



AMOSSHE

The Student Services Organisation

Winter bulletin 2021

Supporting students abroad

In December 2020 **AMOSSHE** published new guidelines for the managers of support services in UK higher education about supporting students who are studying abroad. These guidelines were collated from input by working groups and reviewers representing **AMOSSHE**, HUCS (Heads of University Counselling Services), UMHAN (University Mental Health Advisers Network) and various higher education providers.



You can use these guidelines to help you refine your service provision, support your student-facing colleagues, and communicate with students. The guidelines focus on online counselling/mental health support appointments, and supporting students who are in crisis.

The guidelines include considerations for what a higher education provider should undertake in terms of support, and resources for students and staff. There are protocols for preparing students to study abroad, and for supporting a student in crisis. There are also templates for data collection ahead of travel / study, and for communications in advance and at the start of an online session.

Thank you so much to everyone who took part in the development of these sector guidelines!

Read the guidelines here:

www.amoshe.org.uk/support-for-students-studying-abroad-2020

Helping universities deliver student engagement and success

JS Group is passionate about supporting student success. Working in partnership with universities, our schemes provide students with the confidence and resources to engage, succeed and make the most of their time at university.

We develop, deliver and manage innovative student engagement schemes. We partner with universities to turn financial awards (such as bursaries, scholarships and general support for students) into tailored engagement schemes. These schemes enable students to acquire the key tools and resources for their study and significantly reduce barriers to learning for less advantaged students. Schemes are also used to address issues such as digital poverty, and allocation of Hardship Funds and can enable students to participate in a range of activities such as joining clubs and societies, attending events and using services such as the gym.

We also provide resources schemes which enable academics and key professional services staff to specify educational resources such as eBooks, tablets, and other

key materials which we then provide directly to cohorts of students ranging from the whole student body to specific subject based cohorts, or under-represented student groups. Some partners have a mix of engagement and resources schemes – we pride ourselves on being creative and agile and working to meet the individual needs of each institution.

"There are massive benefits to working with the JS Group. They think with us as we reimagine our student success offering. They work in close partnership with us using data, sector wide intelligence and a real understanding of Sunderland. They are now trusted experts who help us plan and deliver the right packages of services that best support our students."

Kirsten Black, Director of Student Services, University of Sunderland.



If you'd like to find out more, contact **Julie Walkling**,
Director of Academic Partnerships
julie.walkling@jsgroup.co.uk

or visit our website
www.jsgroup.co.uk

Xyla Digital Therapies for Higher Education

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Part of Acacium Group

Why Xyla Digital Therapies?

- **Access to a diverse clinical network**
- **Enhance reach:**
 - For students anywhere in the UK
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 - 40+ languages
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 - Choice of appointment time and mode of delivery - typing, online audio and secure video

Our digital offering:



98% felt their therapist took their concerns seriously

97% had confidence in their therapist

92% got the help that mattered to them



Contact us for a conversation about how we can support your institution: Ariana.Suleyman@xyladigitaltherapies.com

Understanding and tackling digital poverty

During the pandemic digital poverty has emerged as a major barrier to engagement and success for some students. To help Student Services leaders understand digital poverty and tackle the issues, **AMOSSHE** undertook member research on the subject and hosted a professional development event.

What does digital poverty mean to you?

- 81%** Problematic **internet access** (insufficient, unreliable or unavailable)
- 69%** Lack of **equipment / hardware**
- 38%** Lack of **money** (for hardware / equipment / software / broadband)
- 33%** No access to required **software**
- 31%** Lack of **knowledge / skills / confidence**
- 21%** Inability to **participate / exclusion / impact on learning**
- 19%** **Shared equipment** (especially with family)
- 17%** Poor quality / outdated **equipment**
- 14%** Shared / unsuitable **workspaces**
- 12%** **Shared internet connection**
- 12%** **Inappropriate devices** (for example mobile phones)

AMOSSHE member research

In November 2020 **AMOSSHE** asked members to contribute information about digital poverty in the context of Student Services, including what digital poverty means, the student groups impacted, and Student Services measures to tackle the issue.

More survey findings for AMOSSHE members:
www.amoshe.org.uk/reports-and-guides#research

What have you undertaken to tackle these issues?

- 39%** Created / enhanced a dedicated digital or technology support fund / bursary
- 39%** Enhanced **laptop / equipment loans**
- 22%** **Hardship funding** (including enhanced funds)
- 15%** **Signposting** to hardship funds / charities / DSA
- 15%** **Procurement** of additional IT equipment (for distribution on a means-tested basis)
- 15%** **Streamlined access** to hardship funds
- 14%** Provision of **dongles / broadband**
- 12%** Creating **spaces on campus** for students to work
- 10%** Raising **awareness / providing information**
- 7%** **IT support services**

Professional development

In January 2021 our professional development webinar **Digital poverty in the context of Student Services** explored the various contexts of student digital poverty, shared learning and good practice, and suggested approaches for the future. The session included insights from Dr **Graeme Atherton** (NEON - National Education Opportunities Network) and **Jonathan Baldwin** (Jisc) as well as a review of AMOSSHE's research findings.

Event resources for AMOSSHE members:
www.amoshe.org.uk/events-resources

INSIDERS AND OUTSIDERS HOW MICRO- BEHAVIOURS AFFECT THE WORKPLACE

Marshall's is proud to announce our new course 'Insiders and Outsiders – How Micro-Behaviours Affect the Workplace'. Watch the trailer [here](#). Utilising the branching videos, this module will take learners on a journey to examine the more subtle behaviours that generate micro-inequities and define insider/outsider dynamics, and how this can have serious consequences for wellbeing, team working, creativity and productivity.

Our course – **Insiders and Outsiders**, guides learners through the foundational aspects of unconscious bias, and it is an excellent 'next step' to turn awareness into action. They will then explore the concepts and impacts of positive and negative micro-behaviours using the medium of interactive storytelling, where every decision they make will have a unique outcome on the branching storylines. Learners will be able to actively participate, putting their knowledge of unconscious bias and micro-behaviours to the test in a challenging simulation that is both thought-provoking and convincing.

Let's talk about race in the workplace – Our most recent development on the topic of Race, developed with Maggie Semple, OBE, aims to persuade the learner that racism isn't just explicit racist language, abuse or discrimination and that racism also takes the form of inequalities and inadvertent biases that are embedded in organisations and in society. Learners will come away from the course with an increased sense of the need to consciously and proactively address racial bias within their organisation. With many Universities using this now in 2021, please get in touch if you would like a demonstration.

See our video previews below:

Let's talk about race
[youtube.com/watch?v=rkTrKmdkmAo](https://www.youtube.com/watch?v=rkTrKmdkmAo)
Insiders and Outsiders
[youtube.com/watch?v=gxqhvlgatJ4](https://www.youtube.com/watch?v=gxqhvlgatJ4)

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www.marshallelearning.com
contactus@marshallacm.co.uk

International Student Success: A new collaboration opportunity

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This holistic online programme will equip all international students with the knowledge, skills, and understanding that are central to preparing for, and adjusting to, university life in the UK. We are inviting institutions to collaborate with us on the development of **International Student Success**. Following a one-off payment, you will directly contribute to the programme's creation:

- Sharing best practices with other leading institutions during a collaborative workshop
- Ensuring that the resource addresses the needs of your international student population and meets your institutional requirements, by agreeing a detailed content outline and reviewing sample materials
- Receiving an institution-wide, unlimited subscription upon publication

If you would like to find out more about **International Student Success**, please email epigeum@oup.com

Lead Advisor for **International Student Success**

UKCISA UK Council
for International
Student Affairs

Click here to read our Q&A with UKCISA: 'How has Covid-19 affected the international student experience?'



Student Services and student intersectionality

In December 2020 **AMOSSHE** hosted an online professional development event to explore how Student Services can appreciate, embrace and anticipate our students' intersectionality, and think about diversity in a more meaningful way.

Perspectives on intersectionality

The event, led by **AMOSSHE** Executive members **Rotimi Akinsete** (University of the Arts, London) and **Claire Slater** (University of Bristol) discussed different perspectives on intersectionality in order to help raise awareness, guide our teams and design our services to better reflect and support our students.

Implications for student support

Speakers included **Amatey Doku** (Nous Group), who discussed an intersectional approach to student support, and **Robiu Salisu** (University of Bristol), who explored the importance of adopting an intersectional lens when supporting students. Also, Rabbi **Alex Goldberg** (University of Surrey) discussed modernising Chaplaincy through the lens of intersectionality.

Admissions and data

Nicola Turner (UCAS - Universities and Colleges Admissions Service) gave an overview of the work UCAS is doing to support students in getting the support they need. And **Kevin Guyan** (Advance HE) drew on sector research to consider how an intersectional approach to student data offers huge potential to address individual and structural inequalities in the higher education sector.

Multiple identities

Sean Russell (Get Out Stay Out) and **Ross Strong** (Birmingham City University) led a workshop about the pressures of juggling multiple identities, as well as strategies for enabling change, leading teams and influencing upwards.

Event resources for AMOSSHE members:
www.amoshe.org.uk/events-resources

AMOSSHE annual sponsors

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Togetherall (formerly Big White Wall) is a leading online mental health community supporting students and staff from over 175+ education institutions.


togetherall

Offer immediate, online support
to your population today

info@togetherall.com

**AMOSSHE
National
Conference**



**14 - 16 July
Online**

National Conference 2021: call for session proposals

The **AMOSSHE National Conference 2021** is an inspirational, collaborative space for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. We want your proposals for informative and stimulating virtual workshops or presentations that will engage delegates and contribute to everyone's understanding and professional development.

What's the conference about?

In the 2020/21 academic year Student Services and sector colleagues have responded to unprecedented challenges with energy, creativity and commitment. Our conference is an opportunity to reflect on this year's good practice, establish strategic connections, and take our achievements forward. The key themes for this conference are reflections, connections and ambitions.

It takes place from **Wednesday 14 to Friday 16 July 2021**. The conference takes place **online** to enable participation from across the UK, as well as drawing on expertise from around the world.

Get involved!

We're looking for inspiring presentation or workshop sessions that contribute expertise, share ideas and stimulate discussion. For example, you and your colleagues may have undertaken initiatives or research that others can learn from; you may have inspiring success stories to tell; you may have worked with other organisations to successfully overcome a challenge or develop new opportunities for enhancing student success; or there may be challenges that you want to explore in a structured way in order to share good practice and develop new strategies.

Make the most of it!

Leading a workshop or presenting your work at our conference is a good way to explore new ideas, get feedback on your work, develop your professional confidence and standing, and start new discussions. For Student Services professionals, being part of the **AMOSSHE National Conference** programme is a prestigious professional development opportunity. You can raise your personal profile, draw attention to your work, benefit from peer perspectives, and develop new networks of colleagues with similar interests and areas of expertise.

Please submit your proposal for consideration by **17:00 on Monday 12 April 2021**.

Find out more and submit your proposal:
www.amoshe.org.uk/national-conference-2021-call-for-proposals

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"Intersol have always been accessible and supportive, especially when a new or unusual scenario raises new questions; Intersol have always been willing to talk to us about any issues and remain an important source of external expertise as we continue to develop our work in this area". Dr Kelly Prince, Serious Incident Officer, Keele University, September 2018

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randstad student support.
making the student experience
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Join us on our virtual roundtables
to discuss the current situation in
higher education:

- inclusivity and accessibility post-pandemic
- transitioning back to face-to-face/on campus learning from remote, both practically and emotionally for students
- the impact of the pandemic on student and staff mental health and provision of support in this area

Take the opportunity to discuss these topics in depth with your peers from other higher education institutions.



secure your spot.

25 March: 10:00 - 11:30
30 March: 14:00 - 15:30
or 31 March: 10:30 - 12:00

Book your slot here:
randstad.co.uk/virtual-roundtable

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



Rethinking disability services for a post-pandemic world

10 March 2021, online

This professional development event invites you to take a fresh look at your disability services in the context of a post-pandemic world. What are the implications of learning virtually for disabled students? What do we need to consider for returning to a post-pandemic campus? And how does a blended learning approach impact how we support disabled students?



Creating an anti-racist culture

21 and 22 April 2021, online

Tackling racism and creating an anti-racist culture are key priorities for higher education. How can Student Services foster empowering communities that actively champion diversity, and work together to eradicate systemic barriers to equality for black and ethnic minority students and staff? This virtual conference explores how Student Services leaders and their teams can drive this work, through strategic planning, service delivery and practical initiatives.



AMOSSHE National Conference 2021

14 to 16 July 2021, online

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Pocket-sized tips to avoid burnout



Be kind to yourself

This is a difficult period and you shouldn't expect too much of yourself:

- Lower your expectations to reduce pressure on yourself
- Try not to criticise; why not compliment yourself instead?
- Give yourself a gift — it could be as low cost as a chocolate bar!
- Avoid overworking by setting clear goals and a plan to achieve them
- Cut-off from work completely on the weekend and near bedtime



Find a distraction

Sometimes the news can get too much! Perhaps you need a distraction:

- What keeps you engaged and absorbed?
- If you usually watch TV, how about trying a book instead?
- A new project at work could provide variety and growth
- Is there something you've always wanted to create or try?
- Remember there's no pressure to learn a new skill at this time

Look after your body

Being kind to yourself also means looking after your physical health:

- Develop and follow a balanced eating plan — it doesn't need to be elaborate!
- Everything in moderation; eat the chocolate bar, then a piece of fruit after
- Consider a break from coffee, energy drinks, cigarettes and alcohol
- Get a good amount of sleep every night — can you go to bed 30 mins earlier?
- Prioritise self-care to replenish your physical and emotional energy



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Our Promises

www.unitehepartners.com

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Safe and Secure

- Safety is our top priority
- Five-star 'Outstanding' rating by the British Safety Council
- We continue to work closely with the local police and emergency services across the UK
- Tried and tested procedures for incident management in extensive scenarios

Getting you settled

- Carefully designed welcome programme to support a healthy transition into student life and the development of strong social networks
- The MyUnite app allows students to chat to future flatmates in a secure, moderated forum
- Student Ambassadors support the development of social networks and ease the transition into university life

There when you need us

- We give students space to find their way, but commit to being there when they need us
- Staff are trained to actively listen and signpost to information and support within the university and community
- Security teams on hand 24/7 to support with safety and anti-social behaviour
- 24 hour emergency control centre available 365 days a year via phone, app or local call points
- All our employees are trained in our service style, based on the core principles of Connect, Act, Respect and Encourage – CARE

