when herself and Lizzy logged in with their own accounts, they were not registered under any clubs/had no events in their calendar. Sam said that we needed to input data from O-Day. Mutya noted that MyGuild has been handed to the Events team whilst Kelvin is away – she will first check in with Kelvin what the process is for inputting this data to determine whether this can be handled by the guild or must be done by Sushi. Sam also said here that we don't have the club membership data from after O-Day, and that he thinks some clubs might be hesitant to use MyGuild to store their membership data, for reasons including the fact that some clubs have non UWA student members, which MyGuild can't cater for.

        4.1.2 Maintenance
        Critical Electrical Maintenance that occurred recently from Western Power was successful. No critical damage has been identified (we had one light tube blow).

4.1.3 Wifi
Campus Wifi Project – figures have come back for this stating that in addition to the access points that will be upgraded, 200 new access points have been installed.

4.2 Administration
4.2.1 Cleaning
There will be a meeting between Mutya, Tony and Sam on Friday to update the cleaning contract.

4.3 Record Keeping
Nothing to report.

4.4 Finance
4.4.1 Mid-Year Budget Review
Mutya explained the Guild's current financial position, and said that the budget review is coming up soon. She said that she will send a list of clubs that may need to be written off to CSC by the end of the week, which SRC will then approve.

4.4.2 Netsuite
Mutya has passed the Inventory list to Ken and his team. The Finance team is working on cleaning up the list of debtors and creditors. Mutya herself is working on cleaning up the Chart of Accounts – she has reduced a very large pile to 3-4 pages, which is what an organization the size of the Guild should be at to reduce the risk of mistakes being made or fraud.

4.4.3 POS
Mutya says that although we were not planning to look at updating POS system until next year, the fact that there have been lots of breakdowns over the past few weeks (hardware – fans not working, thus overheating) means this might need to be looked at sooner. She says, given our financial position at this time of year, we may need to have a stage-by-stage implementation; firstly in the Tavern, then Guild Village, then the Ref, and so on. Ken is currently looking into the POS systems, with Mutya to review. They are organizing for Micropower to give another demonstration, which members of CSC are invited to attend.

4.4.4 UniPrint
Mutya noted the rollout of the new UniPrint got underway last week, where in order to pay for printing at UniPrint, clubs would have to transfer money from their Guild account to their 'UniPrint account'. She said that she had told UniPrint that this wasn't the case for Guild Departments, only clubs and faculty societies. She also noted that clubs with an external bank account could pay UniPrint from that account, as well as venues, but if they wanted to set up a tab at the Tavern, for example, they would need to transfer money into their Guild account.

4.4.5 External Auditors
Lucy noted that Lizzy, Ashleigh and herself would be meeting with four auditing firms next week. Tony won't be sitting in on the meetings, but Mutya will.

4.5 Process and Procedures
Nothing to report.

4.6 Cale's Corner: Exchanging Exchange
Cale advised the committee that the Guild is running Exchange 2007, and all new Office updates are not compatible with this version. The minimum supported Exchange for the 2016 upgrade is 2012. He mentioned that Kelvin wanted to upgrade to office365, which is subscriber based and means we could potentially 'piggyback' off the university. The issue of storing student data was also raised; the only options would be a university-approved cloud, or our own cloud.

Cale says that he knows that this isn't the biggest issue right now, but recognizes that it will become a lot more problematic in the future.

The committee recommended that Kelvin put together a business case on upgrading exchange, in accordance with the Guild ICT Strategy which ensures the Guild is on top of new technology.

5.0   Next Meeting
Lucy will send out new Doodle Poll to select a time that we can all make every month.

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Voting Members: Lucy Moyle (Chair), Cale Black, Samuel Shenton, Lizzy O'Shea, Alex Hamilton
Staff Members: Mutya Maraginot-Joseph, Kelvin Lee

1.0   Welcome and Opening
         Apologies: Mel Davison, Nicola Norris
         Absent: Liam Staltari

2.0   Confirmation of Previous Minutes
         Lucy moved that we approved the minutes from the May Corporate Services Committee meeting. **Approved.**

3.0   Business Completed via Circular
         Nil

4.0   Committee Business

         4.1 IT
                 4.1.1 Interactive Map
                 Kelvin advised that there was a group of Computer Science students working on an IT project, on the tablet outside Guild Finance. This will be an interactive map, to help students find staff members and their offices. This project will be up and running soon.

                 4.1.2 Exchange
                 Cale explained that the 2007 Exchange Server (version used by Guild) is not supported by the new Office for Mac. The committee emphasised that this may not be a major issue now, but will be in the future.

                 Kelvin said that looking towards moving to office365 was in the Guild ICT Strategic Plan, which involves free licensing, with approximate implementation costing $8.7k (with updating to Exchange 2013 costing approximately $10.5k). The implementation project is a month long (involving the transferal of existing data across to new system). The committee decided that this project wasn't possible this year, due to budget constraints, however will be added to a list of projects for next year's committee.

                 4.1.3 Password Reminders
                 Alex and Lizzy brought up that it would be ideal to have 'password reminder emails' for when Guild student rep and staff member passwords are about to expire. Kelvin said there is no 'on/off' button for this, and it could be tricky. Lizzy suggested maybe having all password expire at the same time, and then it's easier to contact all relevant people. Kelvin will look into this.

4.1.4 Guild Weekly

Kelvin brought up the fact that Guild Weekly has been sent to students' junk email folders, possibly as a result of emojis in the subject. He's working on putting it on the 'safe list'.

4.4.5 MyGuild

Lucy raised that it was necessary to input the current club data that the Guild has into MyGuild, and Sam that this data is stored as a .csv file. Kelvin to look into.

We also need to add a 'disclaimer' on the bottom of the Transcript. Lucy to look into wording of this.

4.2 Administration

4.2.1 Cleaning

Current cleaners provided new schedule of where they would clean.

4.3 Record Keeping

Nothing to report.

4.4 Finance

4.4.1 Netsuite

Mutya advised the committee that the Finance team was in the middle of deployment, with the current time being 'designing' the program followed by a walkthrough and training. It will be live as of end of September/middle of October. Mutya said that clubs are being set up as debtors, and will have access to the 'Customer Centre', where they can view balances and statement of accounts. Unfortunately, the integration with the POS system is lacking, meaning the reports and not detailed. Kelvin is looking into the number of POS systems actually used (ie one register in Guild Café is unused), as the starting process now for next semester.

4.4.2 Policies

Lucy advised that she thought it would be beneficial to present to committee with an update of the policies that Finance has written and implemented. Mutya said that there actually aren't a massive number of new 'written' policies; she said an 'Expenditure Management Policy' already exists, but it's necessary to create a 'revenue Manager Policy'.

5.0   Next Meeting

The next meeting will be during study week, the week following Guild Elections. Meeting request to follow.

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CORPORATE SERVICES COMMITTEE
19th November 2015 | Meeting Minutes

1. **Welcome and Opening**
   1.1 Attendance
   > **Voting Members:** Lucy Moyle (Chair), Sam Shenton, Cale Black
   > **Staff:** Kelvin Lee, Nicola Norris, Mutya Maraginot-Joseph

   1.2 Apologies
   > **Apologies:** Lizzy O'Shea, Mel Davison
   > **Absentees:** Liam Staltari, Alex Hamilton

2. **Confirmation of Previous Minutes**
   Nil.

3. **Business Completed via Circular**
   Nil.

4. **Committee Business**
   4.1 IT
   > **4.1.1 Finance Collaboration (Netsuite & POS)**
   > o Netsuite implementation and investigation POS Systems have been Kelvin's main priorities this month

   > **4.1.2 BePoz**
   > o Kelvin dicussed with the rest of the committee the first demonstration the Finance team, members of the Catering team and himself had looked at
   > o The committee raised, for the benefit of Cale and Sam, some benefits of this first system, including:
   >   ▪ The ability to cross-promote other outlets through the use of 'internal' vouchers
   >   ▪ Cutomisable 'Information' section, where the Catering staff or Café Manager can input relevant information (e.g. RSA, Guild Contact Numbers, Trading Hours etc)
   >   ▪ Internal messaging, popping up when an employee 'logs in'

   4.2 Administration

   No business to report.

   4.3 Record Keeping
   > o The committee noted that Melissa had been away for the past few weeks as a part of her research

   4.4 Finance
   > **4.4.1   Budget**
   > o The budget discussions are well and truly underway, with Lizzy and Maddie working with current and incoming office bearers for their individual department budgets
   > o The Finance team are looking at the Catering, Corporate Services and Student Services sides

4.4 Processes and Procedures

- o Lucy asked about whether the Policy and Procedures formalised by the Finance team since Mutya's arrival can be made accessible to student reps, especially those that relate to clubs
- o Mutya and Nicola said they would email through the Policy & Procedures Book to the committee

5. **Recommendations for 2016**
   - o Lucy raised some recommendations she had for the incoming Corporate Services Chair and committee:
     - ▪ Due to the committee's staff reporting based nature, Lucy said that it could be beneficial to implement projects for the student reps on committee
     - ▪ Encourage the 'inward-facing' nature of the committee to become more 'outward-facing', by utilising these CS departments to more directly benefit students. Lucy mentioned that this could come in the form of a collaboration between Kelvin and Google@UWA
     - ▪ She also said that it could be beneficial to collaborate with ECOMS, UEC and UCC to promote OCM positions

6. **Next Meeting**
   TBA