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...

- 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

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