

## 1.0 Welcoming and Opening

## 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Conrad Hogg (CH)	Education President
Yerim Won (YW)	SOC President
Patrice Mitchell (PM)	Student Assist Manager
Danielle Browne (DB)	Engagement Manager
<b>Apologies</b>	<b>Role</b>
Liam Guiney proxy for Kasey Hartung (KH)	Events Manager
<b>Apologies</b>	<b>Role</b>
Chloe Jackson (CJ)	Associate Director – Student Services
Kasey Hartung (KH)	Events Manager
Jacob Colangelo (JC)	Ordinary Guild Councillor
Ying Jie Li (YJL)	Ordinary Guild Councillor
Kristel Li	

## 3.0 Committee Business

### 3..1 Plans for 2018

- Consistent meetings throughout 2018
- We will meet at least once a month throughout 2018 with a set time and day to be selected in early 2018
- Staff reporting to be removed and talk about ideas, changes and improvements that they would like student input from
- A report to be send out 2-3 days prior to the meeting with action points and questions
- Each of the OGC's will be given a project to work out throughout the Student Services term e.g. EOS, engagement ideas and PROSH

### 3..2 Student Assist

- Student Assist would like to create a guide for clubs & societies about sexual harassment, assault and how to report the incident – which could be used as a double up in Phoebe's (Welfare's) orientation packs. With the guide having an informal and formal guide
- ML is currently overseeing the University guide for sexual harassment, assault and how to report the incident – which will need to be amended to be student friendly and which will be monitored online so that statiics can be collected

- Bringing everyone (FAC SOC's and Clubs) to Student Leadership Training where they taught about the services and how to spread the word about sexual harassment, assault and how to report the incident. Student Assist will attend the Student Leadership Training
- *Action Point – LG to find out what venue is being used for SLT and whether they can find a venue bigger enough to set everyone for the sexual harassment, assault and how to report the incident section by SARC.*
- Student Assist would also like to look at informing students about the correct language for gender, sexuality and mental health. They would like Guild Departmental involvement in making this happen.
- They would also like students and staff to be trained on the correct language which can be through HR and informative videos online through social media, e-newsletters and websites.
- Student Assist are working closely with the Welfare department in 2018. They are also focusing on networking with UWA and other colleges.
- Student Assist were looking at running a Grill the Guild – but feedback was this format doesn't work and isn't engaging but rather share the information in the fresher packs/ handbooks to have Guild and RSD information.
- *Action Point – ML to look into a mental health nurse for all colleges.*

### **3..3 Volunteering**

- Would like to have a forum to get more ideas and initiatives for volunteering
- Would like more involvement with the colleges
- Would like more people engaged with volunteering
- Marketing to clubs for 2018
- Would like to explore the option of having a Volunteering expo/ fair which is a 'What can I do at UWA' vibe and it a low barrier way to meet friends. Would have a similar format to Club Carnival expect each of the volunteering opportunities would have a display so students can learn about the organizations. The start of Semester 2 was a good time to run the fair/ expo
- Encourage ISS to embrace volunteering and market this is a way to meet friends
- Use the FB group and remove the FB page
- *Action point – DB to remove the Volunteering FB page*
- Developing the tone and voice of the Guild for digital and face to face
- Breaking up parts of Guild Weekly to hit all key demographics of students including first year, second years, post grads etc.
- Student rep profiles on social media to personalize the Guild (suggestion from VG)
- There is currently an Engagement Survey running

### **3..4 Events**

- ODAY stall registrations for Guild Departments are down  
*Action Point – ML to follow up*
- Requiring some corporate sponsorship ideas
- *Action point – Each member of the committee to send ideas to LG. JC to send a contact for Canva*

- Hire form is being moved to online which can be tracked and secure a lot easier for the GSC and events. The Terms and Conditions will be changing to state you will be charged if you do not return the hire equipment
- *Action Item – LG and DB to sort out Terms and Conditions*
- Events are unsure where they can store the BBQ with the Refectory project happening. The idea for the CZZ or area near Cameron Hall to be caged off
- *Action Item – LG to follow up with OHS whether this is possible*
- Student Leadership Training surveys to be moved online to be a lot easier to consolidate at the end
- *Action Point – LG to look into Snapchat QR Codes*
- *Action Point – DB to look into QR codes for all advertising and marketing*
- The Guild to create it's own Relay for Life team and begin fundraising earlier in the year. Which can also be culture building. Fundraising can be through Special Guild Villages, Fitbit competitions, events, Toasted sandwich breakfasts.
- *Action Point – LG to be captain of the Relay for Life fundraising*

### 3..5 Engagement

- Would like feedback about all the communications and engagement strategies throughout 2018
- Looking to create an implementation plan for 2018 about how we can best engage with the students
- Have created marketing segmentation about what we think will work best and won't
- Creating a 'How to Guide to Social Media' for clubs and this can be present in a workshop. Also, expand on how marketing as changed and what they can do
- *Action Point – DB to work with YW on this*

## 4.0 Other Business

### 5.0 Orientation and Unistart

- Unistart has changed its format completely to be personable and simple compared to before. MG is working with the university about how this can be student friendly and what information should be included. This will be mobile friendly and can be accessed at any time throughout OWEEK
- *Action Point – MG to find out whether the map will be interactive like Google maps*
- Unimentors will also be calling the students 2 weeks prior to university starting and 2 weeks into Semester 1. MG and DB will be working with the university on the script.
- *Action Point – Any ideas to be sent to DB*
- OWEEK – ran through the changes to the format and the schedule
- Commencement Ceremony is changing and MG is working with the university on how this should look e.g. removal of families and food trucks. The students should be treated like adults and not children. At this stage the funding is to be sourced but logistically they will be working with the Guild.
- Tuesday's Activities to be the GUILD DAY where we liven up Oak Lawn with food trucks, DJ's and various activities happening from each of the departments which are relevant to students. We will run a number of 'Life Hacks' activities throughout this time.
- *Action Point – LG to look into ideas with DB for Life Hacks – this can be supported through*

our communication channels.

- We will need to focus on ferrying the students from the Arts and Theatre areas to Oak Lawn for these activities. Whether this be through food or incentives
- We will also be running a movie night – the vote is to show the ‘Emperor’s new Groove’
- *Action Point – LG to look into the licensing of this movie*
- Wednesday we will have an event in the Tavern for PSA
- *Action Point – LG and DB to work with PSA on how this will look*
- Thursday afternoon we liven up Oak Lawn with food trucks and DJs’s etc. We will run a number of ‘Life Hacks’ activities throughout this time.
- ODAY we will try and filter people through to the Tavern after ODAY
- No sporting activities to happen during OWEEK and ODAY

## **6.0 Next Meeting**

TBA – January 2018

## Student Services Minutes – February 5<sup>th</sup> 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Yerim Won (YW)	SOC President
Patrice Mitchell (PM)	Student Assist Manager
Danielle Browne (DB)	Engagement Manager
Chloe Jackson (CJ)	Associate Director – Student Services
Kasey Hartung (KH)	Events Manager
Jacob Colangelo (JC)	Ordinary Guild Councillor
<b>Proxy</b>	<b>Role</b>
Patrica Paguio for Conrad Hogg	Ed Council president
Candice Marsden for Lana Robinson	Volunteering
<b>Apologies</b>	<b>Role</b>
Ying Jie Li (YJL)	Ordinary Guild Councillor
Kristel Li	

### 3.0 Committee Business

#### 1. Plan for 2018:

#### 2. Student Assist

- New Student Assist Coordinator settling in well
- Getting ready for financial season
- Jacob asked if Summer school has impacted – Patrice explained show cause and consistent
- UWA counselling were not taking students who were in summer school (due to “inactive” status, Megan advocated and spoke to DVCE who advised the process would be changed.

#### 3. Volunteering

- Candice advised they have recruited 8 GV ambassadors
- Planning for effective presence during O – week
- Ensure diverse variety of opportunities – finding people looking for specifics where they can use own skill set.
- Candice requested feedback related to opportunities:
  - Jacob read question: what strategies can better involve students with GV: Yerim advised need to improve info on what the Guild does generally to file people into GV. Candice discussed how they feel they work in silo’s and

need to work in with engagement to improve communications. Danielle explains strategy of communicating why students should volunteer. Danielle advised GV strategy to get out of the office, which Candice said will be happening at O-day. Jacob C – discussed a strategy to get clubs and societies involved. Yerim invited Candice will speak at the SOC meetings.

#### 4. Events

- SLT: Kasey requested feedback on format. Meg suggested to move some external speakers out of the one full day. Have breaks between sessions.
- O-day: Registrations have closed but still taking bookings for activations, including T2.
- Jacob C suggested the Guild sell cold water at the Hydration station
- O-week is limited to Guild Involvement on Tuesday's Guild Day: Games, food trucks, movie shorts and Movie – The Emperors New Groove.
- Returners Festival – Is now called 'The Backyard' featuring TKMaidstone, and other local DJ's.

#### 5. Engagement

- Associate membership launched – price increased, 45 members so far
- \$2000 income for general advertising
- Meeting with departments for plans 2018
- Videographer sourced for O-day – discussion around Drone, Kasey advised of a new process for Drones. UWA will be filming and taking photos too.
- Questions for the group:
  - Snapchat – does this work? Reply: Instagram stories were better. Jacob advised regarding snapchat filters they used to work, now not so cool. Meg said it would work for bigger festivals.
  - Freshers Guide – Megan has collected feedback on what to be in this
  - Collect stickers and like our social media to win – 2 tix to Rottneat, 2 tix to Groove in the Moo, 4 tix to the Zoo, and some other stuff. Jacob advises that Coop vouchers would be good for students or money on the Guild card. Patricia asks if we can work with clubs to get tickets for club events.
    - ACTION: Meg to contact Facsocs about Guild sticker competition – returning students.

### 4.0 General Business

1. GC volunteers and assistance during O-week and O-day – Kasey advised Joey arranging, Danielle wanted student reps to be involved. Jacob will send people along too.
2. Student Rep Projects:
  - OGC's – Jacob F asks if anyone wants a councilor to work with them. Kasey and Danielle have said yes.
3. GC infographic – Danielle wants to communicate what comes out of GC – Jacob to send through key points and Danielle to work out infographics and supporting blog.
4. Kasey advises that clubs will need to avoid setting up in front of the Ref. The locations and numbers of the food trucks will impact the choice of location. ACTION: Yerim and Kasey to discuss.
5. Future Meetings – preferred dates to be emailed to Jacob



**1.0 Welcoming and Opening**

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Jacob Fowler (JF)	Guild Secretary
Patrice Mitchell (PM)	Student Assist Manager
Danielle Browne (DB)	Engagement Manager
Lana Robinson (LR)	Volunteering Manager
Leigh Chalmers (LC)	Events Manager
Liam Guiney (LG)	Events Officer
Xin Yu Ye - Elaine	Ordinary Committee Member
Zxeng- Lindt See - Zlindt	Ordinary Committee Member
<b>Apologies</b>	<b>Role</b>
Jacob Colangelo (JC)	Ordinary Guild Councillor
Chloe Jackson (CJ)	Director of Student Services
<b>Proxies</b>	
Cindy Liang (Permanent proxy for Yerim Won)	SOC Vice President
Patrica Paguio (Permanent proxy for Conrad Hogg)	Ed Council Secretary
Crista Santiago (Proxy for Joseph Chan)	PAC Vice President

**3.0 Previous Minutes**

- Passed

**4.0 Committee Business**

**4..1 Introduction**

- Quick over view of everyone and their roles in the Guild and how they are relevant to the Student Services Committee

**4..2 Guild Engagement**

- Report approved
- Danielle explained the coffee roll out will commence once the little tweaks

have been worked out at the cafes. But the plan is to communicate to all students about the coffee, also using resources from Vittoria such as tasting notes, barista training and coffee carts for tastings on Oak Lawn.

- Megan explains we have also changed the artwork on the coffee cups which was shown to the committee – which everyone loved
- Jacob asked Danielle about the club social media which was a success with 13 participates but Danielle explained we have defined the process and run another training session with the Guild departments which was a massive success so we will be tweaking the format for semester 2.

#### **4..3 Events**

- ODAY feedback is coming through and will be compiled
- We are currently looking at 6,880 signs ups for clubs on the day
- Cindy explained there is a delay in finalizing the ODAY grants as a number of clubs haven't completed their treasury training
- Megan would like someone else to look at running the training to help the clubs

#### **4..4 Volunteering**

- Jacob asked if Guild Council can help with sending through feedback which Lana said was fine.
- Albany Prosh happened yesterday but we haven't received any feedback as to how this went yet.
- Lana let us know there will be a slight delay in getting the online donations with a potential of \$2,500 sitting in the account, which would take the total amount raised to around \$50,000. Megan has asked Dawn for a \$10,000 donation which she will follow up on
- They have recognized that getting square readers in a priority for 2019 – as the delay in ordering them resulted in constraints from finance in security etc. Megan says we should just order the square readers now
- Lana stated although student engagement and participation was well received, the hustle on the street wasn't the same which could be put down to the lack of confidence students had in handing out the papers.
- We recognized there was no real hype in the morning and leading up to the event, which is something that needs to be addressed for next year.
- We discussed possibly having students in Forrest Chase at lunch time to catch the lunch time traffic for donations also.
- We talked about how we approached a few businesses about sponsoring Prosh, we acknowledged the reputation of Prosh isn't that well perceived in the public and hopefully if we work with businesses earlier on we can change this.
- Discussed putting the Prosh paper online for 2019 where people could pay to download or read the paper online.
- Everyone agreed to reduce the number of papers that we order.

#### **4..5 Student Assist**

- Patrice let us know that 80% of their case load at the moment is anxiety related, which they can't put their finger on the root cause as each case is different. She also said that Vanesse has a full case load and Student Assist currently as a 10 day wait to see her. She will also be conducting a survey on



Vanesse from her students. has asked Dawn for a \$10,000 donation which she will follow up on

- 73 students used the food pantry in March which has Patrice worried about the sustainability of the pantry. We discussed options on how Fac Socs and clubs can get involved, along with exploring external opportunities. The option of paying for parking fines through perishable foods was highly successful for Curtin, something for Megan to look into.

#### **4..6 Orientation Updates**

- Jacob Fowler and Chloe Jackson are working on a orientation plan on how we think the orientation should run for 2019, they will complete this with facts and suggestions and submit this to the university. The plan will run from December until March.
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#### **5.0 Other Business**

- OGM and SGM feedback was discussed with everyone agreeing the room booking needed to be for 2 hours, and to feed people after the OGM to ensure we make quorum.
- Everyone was allocated something to work on for each of the services:
  - SAFF Video (Engagement) Danielle, Megan, Patricia and Eileen
  - Food Pantry (Student Assist) Patrice, Cindy and Crista
  - Volunteering – Lana and Jacob
  - Events – Jacob

#### **6.0 Actions**

- Megan and Jacob to look at how the Guild council can implement the club treasury training in the absence of Taylor at the moment
- Jacob to send around the Prosh debrief document to Guild council
- Megan to contact Dawn about the Prosh donation from UWA.
- Patrice and Danielle to work on survey for Vanesse's students
- Megan to discuss with Campus Management about paying for parking fines with perishable donations for the Food Pantry
- Liam to lengthen the booking time for the next OGM later in the year.
- Each of the working groups to meet and establish a timeline for their projects.

#### **7.0 Next Meeting**

10<sup>th</sup> of November 2017



**1.0 Welcoming and Opening**

**2.0 Attendance, Apologies and Proxies**

<b>Attendance</b>	<b>Role</b>
Megan Lee (ML)	Guild President
Jacob Fowler (JF)	Guild Secretary
Jacob Colangelo (JC)	Ordinary Guild Councillor
Patrice Mitchell (PM)	Student Assist Manager
Danielle Browne (DB)	Engagement Manager
Lana Robinson (LR)	Volunteering Manager
Leigh Chalmers (LC)	Events Manager
<b>Apologies</b>	<b>Role</b>
Chloe Jackson (CJ)	Director of Student Services
Cindy Liang (Permanent proxy for Yerim Won)	SOC Vice President
Crista Santiago (Proxy for Joseph Chan)	PAC Vice President
Xin Yu Ye - Elaine	Ordinary Committee Member
Zxeng- Lindt See - Zlindt	Ordinary Committee Member
<b>Proxies</b>	
Patrica Paguio (Permanent proxy for Conrad Hogg)	Ed Council Secretary

**3.0 Previous Minutes**

- **Passed**

**4.0 Committee Business**

**4..1 Introduction**

- Quick over view of everyone and their roles in the Guild and how they are relevant to the Student Services Committee

**4..2 Guild Engagement**

- Report approved
- DB explained that there has been a decline in the opening rate of the Guild Weekly over the last couple of weeks and she wondered if the students have any input on why they think this is happening? PP asked what time do we send it out? DB we send it out on Sunday night so

students are prepared for the week with the list of events. ML suggested we change it to Monday morning at 8/9am for two weeks and judge whether we have an increase in the opening rate, she also suggested we change the title up so it is a bit more click bait like. PP said she loved when Maddie Mull did food reviews in the Guild Weekly as she always read it then, DB said this is something we can definitely do for semester 2. ML put her hand up to do this as she is very happy to do the food reviews.

- DB also let the students know although it is only May the 2019 diary is already beginning to be planned out with suppliers needing to be booked in, we still have 4,200 diaries left out the back of the GSC but asked the question are diaries still relevant to students? ML said yes but we could possibly reduce the number for next year, we need to look into what other value the diary can provide students through vouchers, planning tips and making the space bigger. ML if we could get them earlier in Dec so they are ready for students returning in Jan. DB well we have a lot of content at the front we can reduce down, which would help. ML could we look at turning this into GQ codes and have them throughout the diary which could take the students to further content. JF can we please remove the flap and change them to ribbon. Committee agreed on this. DB we also sold out of wall planners this year, so is there more of demand for this? JF yes, students like to plan out their semester and this years was very visual and if we could provide a digital copy that would be awesome. JF could we look at providing faculty specific wall planners, so each student feels like they are personalized. Committee agrees. ML this can be supported with memberships stands with diaries, wall planners and stickers at each of the faculties at the start of the year.
- PP asks how the website is going, DB we have finalized our briefing document and have met with one developer and sent the brief to another developer also.

#### **4..3 Events**

- Report has a few questions – ML why is SARC no longer funded and why are we paying for this? DB because SARC was paid for by HPU and they felt they didn't receive enough marketing/ sponsorship support for paying for this. ML that's ridiculous! It's about teaching students. JF didn't we also support them last year with PROSH? LC said he will look into this and work out whether it is a possibility to get this funded again
- LC is happy to report that the Guild Ball date is staying the same
- LC EOS is mini golf on Oak Lawn and arcade games in the Tavern, this is Tuesday the 29<sup>th</sup> of May from 12pm till 3pm
- LC has recognized that the word returners is to be avoided on any artwork for the back to semester party they are planning in the Tavern which is likely to be a crap music rave
- LC said they would be running monthly movie nights in the Tavern throughout semester 2 and every second Tuesday will be karaoke night in the Tavern. PP how much is this costing? LC this is free for students.
- LC we are looking at running a comedy show at the end of August based on the success of the last one

#### **4..4 Volunteering**

- LR stated it was National Volunteering week with a number of activities happening throughout the week for students.
- LR said the PROSH cheque ceremony is on Tuesday the 29<sup>th</sup> of May from 4.30pm in the Tavern. JC to send out invite to Guild Council
- LR said she was looking into mid semester opportunities for students to get involved in but asked the question do, a lot of students go away at this time of the year? JC yes, they do, I am. LR so do I capitalise on the time with international students? ML a lot of the tend to go back at this time of the year and they have an extended break rather than quick trips home so maybe 1 or 2 but nothing major.
- DB your volunteering fair was amazing! LR thank you, she felt it missed some interaction with students because of Welfare week. LR what other themed weeks coincide with National Student Volunteering Week? LC he will chat to the other department who has their week booked then and will see if we can move it. LR she unfortunately hers are national so she can't be flexible. LC will definitely look into moving the weeks.

#### **4..5 Student Assist**

- PM SA are smashing it! With May being typically one of their busiest months and welfare week this week. Oak Lawn was hectic yesterday!
- PM we are working with ISS, women's and the engagement department on a marketing/ comms plan for International Student Health
- PM we are also creating SA coasters with SA and Ask Angela advice for the Tavern, working with engagement on this

#### **4..6 Key Projects Update**

- Events - JC and LC are working on silent disco in the Refectory to highlight to clubs how the space can be used. They are looking at a white party on the 7<sup>th</sup> of September which would be marketed to clubs as a way of saying thank you for their hard work, would be shared earlier rather than later with the clubs.
- Food Pantry – JF asked whether cash donations can be tax deductible? ML unfortunately not because of the ties we have with the university but she is meeting with the minister of education next week and this issue is on her agenda to bring up with her as we are taxed differently to any other not for profit. ML also said that there hasn't been a big enough push for the Fac Soc food drive compared to last year and she has spoken to Conrad (Education president) about this. PP said would about a college row food drive? ML unfortunately the demographic that use the food pantry tend to be from college row so this doesn't work. ML said she would explore the option of paying for parking fines in goods for the Food Pantry for a week. PM can we also get a thank you certificate for Barrett's Bread
- Guild Volunteering – LR VACE chair has sent out the meeting request for the 30<sup>th</sup> of May. ML can we please use Outlook as she doesn't receive them. JF said focus on the international student intake in semester 2
- SSAF Video – DB video on track to be completed by sem 2, script is being finalized and Honny has begun to pull footage together.

#### **5.0 Other Business**

- Guild Ball theme – JF to spear head to committee but ML will send him her notes

from when she was committee head of the ball in 2016 and that having a committee will make things easier.

Discussion was moved into an in-camera discussion whilst the theme was discussed.

Close 12pm

#### 6.0 Actions

- LC to look into the SARC funding
- DB to switch up the Guild Weekly
- DB to start planning options for the 2019 diary
- ML to discuss with Campus Management about paying for parking fines with perishable donations for the Food Pantry
- DB create thank you certificate for Barrett's Bread
- ML to send JF ball notes

#### 7.0 Next Meeting

20<sup>th</sup> of June 2018

## Student Services Minutes – June 18<sup>th</sup> 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Chloe Jackson (CJ)	Associate Director – Student Services
Leigh Chalmers (LC)	Events Manager
Jacob Colangelo (JC)	Ordinary Guild Councillor
Lana Robinson (LR)	Volunteering
Cindy Liang	SOPC Vice President (Permanent Proxy for Yerim)
Danielle Browne (DB)	Engagement Manager
Crista Santiago for Joey Chan	PAC President (Standing Invitee)
Zlindt See	Ordinary Committee Member
<b>Proxy</b>	<b>Role</b>
<b>Apologies</b>	<b>Role</b>
Ying Jie Li (YJL)	Ordinary Guild Councillor
Patrica Paguio for Conrad Hogg	Ed Council president
Patrice Mitchell (PM)	Student Assist Manager

### 3.0 Business arising from Previous minutes:

- None

### 4.0 Confirmation of Previous minutes:

- Confirmed

### 5.0 Committee Business

#### 1. Engagement

- Relatively cruisey month – now into planning
- Getting to know student reps plan for Sem 2 meeting requested
- SSAF video underway – need a narrator

#### 2. Events

- Chilled out week
- Crap music rave locked in – start promoting this week
- Movies at Tav – 14<sup>th</sup> August. Will be a PIXAR movie
  - Toy story 1
  - Finding Nemo
  - Inside out
  - Up
  - Monsters Inc
- Karaoke locked in – Drag Queen, 2<sup>nd</sup> Tuesday of August.
- Ideas:
  - Pinot and Puppies

- Colourbaloosa – paint party
- Beer and Nugs – beer and wine festival like Beauvine.
  - Feels like it has wider audience than backyard
  - First or second week of semester
  - Make use of clubs and Guild catering
- Please can the SS team share all events
- SARC training sessions now the Guild have to pay for, final session in July. Potentially looking at SHQ

### 3. **Volunteering**

- 7 days trips and a regional trip offered over the break – many booked out already
  - Tree planting x2
  - Angel hands
  - Dismantle: building bikes
  - Darling wildlife range
  - Aged care home: Baptistcare
  - Regional trip: environment and conservation
- Part of challenge is predicting students and what they are interested in.
- Looking at how we record student volunteering hours
- Planning for semester
- Applications for steering committee now open

### 4. **Student Assist**

## 6.0 General Business

### 1. **SSAF Video:**

- Underway – as per the above

### 2. **Orientation Action Plan**

- Clubs survey going to sent this month

## 7.0 AOB:

### 1. **Guild Ball**

- Add to the next agenda – crafternooning over the break
- Meg requested Leigh to dig out 2016 décor plan
- Lana suggested micro volunteering might be able to help with crafting and Danielle suggested the student centre staff might be able to help.

## Student Services Minutes – July 26<sup>th</sup> 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

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Jacob Fowler (JF)	Committee Chair/Guild Secretary
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Leigh Chalmers (LC)	Events Manager
Lana Robinson (LR)	Volunteering
Patrice Mitchell (PM)	Student Assist Manager
Cindy Liang	SOPC Vice President (Permanent Proxy for Yerim)
Danielle Browne (DB)	Engagement Manager
<b>Proxy</b>	<b>Role</b>
Roshi Kaila (Womens officer)	Patrica Paguio (Education council secretary)
<b>Apologies</b>	<b>Role</b>
Crista Santiago for Joey Chan	PAC President (Standing Invitee)
Jacob Colangelo (JC)	Ordinary Guild Councillor
Ying Jie Li (YJL)	Ordinary Guild Councillor
Yerim Won (YW)	SOC President

### 3.0 Business arising from Previous minutes:

- None

### 4.0 Confirmation of Previous minutes:

- Confirmed

### 5.0 Committee Business

#### 1. Engagement

- Decline in open rate of Guild weekly
  - Recommendations:
    - Dynamic and interactive content
    - Embedding gifs and videos
    - Snap polls
    - Make more relevant
    - New digital template
    - Info about student reps
    - Request student rep support for content
  - Diary: should be ready soon
  - Wallplanners: school specific
  - Get to know your student rep – so comms are coming from student reps.

#### 2. Events

- O-week featured 2 Guild days: debrief:
  - Monday: Departments came down



- Tuesday: 44 club stalls: Less students
  - Recommendations:
    - Understanding Uni schedule
    - Forward planning with departments
    - Increase channels of communications to students about what we are doing specifically to drive students
    - Look into option of sending welcome to UWA from the Guild president.
    - Reptiles and volunteering activity went really well
  - Crap Music Rave – 800 interested on facebook
  - Canned comedy – 30<sup>th</sup> August
  - University craft brewers society want to do a craft beer festival.
  - Open Day: Marquee with club stalls, silent disco, band, mini golf, food trucks, umbrellas, Dance UWA will dance. Guild memberships on James Oval
  - Life Hacks schedule confirmed:
    - Will it be called Dollar dollar bills?
3. **Volunteering**
- Margaret River event went really well
  - Monday and Tuesday O week went really well
  - National tree day: Tree planting 11<sup>th</sup> 11 students on the wait list
  - Saturday 4<sup>th</sup> Aug – Assets event, help from UWA aspire and Confucius institute.
  - National student volunteer week coming up
  - Noticing students want to do more day trips through GV so will continue those.
4. **Student Assist**
- O week went really well, vegemite and support cups were a hit
  - Planning underway for development of student assist location

## 6.0 General Business

1. **Promotions and publications policy:** Approved – send to Governance
2. **SSAF video:** launch event being planned, to include Student Assist with soup and support
3. **Orientation Action Plan**
  - Orientation survey for departments and clubs to ascertain what they want has been launched, first responses include:
    - Commencement ceremony should be on same day as faculty orientation

## 7.0 AOB:

## 8.0 Next meeting:

1. Monday 20<sup>th</sup> August

## Student Services Minutes – August 20th 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Chloe Jackson (CJ)	Associate Director – Student Services
Jacob Colangelo (JC)	Ordinary Guild Councillor
Lana Robinson (LR)	Volunteering
Cindy Liang	SOPC Vice President (Permanent Proxy for Yerim)
Crista Santiago for Joey Chan	PAC President (Standing Invitee)
Patrica Paguio for Conrad Hogg	Ed Council president
Katherine Haag (KH)	Student Assist Manager
Zlindt See	Ordinary Committee Member
<b>Proxy</b>	<b>Role</b>
Chelsea Hayes	Marketing officer
Liam Guiney	Events BSO
<b>Apologies</b>	<b>Role</b>
Leigh Chalmers (LC)	Events Manager
Danielle Browne (DB)	Engagement Manager

### 3.0 Business arising from Previous minutes:

- None

### 4.0 Confirmation of Previous minutes:

- Confirmed

### 5.0 Committee Business

#### 1. Engagement

- Very busy month

#### 2. Events

- Crap Music RAVE was successful
- Movie night 6/70 people very successful
- Life Hack – debrief and suggestions coming
- Help required for decoration making for Guild Ball. 9<sup>th</sup> tickets on sale. Payment plan arranged to help students pay for their tickets. Everyone will help,

#### 3. Volunteering

- NSVW last week – very happy with all the events and engagement activities, 10 events. VWA came out to micro volunteering Monday and promoted the great efforts of the team.
- Increased number of day trips drives engagement.

#### 4. Student Assist

- Welcome Katherine

- Likely to be slightly short staffed next month until the team are back up to full capacity.
- Food pantry – will have an offline meeting about food pantry

#### **6.0 General Business**

- Website brainstorming session conducted to ascertain preferred layout

#### **7.0 AOB:**

## Student Services Minutes – September 10th 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Chloe Jackson (CJ)	Associate Director – Student Services
Lana Robinson (LR)	Volunteering
Cindy Liang	SOPC Vice President (Permanent Proxy for Yerim)
Crista Santiago for Joey Chan	PAC President (Standing Invitee)
Katherine Haag (KH)	Student Assist Manager
Elaine Ye	Ordinary Committee Member
Zlindt See	Ordinary Committee Member
Danielle Browne (DB)	Engagement Manager
Leigh Chalmers (LC)	Events Manager
<b>Proxy</b>	<b>Role</b>
Liam Guiney	Events BSO
<b>Apologies</b>	<b>Role</b>
Jacob Colangelo (JC)	Ordinary Guild Councillor
Patrica Paguio for Conrad Hogg	Ed Council president

### 3.0 Business arising from Previous minutes:

- **None**

### 4.0 Confirmation of Previous minutes:

- **Confirmed**

### 5.0 Committee Business

#### 1. Engagement

- Choosing diary designs
- Choosing website designs

#### 2. Events

- Ibiza is coming up
- Cronuts event tomorrow
- Movie night – Lion King tomorrow
- Guild Ball:
  - Crafternoon on Wednesday in study break
  - Childproofing table decorations
  - Interactive element on the night
  - 17 tickets sold so far – SOC are going to push the ball.
  - Need some wine glasses – fishbowl

- Float idea of large scale festival for week 1, including lots of different elements, headliner is very important. Brand Leigh the mini golf guy. Leigh to send summary of event to Megan and Jacob to send to GC for feedback

### 3. **Volunteering**

- New VACE chair in place
- Increase promo for GV outside of Guild village:
  - Screen promo in library
  - Volunteering coffee cup designs
- Rottnest was successful
- Planning more day trips
- Prosh director applications now open, editor applications will open shortly
- Relay is very soon

### 4. **Student Assist**

- August was busy - 233 cases
- Active stakeholder engagement and department support throughout August.
- Grant application for food pantry made
- Looking at digital solutions for case management
- Engage with student athlete manager
- New staff member commenced beginning of September, please stop by and say hi.

## 6.0 General Business

### 7.0 AOB:

## Student Services Minutes – October 22nd 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Chloe Jackson (CJ)	Associate Director – Student Services
Lana Robinson (LR)	Volunteering
Crista Santiago for Joey Chan	PAC President (Standing Invitee)
Katherine Haag (KH)	Student Assist Manager
Zlindt See	Ordinary Committee Member
Danielle Browne (DB)	Engagement Manager
Leigh Chalmers (LC)	Events Manager
<b>Proxy</b>	<b>Role</b>
<b>Apologies</b>	<b>Role</b>
Cindy Liang	SOPC Vice President (Permanent Proxy for Yerim)
Elaine Ye	Ordinary Committee Member
Kristel Li	Ordinary Guild Councillor
Jacob Colangelo (JC)	Ordinary Guild Councillor
Patrica Paguio for Conrad Hogg	Ed Council president

### 3.0 Business arising from Previous minutes:

- **None**

### 4.0 Confirmation of Previous minutes:

- **Confirmed**

### 5.0 Committee Business

- **Engagement**
  - Danielle discusses Hackett promotions and healthy blog post
    - Jacob suggested small and quick meals are loved by students
    - Advised most students get Uber eats unless they can avoid delivery charges. Market as “No delivery”
- **Events**
  - Idea: Create chill out zone on Oak Lawn for the first month of sem 1, can be hired and we can use for a variety of orientation events.
  - CRAP Music Rave Party going to be held at the end of exams
  - Decorations for GB looked great, team had a good time. 300 PAX
- **Volunteering**
  - Thank you event next week
  - In recruitment phase
- **Student Assist**
  - Won \$3000 alumni fund for food pantry

- Promoting security on campus

#### **6.0 General Business**

- End of semester party will be end of EXAMS
- Focus on Tav promotion from this week on

#### **7.0 AOB:**

## Student Services Minutes – November 11th 2018

### 1.0 Welcoming and Opening

### 2.0 Attendance, Apologies and Proxies

<b>Attendance</b>	<b>Role</b>
Jacob Fowler (JF)	Committee Chair/Guild Secretary
Megan Lee (ML)	Guild President
Chloe Jackson (CJ)	Associate Director – Student Services
Lana Robinson (LR)	Volunteering
Katherine Haag (KH)	Student Assist Manager
Danielle Browne (DB)	Engagement Manager
Leigh Chalmers (LC)	Events Manager
Patrica Paguio for Conrad Hogg	Ed Council president
<b>Proxy</b>	<b>Role</b>
<b>Apologies</b>	<b>Role</b>
Crista Santiago for Joey Chan	PAC President (Standing Invitee)
Cindy Liang	SOPC Vice President (Permanent Proxy for Yerim)
Elaine Ye	Ordinary Committee Member
Kristel Li	Ordinary Guild Councillor
Zlindt See	Ordinary Committee Member
Jacob Colangelo (JC)	Ordinary Guild Councillor

### 3.0 Business arising from Previous minutes:

- **None**

### 4.0 Confirmation of Previous minutes:

- **Confirmed**

### 5.0 Committee Business

- **Engagement**
  - As per report
- **Events**
  - Crap music Rave went well, peak capacity 250 (25% from what was interested on facebook). End of exams Megan believes works better, states that most people have completed their exams in week 1.
  - Putting together event plan for 2018
  - O-day:
    - Launched O-day stalls to corporates and community groups, sending to clubs this week. Sports locked in.
    - Looking at ways to activate the Oak Lawn
    - Potentially will have the ability to set up a small bar on the lawn, pending University approval.



- Returning students festival, potentially having Vera Blue and offering students discounts on admissions or having a sequence of events meeting student requirements.
- **Volunteering**
  - As per report
  - Please promote VACE or Relay chair, applications will be extended
- **Student Assist**
  - As per report
  - Financial processes discussions:
    - Suggest a welfare check in post grant allocation is added into the clause (reflection)
    - Policy changes tentatively approved

## **6.0 General Business**

## **7.0 AOB:**