AMOSSHE
The Student Services Organisation

Ensuring Student Services deliver on student retention

Dr Andrew West

Chair of AMOSSHE

Director of Student Services

The University of Sheffield, UK

Session overview

- AMOSSHE – The Student Services Organisation

- Who “delivers” on retention?
- Student services contributions (exemplars of the moment)
- How do your student services measure up?
  - (10 point checklist)

Who “delivers” on retention?

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“Retention is not a “good” – it is the result of high quality learning and development experiences on campus”

Noel-Levitz student retention consulting

https://www.noellevitz.com/student-retention-solutions

What Works? Student Retention & Success

phf Paul Hamlyn Foundation

HIGHER EDUCATION FUNDING COUNCIL FOR ENGLAND hefce

The Higher Education Academy

Action on Access

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"The overarching finding …is that what works to improve student retention and success is to enhance student engagement in their higher education experience. …"

"The research from this programme shows that … students' learning experience throughout their course is also of paramount importance"

What Works? Conference 28-29 March 2012 http://www.heacademy.ac.uk/events

More research

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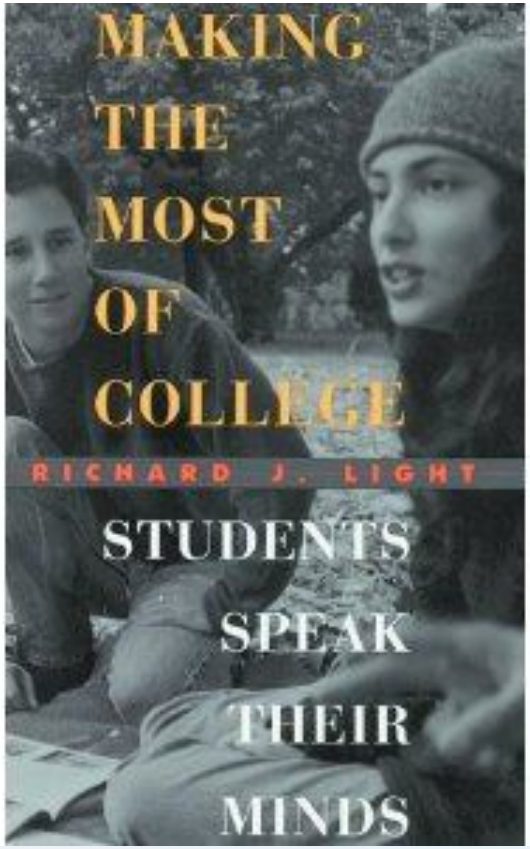

Some student services contributions

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- Financial support
- Skills & personal development
- Referral service (at risk/crisis)
- Transition, orientation & induction
- Sense of belonging
- Co-curricular activity
- Holistic “wellbeing” services
- Peer support

(current exemplars)

How do your student services measure up?

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1. Institutional positioning/strategy/policy development
2. Service integration
3. Student “engagement”
4. Links to academic departments (the “centre”)
5. External connections
6. Equality & diversity
7. Quality management (planning, evaluation, value & impact)
8. Professional expertise/development
9. Resourcing (people, money, facilities)
10. IT

Evaluation toolkit

http://www.amosshe.org/vip

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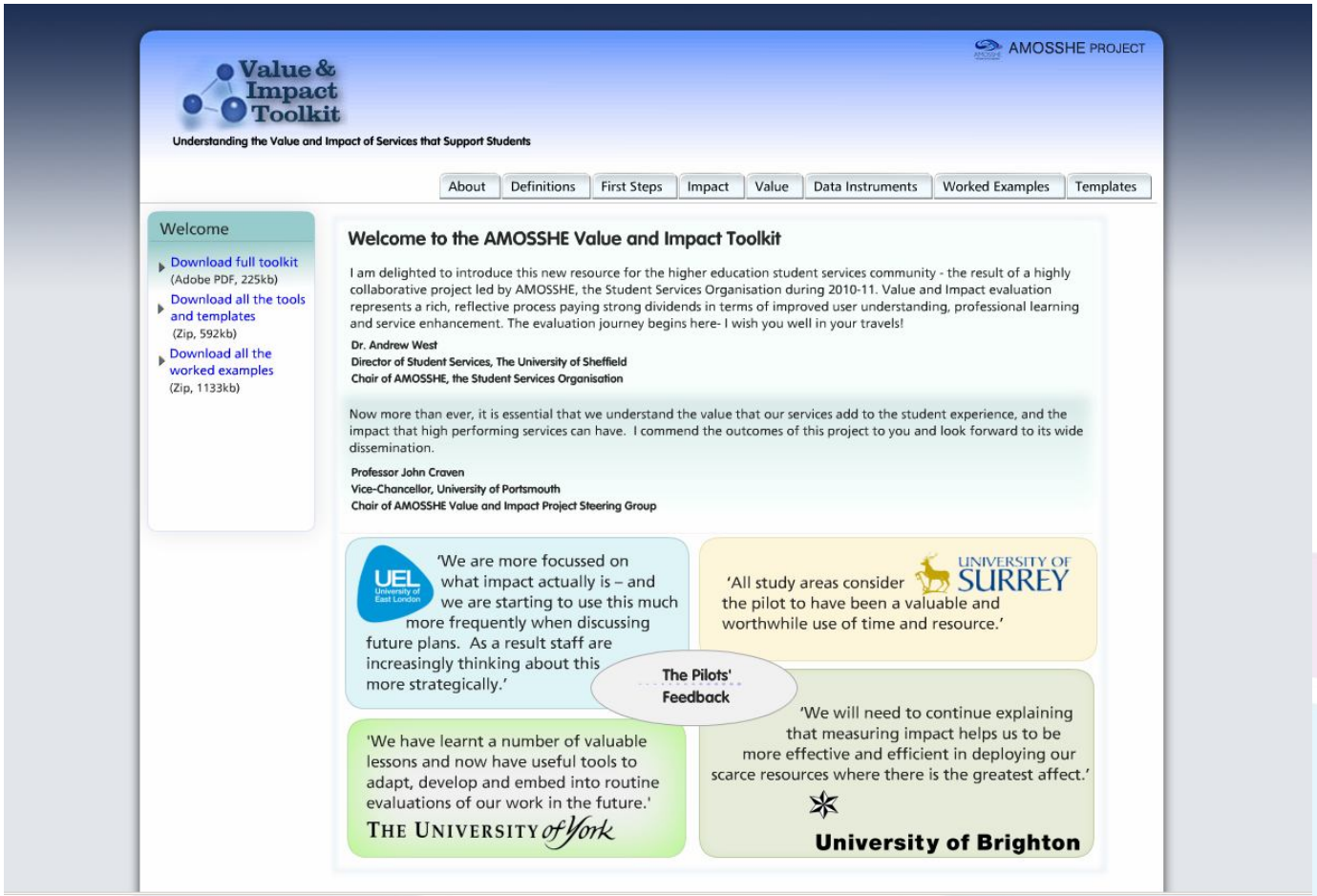

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