

Frequently Asked Questions

December 2018

What is OneHE?

OneHE is a global network of educators who share a passion for learning and teaching in higher education. We help educators to connect, collaborate and share what their practice so that together we can improve the impact and effectiveness of higher education.

What can I do through OneHE?

OneHE provides a safe place for educators where they can:

- **Promote their skills**, experience and interests.
- **Find like-minded individuals** who share their passions, interests and goals.
- **Run groups, projects and events** and contribute to those of others.
- **Connect their network** into the global community and networks within it.
- **Publish new and innovative thinking** on improving learning and teaching.
- **Become recognised** as an expert.
- **Showcase their expertise** as a consultant to the community.
- **Give something back** by supporting others.
- **Ask questions** and get answers from peers.
- **Pitch for funding** to deliver work that supports the community's ambitions.
- **Create new knowledge** that draws on the wisdom and insight of the community.

What are the different membership packages?

Members of OneHE can create their own profile, access the directory, networks, events and forums and submit funding applications for up to £1,000.

Premium Members of OneHE have the same benefits as Members plus they can create and run private networks, manage events and submit funding applications for up to £3,000.

Consultant Members of OneHE have the same benefits as Members and Premium Members and can create their own profile within the Consultants section and promote their support and expertise.

Network Members of OneHE have access to one private network for free. This category of membership is reserved for members of existing educational networks who are being supported through OneHE. Membership is determined by the network convenor. Network members can access all other areas of OneHE by becoming paying members.

As OneHE develops, more features will be added relevant to each membership package.

How do I become a member?

Visit www.onehe.org/join/ to become a member. Once you have selected the membership package you want, you will be asked to provide your contact and payment details (see below). On completion, you will receive an email from the platform with a link to access the platform immediately and create your profile.

Is my payment secure?

OneHE takes monthly payments via credit or debit card. We take payments through Stripe, a secure third-party payment provider. All financial records are held by Stripe which has been audited by a PCI-certified auditor and is certified to [PCI Service Provider Level 1](#). This is the most stringent level of certification available in the payments industry.

What happens if I want to cancel my membership?

You can cancel or suspend your membership at any time by emailing support@onehe.org. OneHE will not refund the balance of your in-month membership. If you have suspended your membership, your data will be held for an agreed period of time. If you cancel your membership, all your data records are automatically deleted after 90 days. OneHE offers a “no quibble” cancellation policy.

Will I ever be charged a membership fee as a Network Member?

As a Network Member, you are entitled to access one private network on the platform for free indefinitely. If you would like to access other parts of the platform, you will need to pay the membership fee for your country of residence.

Can I use OneHE on a mobile device?

Yes. We have a OneHE app that is available through the App store and Google Play. You can also access OneHE through a browser on your phone or tablet.

What is the OneHE Foundation?

The OneHE Foundation awards small grants and funding to members for projects and initiatives that will improve learning and teaching and benefit the wider community. 20% of all membership fees are automatically ring-fenced for the use of the OneHE Foundation to further the community’s shared goals. For more information, visit www.onehe.org/foundation/.

How does the OneHE Foundation work?

Every four months, OneHE opens a call for projects. Members can propose any project they like, so long as it is intended to improve learning and teaching and has outputs that will benefit other members. All submissions are put forward to the membership and individual member can vote for the project(s) they wish to see funded.

Educators who win an award from the OneHE Foundation are asked to disseminate their findings and outputs through OneHE so that other members can benefit. The winner receives the funding up front and retains intellectual property on their work.

What are OneHE's values?

OneHE is committed to being open, inclusive, trusted, progressive and aspiring. These values are reflected in our Code of Conduct for members and govern the way we operate. We believe they are the values we all need to make the global higher education community successful and support fulfilling our ambition to enhance public faith and value in what we all do.

What are the editorial arrangements for OneHE?

OneHE is a safe place for educators to connect, collaborate and share. As a result, OneHE does not have an agenda and does not censor views. OneHE only intervenes in discussions where there is a direct breach of Acceptable Use Policy that all educators are asked to agree to as part of our [Terms of Use](#). Should the OneHE Community Manager determine that any individual has violated these rules, their membership will be discontinued with immediate effect. OneHE will not be liable for any refunds.

Is OneHE a charity?

OneHE is a limited company with shareholding that was established as a “profit with purpose” organisation. OneHE was consciously established in this form so that it could attract investment and resources to further the development of the community and its mission. As a “profit with purpose” organisation, the social mission of OneHE is the primary driver of all activities. 20% of membership revenues are automatically ring-fenced for investment in the community through the Foundations. These reserves are always deferred before any profit considerations are met.

How is OneHE governed?

The work of OneHE is overseen by the Board of Directors and supported by an Advisory Group drawn from the wider OneHE membership. This Advisory Board advises on strategy and development and includes educators from across the world. In addition, much of the work of OneHE is directly driven by the members, for example through voting on Foundation funding proposals.

How can I support the development of OneHE?

We are always interested to hear new ideas for the development of OneHE. Members can post any comments and suggestions via the platform. The best ideas will be presented back to the community and voted upon. In addition, we actively engage with our members through a user group and community surveys to make sure that OneHE continues to meet the needs of the community.

Is OneHE GDPR compliant?

Yes, OneHE is fully compliant with the General Data Protection Regulation (GDPR). For more details, please see our [Terms of Use](#) and [Privacy Policy](#).

I am running a network/private group and want to add my members to OneHE. How can I make this happen?

You can upload existing member data where you have permissions to do so. Alternatively, network or private group managers can message their members with a

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link to a GDPR compliant sign-up form, that we can prepare at your request, which enables us to add your members to OneHE on your behalf with their informed consent.