

10:00-10:50

Welcome – Matt Robinson, The Union MMU and Alan Roberts, NUS

Supporting students throughout their journey – policy challenges and solutions

Panel: Graeme Wise (chair), Felicity Mitchel (OIA), Claire Sosienski Smith (NUS), Paula Sussex (SLC), Kate Wicklow (GuildHE)

Main Hall

11:00-11:25	SVN and Student Opportunities plenary Room 6 and 7, Floor 3	ACSU plenary The Study, Floor 2	WIDAR plenary Conference Suite, Floor 1	MOMS plenary Room 8, Floor 3
11:30-12:00	Student Volunteering Network Room 103, Manchester School of Art Benzie Building	ACSU CoP Room 6 and 7, Floor 3	WIDAR CoP Conference Suite, Floor 1	Disabled Staff Network Room 4, Floor 2
12:00-12:30	Opportunities CoP The Studio, Floor 2	LGBT+ Network Room 8, Floor 3	Black Staff Network Room 3, Floor 2	MOMS CoP Break out spaces, Floor 2
12:30-13:00			Women's Network The Study, Floor 2	

13:00-13:55

Lunch

Main Hall, Bar, Foyer, Mezzanine, Salutation

14:00-15:05	Volunteering Room 103, Manchester School of Art Benzie Building	Opportunities The Study, Floor 2	Advice Services Room 3, Floor 2	Welfare and Social Policy Room 4, Floor 2	Campaigning and Influencing Conference Suite, Floor 1	Governance and Democracy Room 6 and 7, Floor 3	Contemporary Issues in Students' Unions Room 8, Floor 3
15:10-16:10	Developing an accredited leadership programme for student volunteers Katie Blundell, Newcastle University Students' Union	Building quality LGBT+ societies Eden Ladley and Rob Noon, NUS	Housing update – UK wide David Malcolm, NUS	Student complaints and consumer rights issues Barry McHale and Gemma Slade, OIA	How to prove the obvious: arming officers to win with lecture capture Sam Cooke and Siyang Wei, The Union MMU	York has class Nicholas Glover and Connor Drake, University of York SU	All on the same side, eventually. How MMU Sport went from rivals to team mates. Paul Norman, The Union MMU
	Do good, feel good: How volunteering can further support wellbeing and mental health services Jo Morrison and Shaunagh Smith, University of Chester	Transforming academic societies: Enhancing academic communities and student voice through student groups Danielle Snowball, Huddersfield SU and Tom Barrass, Kent Union	Student complaints – another angry voice? Barry McHale and Gemma Slade, OIA	Tackling barriers to success Nic Streatfield, AMOSSHE	How can students improve their digital experience at their college or university? Sarah Knight, JISC	Traditional democracy to active communities Ann O'Malley and Helen Hoogewerf-McComb, Bristol SU	Can freedom of speech survive the prevent duty Richard Stewart, NUS

16:10-16:25

Break

Main Hall

16:30-17:25	What should we be doing? Legal and ethical hot topics in student volunteering Ben Robinson, City, University of London	Only the lonely – how can SU's solve the loneliness epidemic in UK universities? Jim Dickinson, WonkHE	Student finance update - UK wide David Malcolm, NUS	Lone advisors Matt Hurst, Roehampton SU	Targeting the black attainment gap Richard Stewart, NUS and Alice Phillips, Bristol SU	Digital governance transformation Lee Bird, KCLSU	Managing through “crisis” change Elgan Hughes, DMU
17:30-18:30	Festival of volunteering: sexing up your volunteers' fair Luke Russell, Royal Holloway University of London	What does customer service look like through student opportunities lens? Sophie Harrison, Royal Holloway Students' Union	Social policy reporting – how, and why bother? Ralph Hayward, Staffs SU and David Malcolm, NUS	SU living rooms: the way forward in promoting student wellbeing? Annie Avery, Bristol SU	Higher education policy: the year ahead Hannah Sketchley, NUS	Making governance great again! Ricky Chotai, NUS and Andrew Heathman, University of Manchester Students' Union	Digital student engagement One Voice

18:30

Evening Event

Main Hall and Bar

19:00 Evening meal served from the Bar and Café.
20:30 Rock & Roll Bingo presented on the main stage - a fun interactive sing-a-long quiz with chances to win prizes for your team. Followed by Kareoke - have fun and sing to some classics.



MANCHESTER
METROPOLITAN
STUDENTS'
UNION



MEMBERSHIP SERVICES CONFERENCE 2019 DAY TWO

08:00-09:50 Breakfast Main Hall							
09:55-10:55 Plenary: NUS in transition: what's happened so far and what's happening next Kat Stark, NUS Director of Student Voice and Democracy Main Hall							
11:00-12:05	Volunteering Room 103, Manchester School of Art Benzie Building	Opportunities The Study, Floor 2	Advice Services Room 3, Floor 2	Welfare and Social Policy Room 4, Floor 2	Campaigning and Influencing Conference Suite, Floor 1	Governance and Democracy Room 6 and 7, Floor 3	Contemporary Issues in Students' Unions Room 8, Floor 3
	Being the bridge: aligning your service to community needs Nia Crouch, UWE Bristol	How we re-affiliate our 400 student groups: our bespoke online portal Christy O'Sullivan, Bristol SU	Tools for effective advocacy Wrigley's Solicitors	Modernising and managing an advice service Joshua Gibbs, Cardiff SU	Did you try turning it off and on again Ben Kinross, NSoA	Supporting education officers TSEP and University of Plymouth	Introducing the new and improved QSU Anneessa Mahmood and Ricky Chotai, NUS and Cohort Members
12:15-13:10	The welcome refugees project Bob Walley, University of Central Lancashire	Champain to gains: a new approach to risk management Jamie Caress, Durham SU	Sexual misconduct managing conflicts of interest Lynn Maher, University of Sterling SU	Helping shy students shine Justine Unsworth, UCLAN SU	The thing about assessment and feedback Jim Dickinson, WonkHE	The future of NUS democracy Richard Whitmill, NUS	Bag carriers or counsellors: officer support in the student movement Hannah Sketchley, NUS, Sarah Kerton, UCB Guild and Bethan Dudas, ARU
13:15-14:15 Lunch Main Hall, Bar, Foyer, Mezzanine, Salutation							
14:15-15:10	Starting from scratch: How to develop a student volunteering service Amy Goodwin and Martin Dodd, Aberystwyth Students' Union	Extra curricular activity and employability Niall Sweby, Northumbria SU	Developing an effective partnership Emma Taylor, Union of Students' Derby	Volunteers in student advice – a debate Matt Hurst, Roehampton SU, Cardiff SU, EUSA	Improving partnership through data with a 'personal touch' Rachel Wilkenson, Toby Pallatt and Demi Smith, Anglia Ruskin University SU	The problem with policy Jim Dickinson, WonkHE	Growing your department from 3 to 10 Steve Ralph, Cardiff SU
15:15-16:45	Community engaged learning: the power of bringing the community into the classroom as co-educators Fatima Iftikhar, Student Hubs	What does good actually look like in student opportunities Rosie Hunnan, Organised Fun	Advising generation Z Joshua Gibbs, Cardiff SU	Comms for non-comms staff Jo Walters, 25 Dots	An introduction to access and participation Holly Staynor, NUS	Elections survey 2019 and DRO training Antonia Rossiter-Eaglesfield and Khurram Dar, NUS, with Lucy Gill, University of Birmingham Guild of Students	Collaborative change management Heather Doon, Greenwich SU
16:45-17:00 Moving to action Main Hall							