

# 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

# The Reach of Student Services



Study skills &  
Academic Mentoring

Pre-arrival IAG, arrivals, induction,  
Transitions & 1<sup>st</sup> yr experience

## Student Services

Financial literacy

Services provide academic learning

Skill &  
Employability

Interventions provide 'life' learning

Accommodation

Manage human complexity and risk

International  
student advice

Actively support retention

Mental health &  
wellbeing

Enhance the student experience

Equality & inclusion

## Mission critical to HEIs

Interfaith & Prevent

Community relations

# 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
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

## Further reading

Student Services – One-stop-shop model:

- *Student Services: Effective approaches to retaining students in higher education*, Universities UK, 2002

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

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



# Contact AMOSSHE



Simon Wright

Chair of AMOSSHE

Director of Student Services, Swansea University

[s.w.wright@swansea.ac.uk](mailto:s.w.wright@swansea.ac.uk)

AMOSSHE National Office

Raegan Hiles, Policy and Public Affairs Manager

[r.hiles@amosshe.org.uk](mailto:r.hiles@amosshe.org.uk)

[info@amosshe.org.uk](mailto:info@amosshe.org.uk)

[www.amosshe.org.uk](http://www.amosshe.org.uk)