



AMOSSHE

The Student Services Organisation

Autumn bulletin 2023

Supporting student mental health

We're very proud to have been part of a project to develop a new resource to help support student mental health in higher education. The Student Mental Health Evidence Hub launched this autumn to provide evaluated guidance for the sector.

The hub was developed by TASO (Centre for Transforming Access and Student Outcomes in Higher Education) and a consortium of expert partners including **AMOSSHE**, with the support of a dedicated student panel.

It will help higher education practitioners to design and implement interventions to support student mental health. It includes guidance on evaluating existing programmes of support, examples of current practice, and a toolkit outlining the evidence base of what works (which is mapped to the University Mental Health Charter for those higher education providers taking part in the charter programme).

The Student Mental Health Evidence Hub reveals:

- ▶ A need for more rigorous evaluation of existing programmes of support for student mental health in UK higher education, as there's currently a lack of evidence on what really works in this context.
- ▶ A strong evidence base on psychological support approaches, such as Cognitive Behaviour Therapy (CBT) and mindfulness, but a need to evaluate non-clinical strategies to improve student mental health, such as interventions designed to promote behavioural or lifestyle changes, education, and self-care.

Access the resources here:

[Student Mental Health Evidence Hub](#)



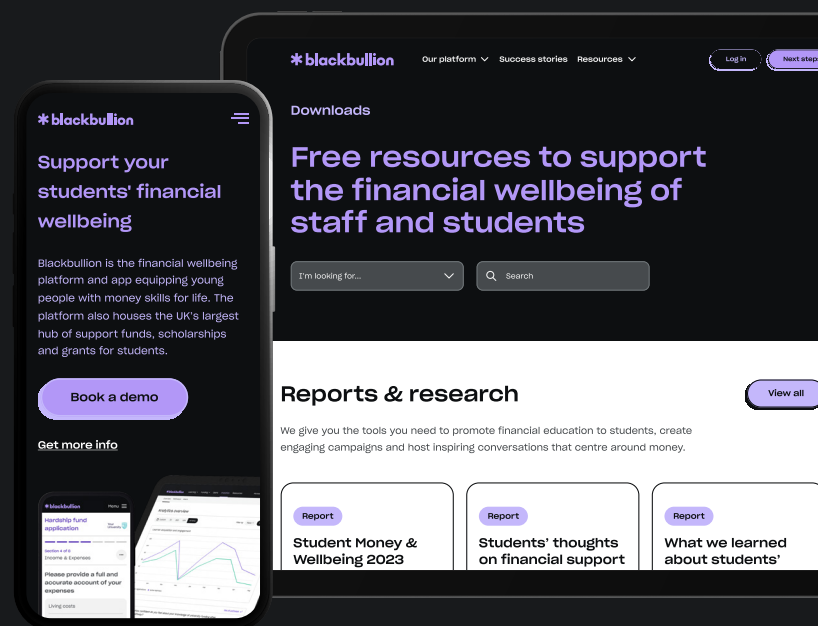
A new look for Blackbullion

Our staff website business.blackbullion.com (the place for you to get free blogs, reports and resources to share with your students) has had a makeover!

We think the new look perfectly reflects all the big changes that have happened lately at Blackbullion... while of course staying true to our mission:

To help students develop financial skills and confidence for life.

Have a look: business.blackbullion.com



*blackbullion

business.blackbullion.com | hello@blackbullion.com



Support and Wellbeing



Epigeum's **Pressure Points** is designed to provide flexible, online support addressing low-level wellbeing issues for undergraduate and postgraduate students struggling with the pressures of university life. The programme helps students to build self-insight and understand that they are not alone in experiencing challenges in their academic or personal lives.



Modules

Managing stress and student pressures
Identifying and managing anxiety and depression
Understanding self-harm
Understanding suicide and seeking support

Find out more: www.epigeum.com/courses/support-wellbeing/pressure-points/

Meet our new Executive team members

A team of twelve Executive members steers and governs our professional association. They volunteer their time to ensure that **AMOSSHE** works in the best way to support our members, the sector and the student experience. Meet the members who were elected to the Executive team for this academic year. Find out more [about the team](#).



Jill Stevenson, Chair

Jill Stevenson (Dean of Equality, Diversity & Inclusion and Director of Student Services, University of Stirling) has been re-elected to continue in her role as **AMOSSHE**'s Chair. Jill's priorities for 2023 to 2025 are to:

- ▶ Represent our members and continue to build strong partnerships to proactively influence strategy, policy, and investment in Student Services.
- ▶ Build a proactive narrative to convey the positive and vital impact of Student Services on students and institutional success.
- ▶ Lead the development of a new communications strategy for **AMOSSHE**, to enable us to communicate our core message more proactively, influence at the right fora at the right time, and respond effectively to emerging issues.
- ▶ Lead the Executive team to refresh the **AMOSSHE** strategy, ensuring that this represents the views of our diverse membership and positions us strongly to be financially sustainable and effective, whilst continuing to be agile enough to support our members through the inevitable changes and challenges ahead.

"I pledge to collaborate with our members and partners to position the student experience and Student Services at the top of the agenda for university leaders, policy makers, funders, and regulators"

Emma Bales, Vice Chair

Emma Bales (Director of Student Services, University of Cumbria) is new to the role of **AMOSSHE** Vice Chair. As a director in a university with a strong widening participation mission, **AMOSSHE**'s vision, mission and values resonate strongly with Emma, reflecting her own values and leadership approach. Emma's priorities as Vice Chair are to:

- ▶ Support the delivery of our priority projects through the final year of our 2019 to 2024 strategic plan.
- ▶ Support the Chair in leading the refresh of the **AMOSSHE** strategy, ensuring that through appropriate membership and stakeholder engagement the future strategic development of **AMOSSHE** aligns with the needs of our diverse membership.
- ▶ Work collaboratively with the Vice Chair (Operations), National Office and wider Executive team to further develop and implement the Professional Recognition and Career Development Project to raise the profile of the value of Student Services in the sector and ensure our members have access to impactful and inclusive professional development pathways.



"I consider it a privilege to work alongside the Chair, Executive and National Office to deliver impactful strategic priorities for our members and to represent Student Services in the sector"

working in partnership to enhance your student support services.

Randstad Student Support.

As the UK's leading provider of disability support to students, we recognise the ever-changing landscape in Higher Education and challenges this brings to leaders of student support services.

We are rising to these challenges, and our solutions are proven to bolster your existing services.

We can support you with:

- Inclusion and widening participation
- Student mental health and wellbeing
- Employability and graduate outcomes

Our solutions.

We are working with HEIs to develop their inclusive support for disabled students, enabling 17,000 students each year to

access DSA and institutionally-funded support - crucially ensuring that disability is not a barrier to education.

We support 20+ HEIs to deliver timely, high-quality counselling and mental health support to thousands of students, who may otherwise join lengthy waiting lists.

Our employability mentors are now supporting students with the transition from University into the workplace. We also support thousands of students with early career, graduate and apprenticeship placements in tech, automotive, engineering and digital industries.

Get in touch.

email adam.fear@randstad.co.uk
search [randstad student support](#)



Our MD, Mick Confrey, heads up our operational team supporting over 50 UK HEI's with professional investigation and mediation services.

Training and developing you to investigate the low-risk incidents better, we are your 'safe pair of hands' for the more serious and complex cases, those that might amount to criminality for example.

Mick is presenting at the forthcoming Winter conference and you can contact us for free advice and investigation planning at info@intersolglobal.com or call us on 01925 982680

INTERSOL GLOBAL

Join the conversation at www.intersolglobal.com





Aleata Alstad-Calkins, Executive Member

Aleata Alstad-Calkins (Director of Student Support & Success, University of Roehampton) has been re-elected to continue in her role as an **AMOSSHE** Executive Member.

Experience of having operational oversight and understanding institutional governance is essential in contributing to the development and strategic direction of **AMOSSHE**. Prior to working in higher education, Aleata worked for the NHS, prison service and various other organisations as a psychologist. This background was pivotal in her efforts to create a partnership with the University of Roehampton's local NHS to deliver excellent, coordinated care to students, and Aleata would be delighted to support colleagues in enhancing their NHS partnerships using a similar model.

Aleata is also a board member for three separate organisations, including a mental health charity, and has been involved in an **AMOSSHE** working group that has been developing essential annual sector benchmarking plans, which can be used to establish standards for strategic planning.

“I am excited about the prospect of continuing to shape the support provided to students in the sector with innovation and collaborative partnerships”



Sally Lambah, Executive Member

Sally Lambah (Student Support Manager, Wrexham University) is new to the role of **AMOSSHE** Executive Member.

Sally has worked in education for over 25 years, and has worked in a university setting for the last four years. Sally connects with **AMOSSHE** to support the running of the department she works in, and the knowledge and information gained by being a member of **AMOSSHE** helps her and her team provide the best service they can. So being a Executive Member supports Wrexham University, while Sally can also bring her experience and knowledge to the **AMOSSHE** team.

Sally feels that to have a representative from Welsh universities on the Executive Committee adds a different perspective, as Wales has different funding and requirements, which can be shared with other universities across the UK.

“I would like to contribute to AMOSSHE and support all our universities across the UK”

Ian Munton, Executive Member

Ian Munton (Director of Student Services, Aberystwyth University) re-joins the Executive Committee as an **AMOSSHE** Executive Member after a break of several years.

Ian has worked as a Student Services practitioner for over 20 years and been a Head / Director of Services for fourteen of those years. **AMOSSHE** has played a significant role in his professional development during that time. The organisation and its leadership network have continually and positively influenced his work and that of his teams and colleagues. The output from the National Office, Committee and our sector network has kept Ian informed and energized, and he has benefited from some of the opportunities that the Executive and National Office have enabled, including being a former member of the Committee, representing **AMOSSHE** at an international conference, and engaging in important sector discussions.

Ian continues to be motivated and excited every day by the changing nature of the student and university experience and in wanting to do what is right and meaningful for our communities.



“I’ll do all I can to work together with the Executive and with colleagues and friends across the sector to do the very best for us all, our teams and colleagues and the students that we support”

Email David Marshall for a free demonstration of our available courses at

dmarshall@marshallacm.co.uk

or visit us at our website:

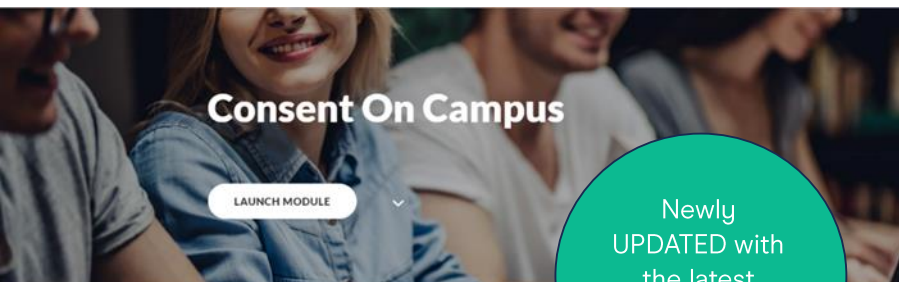
<https://marshalllearning.com>

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Marshall E-Learning has designed high-quality, informative and accessible e-learning courses for both students and staff on the topic of [Consent on Campus](#). Now used by 15 universities, take our courses off the shelf or utilise our customisation options to tailor the course to your institution with branding and photography.



- ≡ Welcome
- ≡ Which of these situations has consent been given?
- ≡ The official definition of consent
- ≡ Why understanding sexual consent is important

Newly
UPDATED with
the latest
2023
guidance!

- For student consent matters, choose our [Consent on Campus](#) e-learning course, which has recently been updated with the latest guidance to ensure accuracy and relevancy.
- For information on staff disclosure, choose our [Responding to Disclosures of Sexual Violence](#) e-learning course.

For more information about our Consent courses, [HE Subscription Offer](#) or how to access bespoke e-learning courses, contact us via our [website](#).

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ANNOUNCEMENT

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Benefits of a digital Suicide Safety Plan:

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Paul Rossi, Executive Member

Paul Rossi (Head of Student Advice & Safeguarding Support, University of the Arts London) is new to the role of **AMOSSHE** Executive Member.

Paul has been a manager in Student Services at University of the Arts London since 2002, during which time Student Services have had to respond to so many challenges and changes while remaining focussed on our students and their requirements.

During his professional life Paul has been on the boards of both NASMA (National Association of Student Money Advisers) and UKCISA (UK Council for International Student Affairs), and has been involved in delivering staff and volunteer development, training events and conferences.

Paul has also been a school governor (with a safeguarding link role) and a trustee in a local charity, so he is comfortable with the governance requirements of being an Executive Member. He is a Fellow of the Royal Society for Arts, Manufactures and Commerce (and was nominated for his work in international education), which has given him access to broader conversations.

“I bring an interest in institutional collaboration, future ways of working, staff development, and a passion for access to our services for both under-represented groups and international students”



Andy Shanks, Executive Member

Andy Shanks (Director of Student Wellbeing, University of Edinburgh) is new to the role of **AMOSSHE** Executive Member.

Before moving to his current role Andy worked for twenty years as a mental health social worker and then a senior manager within statutory mental health and social care services in London and Edinburgh. Andy brings an awareness of the value of taking a strategic approach, the benefits a person-centred model brings within our work in Student Services, and the significant, positive impact that working effectively in collaboration and partnership across team, departmental and organisational boundaries brings to people’s lives.

Andy aims to bring passion, energy, enthusiasm and commitment to the role of Executive Member. He has a keen interest in the areas of student mental health and wellbeing, tackling gender-based violence, access and inclusion, widening participation and tackling discrimination, student engagement, continuous service improvement, and the positive impact that physical activity and sport can play in enabling students to thrive.

“I am very excited about the opportunity to shape and contribute influentially to the future of our profession”

A growing team

Jill, Emma, Aleata, Sally, Ian, Paul and Andy join our existing Executive Committee team, who continue in their roles from the 2022/23 academic year:

- ▶ **Helen McNeely, Vice Chair (Operations)**, Head of Student and Academic Affairs at Queen’s University Belfast.
- ▶ **Chris Warrington, Vice Chair (Professional Development)**, Head of Student Support at the University of Leeds.
- ▶ **Sammy Li, Executive Member**, Assistant Director of Student Affairs (Postgraduate and Equality, Diversity, and Inclusion) at the University of Birmingham.
- ▶ **Ravteg Singh Dhesi, Executive Member**, Director of Education (Operations) at The Tavistock and Portman NHS Foundation Trust.
- ▶ **Sarah Sweeney, Executive Member**, Head of Student Support and Wellbeing at Lancaster University.



There are also changes afoot in our permanent National Office staff team. We’re recruiting to expand the team, and our latest new colleague is **Mariana Borges** (Communications Officer). Mariana leads on strategic communications for our professional association, including developing content for our website, social media and other communications channels, producing our weekly newsletters, and ensuring the consistency of **AMOSSHE**’s tone and voice throughout all our communications.

SHINING A LIGHT ON STUDENT FINANCIAL SUPPORT



We know our services make a big, measurable, strategic impact on student retention, satisfaction, success and progression.

Two recent reports highlight that impact!

Achieving a High-Speed Response to the Student 'Cost-of-Learning' Crisis



The recent HEPI report called for universities to take far more urgent action in order to support the growing numbers of students now facing severe financial pressures

Aspire Cash helps universities do this by delivering hardship and emergency funds in minutes – and the HEPI reports highlights how Buckinghamshire New University successfully deployed Aspire Cash

What did students spend £19million on this year!

Hundreds of millions of pounds are devoted each year to supporting students who are in need of supplementary funds to enable them to cope, progress and thrive through their higher education experience.

The JS Group is now able to track the specific spending patterns associated with the use of cash being drawn down by students from these funds.



DRIVING BETTER INVESTMENT IN STUDENT ENGAGEMENT AND FUTURES

To find out more, please contact **Alison Baccar**, Director of Engagement
alison.baccar@jsgroup.co.uk

WWW.JSGROUP.CO.UK

Student Happiness Index 2023

Learn more about students' happiness, their challenges, concerns, motivations, and aspirations for the future.

43%

say finances continue to be their top concern*

52%

took on a part-time job to ease financial pressures*

38%

said their mental health worsened*

Get a copy of the report today



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*Endsleigh Student Happiness Index 2023

Careers and employability services: research

AMOSSHE undertakes member research to understand the scale, scope and resources of Student Services in UK higher education. Our latest benchmarking data explores our member organisations' services that support student careers and employability. Here's an overview of some of our findings.



1:282

Average **staff-to-student** ratio in careers and employability services



£1.05M

Mean average **annual spend** on careers and employability services



5,299

Mean average **students** who accessed careers and employability services



£5,785

Mean average annual budget for **staff training**



- **Careers advice**
- **Careers planning**
- **Online resources**
- **Skills training**

Most **common components** of careers and employability services



23

Mean average number of careers and employability services **staff** (headcount)



21

Higher education providers who **responded** to the survey

Survey undertaken in early 2023

[AMOSSHE members can read the full report here](#)

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Delivering quality, flexible,
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99%
Student satisfaction
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Clear Links provide Non-Medical Help support services, including interim, ad hoc & apprenticeships support to students at **more than 300 HEPs in the UK.**

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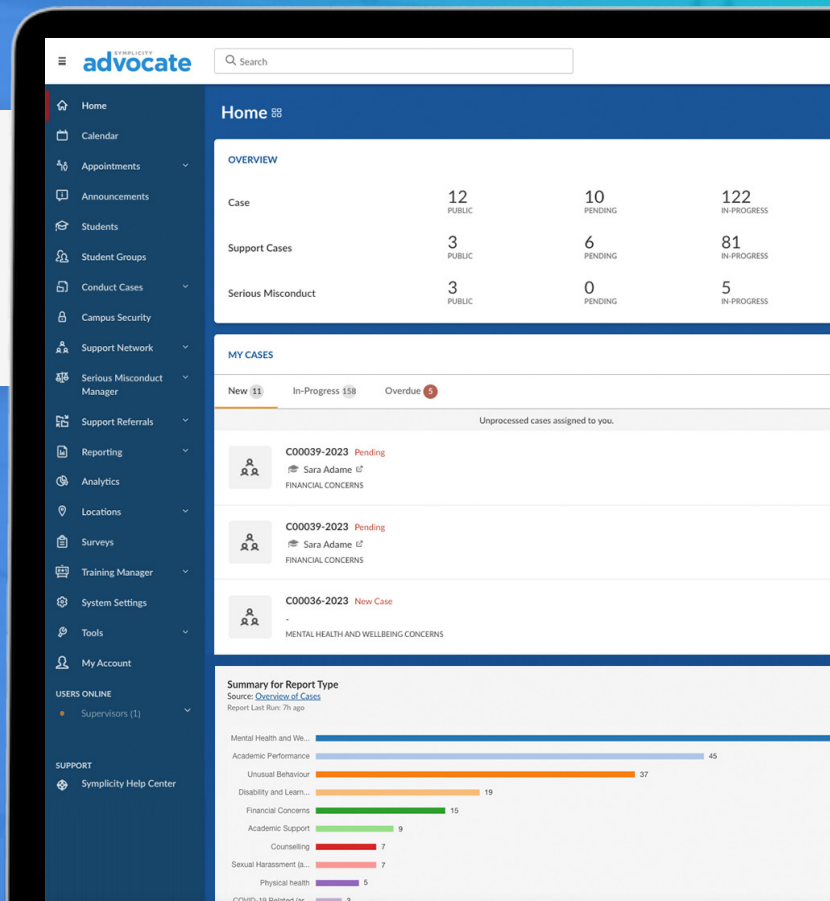
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Streamline reporting.

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AMOSSHE National Conference 26 to 28 June 2024 – Glasgow



Call for session proposals

We're looking for contributors to lead sessions at our **AMOSSHE National Conference 2024**. We want your proposals for informative and stimulating sessions that will engage delegates and contribute to everyone's understanding and professional development.

The conference takes place from **Wednesday 26 to Friday 28 June 2024** at the Crowne Plaza hotel in **Glasgow**, Scotland, UK.

The conference needs the imaginative input of higher education sector colleagues and partners in order to be truly relevant and productive for Student Services professionals. Your participation shapes the agenda and ensures that the conference is relevant, useful, and inspiring.

Leading a session at our conference is a good way to explore new ideas, develop your professional confidence and standing, and start new discussions.

Please submit your session proposals by **17:00 (GMT) on Friday 16 February 2024**.

Find out all about the call for proposals, and submit your session proposal, here:

[Call for proposals](#)

AMOSSHE annual sponsors 2023

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Supporting Better Student Outcomes

spectrum.life



If it's on a students' mind, it's on Togetherall

Togetherall is the clinically managed, online community where students and staff can share what's on their minds, anonymously, safely, and in the moment, 24/7. The platform also offers integration with other campus mental health services.

Togetherall attracts students who may not normally seek help elsewhere. By addressing this gap in traditional support provisions, Togetherall attracts a rich and diverse population. This includes ethnic minorities and LGBTQ + populations who may not access traditional mental health supports for a variety of reasons.

A high percentage of people accessing support on the site have shared something on Togetherall they had never shared with friends or family.

[Find out more](#)

togetherall.com



Student Mental Health Solutions with Spectrum.Life

Trusted to look after the health and wellbeing needs of 4m+ lives across the UK & Ireland.

Suited to you.

Together, we can co-design a solution that is tailored to your institution's needs using a clinical first approach.

Reporting & Risk Management.

We provide reports across referrals, engagement, clinical outcomes risk management and safety planning seamlessly integrated with your existing teams and processes.

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When a crisis arises, we can mobilise at any time to support your students.



24/7 Out of Hours Support
via multichannel access methods.



Digital Wellbeing Platform & App
1000s of hours of live and on demand content.



International Support
Counselling available in 35+ languages.



Counselling Referrals
We offer 6 or 8 session models and additional overflow / waiting list supports.

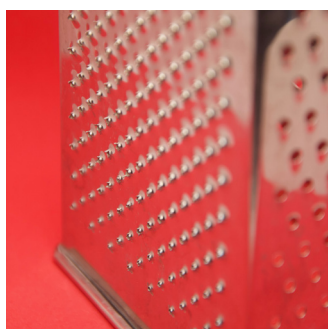
Contact Us: Wellbeing@spectrum.life

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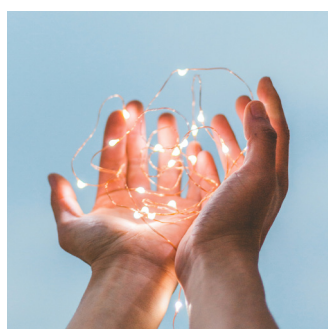
Keep up to date with AMOSSHE events at www.amoshe.org.uk/events



Harassment in higher education: prevention and response

1 December 2023, London

This event explores how Student Services can tackle sexual, racial and faith-based harassment in higher education through creative, effective and holistic approaches. Join us to discuss case studies and practical ideas about how Student Services can be proactive and preventative.



Evidence and evaluation: how to improve support for student mental health

14 December 2023, online

This free event helps you build awareness of the Student Mental Health Evidence Hub, including its evidence-based toolkit, examples of practice and evaluation guidance.



Winter Conference 2024

9 February 2024, Cardiff

The AMOSSHE Winter Conference 2024 explores making an impact on student wellbeing, continuation and success through establishing roles and boundaries in relation to student support, and understanding our students and services using data. Join us in the Welsh capital for a full day of shared expertise, discussion and case studies.



National Conference 2024

26 to 28 June 2024, Glasgow

The AMOSSHE National Conference 2024 takes place in person in Scotland. It's the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. Booking for the conference opens in spring 2024.



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4.5%

with Umii

81%

of students felt less lonely using Umii

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Helping careers and other student support services deliver outstanding support and guidance.

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- Help teams manage workflows and process efficiencies
- Provide proactive interventions

