Understanding the Value and Impact of Services that Support Students

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Introduction

This presentation will look at:

- AMOSSHE-The Student Services Organisation
- Student support and services in context
- What we mean by ‘value and impact’ and why it matters
- What the ‘Value and Impact project’ has done and how

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
- We work with our members, government bodies, sector organisations and related professional groups

Value & Impact Project

Student Services include…

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

Student services interventions:

Manage risk

Make an impact on the student experience.

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Why the V.I.P.?

- Professional practice
- Student Experience
- Changing HE landscape

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Project phases

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

Strong sector interest – project steering group represented a wide range of stakeholders

Peer Support Group – experts from ten HEIs

University of Brighton

UEL University of East London

UNIVERSITY OF SURREY

THE UNIVERSITY of York

Impact

Impact is aimed at measuring whether or not the educational experience/service is making any **difference** to what they do and how.

Impact is about **change** and is therefore difficult to measure.

The best that can be achieved is to find **‘strong surrogates’** for impact that provide a close approximation (Markless and Streatfield, 2008).

Value

Value can be both qualitative and quantitative. In qualitative terms it is the regard, importance, worth, or usefulness that something is held to deserve. In quantitative terms, it is the material or monetary worth of something, and the worth in terms of its cost.

Value for money not only measures the cost of goods and services but also takes account of the mix of cost with quality, resource use, fitness for purpose and timeliness to judge whether or not, together, they constitute good value.

Outcomes

- Case examples
- Evaluation templates
- Online toolkit
- Ongoing commitment from AMOSSHE and our partners

Value & Impact Project

- Evaluating impact
- Evaluating value
- Ethical considerations
- Instruments
- Worked examples
- Templates
- First steps

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Conclusions

- It is essential we **understand** the value of what we offer and managers use that understanding to **improve**
- The toolkit provides a **beginning** to the **journey** and best practice examples to help find the way
- It is proving **popular** and **effective** - has been adopted by student services departments across the UK

More information?

www.amosshe.org/viptoolkit

www.amosshe.org.uk

AUA regional conference 14 September 2011, Oxford

Student Experience conference, 15 November 2011, London

ANZSSA conference, 4-7 December 2011, Sydney

Value and Impact – Why Do We Do What We Do?, 20 January 2012, London

Value and Impact – Leadership and Strategy, 21 March 2012, London

Students FIRST project