3

COMPANY NUMBER: 09349804

CHARITY NUMBER: 1161218

UNIVERSITIES AND COLLEGES INFORMATION SYSTEMS ASSOCIATION LIMITED (the **"Company")**

Minutes of the Annual General Meeting

The nineth Annual General Meeting (the **'Meeting'**) of the Company, and the 31st Annual General Meeting of the association, was held at 12:00 noon on Thursday 13 June 2024 online via MS Teams.

1. The Secretary, Matthew Flower welcomed the members and summarised the purpose of the Meeting as stated in the notice and the agenda of the Meeting.

   A quorum was declared

   Apologies were received from the following members:
   Nathalie Czechowski, Institution University of South Wales, who was represented at the meeting by Sarah Cockrill, UCISA Treasurer as proxy:
   Nick Leake Kings's College London, who was represented at the meeting by Emma Woodward, UCISA Chair as proxy:

   The chair explained the voting procedure via MS Teams forms and the fact that in the event of multiple representatives from a single institution submitting voting forms, only one vote per institution (that of the senior representative) would be counted.

2. The following Ordinary Resolutions were put to the members:

   A. To approve the minutes of the 2023 Annual General Meeting of the Company held on 8 June 2023.

      Proposed Nick Gilbert, London School of Economics and Political Science*, Seconded by James Crooks, University of Durham*

      Approved by majority (7 Abstentions)

The secretary handed over to the Chair, Emma Woodcock who was delighted to be able to reflect on what had been an incredibly productive and impactful year for UCISA. The achievements highlight the unwavering commitment to enabling professional development for members and enhancing the collective expertise of the UCISA community.

The Chair highlighted some of the accomplishments over the past year and shared how UCISA is preparing to support the membership as we navigate tough economic and political times ahead.

The Chair was thrilled to announce that today it has been announced that UCISA has received the prestigious "Best of British Award" from Business Reporter, to be published on Independent.co.uk. This award celebrates our remarkable contribution to the Higher Education sector, highlighting our commitment to excellence and the significant impact we've made on the digital landscape within higher education. The "Best of British Awards" recognises outstanding organisations across various industries, and UCISA's inclusion underscores the organisations exceptional achievements in fostering collaboration and innovation across UK education. This honour is a testament to the dedication and hard work of the entire community, members, staff, commercial partners, and stakeholders. It reflects how UCISA's initiatives and programmes have been pivotal in shaping a thriving digital environment in higher education. As part of this recognition, esteemed journalist Georgie Frost interviewed Karen Bates, Paul Butler, and James Crooks on the strategic role of CIOs in achieving digital success. Their insights, along with a blog piece, are available on our website, emphasizing the importance of prioritizing digital in executive discussions. A heartfelt thank you to Paul, James, and Karen for representing UCISA so brilliantly. This accolade is a proud moment for all, celebrating UCISA's success and the collective impact on the sector. The Chair gave her congratulations to everyone involved.

The Chair then highlighting a few of UCISA's accomplishments over the last 12 months. In the last year, UCISA organised numerous online conferences, webinars, and peer-to-peer networking events, reaching thousands of members. These sessions, many of which were recorded, have allowed even more members to catch up and engage at their convenience.

Seven face-to-face conferences were held, including the highly successful leadership conference. The positive feedback received was overwhelming. We celebrated our members' achievements at the UCISA24 Awards Dinner, and plans are already underway for UCISA25 in Brighton.

Representation work has grown, with more members seeking UCISA's support to address common issues. We have expanded our reach internationally, forging stronger links with organizations like Educause and CUCCIO, enhancing our global influence. In the first quarter of 2024 alone, 7 Open Members meetings were held, 20 representation group meetings, and numerous supporting meetings. Significant milestones have been achieved, including a new model with Adobe and the more recent representation work with Broadcom following its VMware takeover. Our ongoing focus includes Oracle, Microsoft, VMware, and Unit4, all critical to our members.

The Chair continued saying we have strengthened relationships and collaborations with peer organisations at home and abroad, including Jisc, HESA, UUK, Advance UK, the OfS, government and media. UCISA is increasingly recognised as the voice of digital practitioners in HE and is currently representing our members views in the House of Lords, with HEPI, in the Data Futures OfS review, and we are now publishing our own articles and expect to increase the number of publications we produce in the next year – harnessing the wealth of expertise from across the sector.

UCISA continues collaborating with partners like Jisc and the NCSC on cybersecurity issues. Our Immigration Group is engaging with the Home Office on sector-related matters, and we have contributed significantly to the House of Lords Commission on Blended Learning.

One of UCISA's strategic goals is enabling professional development for our members and we have committed to this through training programs that equip our members with skills leveraging our collective expertise again to create products that meet both current and future needs.

The PlusOne Bursary Scheme supported 50 individuals to attend UCISA conferences for the first time last year, and we continue this support across all in-person conferences. Digital badges are being introduced to recognise members' contributions and skills, and we have joined the CPD Certification Service to ensure our conferences offer high-quality development opportunities.

Peer support is one of UCISA's strengths. Our mentoring scheme, where experienced colleagues share insights with those developing their careers in IT, received an overwhelmingly positive response.

To address recruitment challenges, UCISA has partnered with Hays to create the UCISA Technology Academy, offering a flexible apprenticeship program focusing on cybersecurity and business transformation roles.

The UCISA communities and working groups are thriving. Four new communities were launched recently and a new in-person conference by our User Experience Community was recently announced. Our webinar series continues to provide valuable opportunities for sharing best practices for our communities and are free for all members.

At the Leadership Conference, we unveiled an updated HERM and a revamped UCISA Information Security eLearning package. Additionally, we are developing new learning pathways to support members' career development. We have published thought leadership articles inspired by sessions at the conference, and this summer, we will launch a new UCISA podcast on IT leadership

In these challenging times, it is crucial to protect and strengthen UCISA so the Board of Trustees and UCISA Leadership Team has carefully considered our financial position and identified areas where investment will allow UCISA to add even more value. We are therefore investing in some key areas in the coming year – these fall into three categories: people, processes, and technologies.

UCISA has seen an exponential growth in the representation of members' interests with government bodies, associations, vendors, and suppliers. The Chair thanked the UCISA team for their dedication over the last 12 months in this area. Their swift action on issues raised within the community and their leadership on numerous representation pieces globally have been remarkable. Trustees believe that this "go-get-it" attitude will be essential in the coming years. However, it is not sustainable within existing resources. Investing in our representation team has been approved with the appointment of a Head of Representation and Policy, ensuring continued effective advocacy on behalf of the membership. The UCISA team will also be strengthen by a new Head of Operations role which will allow the CEO, Deborah Green, to focus on some of the strategic initiatives that UCISA is now being asked to support.

We are reviewing our constitution to ensure it remains fit for purpose, as part of this work we are reviewing our specialist interest groups and communities of practice so that they can stay relevant. Over the last few years, we have seen a growth in the number of groups and communities, the latest of which are the Business Relationship Management Group and an Enterprise Service Management Group. This growth means that it is now time to consider if UCISA needs to amend the way in which we govern and manage these groups. UCISA asked Adrian Ellison, previous Chair of UCISA, to lead on a review, the outcomes of which will be discussed by Trustees and the Leadership Council at our annual strategic meeting next month with a view to implementing recommendations in the coming year.

UCISA is investing in its digital business capabilities. Attendees of our conferences will have noticed our new conference app. In the next 12 months, we will launch new web and collaboration capabilities, underpinned by a new CRM and associated technologies.

Finally, and most importantly, the Chair concluded that she was keenly aware of the significant pressures members face to do more with less, which may put UCISA membership into question. UCISA thrives on collective contributions and expertise, and without them, it would not function. The Trustees and the UCISA team have taken every measure to strengthen UCISA for the challenging times ahead. The Chair urged all to advocate for continued membership and actively support initiatives—your commitment is what drives our success. An Impact Report will be published to help build a strong business case for membership renewal. As it is recognised that funding for travel and event attendance might be increasingly difficult, we are also exploring an extension to our bursary scheme. If you need any support, please do not hesitate to reach out.

UCISA has never been more needed, your continued support and engagement will strengthen us all, together we will continue to build a strong and resilient UCISA community.

B. To receive and adopt the annual report of the Trustees and the accounts of the Company for the financial year ended 31 December 2023.

Proposed by Sarah Cockrill, Canterbury Christchurch and Treasurer, Seconded by James Crooks, Durham University and Deputy Chair of UCISA

Approved by majority (1 Abstention)

C. To re-appoint Critchleys the auditors of the Company to hold office from the conclusion of this meeting until the conclusion of the next general meeting of the Company at which audited accounts are laid, and to authorise the directors to fix their remuneration.

Proposed by, Sarah Cockrill, Canterbury Christ Church University *and Treasurer and Seconded by Emma Woodcock, York St John University and Chair of UCISA*

Approved by majority (1 Abstention)

D. To appoint the following honorary officers:

Sarah Cockrill, as Treasurer and as Director of the company

Proposed by Dean Phillips, University of Aberdeen, Seconded by Nathalie Czechowski, University of South Wales

Approved nem con

Matthew Flower, as Secretary and Director of the Company
 Proposed by Sarah Cockrill, Canterbury Christ Church University and Treasurer, Seconded by James Crooks, Durham University and Deputy Chair of UCISA
Approved nem con

E. Nominations received for the two vacancies amongst the Elected Trustees to elect individuals as directors, were subject to a poll vote by the members and having consented to act, the candidates named below was appointed to the role of Elected Trustees:

i) Mark Johnston University of Glasgow, *proposed by James Smith, Birkbeck University of London, Seconded by* Karen Bates, London Business School.
ii) Nick Gilbert, London School of Economics and Political Science, *proposed by Paul Butler, University of Greenwich, Seconded by James Smith, Birkbeck University of London*

A total of 49 institutions cast votes, and no ballot papers were spoiled.

F.   In accordance with the Articles of Association of the Company: To accept the nominations of the Special Interest Group Committees and appoint the Chairs of the Special Interest Groups of the Charity as follows*:*

Group	Chair	Proposer	Seconder
Business Relationship Management (BRM)	Richard Manley, University of the West of England (Inaugural chair)	Matthew Flower, University of Wolverhampton	Karen Bates, London Business School
Business Technology Standard (BTS CoP)	John Butterworth, King's College London	Nick Leake, King's College London	Krish Pilicudale, University of Huddersfield
Corporate Information Systems Group (CISG)	James Smith, Birkbeck, University of London	Ian Maitland, Leeds Beckett University	Martin Rodenby, Nottingham Trent University
CISG sub-group Web Services Group (WSG)	Claire Gibbons Leeds Trinity University (Inaugural Chair)	James Smith, Birkbeck University of London	Nick Gilbert, London School of Economics and Political Science
Digital Capabilities Group (DCG)	Annette Webb, York St John University	Samantha Clarkson, University of Hertfordshire	Alison Waters, Cranfield University
Digital Education Group (DEG)	Richard Goodman, Loughborough University	Farzana Latif, University of Leeds	Julie Voce, City, University of London
Digital Infrastructure Group (DIG)	Jim Florence, Robert Gordon University	David Graham, Edinburgh University	Jim McKeee, Stirling University
Enterprise Architecture (EA)	*Joint Chair:* Russell Boyatt, University of Warwick	Rosie Coffey, University College Cork	Lex Wilkinson, Sheffield Hallam University
	Joint Chair: Rosie Coffey University College Cork	Lex Wilkinson, Sheffield Hallam University	Russell Boyatt, Warwick University
Enterprise Service Management (Inaugural Chair) Inaugural COP	Iain McCracken University of Sussex	Emma Woodcock, York St John University	James Crooks, Durham University
HEWIT Higher Education Wales Information Technology	Simone Barbaresi, Bangor University (Inaugural Chair)	Nathalie Czechowski, University of South Wales	Mark Johnston, University of Glasgow
Higher Education Information Directors Scotland (HEIDS)	Claire Taylor, Napier University	Brian Henderson, University of Aberdeen	Kris Gretchell, Fife College
Immigration Administration Community of Practice – (IA CoP)	*Joint Chair:* Ross Porter London Business School	Alex Lock, Anglia Ruskin University	Bethan Ovens, London School of Economics

	Joint Chair: Alex Lock Anglia Ruskin University	Ross Porter, London Business School	Maria Wylie, University of Cambridge
UCISA London Group	Trevor Baxter, King's College London	Marion Roseburg Birkbeck, University of London	Okan Kibsroglu Imperial College London
Midlands Group	Alex Goffe, University of Manchester	Mathew Carter-Rix, University of Wolverhampton	Christopher McEvoy, Keele University
Project and Change Management Group (PCMG)	Simon Baker, Birmingham City University	Sally Jorjani, University of Stirling	Marguerite McEnery, University of Limerick
Security group (SG)	David Thornley, Sheffield Hallam University	Pri Alagoda, Nottingham Trent University	Bruce Rodger, University of Strathclyde
Procurement Group (PG)	Rob Moore, Leeds Beckett University	Mel Gomes, Royal Holloway	Mark Allinson, Edge Hill University
Support Services Group (SSG)	*Joint Chair*: Andy Scott, Durham University	Henrik Brogger, Queen Mary University of London	Lisa McDonald, University of Edinburgh
	Joint Chair: Jo Mortimer, University of Reading	Iain Cameron, University of Aberdeen	Henrik Brogger, Queen Mary University of London
Sustainability Group – (SG)	Henrik Brogger, University of Reading	Andrew Meikle, University of Lancaster	Michael Shaw, Southampton University
Women in Tech (WiT)	Christi Hopkinson, University of the West of England	Tatiana Hepplewhite, Leeds Beckett University	Katie Wilde, Aberdeen University
User Experience Community of Practice (UX CoP)	*Joint Chair*: Emma Horrell, University of Edinburgh	Sonia Virdi, University of Edinburgh	David Goddard, University College London
	Joint Chair: Joseph Talbot University of Oxford	Sonia Virdi, University of Edinburgh	David Goddard, University College London

Approved nem con

G. To receive the Treasurer's Report for the financial year ended 31 December 2023, summary Budget for the current year ending 31 December 2024 and summary budget for the financial year ending 31 December 2025.

The Secretary invited the Treasurer, Sarah Cockrill, to address the meeting who reported that:

For 2023 a balanced budget was proposed with a modest surplice which included a good level of contingency built in, as the environment in which we operated was still unpredictable and we applied an appropriate level of contingency to mitigate risks associated.

In 2023 UCISA had a fantastic year in terms of event attendance and sponsorship and all face-to-face events outperformed budgeted numbers. The early bird booking system was very effective in driving booking behavioural change which reduced last minute bookings. Bookings were opened much earlier than in previous years which spread the administrative burden on UCISA resources. These changes enabled UCISA to react early in the event planning process and increase benefits to attendees to improve the event experience. Investments were made in the conference app and badge scanning system once there was confident in event attendance levels.

The Treasurer highlighted a few areas demonstrating the continued increase in benefits for members:

2023 was a successful year for engagement in events. From January 23 – December 23, 78 events were ran (some multi-day) with 9,411 registered delegates. This is 1,555 more people than 2022 and 7 extra face-to-face events.

From AGM23 up to now, UCISA has supported 50 individuals to attend a conference through the PlusOne Bursary. The PlusOne Bursary scheme will continue to support members going forward.

We have continued to grow corporate sponsorship, with the team identifying new sponsorship opportunities and continuing to build strong relationships with our corporate members.

We have met our commitment to invest some of our reserves but still hold reserves for strategic sector challenges so that we can be ready to support.

We are continuing to invest in our underpinning infrastructure, systems and people to support us in the delivery of our strategic plan.

The reserves available to UCISA on 31st December 2023 are £2,893,214

The Treasurer summarised that UCISA remains in good financial health, with the ability to invest in its strategic ambitions without causing any financial risks. More detail can be found in the published audited accounts.

The Treasurer clarified, each year at our AGM we report on progress for the current year and provide an outline, indicative budget for the following year. The actual budget for the following year is set by the Board of Trustees in around November/December each year.

In the outline, indicative budget for this year (24) which was presented to members at last year's AGM, we were, at that point, forecasting a modest surplus, however during the detailed budget planning process in late 23 the board of trustees agreed it would prudent to plan for a modest deficit of 5%, in part as a result of our decision made at the 23 AGM, to freeze membership fees for 24. The Treasure was pleased to report that UCISA remain ahead of planned budget. If this positive budget trend is maintained, we will potentially achieve a surplus at year end. However, we continue to remain vigilant to escalating costs and volatility of income. For the second year running we are experiencing price increases across the board; for example, venue costs alone have increased 15% in the last year.

This year given the challenging economic environment within our sector; we have changed our working practices within UCISA around budget planning. We began the budget planning process in the early part of

the year to enable us to present to you an outline budget for 2025 which we hope will prove to be realistic when the budget is ultimately set by the Board of Trustees in November/December this year. The sector is seeing challenges across the board and 2025 could be increasingly difficult for our members. As a result, we are proposing a very prudent budget and are forecasting a deficit of 7.1% in 2025. We have done this to ensure we keep any increase to membership fees and delegate prices to a minimum whilst maintaining strong financial governance and viability for UCISA.

In presenting the outline 2025 budget the Treasurer highlighted the following assumptions made:
Subscription income is based on a 5% increase for members following the price freeze last year and to account for our rising costs, we will be voting on that shortly.
Event budgets continue to have a contingency of 5 – 10% depending on the size of event to allow for volitivity of pricing in the market.
Due to higher venue and event costs, we have made modest increases in conference delegate fees.
We have significantly invested in additional staff to support the wider range of benefits we offer members such as representation work, CPD, our comprehensive programme of virtual events and increased resources to ensure the continued efficient operational management of UCISA.
All other ongoing costs are constantly being reviewed and managed to ensure optimal efficiency.
We continue to hold £587,545 restricted reserves and are actively seeking ways to see these monies appropriately used for maximum member benefit.
We continue to hold one year of operating costs in our reserves as an operating contingency. The Treasurer added, whilst a deficit budget is planned, this is a result of prudent budgeting taking into account the challenges faced by the sector and we have reserves to comfortably cover the deficit that we envisage. We hope that we will continue to see support from our members at events and that the value of UCISA membership will continue to grow.

The Treasurer concluded by saying she hoped she had been able to provide members with a clear and realistic indication of UCISAs financial health, but this depends in no small part, on institutions' willingness to continue to actively support UCISA's work through membership and attendance at the events ran on members behalf.

There were no questions for the Treasurer.

H. To approve the increase in subscription fee by 5 % for 2025.

Band Type	Size as reported to HESA	2024 Subscription fees (ex VAT)	2025 Subscriptions with 5% uplift (ex VAT)
Band 1	Small and specialist institutions	£868.00	£912.00
Band 2	Less than 10,000 students reported to HESA in **22/23 year**	£2,169.00	£2,277.00
Band 3	10,001 to 20,000 students reported to HESA in **22/23 year**	£3,037.00	£3,189.00

Band 4	20,001 to 30,000 students reported to HESA in **22/23 year**	£3,470.00	£3,644.00
Band 5	More than 30,001 students reported to HESA in **22/23 year**	£3,967.00	£4,165.00

The motion was then put to the meeting.

Proposed by Nick Gilbert, London School of Economics and Political Science *and Seconded by Mark Johnson, University of Glasgow*

Approved by majority (5 Abstentions, 1 Against)

3. Any other business

There were no further items of business

4. To receive Chair's closing remarks

The Chair, Emma Woodcock stated she was incredibly proud of what UCISA was achieving, and it has been a privilege to serve as Chair. She was looking forward to continued successes in the coming year and hoped to see many of the membership at the planned conferences, not least the Leadership Conference in Brighton in March. The Chair took the opportunity to extend her thanks to Deborah Green, CEO UCISA and the entire UCISA team, as well as to her fellow board of trustees—both past and present. Special acknowledgment goes to the special interest groups and their chairs, the Communities of Practice, working parties, and representation groups. Their hard work, dedication, and commitment throughout 2023-24 have been truly remarkable. The Chair thanked all members for their unwavering support, which has been pivotal in making UCISA the success it is today. UCISA's role has never been more critical. The continued support and engagement of members are essential, and together, we will continue to build a strong and resilient UCISA community.

The secretary thanked all for attending and supporting UCISA