

# Minutes 5 July 2022

**Location** Amphitheater (Vestingbar), Enschede

**Present** Daniëlle Huisman (Chair), Renske Blaas (Secretary), Jelle Hamoen (General board member),  
5 Sem Reuver (Treasurer), Luc Timmerman, Vibha Ravindra, Veerle Buntsma, Koen Zandberg,  
Silke Hofstra, Bob van de Vijver, Willem Mulder

**Authorizations** None.

**Cancellations** None.

## 1 Opening

10 Daniëlle opens the meeting at 20:11.

## 2 Announcements by the board

None.

## 3 Determining Agenda

The agenda was approved without any alterations.

## 15 4 Proceedings previous GMM

Minutes of previous GMM. Spelling mistakes will be put on email. There was a misunderstanding about MOEP on line 151. SNT participating in the European meeting went down the drain because of the lockdown that happened at the beginning of the year. Jelle is sure the new board can look into this if people are still interested.

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The minutes are approved with above mentioned changes.

## 5 Proposal house regulations

Daniëlle explains why the proposal is as it is. Several articles have been changed due to new regulations. These are amendments from the HR from 2018.

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House regulations proposal has been approved.

## 6 Policy review

### 6.1 Future of SNT

Now that the contract negotiations with LISA are almost complete, we know a lot more about what SNT will and will not keep doing. In the end not as much is going to change with regards to our services, as we expected. This means that we want to keep what has worked and is working well, and improve and expand upon opportunities that might still be lying in wait. Therefore, we as a board want to look into what kind of opportunities there might be and how those could take form in our association. We want to explore possible new projects with a focus on both current members, who we would like to involve in this process, and possible new members.

The past year has been challenging, but it looks like things are slowly starting to return to a situation like before the pandemic. This offers new opportunities to reconnect and organize physical activities again.

Fortunately, the contract negotiations with LISA are over. The latest contract for 2022 only had minor changes compared to the 2021 contract and SNT's core services have remained unchanged. The new board could explore improving these services or even consider starting new projects. However, this would require support from (new) active members.

No questions.

### 6.2 Prospect of new members

We are seeing that the amount of active members in SNT is slowly shrinking. This presents a challenge for the core services like Hornet and vColo in the sense that it increases the workload for the already hard working members, but also for the smaller committees. For example the IoT committee, which has been put on hold since there were no members in that committee. We would like to look into why we seem to be having so much difficulty finding new members and how we can make it more appealing for new people to join. This should happen in a way where new members can contribute to the association, while staying true to the aim and current operations of the association.

While we have deliberated on this issue, recruiting new members without being able to hold physical meetings or activities has proved to be challenging. As such, progress on this point is minimal. Unfortunately, the amount of active members is still an issue. Most, if not all, active members have finished studying and have jobs now. So far, maintenance of SNT services has still been possible, but it would be beneficial to find new members. This should happen as soon as possible, since there is a learning curve for most of the technical committees.

It was possible to find a few new members to form a candidate board. However, this was achieved by emailing all UT students. In an ideal situation, a candidate board would be formed from existing members as they are already familiar with SNT. Nonetheless, the candidate board has been educated about SNT and should be able to carry out the board tasks successfully.

No questions.

### 6.3 Communication

We've received signals that the response time for (technical) support has frustrated some of the associations that use our services. The board wants to evaluate the current process and formulate a plan to improve the response time of both the board and committees to external parties. Specifically, the board wants to create a better overview of ongoing issues and who is responsible for handling them.

With the restructuring of services towards LISA complete, this issue is partially resolved. For example, the DAS and the ColoCom no longer exist, which reduces the amount of friction points in terms of communication. However, this point is still applicable to the other committees and to the support that the board provides (formerly helpdesk). A plan for a ticket system has been formulated, but still needs to be implemented.

The board has attempted to answer support emails as fast as possible. Unfortunately, this was not always possible due to a lack of time or personal reasons. The response times should improve once the new board takes over. Furthermore, there are plans for improving the board's organisation, for example by using the ticket system mentioned above. Two members of the current and new board, namely Daniëlle and Luc, are going to execute these plans during the beginning of the new board period.

No questions.

### 6.4 Documentation restructuring

While documentation has been updated, the transfer of helpdesk and service activities to LISA makes this a good moment to restructure and consolidate internal documentation. Additionally, we want to make the documentation accessible in a structured, clear manner. We want to see how we can restructure the information on our wiki and spit through parts of the wiki that might not be relevant anymore and archive those parts. Next to updating documentation with information that was already there, we would also like to add pages on new things like the findings of the previously mentioned future of SNT and prospect for new members, as well as what the board-function of Helpdesk Coordinator will look like, now that there will no longer be a help desk. While the website is undergoing restructuring, alongside the underlying documentation, this is not yet complete. In the coming period, we want to continue improving the website and make documentation more accessible to new members and clients.

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The website and documentation are still on ongoing issue. During a recent meeting with LISA, a plan

was formulated to improve the websites of the UT and SNT. The information to the UT website, so the SNT website can focus on SNT services. Updating the internal documentation is left as an exercise to the new board.

No questions.

100 The policy review is approved.

## 7 Financial report 2021

Daniëlle gives a short introduction. Since there is no paper administration yet, Willem asks if there are any back-ups. Daniël says this is a good idea. Silke adds that automatic backup would be a good idea. Daniël says the board will look into it. KCC looked into the financial report and found a couple  
105 of small mistakes which have been fixed. Koen notes that it might be nice if the reservations are more split out to give a clearer overview for the SysCom. This will be a point for the next board.

There is more income from vColo services, because more associations use it now.

No further questions. The financial report 2021 is approved.

## 8 Change of the board

110 The candidate board introduces themselves. Bob asks if the Candidate board got invites for the SNT BBQ next week. If they haven't gotten and invite Bob now invites everyone in person to send an email to axiecom@snt.utwente.nl

Bob asks if we shouldn't have been discharged earlier. GMM didn't happen and technically speaking we should have been discharged and charged one more time. Koen has no complaints about the situation.

115 The new board is approved and the following changes occur:

Daniëlle Huisman, Renske Blaas, Jelle Hamoen and Sem Reuver are discharged of their duties and Luc Timmerman, Aniruddha Vaidya, Veerle Buntsma and Vibha Ravindra are charged as Chairman, Secretary, Treasurer and General Board Member respectively.

## 9 Change of the board of advisors

120 Discharge Silke Hofstra, Wouter Bakker, Erik Frentrop, Martijn Verkleij and Xadya van Bruxvoort and charge Silke Hofstra, Wouter Bakker, Erik Frentrop, Martijn Verkleij, Xadya van Bruxvoort and Daniëlle Huisman.

No further questions or remarks and the changes in the BoA are approved.

## 10 Change of KCC

125 Silke asks whether the board has looked for a third member in the KCC at other associations. The board hasn't done this and believes two people is enough for the KCC.

## 11 Policy of the board

Luc gives a short introduction and people read the policy plan. Silke: "do you have a plan to translate the documentation?" Luc: "not really, we think a lot of the documentation is rarely used or useless, so we want to, at least, translate the documentation we find during our year, as this is apparently relevant." Silke: "Do you intend to keep the Dutch translations as well?" Luc: "I don't see a reason to remove it, so probably." Silke: "It's a bad idea to keep documentation in two places, they will get out of sync." Luc: "Good point, we'll just change it to English then."

135 Koen: "What kind of activities would you like to sponsor or organize?" Luc: "We're thinking about things like LAN parties, hackathons, that kind of stuff."

The question is raised if the board has any concrete goals regarding improvement of response times. Luc: "We hope to be able to answer all e-mails from members within a day or so. We realize that committees might take longer than that to respond, but we think members would like to hear their issue is being dealt with even if there is no answer yet, so we want to reply to them when forwarding the mail as well."

After some deliberation whether or not approving is necessary, the policy plan is very officially approved by the GMM.

## 12 Budget 2022

Veerle comments shortly on all amounts on the budget.

145 The question is raised out of which part of the budget, specifically promotions or activities, the events the board plans to fund will come as these are quite expensive. There is no immediate answer and the board says they will look into this further.

The budget is approved.

## 13 Other appended items

150 None.

## 14 Questions

No further questions.

## 15 Sluiting

Luc closes the GMM at 21:10.