

## The Role and Reach of Student Services

Simon Wright

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?



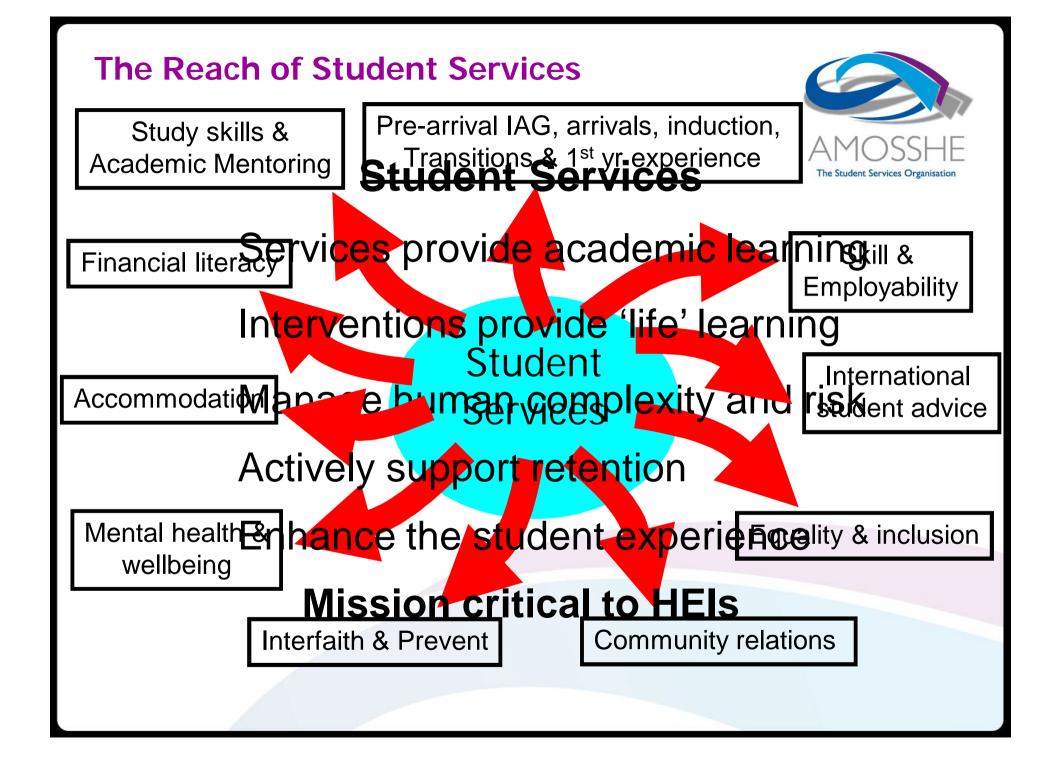
- Our members the leaders and professionals in student services
- Government bodies eg BIS and the HE Funding bodies
- Sector bodies eg UUK, NUS, ECU, LFHE
- Related professional bodies eg AUA, AGCAS, HUCS, NASMA, SCONUL, NADP
- Engage with, contribute to and influence UK HE policy debates & agendas

#### **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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