



AMOSSHE  
The Student Services Organisation

# Working with Student Services: Student Health and Well-Being

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# Overview



- Introduction to AMOSSHE
- Institutional priorities
- Changing context
- Challenges for students
- Emerging trends
- Role of Student Services
- Trends in Student Services
- Working with Student Services

# 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, significantly contributing to national policy agendas
- Government bodies
- Sector bodies
- Related professional bodies

# Student services include...



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- Careers
- Financial advice
- Loans
- Religion/belief
- Legal compliance
- Health
- Mental health
- Counseling
- Child care
- Accommodation
- Learning skills
- Mentoring

Student services manage human complexity and risk

Every intervention we make is part of the student  
experience and learning

# Student Health and Well-being: institutional priorities



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## Contribution to key institutional priorities

- Recruitment
- Overall experience
- Retention
- Performance
- Progression



# Student Health and Well-being: the changing context



## Students

- Increasingly diverse
  - Non-traditional backgrounds
  - International students
- High expectations
  - Study
  - Broader experience
  - Progression
  - Support
- Competing pressures

# Student Health and Well-being: the changing context



## Institutions

- Increasing student numbers
- Reducing resources
- Worsening staff student ratios
- Pressure on academic staff – research and teaching
- Compliance culture
- Risk averse





# Student Health and Well-being: the changing context



## External environment

- Cultural norms and trends
- Government policy to widen participation
- Uncertainty about future funding
- Competition for UK and international students
- High expectations of students and their families
- Increasing pressure on NHS and other resources

# Student Health and Well-being: challenges for students



- Transitional issues
  - Independence
  - Cultural adjustment
  - Social networks
- Work/life balance
  - Study/other opportunities
  - Finance
  - Employment
  - Family

# Student Health and Well-Being: emerging trends



- Stress due to competing demands
- Anxiety, depression and social isolation
- Sexual health
- Substance misuse
- High risk behaviour
- Self harm/suicide
- Mental health conditions

# Student Health and Well-Being: role of Student Services



## Service delivery

- Chaplaincy
- Disability Advice
- Emotional and psychological
- Financial Advice
- International Student
- Health promotion/education
- Medical and NHS

# Student Health and Well-Being: role of Student Services



## Institutional

- Intelligence gathering
- Policy development
- Personal tutoring
- Peer mentoring
- Case and risk management
- Student Accommodation
- Students' Union

# Student Health and Well-Being: trends in Student Services



- Integration
- Professionalisation
- Reactive to proactive
- Mainstreaming
- Learning reconsidered
- Reducing resources
- Value and impact
- Influencing policy makers

# Student Health and Well-Being: working with Student Services



## AMOSSHE Executive and Members

- Leadership Advisory Group
- Knowledge community
- Advocating for high level support
- Evidence base
- Guidance tools and case studies
- Durability of project