

The Role and Reach of Student Services

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Chair of AMOSSHE Director of Student Services, Swansea University Enhancing the Student Experience, 19 November 2009

What is AMOSSHE?



THE UK STUDENT SERVICES ORGANISATION

- We inform and support the leaders of student services
- We represent, advocate for, and promote the student experience
- We promote student well being, retention, progression and achievement

Who does AMOSSHE work with?



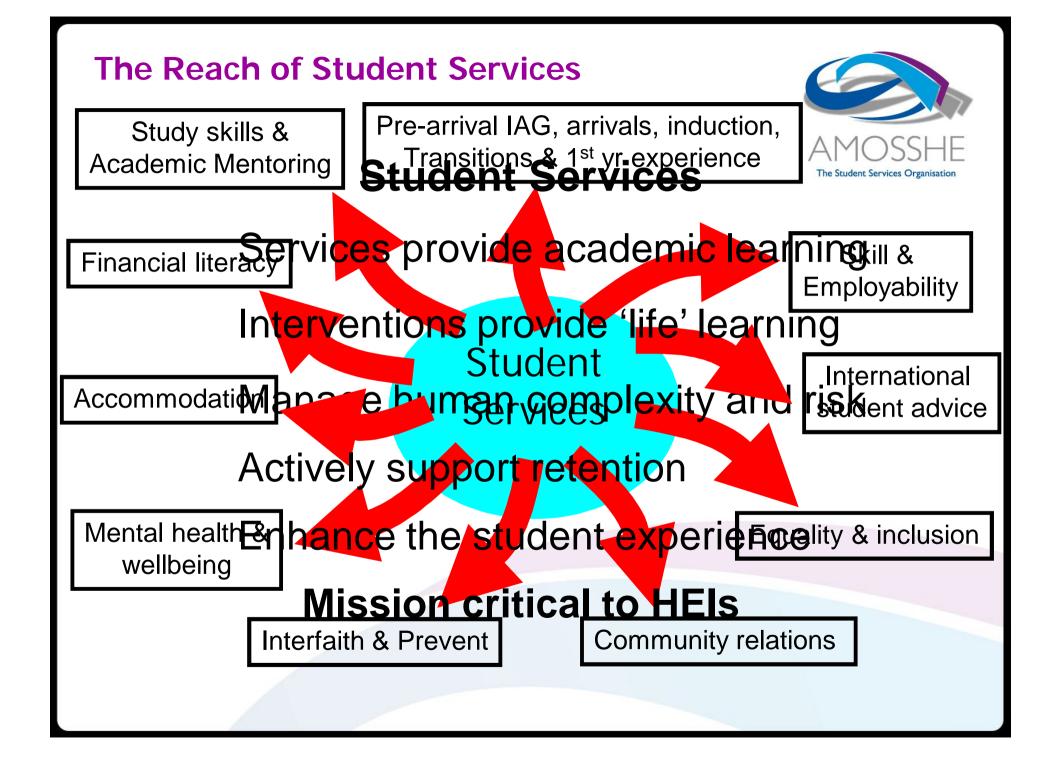
- Our members the leaders and professionals in student services
- Government bodies eg BIS and the HE Funding bodies
- Sector bodies eg UUK, NUS, ECU, LFHE
- Related professional bodies eg AUA, AGCAS, HUCS, NASMA, SCONUL, NADP
- Engage with, contribute to and influence UK HE policy debates & agendas

Models of Student Services



- 1. Administrative deficit model pre fees
 - Last port of call for problem students
- 2. Integrated customer care model post '97 with fees
 - Student Services a precursor to student learning
 - Careers
 - Financial advice
 - Disability

- Counseling
- Child care
- Chaplaincy



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- 3. Professional services model current and future
 - Integrated central services recognised as fundamental to student learning

Role & reach of student services



Teaching and learning and support to students are the core business of higher education institutions (3.2)

Student support...

- is a central aspect of teaching and learning (4.93)
- makes a critical contribution to student satisfaction and retention (4.93)
- are part of the core resource for the student learning experience (4.101)

The sustainability of learning and teaching in English HE Financial Sustainability Strategy Group (FSSG), HEFCE

AMOSSHE The Student Services Organisation

Further reading

Student Services – One-stop-shop model:

• <u>Student Services: Effective approaches to retaining</u> <u>students in higher education</u>, Universities UK, 2002

Evolution of Student Services & importance to sustainability of learning & teaching:

- <u>The sustainability of learning and teaching in English HE,</u> <u>Financial Sustainability Strategy Group (FSSG), HEFCE</u>
- AMOSSHE Supplementary paper to the FSSG report

Contact AMOSSHE



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