

Policy review

During the previous GMM on July 7th 2022, the board presented their policy plan. We'd like to look back to see what has happened per topic.

5 1 Members

SNT has not been gaining many new active members during the previous years, and so the choice was made to focus on this. To do this, the board has represented SNT at the Kick-In intro market and collected interested people, marking their contact information and inviting them to a work evening. These students were also informed of the lunch and other information about SNT in case they ever
10 decide to want to visit. The board has also ensured the Wednesday lunches took place nearly every week and there is a board member present at every work evening. Currently, some plans are being made to organize events.

In spite of these efforts, not many new members have been attracted. The lack of new (technical) members is a problem many associations face and the causes are likely, for a large part, out of the
15 hands of SNT. There are new plans to tackle this issue, more about this in the new policy plan.

2 Committees

The board has attempted to contact members of all known committees and has mapped which are still active. On top of this contact, a board member is now present during meetings for committees that want this and have regular meetings, namely the Syscom and the Axiecom.

20 3 Internationalization

During the last half year, the board has conducted internal communications in English and new documents have been written in English. On top of that, some documents have been rewritten in English. It has, however, proven difficult to switch communications to English as a whole in, for example, the office or Matrix channels. This is likely also due to the fact communications here are mostly between
25 Dutch people who know each other (making it easier to just speak Dutch) and simply forget to switch.

4 Services

In the last half year the board and committees within SNT have made efforts to improve communications to members. During one large outage, we have tried to inform members in a timely manner through e-mail as well as our status page. This effort was greatly appreciated, as indicated in replies
30 from our members.

On top of that, the board has tried to reply to all mails from members as quickly as possible and has, in the opinion of the board, achieved that goal with nearly all e-mails getting a reply within a few days (depending on the difficulty of the topic and the sender).

While there was a plan to start using a ticketing system or other similar central point of entry, the
35 board has not started using this or done further research in such systems. Looking for such a system did not have a high priority as most e-mails SNT receives are resolved in one or two replies or by simply forwarding to a committee.