

Minutes Heidag 20-02-2024

XVIth Board

Present: Dennis van de Laar, Blom Bezemer, Tjerk Adema, Tim Bakker, Judith Oomen Floor Roerdink, Maud Ververs, Mart Schuttinga, Aenea van der Kruk, Rob Oltvoort, Julia Dicks, Siri Joustra.

Total: 12

Abbreviations and terminology:

- **Members** = Members present at Heidag
- **XVI** = the XVIth board

- Heidag starts at 19:30 -

Agenda point 1. Code of Conduct

XVI: What does safety for you mean?

Members: I try to be an active component in creating safety and I feel responsibility. I make sure that others also adhere to it as well. It is nice that it is written down now.

XVI: Do you make others feel safe at activities?

Members: It is important that the people who organize the activity show a level of extraversion and be open to the attendees. It is also important to not try to push interaction on people, because then it feels forced. I don't notice people forcing conversations with others so that's nice. I feel responsible to make others feel welcome; it is a bit of a habit. Also, I don't feel any intrusiveness. In the past I felt like some were intrusive. But when you have to force interaction, you are not fit for the role of being a board member.

XVI: Do you feel welcome?

Members: there is a bit of an invisible barrier to enter the SPiN room. But there is not really anything you can do about it, because you can only reach out so many times. There are different kinds of activities and also activities with a low threshold, which was needed. We have for example movie midday now which is nice.

XVI: Can you imagine why people would feel unsafe?

Members: Last year I personally had a hard time sometimes being an older member because I was dealing with another generation. It doesn't make that much of a difference, but it can play a factor in your head. Sometimes references were made about my age and it depends on the person if I feel okay with people referring to my age. The previous board had to intervene on my behalf to make sure people didn't do these references, which was highly appreciated. It's important to know that just saying 'it's just a joke' does not mean it feels like a joke to the other. So again, I appreciated people standing up for me. That's why it's nice that it is now

34 explicitly stated in the code of conduct that you should speak out if you hear something that goes
35 against the code of conduct.

Agenda point 2. Attendance

36 **XVI:** Right now, we implemented the intervention of sending a mail the day before the activity,
37 to remind people that they bought a ticket and also to mention that in case of the activity being
38 sold out, people could sell their tickets. In addition, important information regarding the activity
39 is also mentioned in this mail. We talked about the blacklist where they would end up if they
40 don't show up for activities two or three times, they would the not be able to buy a ticket
41 anymore. But this is a bit of a harsh intervention and that's why we have chosen to not use the
42 blacklist right now. What do you think of the current intervention(s) and do you have any other
43 ideas?

44 **Members:** I like the principle of shadow banning, but it's important to always keep the option
45 open, because why be a member if you can't come to activities anymore because of the blacklist?
46 In the sports center you get one warning and put on probation, for example. If you put people in a
47 probation period, so give them a 'soft ban', will more likely result in less people ending their
48 membership. You could offer them to pay for their ban to be removed.

49 **XVI:** People not showing up does not harm us financially, it is sometimes even beneficial
50 moneywise. But we appreciate members showing up because you count on these people and it
51 impacts the atmosphere.

52 **Members:** I am a fan of the probation period as a principle. If you continue this behavior, you
53 will get a ban. But you should refrain from using absolutes, because then you close off the
54 conversation.

55 **XVI:** Do you think people would be more hesitant to come to activities if we would have a
56 blacklist?

57 **Members:** They wouldn't show up for the right reasons. Don't market it like that.

58 **XVI:** Do you think it will impact the decision on why they even bought the ticket in the first
59 place?

60 **Members:** Yes. That's why I like the mail reminders that you have implemented right now.

61 **XVI:** Do you have any other ideas that might help solving this problem?

62 **Members:** I like the intermediate option with a probation period. But don't use the permanent
63 ban.

64 **XVI:** Have you seen the blacklist in use in previous years?

65 **Members:** It's the first time I have heard about it.

66 **XVI:** In previous years they would send a mail via Eventix about not showing up.

67 **Members:** I like the possibility to cancel the probation period. If people don't show up, SPiN
68 loses out. Because if you have a party and you have a low attendance rate, the bars will not be
69 happy and it will also have an influence on future contracts, which can cause an indirect loss.

70 **XVI:** Do you have an idea about why people would buy a ticket but now show up?

71 **Members:** I feel like people buy a ticket because they don't want to miss out, and therefore buy a
 72 ticket just to make sure. But it's still confusing as to why they then won't show up. You know that
 73 you will be able to go if you have a ticket. If it's free or costs not that much, then you know you
 74 can always go but don't have to, because the money spend doesn't feel that high. However, that
 75 does not explain why people still don't show up, even when the price is 6 euros.

76 **XVI:** Do you think there is a difference with more costly activities?

77 **Members:** Not really, maybe a bit. For drinks and parties sometimes even half don't show up and
 78 it appears the price doesn't really make that much of a difference. Maybe it would help if you let
 79 them pay for a ticket and then give them coins in return for drinks. It's a way to encourage
 80 attendance for low costs/free in a welcoming way where members feel like they get free drinks,
 81 even though it was included in the ticket price. Also, the weather plays a role, especially when
 82 the event is free like a drink. Giving out two or three drinks may encourage them to go through
 83 the weather to the activity.

84 **XVI:** On the other hand, giving a free beer would increase the ticket price which may lead to less
 85 people buying a ticket in the first place. Increasing prices will lead to less tickets sold right until
 86 the day of the activity. We then also won't know how many people are coming to our activities.
 87 However, we don't know how many people will show up now as well, because so many people
 88 buy a ticket but then don't show up.

89 **XVI:** Do you have another solution?

90 **Members:** I think one of the problems is that people are waiting for their friends to go. If they
 91 don't go and they don't go as well. You could use the system of two tickets for a lower price.
 92 Festivals for example work with early bird tickets, group tickets, regular tickets et cetera. People
 93 want the better deal to save some money. If one group of tickets is sold out, it indicates to other
 94 groups that the event is popular, and others might then also buy the tickets.

95 **XVI:** We discussed this during our policy days. But promotion-wise it is hard, because you will
 96 get three times more promotion if you do this for all activities. Maybe it is an idea for bigger
 97 events like Insomnia, the conference, experience your future, and parties. You can show people
 98 that they are not the only ones attending when the early birds are sold out.

99 **XVI:** The problem is the budget. The cheapest ticket must be high enough so that we will not
 100 make losses. The ones to come will be more expensive than is needed just to raise the price
 101 compared to the early bird. Early birds are percentage wise really low and will sell out really
 102 quickly. Maybe in the end everything would balance each other out, but it is really hard to budget
 103 for.

104 **Members:** You could also play with the amount of tickets you sell at a time. Normal tickets first,
 105 when they are sold out and you make another ten tickets available a few days prior to the activity.
 106 You will already count for these ten, but you are sure they will attend since they bought it later, so
 107 closer to the activity.

108 **XVI:** It will make budget days a lot harder because it's hard to calculate. You need to prepare the
 109 financial budget for the entire year and you already need to know all the prices.

- 110 **Members:** You expect the average and base your budget on that.
- 111 **XVI:** In addition, marketing techniques feel off, transparency wise. We are a nonprofit
- 112 association. We need to have good activities and it should be clear to members what they are
- 113 getting for a certain price. Marketing techniques might be nice for attendance but doesn't feel
- 114 right to members.
- 115 **XVI:** Do you have any other reasons for why people would buy a ticket but not show up?
- 116 **Members:** They want to secure a spot when it is free and then later on communicate if people go.
- 117 If it's free they might be too lazy to pass it on. For the most part, not coming has to do with
- 118 friends or others not going. You go when you know who are coming and if you like them. You
- 119 don't attend if you are feeling scared to come alone or if you feel like it would be boring without
- 120 your friends.
- 121 **XVI:** This accounts for the free activities. But more regular activities like the freshmen bowling,
- 122 ice skating and beer Olympics had the same problem of people not showing up. On the one hand
- 123 if activities are really cheap, people might now show up, but on the other hand if activities are
- 124 really expensive, they might not buy a ticket in the first place.
- 125 **XVI:** What do you think of the reminder e-mail and blacklist?
- 126 **Members:** I think it's a good solution if it doesn't take too much time. If you can easily do it then
- 127 it may be worth it. You can threaten with the blacklist, but you can't put them on it. If you are on
- 128 the blacklist you can't come to anything.
- 129 **XVI:** We mean a different kind of blacklist, more a not showing up list/warning list.
- 130 **Members:** You shouldn't call it a blacklist then. So, you don't allow them to come anymore?
- 131 **XVI:** We didn't discuss the exact consequences; it was just an idea.
- 132 **Members:** you need to look into if this is even possible.
- 133 **XVI:** It's a mean and harsh approach, we want to keep it open and welcoming. For now, our
- 134 focus is on the reminder mail. We noticed people also getting their SPiN sticker again because
- 135 they were reminded of it.
- 136 **XVI:** Any other ideas about why buying a ticket but not showing up?
- 137 **Members:** Via Eventix you can easily cancel via the refund option. You could allow people to
- 138 receive a refund until 24 hours before the activity.
- 139 **XVI:** Refunds are hard to do and a lot of work for the treasurer.
- 140 **XVI:** We also feel like it's risky to always assume 20% will not show up and therefore sell more
- 141 tickets than that are available. Because what if they do show up?
- 142 **Members:** Let them pay a deposit. But it will probably be very hard financial wise.
- 143 **XVI:** The blacklist idea is our favorite. The reminder mail is positively looked at by us. Selling
- 144 tickets differently by increasing the value, giving drinks, or early bird tickets, marketing
- 145 strategies, also don't fit with our perspective and that of SPiN. Because we are a nonprofit
- 146 organization.
- 147 **Members:** Let people be able to deregister from the activity.

148 **XVI:** the new website has a waiting list. But regarding the deregistration, it would cost the
149 treasurer a lot of work.

150 **Members:** Sell tickets one week before the activity.

151 **XVI:** You will then have less promotion time and members have more time to forget about the
152 activity.

153 **Members:** Ask other associations what they do, because they do it differently than SPiN. At most
154 associations you don't have to sign up for activities like a party.

155 **Members:** My last advice is that the reminder mail is a good idea. The blacklist can be a good
156 idea too, but look at the official documents for that. Most importantly is to not make it too
157 complicated, especially if it would take a lot of time.

158 - Break from 20:48 until 21:03 -

Agenda point 3. Articles of Association and Bylaws

159 *Group 1*

160 **XVI:** What will happen if a part of the board can't fulfill their function anymore?

161 **Members:** This does not have to be in the official documents, but you can decide on your own if
162 you want to have it in there or not.

163 **XVI:** What could a procedure look like?

164 **Members:** Call in a GMA. If for example you want a new board member because someone is
165 falling out, it will need to go pass the GMA.

166 **XVI:** Do you recommend that another person is instated?

167 **Members:** It depends on the situation. If the board can still function then it is not necessary to
168 have a new board member. It depends on the amount of board members that are available. Also,
169 everyone has a buddy. The buddy is there to take over the duties of the person falling out. If the
170 buddy is also not available, that would cause a problem. I would the look at former board
171 members who could maybe help out a bit. Other interventions are for example shortening room
172 duties when many board members are not available. First, you need to see what is still possible. I
173 would advise to make a plan if a lot of people drop out for whatever reason.

174 **Members:** I don't think you should put this in the official documents, because if you put it in
175 there you also need to adhere to it. Do you want a specific procedure?

176 **XVI:** We thought it would be smart to put down that the board is allowed to deviate from the
177 bylaws if for example one or more board members cannot fulfill their board functions. The
178 bylaws state that you need to do a certain amount of activities which you could then deviate from
179 without calling in a GMA. Also state that if they can't function they should call for a GMA. Do
180 you think a GMA would help?

181 **Members:** I think guidance and clear help would be more useful than a GMA where you will
182 have ten different opinions.

183 **XVI:** The GMA is more powerful than the board and sometimes a GMA is necessary.

184 **Members:** It's better to have an abstract plan before the GMA instead of letting everything be
 185 decided during the GMA. It could also be a good idea to state the role of the Advisory Council
 186 more clearly, like let them make the plan or give an advice. The Advisory Council would then
 187 have to present this to the GMA. But still, it's hard to write these things down because it really
 188 depends on the situation. If someone falls out for a week that's completely different compared to
 189 someone falling out for a whole month or months. You can state in the official documents that it
 190 is an option to follow certain steps, but don't make it a rule because then you need to adhere to it.

191 **XVI:** It needs to be set in the articles because of the new law.

192 **Members:** Then look into several options of what could happen that depend on intensity,
 193 duration and function. In severe cases it is hard to come up with everything yourselves as the
 194 board. Also look at the threshold and what conditions are met. Never make it a rule, but for
 195 example say that if these conditions are met, an advice or plan needs to be set up. And again, you
 196 still have the buddy thing. Only if both buddies are not available that would be a problem. If the
 197 treasurer is not available that would also be a problem. If the whole board is not available, the
 198 GMA committee should plan a GMA or the Advisory Council should plan a GMA. Really make
 199 use of the GMA.

200 **XVI:** The Advisory Council reads our minutes so they are up to date. What if something happens
 201 and we drop out? Would it be the most logical step for them to step in?

202 **Members:** They call in the GMA and then see who can step in. Make it a rule for them to do that.

203 **XVI:** If you look specifically at the treasurer, would the kasco also help?

204 **Members:** Yes, they could help since they have more insights in the financials.

205 **Members:** You have three vital functions: chair, treasurer, secretary. They need to be there. It's
 206 smart to have something in place for these functions so you can keep the association running.
 207 Have a rule that the vice-chair can't be a treasurer or secretary. It's part of the selection committee
 208 to make sure of this. For the three most vital functions, more specific measures are needed. The
 209 chair has vice-chair, the secretary is easy to take over, and the treasurer has kasco. It would be
 210 smart to have someone in kasco be ready to take over until some extent. Now probably no one
 211 knows the passwords of the treasurer or have access to the financial stuff. State that always two
 212 people should know everything.

213 **XVI:** What do you think about the extra check that expenses fit within the principles of the
 214 association? If yes, what would this look like?

215 **Members:** You have the GMA and kasco that check this.

216 **XVI:** Before there is a GMA, expanses are already made because the board already decided on it.
 217 Now it's the case that with a majority of the votes within the board it's possible to go over budget.
 218 Should there be someone to check it before the money is actually spend?

219 **Members:** XIVth said during the GMA that they spend over 2000 euros more on the trip after the
 220 trip had already happened. It is allowed, but it would be smart if there is someone that checks
 221 this.

222 **XVI:** Right now, the Advisory Council checks the minutes so they would know when we make a
 223 decision of spending a lot of money.

224 **Members:** Personally, I don't think it's necessary to have an extra check or someone check
 225 everything you spend. When you are selected as a board member, we trust that you will do a good
 226 job and make good decisions. Checking extra is not necessary and it will also cost extra work.
 227 **XVI:** Maybe then not let them check it, but at least have the possibility to check in case of an
 228 emergency, the GMA for example.

229 **XVI:** Do you then think we need extra checks?

230 **Members:** No, because when you are voted in people trust you. There will be a check anyway
 231 during the biannual and annual.

232 **Members:** You could make a section that if someone or a member requests extra budget for an
 233 activity, the board should provide it. It's not obligated, but possible.

234 **XVI:** Do you think an extra check should be implemented to ensure that the association does not
 235 take irresponsible risks?

236 **Members:** No, there is already the law.

237 **XVI:** We mean regarding the safety of the members that we are not taking extra risks.

238 **Members:** We don't need an implementation; the answer is the same as with the last question.

239 **XVI:** What do you think about moving the magazines from the Articles of the Association to the
 240 Bylaws? Because it fits more within the Bylaws than the Articles. It's weird that's in there.

241 **Members:** Yes, it fits more within the Bylaws.

242 *Group 2*

243 **XVI:** What would be a fitted solution if part of the board cannot fulfil their functions anymore?

244 **Members:** Is there not already a line of succession? So, taking over the functions of your board
 245 member via the buddy system. Can't you reshuffle the functions again?

246 **Members:** You need the chair, secretary and treasurer to be a functioning association.

247 **XVI:** Maybe we should make a full line of succession, kind of like a buddy system, but should
 248 you add this to the bylaws? It is now informal. Maybe formalize the buddy system?

249 **Members:** Maybe formalize that there should be a buddy system, and have the GMA vote on the
 250 buddies, so it is then formalized.

251 **XVI:** Should we do it at the introductory GMA of the Candidate GMA, or should it be at the
 252 Budget GMA?

253 **Members:** Maybe this should be suggested by the Selection committee, and fall under their
 254 responsibility?

255 **XVI:** Should it be the Selection committee or the board themselves?

256 **Members:** It should be the Selection Committee; they have experience and always look at
 257 personalities when selecting the upcoming board.

258 **Members:** On the formal side, it should be in KVK order and moneywise this is really important.
 259 Maybe you can communicate to the KVK who the buddy is for the treasurer?

260 **XVI:** And what about the whole board? How could we be leading SPiN forward?

- 261 **Members:** The board dropping out because they don't function well is different. There should be
 262 a GMA and this is plannable. But if multiple people die (please no), then what? Maybe there
 263 should be an interim board. Should there then always be a backup board?
- 264 **Members:** Interim should steer towards a new candidate board. Maybe the Advisory Council
 265 should take this over?
- 266 **Members:** There is a possibility of 'freezing' the association. No activities and no money go in
 267 or out of the association.
- 268 **XVI:** Should RVA do this?
- 269 **Members:** This is something they need to be asked. Maybe make this part of the Advisory
 270 Council. The chances of something like this happening are slim.
- 271 **XVI:** Would it be contributonal to implement an extra check to make sure expenses fit within the
 272 principles of our association? If yes, what would this look like?
- 273 **Members:** During the board meeting this would be brought up.
- 274 **Members:** Kasco should be notified before the purchase of something expensive and kasco
 275 should be present during this purchase. This isn't necessarily easy to do in practice, because the
 276 Kasco isn't always available.
- 277 **Members:** Maybe if a large sum is spent, then the Kasco has a week to check if the money was
 278 spent honestly.
- 279 **Members:** If you have proper Kasco checks, then it should be alright. The Kasco should be done
 280 thoroughly. Make the number of Kasco checks required/enforced.
- 281 **Members:** Maybe request VOG for all treasurers?
- 282 **XVI:** Do we need an implementation to ensure that the association does not take irresponsible
 283 risks? Such a risk could be not having a safety regulation during a big event.
- 284 **Members:** Radboud probably already has guidelines on this, but technically we are independent.
 285 On the other hand, when we go somewhere, normally the location is responsible for the safety of
 286 members.
- 287 **XVI:** Yes, we should implement it. It's difficult though, because there are so many situations.
 288 Maybe ask which rules the University already have.
- 289 **Members:** All the board members should do a BHV or EHBO course.
- 290 **XVI:** Yes, there are so many different instances in which something can happen. We should
 291 always have something to fall back on as an association, not as individual board member. This is
 292 not for in the Bylaws though.
- 293 **Members:** Maybe make it mandatory to go for the insured option when booking something big?
- 294 **XVI:** What do you think about moving the magazines from the Articles of Association to the
 295 Bylaws?
- 296 **Members:** Yes, move the magazine from the articles to the bylaws. There is no need to keep
 297 them in Bylaws. It is more a cultural thing, which is why it should be in the Bylaws. We can trace
 298 this to the beginning of the association, so that's why we should keep it.

Agenda point 4. SPiN stickers

299 *Group 1*

300 **XVI:** Is the current procedure fair?

301 **Members:** If someone does not have a sticker, they should pay. No matter how well you know
302 them or not.

303 **XVI:** Should there be a line drawn for board members or active members?

304 **Members:** No. It may feel like a big deal for the board members to see angry members. But the
305 members themselves probably forget about it in three minutes, and it may encourage them to get
306 the sticker the next time. It's important to warn people in October and November and be strict
307 from December onwards.

308 **XVI:** Would you like to see changes in the procedure of membership checks using membership
309 stickers? What would these changes include?

310 **Members:** Have the option to login to the site and bring the stickers with you to the door so you
311 can give them a sticker when they are logged in, so that they have a sticker next time.

312 **XVI:** Stickers also need to be written down in Excel. And the downside is also that the cue can be
313 really long during activities.

314 **XVI:** Do you think stickers are outdated?

315 **Members:** No, and besides, you also need the stickers for the discounts.

316 **XVI:** What improvements would you like to see in the promotion of stickers?

317 **Members:** If you buy a ticket, have a pop up on your screen that you need a sticker for this
318 activity. This could be an option for the new website. Also, many people are not aware that they
319 can get the sticker during the whole year. They think there is a deadline.

320 **Members:** It is a dilemma every year. There is not really a solution for it.

321 *Group 2*

322 **XVI:** Do you feel like the procedure of membership checks is done in a fair manner?

323 **Members:** The purpose of the stickers is valid, but maybe change the stickers to something else,
324 like an app?

325 **XVI:** We have the stickers to make it quick and hassle free.

326 **Members:** True, the stickers should be done in a fair manner.

327 **XVI:** Would you like to see changes in the procedure of membership checks using membership
328 stickers? What would these changes include?

329 **XVI:** Alternatives could work, but we don't have anything yet. Anything mobile allows people to
330 make screenshots, which is not what we want.

331 **Members:** Buying when you're only a member takes away that you can buy tickets for friends or
332 for others that are non-members. These are hassles for the people who are buying tickets.

333 **Members:** Maybe limit that members can only buy for themselves, but you can buy unlimited
334 non-member tickets.

335 **Members:** If people buy multiple member tickets, these need to be named tickets.

336 **Members:** Ask synergy if they allow members to buy multiple member tickets when being
337 logged in.

338 **XVI:** We like the idea of just being strict.

339 **XVI:** What improvements would you like to see in the promotion of the membership stickers?

340 **Members:** Permanent poster at the entrance of the spin room.

341 members: Pin it on the Instagram and post it on the homepage website.

342 **Members:** Add it within the ticket that you need the sticker for the activity.

343 **Members:** Add a PNG that you need a sticker to the ticket itself.

344 - Heidag ends at 22:44 -

