Developing as a Student Services leader challenges and politics of Student Services leadership, managing an event for Student Services professionals aspiring to the next level.

AMOSSHE
www.amosshe.org.uk/members/cpd-events/aim-higher-2016

University of South Wales, Campuses and Student Services, Goldsmiths, University of London, Registrar and Secretary, (Director of Student Services, Anglia Ruskin University), (Director of Student Services, University of Derby) talked through his experiences of becoming a new Head of Student Services.

Career development. Three speakers explored aspects of career development. Nicola Huelin (Successfactory) led a workshop about leadership skills, Kerry Shepherd (Search Consultant and co-founder, Minerva) discussed the recruitment process, and Tim Ward (Director, AEGE, the Work Based and Placement Learning Association) gave insights into developing your personal brand.

To complement this experience, Richard Irons (Head of Student Services, University of Derby) talked through his experiences of becoming a new Head of Student Services.

Aim higher: developing as a Student Services leader. MOSHSE hosted a continuing professional development event for Student Services leaders in a Student Services context, and career development.

Breaking Boundaries - News about the AMOSSHE national conference. The conference aims to inspire Student Services leaders to reach beyond the boundaries: explore new approaches, develop current success, consider international perspectives, and discover new ways of working.

A summary of our recent Student Services leadership event.

Student Services Benchmarking. Headlines from our latest sector survey.

Wellbeing
95% of our members can log in to the Student Services Benchmarking survey, to see how their organisation is performing. To take part please log in via www.amosshe.org.uk/landing.

To close the conference, Smita Jamdar draws on her legal expertise to explore how to break down barriers and develop services without boundaries.

We’re excited to have four inspirational keynote speakers to inspire delegates through their experiences of becoming a new Head of Student Services.

Changing or increased student (98% agree)
- Increased demand for services (97% agree)
- Increased or (85% agree)
- Increased responsibilities (93% agree)

To close on Friday, Smita Jamdar and Andrea Pino discuss their groundbreaking campaign and inequality in the sector.

Andrea Pino discuss their inspiring keynote speakers to inspire delegates through their experiences of becoming a new Head of Student Services.

Wellbeing (98% agree)
- Mental health
- Hardship funding (77% agree)
- Financial advice
- Student support policy (80% agree)
- Disability (95% agree)
- Counselling (95% agree)
- Wellbeing (85% agree)
6 to 8 July 2016 - Glasgow

Breaking Boundaries, the 2016 AMOSSHE national conference is already shaping up to be our biggest and best yet! Over 240 delegates will be attending from all over the world, with over 30 inspiring and informative workshops, presentations and networking sessions to choose from! The conference aims to inspire Student Services leaders to reach beyond the boundaries: explore new approaches, develop current success, consider international perspectives, and discover new potential as we work to break down barriers and develop student success without boundaries.

We’re excited to have four inspiring keynote speakers to guide us through our Breaking Boundaries journey!

Doreen Lawrence leads the way on Wednesday, exploring how to break down the barriers of prejudice and inequality in a higher education context.

On Thursday Annie Clark and Andrea Pino discuss their groundbreaking campaign to tackle sexual violence in US higher education.

To close on Friday, Smita Jamdar draws on her legal expertise to explore how to make the most of our potential to develop student success.
Doreen Lawrence, Baroness Lawrence of Clarendon, OBE

Andrea Pino, Director of Policy & Support, EROC

Smita Jamdar, Head of Education, Shakespeare Martineau LLP

www.amosshe.org.uk/conference2016
Developing as a Student Services leader

In April AMOSSHE hosted a continuing professional development event for Student Services professionals aspiring to the next level of their career supporting student success. The event explored the challenges and politics of Student Services leadership, managing change in a Student Services context, and career development.

Aim higher: developing as a Student Services leader had a specific Student Services focus: working with established leaders in the sector and those who have recently moved to a higher level of seniority, delegates learned about the challenges and expectations ahead as a head or director of Student Services.

Learning from the best

Speakers at the event included respected Student Services leaders and former AMOSSHE Executive members Julie Walkling (Director of Student Services, Anglia Ruskin University), Liz Bromley (Registrar and Secretary, Goldsmiths, University of London), and Gillian Jack (Executive Director, Campuses and Student Services, University of South Wales).

To complement this experience, Richard Irons (Head of Student Services, University of Derby) talked through his experiences of becoming a new Head of Student Services.

Career development

Three speakers explored aspects of career development. Nicola Huelin (Successfactory) led a workshop about leadership skills, Kerry Shepherd (Search Consultant and co-founder, Minerva) discussed the recruitment process, and Tim Ward (Director, ASET, the Work Based and Placement Learning Association) gave insights into developing your personal brand.

AMOSSHE members can log in for all the resources from the event: www.amosshe.org.uk/members/cpd-events/aim-higher-2016

In 2015/16 AMOSSHE is kindly supported by:

EvaSys

PROSPECTS

randstad

UNITE STUDENTS
Student Services in 2015/16

KEY HEADLINES

Here are some key details from the 2015/16 AMOSSHE Student Services Benchmarking survey, to give you a quick picture of UK Student Services in this academic year.

REMIT
97% Wellbeing
95% Counselling
95% Disability
95% Mental health
89% Dyslexia support
85% General advice
80% Health promotion
80% Student support policy
77% Financial advice
77% Hardship funding

RESPONSE
61 higher education providers contributed
37% of our member organisations

BUDGETS
£3M
70% have annual budgets of less than £3 million.
Average UK Student Services budget: £2.9 million
NO CHANGE
to budgets since 2014/15

STAFF
FTE
45
UK Student Services average Full-Time Equivalent staff
Head count
<40 (42%)
40-79 (28%)
80+ (30%)
Trend towards less staff compared to 2014/15
234:1
Average student to staff ratio, based on FTE

INITIATIVES
During 2015/16
Wellbeing and welfare awareness support.
Mental health (including: staff training, apps, online support).
New student centre / one stop shop / helpdesk.
Self-service provision, especially online (including: virtual help desks, online libraries, online application forms).
Employability (including: restructuring Careers Services, internship and mentoring schemes, new Careers Officers).

Planned for 2016/17
Student hubs / one stop shops.
Mental health (including: support for academic staff, developing policy / guidelines, redeveloping services).
Employability (including: awards, employment agencies, career planning in the curriculum).
Wellbeing (including: introducing into the curriculum, new Wellbeing Advisers).
Staff development (including of academics).

KEY CHANGES
Changing regulatory or legal context (98% agree)
Increased demand for services (97% agree)
Changing or increased student expectation (97% agree)
Pressure on non-financial resource (93% agree)
Increased responsibilities (85% agree)

KEY CHALLENGES
Responding to DSA reforms
Managing resource (especially staff)
Meeting student demand
Student mental health
Decreasing support from statutory services

New entries to the Student Services remit this year: events (including graduation), programme administration (including timetabling), student communications / social media, and library services