

**student's
transforming**

society 101: FAQs

opportunities

Contents:

How do I change my society name?

page 6

Why do I need to charge for memberships?

page 6

What sort of memberships should I have?

page 6

How do I issue refunds?

page 7

How do I refund something bought through the society webpage?

page 7

I want a new committee position

page 7

How do I elect a new committee member?

page 8

How do I appoint a new committee member?

page 8

contents:

How do I get a society locker?

page 9

Where are the society lockers?

page 9

How do I order pizza from the bar and get it charged to the society account?

page 9

My app claim has not been approved – what is wrong?

page 10

I cannot sign up on the expense365 app?

page 10

What contact points does my society have with the SU?

page 11

Can I get club night ticket as prizes for my society?

page 12

contents:

How can I see who has bought a product or a ticket on the website?

page 12

What can I do to make my society more inclusive?

page 13

How do I pay an invoice?

page 14

How do I get a float?

page 14

How do I deposit cash into my subs account?

page 14

How do I claim for petrol?

page 15

How do I organise travel for my society/club?

page 15

How do I organise a trip?

page 15

contents:

How do I fill out a Risk Assessment?

page 16

How do I book a room?

page 16

How do I book the hive?

page 16

How do I book the blue bar?

page 17

How do I book the LCR

page 17

How do I advise something on the TV screens in union house?

page 17

How do I book the square?

page 18

How do I book a guest speaker?

page 18

FAQs

How do I change my society name?

You need to email union.opportunities@uea.ac.uk explaining why you want to change your society name. If changing our name does not change our society activities then this will be approved. Your request will be taken to the Society Executive committee where it is voted on and then shall be changed for you or recommendations given.

Why do I need to charge for memberships?

If your society is classed as a peer support group (eg Pride) then you do not need to charge for membership. For other societies it is advised to charge for membership as it gives you funds to put on events and socials throughout the year. We advise £3 minimum but if your society uses expensive equipment or runs more regular events this price can be increased. If you want to change your membership price all you need to do is email union.opportunities@uea.ac.uk with your new membership price.

What sort of memberships should I have?

It is compulsory to have a standard membership for UEA students for the year. You can also have a one semester membership for those who are doing a year abroad or join in September. Associate memberships are for students at NUA, INTO, Eaton and Otley and members of the public. Life memberships are for alumni. You can price these memberships differently to your standard memberships. You are welcome to have this membership available for people to purchase. If you want your membership changed email union.opportunities@uea.ac.uk

FAQs

How do I issue a membership refund?

If a member has purchased a membership from you within two weeks then they are allowed an automatic refund. To do an automatic refund they need to email union.opportunities@uea.ac.uk with their proof of purchase and we can refund it within 3-5 working days. If the membership was purchased more than two weeks ago then they need to gain email approvals from the president, secretary and treasurer of the group before the refund can be issued. All other refunds can be made via the app expense365. Please note alcohol and any high risk substances cannot be refunded at all.

How do I refund something bought through the society webpage?

If you sell a product or a ticket via the website then you need to email union.opportunities@uea.ac.uk with a list of the names of the people who need a refund and what they are being refunded for. The president, secretary and treasurer also need to give their approval in this email and then the refund will be issued. Anything purchased off the website can be reimbursed via the expense365 app. More info on how to use the app can be found here: <https://www.uea.su/opportunities/committee-hub/finance/>

I want a new committee position

Make sure that your committee has voted in favour of this new role and then email union.opportunities@uea.ac.uk with a description of this role and why your society would benefit from this role. It will then be taken to Society Executive committee and voted on. Once this has been passed the Student Groups Administrator will add it to your committee and you can run an election to fill this role (as outlined in the next question.)

FAQs

How do I elect a new committee member?

Advertise the vacant or new role to all of your paid members via the email messaging tool in your website admin. People email the president with their nominations (ideally with 3-5 key manifesto points.) The president creates an online form (eg Microsoft or survey monkey) with the nominations, their manifesto points and the option to RON each nomination. Circulate this to paid members via email again for them to vote. Send a screen shot of the results to union.opportunities@uea.ac.uk - you will be sent a spreadsheet to fill in with the winners details. They will be given admin access to edit their society page on the uea(su) website and have to sign up to committee training. uea(su) can also run online elections for you. Email union.opportunities@uea.ac.uk for this process.

How do I appoint a new committee member?

You might have roles on your committee that you would rather appoint than elect. Appointed roles are usually done via interview with the president and the person who currently holds that role. The role is usually a specialised role unique to your society eg Head of Sound Production that requires intricate knowledge using software or coding or prior experience within that role. To do this you need to email union.opportunities@uea.ac.uk and your request will be taken to the Society Executives who will review your request. The Student Groups Administrator will feed their decision back to you and email you a blank committee spreadsheet that you can fill the new committees details in and send it back to union.opportunities@uea.a.uk.

FAQs

How do I get a society locker?

Email union.opportunities@uea.ac.uk and specify what society you are, if you already have a locker and ideally what size locker you would like (from regular to large.) There is no guarantee you will get the size locker you want and depends on what is available. Your locker keys will be in the grey locker behind SU reception desk. It is your responsibility to keep you locker and locker room clean and safe. Do not leave valuables in lockers. Societies and clubs will be charged for any key losses.

Where are the society lockers?

Society lockers are located in between bookable room 3 and 4, upstairs in union house.

How do I order pizza from the bar and get it charged to the society account?

1. Go to the bar and raise an order for the food type, quantity, when you would like it, where and at what time. Make sure you specify what society you are.
2. The bar will then raise an invoice and send it to the finance team.
3. We then need your president, treasurer and secretary approvals via email for the invoice to be paid from your subs account.

FAQS

My app claim has not been approved – what is wrong?

Make sure you have completed the claim correctly (eg the receipt is visible and you selected the president, treasurer and secretary to approve the claim.) If you are one of the three approvers raising a claim you need to select one of the Student Officers to be your third approver. You might need to chase the approvers to approve your claim!

You cannot claim for alcohol or anything purchased on the website. You cannot claim for a membership refund via the app. If you have done the above and not claiming for the above send your app claim to su.accounts@uea.ac.uk with the app claim number found at the top of your claim and the finance team can track your claim. Please allow 5-10 working days for app claim processes to be paid. After a year your claim will be deleted and will need to be re-submitted if not approved.

I cannot sign up on the expense365 app?

Make sure you are using your UEA name email address, not a personal one or your UEA user name email address. Make sure you register before you login. If you have just been elected into a new committee role make sure that you have admin access on the website before trying to register. If you are a member make sure you have paid your membership as only paid members can register and use the app.

FAQs

What contact points does my society have with the SU?

There are many points of contact that you can have with the SU outside of directly emailing and coming into the office. There are President Meetings that all presidents should attend. Important information about upcoming events and any issues you are experiencing are discussed and fed back to us here. You can send a representative if you cannot make the meeting but please inform union.opportunities@uea.ac.uk of this.

Committee newsletters are sent bi-weekly and must read to all members of committee.

Each society grouping (eg religious societies, academic societies, and culture societies) has a Society Executive Representative. They meet every three weeks to discuss new society applications, society grant applications and raise any issues/ successes that their society grouping might be having to the SU.

Individual meetings are always welcome and can be set up upon request.

FAQs

Can I get club night ticket as prizes for my society?

Email union.opportunities@uea.ac.uk outlining what you need the tickets for and how many. Tickets are given out based on availability and it is no guarantee that you will be given any tickets as it depends on sale. We often only gift DAMN GOOD tickets x2 but this can be changed upon request. You will need to come to the SU office to collect the tickets as they are printed on paper. You will not be given access to the club night without the paper tickets. We do not give out A-List tickets.

How can I see who has bought a product or a ticket on the website?

Login to your society admin on the website. Scroll to the bottom of the page where all the icons are and click the icon that says 'Sales Report.' Change the dates for when you put the product or ticket on sale and then click 'Purchases Report.' This will generate a list of all the people who have purchased the product. It will specify what ticket or product they have bought if you have multiple on sale, how many they bought and when they bought it!

FAQS

What can I do to make my society more inclusive?

Here are three easy things that your society can do to be inclusive and accessible that will help you to retain membership for longer and open doors to students who may not have thought to join your society.

Firstly, consult with your members to see the type of events they would like and when is a convenient time for events to take place. You may wish to utilise the A Night to Remember deals to plan non-alcohol socials and have a variety of events to meet the needs of your members.

Secondly, communicate well with existing and future members to ensure they know you are an inclusive and accessible society. Your marketing material should clearly promote that membership is open to all people regardless of age, race, gender, sexual orientation and ability. If you have put something accessible and inclusive in place, such as having someone on the door to greet participants at an event, communicate this to reduce some of the anxieties that may come from going to your event. Likewise, if there is a barrier to an event or activity that you are unable to remove such as an activity taking place in a non-accessible venue, clearly communicate this prior to the event.

Often prospective members feel nervous about attending events alone or uncertain of what to expect. You can also sign your committee up to be trained in supporting new students via buddy(su). This covers how to create an inclusive environment and support prospective members ahead of an event. If you would like to know more you can contact union.opportunities@uea.ac.uk.

Lastly, it is important to challenge language and behaviour used by committee and members to ensure it is inoffensive, respectful and does not perpetuate stereotypes. Remember, you can report any cases of harassment, violent, microaggressions or hate crime to the SU.

FAQS

How do I pay an invoice?

Email the company you are using for an invoice. Send this invoice over to su.accounts@uea.ac.uk with the president, secretary and treasurer cc'd into the email so that they can approve the payment. No payment can be made without the president, secretary and treasurers approval. Please allow enough time for this process to happen so that the payment is made on time - allow roughly 10 days. Payments are made on Wednesday but do not expect your invoice to be processed that day if you send it on a Wednesday.

How do I get a float?

Email su.accounts@uea.ac.uk with the president, secretary and treasurers approvals stating the total float amount and the monetary breakdown. Eg. total of £20 float made up of 10x 50p, 1x£5, 1x£10. The finance team will then process this request with the bars downstairs. They will email you once the request is complete and you can go downstairs to the bar to collect the float. You need to return the float the same day you took it out (don't worry the bars stay open late!) Below tells you how to pay the money back into your subs account.

How do I deposit cash into my subs account?

Collect a cash deposit form from SU reception and fill it out. Take this and the cash down to the bar where they will pay it in for you. Please wait a few days for it to register on the expense365 app as it might not register that you paid the money in immediately.

FAQS

How do I claim for petrol?

You claim for fuel based on MILES TRAVELLED and not TOTAL COST OF TANK. You can claim up to 45p per mile. You can claim for less but no more than 45p per mile. Take a screenshot of the journey you are claiming for with the mileage visible (eg on google maps) or a photo of the milometer before and after the journey. You can put these images as proof on the expense365 app and claim the money back via the app. The rest of the app claim would be a usual app claim.

How do I organise travel for my society/club?

If you are a club and have members who have driven for over 2 years then they can apply to get a minibus licence. This will cost your club though depending on the number of people that you get trained. You need to make sure you have enough drivers eg you need 3 for a 6 hour drive with each driver doing 2 hours each. For a society or club who cannot use the minibus you can use public transport. You can book a coach, use national express bus or the train. Make sure you have enough money in your subs account to afford the travel for your members/ get them to cover the cost of their travel or apply for a grant. However there is no guarantee you will get this grant so make sure you have back up plans.

How do I organise a trip?

Make sure the area you are travelling to is safe for you and your members and that it is accessible as possible. You will need to complete a risk assessment (even if you are off campus you still need a risk assessment!) If you are travelling internationally or want more guidance on trips then please come into the su office and speak to a member of the team. We can help with advertising, budgeting, logistics and safety.

FAQS

How do I fill out a risk assessment?

Go to the su website>opportunities>committee hub>risk assessment. There is a cheat sheet on the website too to help you fill out the risk assessment. You need to think about potential risks to yourself, committee, your members and the environment you are in and how to limit this. Make sure that when you submit the risk assessment to union.opportunities@uea.ac.uk that you follow through with the risk limitations. You need to fill out a risk assessment even if you are hosting an event off campus. Come into the office if you need more support filling out a risk assessment for a high risk activity.

How do I book a room?

Go to the su website>opportunities>committee hub>room bookings. For a room booking please complete the online form and send a risk assessment to union.info@uea.ac.uk. They will email you back with information regarding your booking. Please make sure you do this minimum a week in advance as rooms get booked up and there is no guarantee that you will get your desired room.

How do I book the hive?

Go to the su website>opportunities>committee hub>room bookings. For a hive booking please complete the online form and send a risk assessment to union.info@uea.ac.uk. They will email you back with information regarding your booking. Please make sure you do this minimum a week in advance as the hive is a commercial space as well as a student group space so can get booked up quickly. There is no guarantee that you will get your desired date or space in the hive.

FAQS

How do I book the blue bar?

Send an email bar.bookings@uea.ac.uk to check their availability. Please be aware that bookings times may differ when there is a club night on eg a Tuesday, Wednesday and Saturday bookings might end earlier due to club night set up.

How do I book the LCR?

If you want to book the LCR you are probably planning a major student led event. You will need to book a meeting with the Student Events Coordinator who will be able to help you plan your event, discuss LCR price packages and liase with the venue team to book the LCR for you. The LCR gets booked very quickly so as much prior warning as possible will be needed to make sure that they event is fully planned and that the correct bookings can be made in time.

How do I advertise something on the TV screens in union house?

Send a PNG (high quality) or JPEG (lower quality) filed to union.opportunities@uea.ac.uk with the dimensions 1920 x 1080 (width x height) for landscape screens, 1080 x 1920 (width x height) for portrait screens. A member of the opportunities team can put these on the hive and unio screens for you.

FAQs

How do I book the square?

Any outside space eg the square or green spaces near the lake are booked via a different process and need a little more time given to complete the booking process. Head to <https://www.uea.su/opportunities/commmittee-hub/events/bookingoutsidespace/> and fill out the Events Permission Form and your risk assessment and send it back to union.opportunities@uea.ac.uk. The Student Events Coordinator can support you with this application. Please be aware that depending on how large scale your event is depends on the length of time the application will take. Please allow 4-6 weeks prior to your event for this process.

How do I book a guest speaker?

if you know you are having a guest speaker you can let us know this when you are booking a room (see the 'How to book a room' question from above.) You need to include this in the room booking form AND your risk assessment. The guest speaker applications are reviewed by our Student Events coordinator so we can assess if any additional measures need to be put in place (eg extra security) or if your guest poses too much threat to those on campus. Once your application is approved the SU reception team will notify you.

If you have any more questions please email union.opportunities@uea.ac.uk. More information, booking forms and risk assessment templates can be found on the su website. Please visit this for further clarification.

