



AMOSSHE

The Student Services Organisation

AMOSSHE strategy

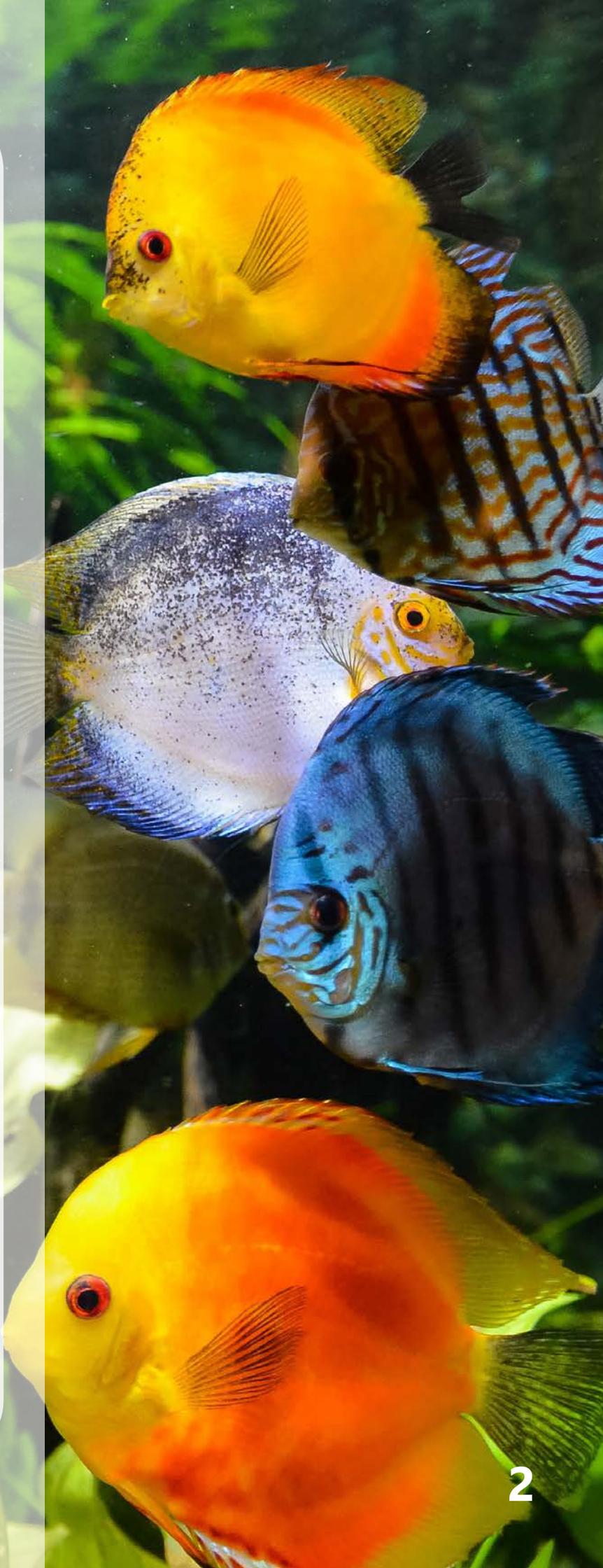
2019 to 2024

AMOSSHE and our members

AMOSSHE, The Student Services Organisation is a membership association representing, largely, Directors of Student Services in higher education, plus professional colleagues with a remit for and interest in establishing sector-leading standards for the delivery of an excellent student experience and student success.

AMOSSHE, through the elected Executive Committee and National Office, informs, supports and upskills its members, and represents, advocates for and promotes the enhancement of a positive student experience globally. Our members support students to fulfil their academic potential and enjoy a fulfilling and empowering student experience through all phases of the student lifecycle, while developing lifelong skills and attributes that make them some of the most employable, resilient, skilled and adaptable graduates in the world. They do this through collaboration with students, academic and professional services, and external stakeholders, ensuring that students, regardless of gender, age, origin, discipline, mode of study or residential status are sufficiently prepared, connected, supported and developed before, during and after their time at university.

Many of our members' services are targeted to ensure that the most vulnerable or challenged students (such as those who are care-experienced, disabled, estranged from their families or who have experienced social deprivation) are able to access and experience university life without barriers and on a level playing field. Those designing and delivering Student Services are committed to adding value for students in a way that enables their academic ability – irrespective of background or personal characteristics – through a culture of recognition, respect, nurturing talent and championing achievement.



A person in silhouette is shown from the side, looking out over a vast sea of clouds. The sky is a mix of blue and orange, suggesting a sunset or sunrise. The clouds are thick and white, creating a textured, undulating surface. The overall mood is contemplative and hopeful.

The unique value proposition of Student Services

Professional support and development services have a key part to play at all stages of the student lifecycle, from recruitment to transition from university into the workforce. To deliver an excellent student experience and nurture student success, it is imperative that the work of Student Services professionals is recognised and embedded into every step of the student journey. Student Services are no longer viewed as simply reactive, to be deployed in times of crisis; rather, they are now recognised as fundamental to the development of essential life skills that empower students to achieve their potential and navigate opportunities and challenges, both during their time at university and beyond. AMOSSHE members deliver services for students professionally, underpinned by the principles of inclusion, equality of opportunity, and respect for diversity.

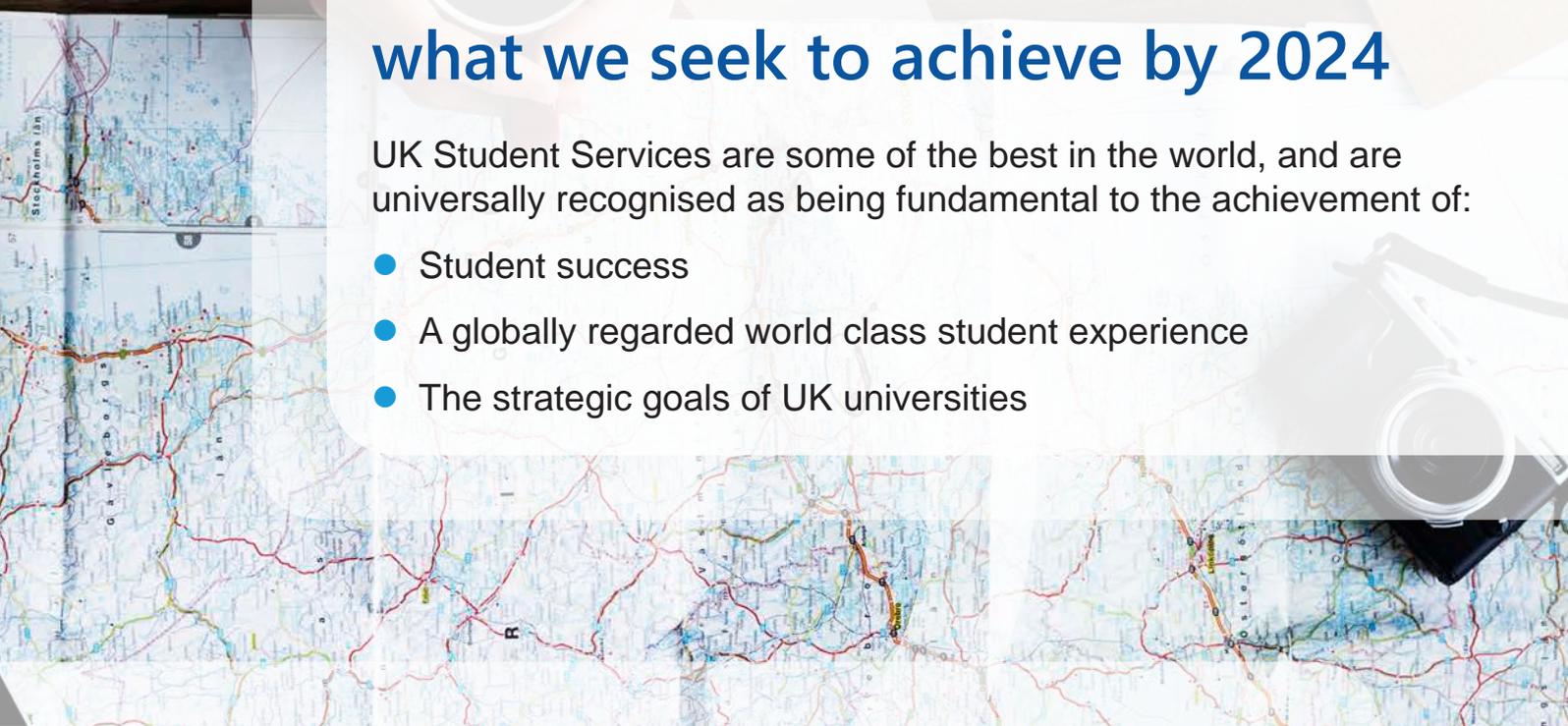


AMOSSHE vision

what we seek to achieve by 2024

UK Student Services are some of the best in the world, and are universally recognised as being fundamental to the achievement of:

- Student success
- A globally regarded world class student experience
- The strategic goals of UK universities



AMOSSHE mission

what we will do to achieve our vision

AMOSSHE will nurture a collaborative, skilled, passionate and empowered movement of leaders and partners who deliver innovative, impactful, world class services that are proven to enhance the holistic experience and enable student and institutional success.

By "movement" we mean a committed community of professionals with aligned aims and values. We will advocate on behalf of that movement to influence key stakeholders in the pursuit of our vision, by articulating the value of professional Student Services that transform the student experience and promote student success.

We recognise that the global and national political, economic, social and legislative environment will continually evolve during the period of this strategy. Together, the vision, mission, values and strategic goals create a holistic framework that we believe will be sustainable over the five year time period. Regardless of the changing environment, we have identified seven **values-based guiding principles** that underpin the implementation of our strategy and will enable us to remain focused, as a movement, on the achievement of our vision.

A sustainable five year strategy founded on values-based guiding principles

Supportive

Consider the wellbeing of our members: nurture a strong and **supportive community** of Student Services leaders and practitioners, including facilitating opportunities for sharing good practice and joint solutions to be generated

Diverse

Recognise the **diverse needs** of students and AMOSSHE members across the UK and take steps to ensure that our policies, practices and programme of work are reflective of this

Collaborative

Work together as a movement to build strong, influential **partnerships** with key external agencies and stakeholders, and also with our peers and institutional colleagues, to influence positive change

Innovative

Be bold and continually seek **innovative** and improved ways to achieve our vision, including funding evidence-based research that informs new practices

Evidence-based

Invest in and utilise data and **evidence-based** research to inform our decisions and evaluate the impact of our work

Developmental

Invest in the **continuing professional development** of our members and their teams, equipping them with the professional skills, knowledge, experience, opportunities and networks to influence change and enhance student success

Proactive

Continually scan the horizon to identify developments likely to impact on our sphere of work, and take **proactive action** to mitigate against risks and influence policy and investment decisions that will impact on student success



AMOSSHE strategic priorities 2019 to 2024

Over the period of this strategy, the focus of the AMOSSHE Executive Committee and National Office will be to facilitate the cultures, behaviours and infrastructure necessary to make significant progress towards the achievement of our vision. To do this, over the next five years we will:

Enable members

Provide our members with the cutting edge tools, skills, knowledge, opportunities and networks to successfully deliver innovative and impactful Student Services programmes

Collaborate and influence

Collaborate with and influence university leaders, policy makers, funders, government (local and national), students, advocates, and other key stakeholders – in the UK and globally – to ensure that the impact of Student Services is clearly recognised during conversations about the enhancement of the student experience

Establish a movement

Nurture a dynamic and integrated movement of Student Services leaders – in the UK and internationally – focused on facilitating and promoting student success; a collaborative consortium of partners speaking a common language and dedicated to the achievement of the highest quality outcomes for our students

Vision

- Student success
- Globally recognised world class student experience
- Achievement of institutional goals

Priorities

- Enable members
- Collaborate and influence
- Establish a dynamic and integrated movement

Mission

Collective, skilled, empowered movement focused on strategic vision
Delivery of and continued investment in world class, innovative, impactful Student Services

Collaborative

Diverse

Evidence-based

Values-based
guiding
principles

Supportive

Proactive

Innovative

Developmental

Student
Services leaders
(AMOSSHE
members)

AMOSSHE Executive
and National Office

Partners
and sector
stakeholders