



Student Support and Guidance

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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, significantly contributing to national policy agendas
- Government bodies
- Sector bodies
- Related professional bodies

Student services include...



AMOSSHE
The Student Services Organisation

- Careers
- Financial advice
- Loans
- Religion/belief
- Legal compliance
- Health
- Mental health
- Counseling
- Child care
- Accommodation
- Learning skills
- Mentoring

Student services manage human complexity and risk

Every intervention we make is part of the student
experience and learning

The admissions, enrolment and induction pathway



- Transition includes
 - Realising hopes and expectations
 - Identity formation
 - Adjustment to new environment, relationships responsibilities and learning styles

What do we expect of an excellent induction ?



- Adjustment
- Learning
- Action and activity
- What they will feel
- What they will know and understand
- What they will do

How well do we define and evaluate these outcomes?



- Audit the pathway
- Evaluate the impact of our activities and communications
- Consider the congruence between the promise and the experience
- Map the processes to see how they join up from the student perspective

Time to move on from assessing just satisfaction with the immediate

Need to evaluate impact, efficiency and effect

Early experience of processes and relationships will set the tone for the culture of their student journey