

## General Transmission document

for student associations of Hanzehogeschool Groningen

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## General transmission document

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## Preface

Dear reader,

You are looking at the general transmission document. This document is made to help the board members of the student organisations of Hanzehogeschool Groningen with starting their board year. In addition, this document provides guidelines for the administrative activities.

We hope this document will support you in the transmission period.

Have fun reading and good luck with the handover.

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## Introduction

You are looking at the general transmission document of the Stichting Studenten Activiteiten (SSA). In this document, the general ins and outs of study associations at Hanzehogeschool Groningen (HG) are set out. The purpose of this document is to give a clear image to future board members about what running an association entails and what a year on the board looks like. Every association is different, but the basics are similar. This document is therefore intended to complement the personal handover of each board member.

This document consists of two parts: a general part and a position related part. In the general part, the structure of the association and role of the SSA will be discussed. In the position related part, there will be a chapter on the tasks for the most common positions and tips are given. The data from the annual SSA interviews show that the following positions are most common in most associations: chairman, secretary, treasurer, internal coordinator and external coordinator. A separate chapter is included in this document for each of these positions.

For your information, a list of the Hanze UAS organisations is attached.

## General part

### 1. Association

#### 1.1. Statutes

Every association has their own statutes. Statutes are the right to exist of an association and, in addition, they make sure that the continuity of an association or organisation is guaranteed. The statutes include requirements that the association must meet in order to officially run for a year. You cannot deviate from these statutes. The statutes include rules on what the purpose of the association is and for who the association exists, for instance. It also states who can take a seat in the board. It is very important to read the statutes thoroughly and you should have access to it at any given moment. If the board wants to change the statutes in favour of the association, then the statutes can be altered. The general meeting of members (ALV) must approve of the alteration. For the alteration of the statutes, a notary must be hired. An alteration of the statutes costs money, the amount will differ per notary. In addition, the notary must check the statutes after the ALV has given permission for the alterations.

#### 1.2. Regulations

The regulations (HR) is a collection of rules within an association. These rules support the statutes and are therefore subordinate to the statutes. The regulations are often an addition to the statutes and the statutes are always leading. Contrary to the statutes, you do not need a notary to draw up or alter the regulations. It is not mandatory to draw up regulations, but it is recommended. This makes it easier to add things or change things that are not right in the statutes as well. Subsequently, the statutes can be changed once every few years and the alterations in the regulations can be added then. Apart from agreements, rules and guidelines, the regulations can also contain the tasks and qualifications of the board members and the Advisory (RvA) and Supervisory (RvT) board, for instance. The regulations often also state how a RvA or RvT can be accepted or set up. It is laid down in the regulations how the regulations can be altered. With most associations, the regulations can be altered during an ALV with a majority of votes.

#### 1.3. Policy plan

The policy plan of a board is written to make sure that the board has a planned procedure for their board year. Writing the policy plan takes time, but the policy plan is a good guideline for managing an association. You can take a look at the policy plans of the preceding years. A policy plan usually contains the following parts:

- Mission and vision of the association

An association always has a certain mission and a certain vision. These can be included in the policy plan. The matching norms and values can also be mentioned here.

- The general objectives

To grow as an association, you need to draw up general objectives every year. These objectives should be challenging, but attainable. The objectives can also be phrased using the SMART method (specific, measurable, attainable, realistic, timely). This makes your objectives clear for everybody, and it will be clear what you would like to achieve as a board.

- The personal objectives

It is possible to enter personal objectives of the board members in your policy plan. These objectives can relate to the position tasks, but they can also relate to personal development.

- Board tasks

Each board member has their own board tasks. These tasks are the same every year, but for members it is pleasant to be able to read the task descriptions in the policy plan. It can

also be useful to divide certain tasks differently per year. Sometimes a function suits someone well, but one certain task is hard for this person. This task can then be given to someone else. As soon as it is decided, the tasks can be entered in the policy plan.

- The activities

Apart from the activities that are organised by the committees, the board usually also organises some activities to meet an objective or to carry out the purpose and view of the association. It is useful to enter these objectives in the policy plan as a guideline, so the members know what activities are coming.

- The committees and their tasks

The policy plan can contain a description of every committee. Sometimes the committees will work out their own objectives so they can be entered in the policy plan.

- An annual plan

The association's annual plan can be drawn up in two ways. The first is a global plan: this plan can be made by fixing the activities on a quarterly basis. The second is a very specific plan. In this plan, everything is outlined by week, or even by day. This allows members to take the activities into account and possibly keep these days free. In this form of planning, you can also consult with the timetable maker at the beginning of the year to have the activities included in the timetable. Take the exam weeks of your members into account when you make your annual plan.

- Estimate

In the policy plan, an estimate of the upcoming board year is always entered. This estimate is drawn up by the treasurer. The estimate is an estimation of the expected income and expenses over a certain period.

#### 1.4. General Meeting of Members (ALV)

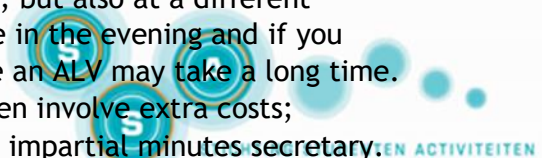
The purpose of the ALV

The General Meeting of Members (ALV) is an (multi)annual meeting for all members of the association where they can give feedback on the work of the board. Usually, the ALV has the most voting rights within an association, but this depends on the statutes. During an ALV, the board is hammered in or hammered out, and the policy plan and the annual report are inspected. However, the ALV does not have to take place during a change in the board, they can also be organised to present the semi-annual report, for instance. Depending on the statutes, the big decisions must also be decided on a vote of the ALV. An example of this is altering the regulations.

#### Organising an ALV

The following is involved in organising an ALV:

- Each association has deadlines for sending documents to their members, particularly to the ALV. Legally, an ALV must be convened at least two weeks in advance. Check carefully when the notifications has to be sent and which documents must be included;
- Reserving a location. An ALV can take place at school, but also at a different location. This can be useful when the ALV takes place in the evening and if you have to take the opening hours into account, because an ALV may take a long time. Please note that renting a different location does often involve extra costs;
- In necessary, asking for an impartial chairman and an impartial minutes secretary. Having an impartial chairman and minutes secretary can be useful for the chairman and secretary of the association. They can then fully participate in the ALV, without having to focus on their tasks like chairing the meeting and taking minutes. An impartial chairman and impartial minutes secretary do not provide substantive input in the ALV;



- Getting a hammer to hammer in or hammer out a board and to establish the documents;
- There needs to be recording equipment to record the ALV. The recording can help the secretary to elaborate the minutes from the ALV. The recording can also serve to determine exactly how everything went down and what was said;
- Printing the documents, like the agenda, the statutes, the regulations, the policy plan, the (semi-)annual report and the minutes of the last ALV.

#### 1.5. KvK (Dutch Chamber of Commerce)

Every study association is obliged to register at the Kamer van Koophandel (KvK). The first registration is done after drawing up the statutes, so after the establishment of the association. The KvK-number of the association can then be found on the website of the KvK, as well as the invoices of the association. When a new board has taken office, these new board members must register themselves at the KvK. This can be done on the website of the KvK, but you can also use form 22 of the KvK. A valid identity card is needed for the new board members, this is not needed for the old board members who are being deregistered. When you register, it is important that the signature on the form corresponds with the signature on the identity card. It is often mentioned in the statutes who is qualified to register and deregister at the KvK. The members of the RvT also need to be registered or deregistered at the KvK, this is the same as registering and deregistering board members. As soon as the board members are registered at the KvK, things like bank registration can also be put in the name of the new board. The registration at the KvK also gives you the right to sign contracts. It is therefore important to register the board soon after the board is hammered in.

#### 1.6. Bank

As soon as a board is registered at the KvK, it can transfer the bank card of the association to the name of the new treasurer and possibly the new chairman, at the bank where the association has opened an account.

You can make an appointment by contacting the bank telephonically for an appointment to change the cardholder's name. From experience, we know that it is quicker to make an appointment by visiting the bank. Please note that with some bank companies, the association cannot use the bank account for a couple of days or weeks, because of the transfer. It is recommended to take this into account when you are organising big events like introduction weeks, travels or symposia.

#### 1.7. Advisory and supervisory body

For the association it is sensible to have a supervisory board (RvT), an advisory board (RvA) or an advisory and supervisory board (RvAT). The differences between a supervisory board, an advisory board and an advisory and supervisory board are described below.

- Supervisory board (RvT):

An RvT can supervise and intervene when necessary. It can demand or ask the board to act in a certain way, to organise activities and to draw up certain documents. An RvT only has rights if this is mentioned in the statutes.

- Advisory board (RvA)

An RvA can give advice on the functioning and actions of the board. It cannot make demands; this is the difference between an RvA and an RvT. With an RvA, the board can still choose how to act.

- Advisory and supervisory board (RvAT)

An RvAT mostly gives advice and will only intervene when it is really necessary. It, therefore, has the qualifications of an RvT, but they act more like an RvA. There is not an





RvAT very often, because there needs to be a good balance between demands and advices. This should be delineated in the regulations.

The statutes usually mention the kind of advisory or supervisory board that an association works with. The aim of all of these boards is to oversee from the outside how the association and the board operate and function and to monitor the continuity within the association. These boards can give advice and offer supervision to ensure that the association functions optimally. When a problem arises within the board, they can also help by giving advice. Finally, a board brings continuity within an association. The members who sit on a council have often already been a board member, either in the same association or a different association. However, this is not mandatory. The people who can take place in the RvA, RvT or RvAT are often determined in the statutes. Sometimes a teacher is also a member of the RvA, RvT or RvAT. This can be useful to strengthen your connection with the study program.

Former board members of the association are well equipped to give advice about important things for the association because they are often familiar with the association. This can be an advantage as well as a disadvantage. A disadvantage could be that the former board members want the board to operate the same as in previous years. A board can therefore be less innovative. An advantage is that the former board members will always think in favour of the association and they know the ins and outs of the association. If a member of the RvA, RvT or the RvAT is external, he/she can have a new perspective on the association. The transfer can, however, be a disadvantage, because this person will have to read up on all the associations. Usually, one or more members of the RvA, RvT or the RvAT are also part of the selection committee for new board members.

#### 1.8. Constitution drinks

A constitution drink is a drink where the new board invites the other boards to celebrate their appointment. The invited boards often bring a gift, usually a bottle of wine. The board that organises the drink usually takes care of the food and drinks. Most invitations are sent through the SSA. This is not an official invitation, but it is intended to indicate when the board need to keep a free spot in their agendas. A physical invitation will follow later, and is usually delivered in person. This is also a good way to get acquainted.

The study associations plan these drinks themselves, but is recommended to do it in conversation with the SSA, because the secretary of the SSA has an overview of all the planned constitution drinks. By consulting well, you can prevent several drinks from taking place at the same time. This is more fun for every board concerned, because all the invited boards will have enough time to visit every constitution drink.

The following is involved in organising a constitution drink:

- Reserving a pub. The constitution drinks often take place in the beginning of the evening because pubs are reserved for association drinks later in the evening;
- Please read the guidelines document for constitution drinks carefully. This document will give you an extensive overview of all the important things while organising a constitution drink. You can find this document on the website;
- Making sure there is a beadle and a beadle staff. During a constitution drink, the beadle will repeatedly announce the next board to congratulate the new board. Therefore, each board will sign up with the beadle at the beginning of the drink. The beadle staff is used to get attention for the announcements. The beadle usually gets free food and drinks during the constitution drink, this is a common thank you;

- Arranging security, who, among other things, keep the guest book safe during brash attempts;
- Buying a guest book. The board that visit a constitution drink usually write a message in the guest book as a souvenir.

## 2. Stichting Studenten Activiteiten (SSA)

### 2.1. Stichting Studenten Activiteiten (SSA)

The Stichting Studenten Activiteiten (SSA) is the coordinating student organisation of Hanze Hogeschool Groningen (HG) and it was founded in 1994. In total, 37 Hanze UAS organisations are part of the SSA. The SSA has three important tasks in the student participation at Hanze Hogeschool Groningen.

Firstly, the SSA looks after the interests of the beforementioned student organisations. This includes supporting the boards with their finances, structure, committees etc. There is a lot of communication with all Hanze UAS organisations, Deans and team leaders to make sure that everyone sees the importance of student associations. The SSA also has an introductory talk and evaluation talk with every Hanze UAS organisation during the board year.

As a second task, the SSA has two financial responsibilities. The SSA manages the Hanze UAS Activity Fund, we will explain this in more detail below. In addition, the SSA examines the applications of the student assistance fund of all the board members from the recognised student associations of Hanze Hogeschool Groningen.

The third task of the SSA is to create a more active student community at the HG. This task is carried out by the only committee of the SSA, Word Actief.

To achieve all of this, the SSA has a lot of contact within the HG, with the Executive Board, Student Affairs, the Deans, the team leaders, the Facility Company and many other departments and people. The SSA also has a lot of contact with external parties, such as the ACLO, Stichting KEI etc.

### 2.2. Student assistance fund

There is a student assistance fund for students who are administratively active next to their studies. The administratively active student can receive an administrative grant from this fund. This is regulated by the SSA. The administrative grant is awarded when you provide evidence of all the activities carried out by the association during a board year. A board year, for the student assistance fund, is 1 September to 31 August or 1 February to 31 January. At the end of a board year, the board delivers a portfolio.

As a board, it is important to start keeping a profiling portfolio as early as possible, in which you collect all the proof for the student assistance fund. You can find documents with an explanation of the student assistance fund on the website of the SSA.

The SSA will tell you timely what the deadlines for submission and feedback for the student assistance fund are.

These are hard deadlines and if you do not hand the portfolio in on time, this can mean that the board does not get the student assistance fund for that year. The first submission is obligatory to claim the student assistance fund.

### 2.3. Hanze UAS Activity Fund

The Hanze UAS Activity Fund is an emergency fund to financially support the Hanze UAS organisations with organising study related activities. If it turns out that a Hanze UAS organisation does not have the liquid assets to organise their study related activity, they can claim this fund. You can find the documentation on the rules and the amount of the fund on the website of the SSA. This documentation can change every year, but the SSA will communicate these changes in time. The Hanze UAS Activity Fund can be budgeted by

the Hanze UAS organisations. During the transmission period, it can be useful to go through an old application for the Hanze UAS Activity Fund.

#### 2.4. CvA

The Advisory Committee (CvA) consists of all the chairmen of the Hanze UAS organisations. The purpose of the CvA is to advise the SSA and to give feedback on the policy plan and the annual report. The CvA takes place in a formal setting, this means that everyone is expected to wear a suit. It is useful for every association to go to the CvA, because the association can then give their opinion on the policy plan and both parties will learn what they have to offer each other during the board year.

During the first CvA, in September, all current chairmen of the Hanze UAS organisations and former chairmen of the preceding year are invited and during the second CvA, in May/June, the trainee chairmen and the current chairmen are invited. This means that two people per organisation are invited for each CvA. The current chairmen are invited because they can help the CvA because of the experience they gained. The trainee chairmen are present, so they can see how everything works with the SSA. They will also get a clear image of the work of the SSA. Furthermore, the policy of the SSA of that year applies to them as well.

#### 2.5. AVO

The general meeting of the organisations (AVO) is organised four times a year by the SSA. All Hanze UAS organisations are invited for the AVO, one board member per Hanze UAS organisation can be present. The purpose of the AVO is to bring the different Hanze UAS organisations together so they can learn from each other. Board members of the Hanze UAS organisation will often have questions and these questions can be answered by the board members of the other organisations. A couple of weeks prior to the AVO, the SSA will ask every association for input for the meeting. In this way, it is possible for the Hanze UAS organisations to discuss any issues, provided they are submitted digitally in advance. In addition, an update is given at this meeting on the work of the SSA.

## Function related part

### 3.1. Chairman

#### 3.1.1. Description of the function

The chairman has the final responsibility for everything that happens within the association. The most important tasks of the chairman are:

- Organising and chairing the weakly board meetings and the ALVs. The chairman also makes sure to involve the secretary in the meeting, so the secretary will not only have the role of the minutes secretary, but also the role of a board member;
- Making the agenda for the meetings. For an effective meeting, it is important that the chairman knows beforehand what he/she wants to know about each agenda item;
- Organising evaluation meetings, to evaluate the progress of the board, the association and the activities;
- Making sure that all the board members fulfil their tasks properly;
- Being the contact person for the rest of the board;
- Ensuring good decision-making. The chairman always takes decisions together with the board. It is the task of the chairman to make sure that the board makes a decision that is supported by the entire board. This does not always mean that the entire board agrees on something, but it means that the entire board will cooperate;
- Responsible for following the cooperation contract, if the board has one;
- Having the final responsibility for the policy plan, the semi-annual report and the annual report.

To be able to fulfil the above-mentioned tasks, the following traits are important to have:

- Decisive, to ensure good decision-making;
- Innovative;
- Communicatively skilled, to be able to speak to the board and members at all times;
- Responsible;
- Ability to keep an overview;
- Progressive;
- Empathic ability;
- Sympathetic ear;
- Independent.

It is very important that the chairman understands that there is no perfect chairman. Every board will need a different, personal approach to get the best results. Each chairman does this in their own way to ensure that it feels right within their own board.

#### 3.1.2. Tips

Here are some useful tips for the chairman:

- As chairman, ask after the first few board meetings if the board members thought it was a pleasant meeting and ask for feedback. With this feedback, the course of the meetings can be improved;



- At every agenda item, the chairman can ask the following questions to discuss the item as completely as possible: Who was already working on this and what is the result? Who performs the corresponding task? When was the corresponding task done? Could this cause any problems? If yes, what are they? Other questions will not always be important and only need to be discussed when problems arise. The chairman can keep the meeting short and effective this way;
- As chairman, ask what your board members expect from you, you can do this in the beginning of the year and discuss the expectations with each other. Make an agreement document so you can check if everyone does what you have been agreed on together.
- Ensure that every board member feels seen and always listen to everything that is being said in a meeting, summarise everything and make decisions together with the board;
- Maintain a good atmosphere within the board; this is not only your task, it is also part of your responsibilities. Make sure there is enough variation between fun activities and hard work;
- Always communicate with the rest of the board what you are going to do, never make a decision in advance, but always listen carefully to the wishes of the other board members;
- Motivate your board members when it is not going as well, everyone has their down moments. If you notice that a fellow board member is not doing well, try to find a way to solve this together.

### 3.2. Vice-chairman

#### 3.2.1. Description of the function

You will find most of the tasks that you can do as vice-chairman here. Not every association will have the function vice-chairman, but it is useful to know what you can do when you get this function. Every association works differently, so the tasks are broadly formulated. If you cannot figure out which tasks belong to the vice-chairman, you can always contact the board of the SSA. The following character traits are useful to have as a vice-chairman:

- Communicatively skilled;
- Responsible;
- Progressive;
- Precise;
- Structured;
- Social-minded;
- Team player.

The tasks of the vice-chairman could be:

- Supporting the chairman. You have to make sure everything goes well when the chairman is absent. Ensure you are always caught up on what is going on and communicate well with the chairman. If something is unclear, ask the chairman immediately, so you are always fully informed;
- Take over the tasks of the chairman. When the chairman is absent, the vice-chairman is the substitute. Read the transmission document of the chairman carefully. Here, you will find the tasks of the chairman. Work close together and consult often. You need to be able to replace him/her without problems if he/she is not available. The tasks that can be taken over are:



- Observing the policy plan;
  - Writing the policy plan;
  - Including the secretary in the meeting;
  - Checking the board members;
  - If an association is in the beginning period, the vice-chairman can focus on new activities and the recruiting of new members.
- Supporting the other functions in the board. As vice-chairman, you will support not only the chairman, but also the other board members. Just like the chairman, you know what is going on within the association and the board. If a fellow board members needs help, you come in to help and you support them. Think about:
    - Helping the secretary with the design of promotional material;
    - Checking the treasurer;
    - Joining the extern coordinator on partner visits;
    - If an association is very big, the vice-chairman can also help the internal coordinator with the committees.

### 3.2.2. Tips

- At the start, agree with the board what your role will be in the association;
- Stay in close contact with the chairman and stay informed about everything that happens within the association;
- Know what your tasks are, talk about this if this is unclear;
- Complement everyone within the board.

## 3.3. Secretary

### 3.3.1. Description of the function

The secretary of a study association has the responsibility of representing the association on paper. The secretary is therefore responsible for writing the reports. The most important tasks of the secretary are:

- Taking minutes during the board meetings, ALVs, evaluation meetings and other meetings;
- Managing the agenda of all of the board members;
- Managing and updating the membership file;
- Supporting the chairman;
- Keeping track of the task lists of all board members;
- Managing the email and the post;
- Being the first contact person on paper or the first contact person for the members;
- Managing the administration and the records of the association;
- Check the written documents;
- Managing the social media and the website of the association;
- Writing the newsletter for members.

A secretary can have more tasks beyond the above. The secretary is also called the memory and conscience of the association, because they are almost always well informed on what is going on and they have the task of writing it down. To be able to fulfil the above-mentioned tasks, the following traits are important to have:

- A secretary must have skills with planning, to have an overview of the association and to manage the agendas;
- A secretary must be consistent, observant, perfectionist, communicative and skilled with language, and they need to work in a neat and tidy way to keep the minutes, administration and the archives up to date. This way, everything is also clear for



the other board members and, for example, the RvA and the RvT will also know what is going on;

- Objectivity is useful when you are taking the minutes. The purpose of taking minutes is to record the meeting. After the meeting, the minutes should be an honest reproduction of the meeting. This is the responsibility of the secretary;
- A secretary usually works in the background and should be able to handle this.

During meetings, the secretary usually has less speaking time because they are taking minutes. Keep in mind that you are not only a secretary, you are also a board member, so if you want to say something in the meeting, stop typing and let yourself be heard. The administration and the managing of the records usually happens in silence, in support of the other activities of the board. Supporting the chairman is also not always visible for everyone, but it is important for the activities of the chairman as well as the secretary.

### 3.3.2. Tips

Here are some useful tips for the secretary:

- Make an annual plan at the beginning of the year, with for example: deadlines for the promotion, when the newsletters and important letters are sent and other important events for the board;
- Make a task list for each person after every meeting. You can do this at the bottom of the minutes or you can use the application Trello. Try to also include the small tasks, so nothing will be forgotten. Write the tasks down per person, even if the task is for multiple board members. Check if the tasks are divided up proportionally, look at this together with the chairman. Set the deadlines together with your fellow board members during the meeting;
- If there is a General Meeting of Members, do not forget to hire recording equipment. When you pick it up, you check if everything is loaded. When you hand it in, you get the material off;
- Check your statutes or the HR to see what is the deadline for the minutes of the ALV;
- Send all you emails in the BCC;
- Make sure your emails and newsletters are always checked by your board members so that all spelling errors are removed;
- Always send your documents as a PDF-document;
- Never delete emails! Create files and store your emails in there. This way, you can find everything again;
- Do not write long texts for your newsletters. Make it attractive to read.
- If there are documents that need to be written in two languages, first write the English document and only then the Dutch document;
- Send your direct debit notice in time. Members who reverse their payments should be contacted by email or telephone because they are obliged to pay;
- Do not ask more data than necessary for the membership administration, keep the privacy law AVG in mind;
- Hard copy data should always be kept behind a locked door;
- Do not forget to keep your website up to date;
- Use the house style for all your documents to ensure unity.

## 3.4. Treasurer

### 3.4.1. Description of the function

The treasurer is responsible for maintaining and managing the financial affairs of the association. The treasurer draws up a budget at the start of the board year. A study association must not make any profit, but must also not suffer any loss. If you do suffer a loss, this needs to be compensated with other activities. It is therefore necessary to break even. It can be useful to budget high, so you will not have any deficits at the end of the year. The money that you have left at the end of the financial year can be put into a





savings account and it can be included in the next budget as a reservation for a certain entry, like an anniversary or an almanac. The competences of the treasurer are as follows:

- Must be able to work orderly and organised;
- Must be able to say 'no' to unacceptable amounts of money/requests;
- Professional;
- Precise;
- Independent;
- Good with numbers;
- Must be willing to make time for the association;
- Must have a keen sense of judgement.

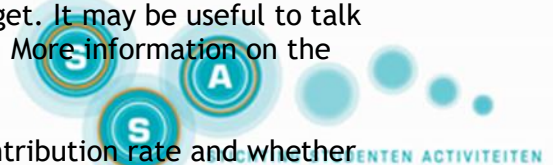
During the year, it is the task of the treasurer to keep the accounts up to date. The accounts consist of a table in which all income and expenditure is recorded. You can keep up with the accounts by means of various programmes, online as well as offline. The accounts are checked by the audit committee (kasco). The committee will examine the balance sheet and the assets and liabilities, and they will report their findings to the ALV. The frequency of these checks and the composition of the kasco are often mentioned in the statutes. The kasco often consists of former treasurers of the association and/or external persons. During the audit, the kasco and the treasurer go over the full accounts to check if everything is correct.

It is not always possible to pay with the card of the association. Sometimes a member will have to lend some money. In this case, the member can make a declaration to the treasurer to get the money back. In order to get this right financially, you must fill in a standard declaration form. This form contains the following information:

- Name of the declarant;
- Signature of the declarant;
- Signature of the treasurer;
- Signature of the other, chairman or secretary (optional);
- Account number of the declarant;
- Reason of the expenditure;
- Date of the expenditure;
- Date of the declaration;
- The amount of money.

The treasurer of an association is often responsible for the applications to the HG Activities Fund. An application to this fund can be included in the budget. It may be useful to talk over an old application during the transmission, for practice. More information on the Hanze UAS Activities Fund can be found in section 2.4.

Once a year, the members have to pay contribution. The contribution rate and whether the members pay the contribution themselves or whether direct debits are used varies from association to association. The treasurer makes sure that the direct debits are carried out correctly. It may occur that members reverse their payments. In this case, it is the treasurer who must take action. Think about sending a invoice, a reminder or consider deregistering the member in question. You can find in the statutes or the HR whether the association works with a deregistration date. If this is the case, the deregistration date should be taken into account. Members who deregister after this date must still pay the contribution. This is done in cooperation with the secretary, who manages the membership file.



Committees can draw up their own budget, this must be checked by the treasurer. When a committee spends money, this can be claimed from the treasurer. Committee members usually do not have access to the card of the association.

#### 3.4.2. Tips

Here are some useful tips for the treasurer:

- Always send your documents as a PDF-document;
- Make sure you communicate well with your external coordinator about your current contract with sponsors or partners;
- Process the declarations on a specific day of the week;
- Never delete emails! Create files and store your emails in there. This way, you can find everything again;
- Send your direct debits just after people have received their study grants, to make sure people have money in their accounts;
- Collect the money before an activity via Tikkie or another way of collection;
- Make sure that all your declarations are saved digitally;
- Send your collection notice two weeks in advance;
- You should send an email and/or call the members who reverse their payments, because they are obliged to pay;
- You can only do the second direct debit when the first one cannot be reversed anymore, which is after 56 days. You can then immediately send out the next one, when you have an overview of who reversed their payments;
- Do not be scared to spend money.

### 3.5. Internal coordinator

#### 3.5.1. Description of the function

The internal coordinator is concerned with the internal affairs of a student association. This will mainly relate to the work that the committees do within the organisation. The internal coordinator is the bridge between the organisations and their committees. The most important tasks are as follows:

- Guiding the committees through their policy and their execution of the tasks;
- Making sure that the committees are complete;
- Keep the board informed on the work of the committees;
- Concerning themselves with the well-being of active members;
- Being the contact person for active members;
- Guaranteeing the collaboration between committees.

Every association has their own way of guiding and organising their committees. There can even be differences between committees within an organisation. One committee will be able to work very well on its own and you would not have to worry about it, whereas another committee might require more of your attention. This is something you have to assess well as an internal coordinator. If a committee has more freedom, it can influence their creativity in a positive way. It can therefore be a good thing to let the committees write their own policy plan. This plan states what the committee wants to organise and what they want to achieve. It is important to check this policy plan thoroughly and to compare it to the annual plan of your board so there will be no double activities. You can also choose to run a committee based on a pre-written guideline. This guideline will state what is expected of the committee and when they should do certain things. Make sure that you not only know what the committee needs to do, you should also know the members of the committees. If they have problems with their committee, they should be able to come to you. You will function as a confidential adviser to your (active) members.



To get a good overview of the committees, it is important to read the minutes of all the committee meetings. In addition, it can be useful to regularly attend a committee meeting. As the internal coordinator, you also have to make sure that the committees can work well together. To improve this collaboration, you could have some committees sit together or you could organise a regular meeting with all chairmen of the committees. You can also use this to evaluate the progress within the committees.

To be able to fulfil the above-mentioned tasks, the following traits are important to have:

- Communicatively skilled;
- Leadership;
- Responsibility;
- Proactive;
- Flexible;
- Social;
- Being able to keep an overview;
- Disciplined;
- Empathy.

### 3.5.2. Committees

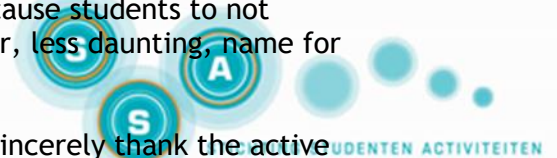
Committees help the board with the organising of activities. A committee is formed from members of the association who want to do something next to their studies and who want to develop themselves. Committee members are usually recruited at the start of the school year. However, this proves to be quite hard for most associations. It could be useful to draw up a recruiting plan to recruit the committee members. To decide which student is suitable for which committee, it is sensible to have interviews or introductory talks. An interview can be a bit daunting and it will sometimes be too formal. Because of this, you can also choose for an introductory talk. This will make the possible committee membership a bit more light-hearted, but the conversation still has the same effect. The internal coordinator can assign the student to a committee, or he/she can ask the student's preference.

Within a committee, it is useful to operate with different functions, so the division of tasks will be clear and everyone will know what is their responsibility. A committee often consists of a chairman, a secretary and a treasurer. The number of people in a committee varies from committee to committee, there are usually three to eight members. The other functions can be appointed according to the type of committee. It could be useful to draw up a committee contract with the members of the committee. This way, the tasks of the committee and the consequences of not complying with the agreements are written down. However, this can come across as quite strict and that may cause students to not participate in something. 'Cooperation agreement' is another, less daunting, name for such a document.

As the internal coordinator, it is important to regularly and sincerely thank the active members for the effort they put into the association. This is usually done with an active member activity or active member weekend, that is organised by the board. This way, the active members will have a chance to meet each other and the board. This is important for the motivation of the committee members and it can give them the confidence to possibly take the step to becoming a board member next year. Some associations distribute certificates to their active members at the end of the year. This certificate is especially valuable if, for example, the team leader of the study program signs it.

### 3.5.3. Tips

Here are some useful tips for the internal coordinator:



- Read all the minutes of the committee meetings so you know what is going on;
- Make sure that the committees keep you informed of the activities that they will organise;
- Make sure that the committees know what is expected from them;
- Regularly attend committee meetings;
- Make sure that the committees are aware of each other's activities;
- Make sure that the active members are awarded for the effort they put into the association;
- Keep the board informed so they know what is going on within the committees;
- If one of your committees has problems, contact other internal coordinators. See how another association deals with it;
- Make sure that the active members can come to you when they have problems;
- Be accessible to you active members.

### 3.6. External coordinator

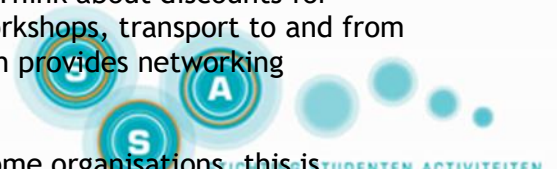
#### 3.6.1. Description of the function

The main task of the external coordinator is to make and maintain contact with external parties. External parties include all the parties outside of the organisation. These are mainly partners from the industry, the field or other interested parties. When the external party has any questions, proposals or other possible ambiguities, the external coordinator is the contact person and it is their task to deal with these cases. The external coordinator also tries his best to present the organisation in a professional manner to the outside world. This increases the chances of success when your approach external parties. The following traits are important to have as an external coordinator:

- Extrovert;
- Enthusiastic;
- Friendly;
- Having nerve;
- Commercial;
- Having eye for detail.

At the beginning of the board year, the task of the external coordinator include revising/making a partner brochure. The information in this brochure needs to be up-to-date and, if necessary, improved. Set targets for the sponsorship sums and for possible new partners. If you set the bar high, you will have a purpose that will challenge you during the year. Make sure that your goals are measurable and that you can evaluate them during the year. After the preparations, you can start with the partner interviews. Partners can support an organisation with money, goods and/or services. Think about discounts for (sport)activities, free printing of t-shirts, free lectures or workshops, transport to and from activities or a lunch with people from the field, which in turn provides networking opportunities for the members.

Recruiting partners is different for every organisation. For some organisations, this is easier than for other organisations. Are you going to approach new companies? Then make sure that you have a good story and make sure that the other understands why you need each other. You can do this with a standard email in which you try to make as many partners enthusiastic as possible. They are supposed to call you! If you can do this, you are already almost in. Tip: start the email with a short paragraph on why you chose this company and why they are amazing. A good introduction ensures that the recipients reads on. The rest of the email can be standard. Some collaborations are easier to carry out, provided that there were no negative occurrences. If you want to get a better deal, do not go too much into the current agreement and price. Focus on the new role you had in mind



for the partner. If you do not do this, the agreement will usually be carried out in the same conditions. Do you want to get rid of a collaboration? Do not be afraid and let them know in a respectable and professional way. Sometimes this will even ensure that you get a better offer.

You should leave a good first impression at this partner interview. Before you go into an interview, it is very important to read up on the company. What service do they offer? What is the legal form, the vision and the mission of the company. What do you like about the company? You do this to prevent yourself to fall short during the interview. Some partners will ask explicitly for your view of their company. In addition, you make sure that you are dressed appropriately. You will bring a partner brochure with a notepad and a pen with you to the interview. During the interview, you take notes in keywords and you keep them close for future reference. In addition, keep to a clear structure during the interview. If it is a current partner, you can evaluate the collaboration of the past year, and then proceed to the next year. What are your plans and why is it going to be a successful year? Discuss your ideas by means of the partner brochure. After the interview, you make sure that the agreements are confirmed by email and you thank the partner once again for the interview.

If a partner would like to support the organisation, the external coordinator will draw up a partner contract. This is usually a standard contract. The contract states what both parties can expect from each other. The partner contract usually consists of the following elements:

- Contact information of both parties;
- Mutual output. The partner could supply the following: a sum of money, a service or goods. In exchange, the organisation could promote the partner actively (logos on clothes, social media) or they can organise an activity that involves the partner, like a company visit or a lecture;
- The duration of the agreement;
- After you concluded a partner contract, it is very important to maintain good relations with the partner. You do this by answering your emails as fast as possible and you should not leave anything unanswered for longer than 48 hours. You keep your appointments and you share the developments that happen within your own organisation. Make sure that you are present during the activities where the external parties participate. Think along with the companies about their promotion and their execution. It is often appreciated when you point out unused opportunities that are part of the partner contract.

### 3.6.2. Tips

Here are useful tips for the external coordinator:

For an interview

- Be on time;
- Make sure you look nice. Adapt your clothing style to the occasion. If you visit big companies, for example, it is appropriate to come in a suit.
- Be well prepared and read up on the person you are speaking to and the company;
- Be creative, have courage and make sure you are original;
- Do not think in terms of sponsorship but in terms of cooperation;
- Ask good and critical questions;
- Know what you are selling and why.

Selling techniques



- Most companies do not have a clear plan in mind. They do not know what an ideal collaboration looks like so be prepared for this. Have a meeting with the board to come up with some ideas that fit this partner.
- Do you hear during the interview that the company has some priorities in the collaboration? Ask about this to know what possible opportunities there are.
- Avoid the word cheap, use the word profitable when you are talking about the packages. The word cheap says something about the quality of the service inherently. The word profitable shows that they can get a product of higher quality for a smaller price;
- Keep your back straight. They will often look if they can negotiate with you and how far they can go. Move with the needs of the person you are talking to, but not too much. If you are at a dead end, present your contact person with a dilemma. Tell them that the option they want is not possible but that you can offer two other choices. This will be the choices that are the most (financially) favourable for the organisation. Psychologically, a person is going to make a choice and move away from his or her initial thought. Be smart about this.

#### During the year

- Set objectives that are SMART formulated;
- Talk positively about your own organisation. The person you are talking to will easily copy your enthusiasm. Be honest and admit your mistakes;
- Always communicate with your own board;
- Use email for things that are not urgent and not too complicated. This way, you will always have written proof of your agreements;
- Are there any urgent matters or is there a chance of miscommunication? In this case, call and make sure that any agreements are confirmed by email afterwards.
- Is there no reaction to your email? Step 1: Send a new email and ask for a reaction in a friendly way. Step 2: Call the contact person, you will often have clarity then. Step 3: You cannot get a hold of the contact person, even after calling? Call the general number and ask for the department of the contact person. Often you will get to speak to the contact person or a colleague then. There could be certain circumstances that prevent someone from responding.
- Use different techniques to attract new partners. You could use your own network, LinkedIn, dare to call the companies and have a strong standard email ready.

## Appendix

### Overview Hanze UAS organisations

Here you can find an overview of the Hanze UAS organisations that are part of the SSA.

Name student organisation	Study program or institute, or activities	Location of the office
Ad Legem	Law studies	Zernikeplein 7, E2.09
Arteva	Minerva Academy	Gedempte Zuiderdiep 58, A31
BMG	Businessmatch Groningen	Kadijk 2, room 101, 1097 HX Groningen. Building on the right, go through the door and turn left immediately and go up the stairs.
Cura	HBO-Verpleegkunde (Nursing school)	Petrus Driessenstraat 3, DK.02, basement C-wing
Check	Accountancy	Zernikeplein 7, E2.07
Corps van Leerlingen	Bouwkunde, Technical studies	Zernikeplein 11, club next to A2.11
Dices	Logopedie	Petrus Driessenstraat 3, basement C-wing
Equilibrium	Institute Life Science & Technology	Zernikeplein 11, DQ111 (greenhouse, reachable via emergency stairs in C-wing)
Ergasia	Human Resource Management	Zernikeplein 23, M1.02
Exploratio	Medisch Beeldvormende en Radiotherapeutische Technieken	Petrus Driessenstraat 3, DK.07, basement C-wing
Facides Dione	(International) Facility Management	Zernikeplein 7, F0.23
Fiscagio	Fiscaal Recht & Economie and the new study program Finance Tax & Advice	Zernikeplein 7, E2.07
FSV Fysiek	Fysiotherapie	Petrus Driessenstraat 3, DK.01, basement C-wing
Gente	Toegepaste Psychologie	Zernikeplein 23, M1.08
Glitch	Game design	Zernikeplein 11, C2.10
HARD	Hanze Racing Division	Zernikeplein 11, D1.48
Hestia	Bouwkunde, Civiele Techniek, Architectuur, Built Environment	Zernikeplein 11, B1.35
HHS	Hanze Honours Society	Zernikeplein 11, H0.100
HMV Actis	Instituut Marketing Management	Zernikeplein 7, T2.15
Homerus	Bedrijfskunde MER	Zernikeplein 23, E2.11
HSE Faktor	Finance & Control	Zernikeplein 7, E2.08
HSV	Hanze Studentenbelangen Vereniging	Zernikeplein 7, E1.47
IBS-U	International Business & Management Studies	Zernikeplein 7, I2.08
KIC	Instituut Communicatie & Media en IT	Zernikeplein 11, D2.12

Le Baso	Pedagogische Academie voor het Basisonderwijs	Zernikeplein 9, D0.24
Linkit	Industrieel Productontwerpen	Zernikeplein 11, D1.61
Lijst Sterk	Lijst Student Erkend	Zernikeplein 7, E2.06
Maslow	Social Work	Zernikeplein 23, M0.18
Mesacosa	Instituut voor Sportstudies	Zwanestraat 35/35a and Zernikeplein 17, A2.10
RealTime	HBO-ICT	Zernikeplein 11, D2.25
Scopus	Technische Bedrijfskunde	Zernikeplein 11, D1.61
Tapp	Werktuigbouwkunde	Zernikeplein 11, D1.61
T.M.F.V Archigenes	Mondzorgkunde	Antonius Deusinglaan 1, FA35
Villa '96	Vastgoed en Makelaardij	Zernikeplein 23, A2.12
Vedi	Voeding en Diëtetiek	Petrus Driessenstraat 3, DK.05, Basement C-wing
Versorium	Elektrotechniek	Zernikeplein 11, D1.33
Z.O.E.M.	Management in de Zorg	Petrus Driessenstraat 3, DK.03, Basement C-wing