AMOSSHE
The Student Services Organisation

Value and Impact of Student Services (VIP)

Dr Andrew West

Chair of AMOSSHE

Director of Student Services

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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, contributing to national policy
- Government bodies
- Sector organisations
- Related professional groups

Student services include…

- Careers/employability
- Financial support
- International students
- Religion/belief
- Legal compliance
- Health
- Mental health
- Counselling
- Child care
- Accommodation
- Learning skills
- Mentoring

…and more besides **(the whole student experience)**

Background to VIP project

- Financial sustainability of learning and teaching (HEFCE, 2008)
- Importance of the role and functions of student services (AMOSSHE, 2009)
- Robust evidence base?
- AMOSSHE value and impact project (Apr 2010 – Jun 2011)
- Focus on sustainability; professional practice; and service improvement.

Project phases

- Development phase
- Implementation phase
- Pilot phase
- Evaluation and dissemination phase

- Strong sector interest – project steering group represents a wide range of stakeholders
- Peer Support Group – experts from ten HEIs

http://www.amosshe.org.uk/

Key messages from the literature

- US dominated literature
- Strong on conceptual frameworks, weak on practical solutions
- Focus on “learning outcomes”
- Assessment of value and impact is challenging (no ‘quick fix’)
- Implications for staff development, leadership, resources and communications

Work in progress

- Typology of assessment/evaluation
  - Learning
  - Retention
  - Cost effectiveness
- Range of tools
- Impact on service improvement
- Service area pilots (the AMOSSHE ‘core’)
- Sustainability (eg benchmarking)

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