



Value and Impact of Student Services (VIP)

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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



AMOSSHE

The Student Services Organisation

...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)
- Evaluation 'journey' from satisfaction to value
- Assessment Reconsidered (NASPA)
- 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
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- Strong sector interest – project steering group represents a wide range of stakeholders
 - Peer Support Group – experts from ten HEIs

<http://www.amoshe.org.uk/>

Development phase



- 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

Pilot phase



- Typology of assessment/evaluation
 - Learning
 - Retention
 - Cost effectiveness
- Range of tools
- Impact on service improvement & student experience
- Service area pilots (the AMOSSHE 'core')

Pilot projects



- International orientation
- 1-1 Counselling
- Disabled student transition programme
- Financial capability/skills
- Mentoring (mental health)
- Study skills
- Student wellbeing programme
- Financial aid

Next steps



- Development phase
- Implementation phase
- Pilot phase
- Evaluation and dissemination phase
- Sustainability (eg staff development, benchmarking)

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