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EUROPEAN COUNCIL FOR STUDENT AFFAIRS

Deutsches Studentenwerk

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Students services for the EHEA: A university perspective

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European University Association (EUA)

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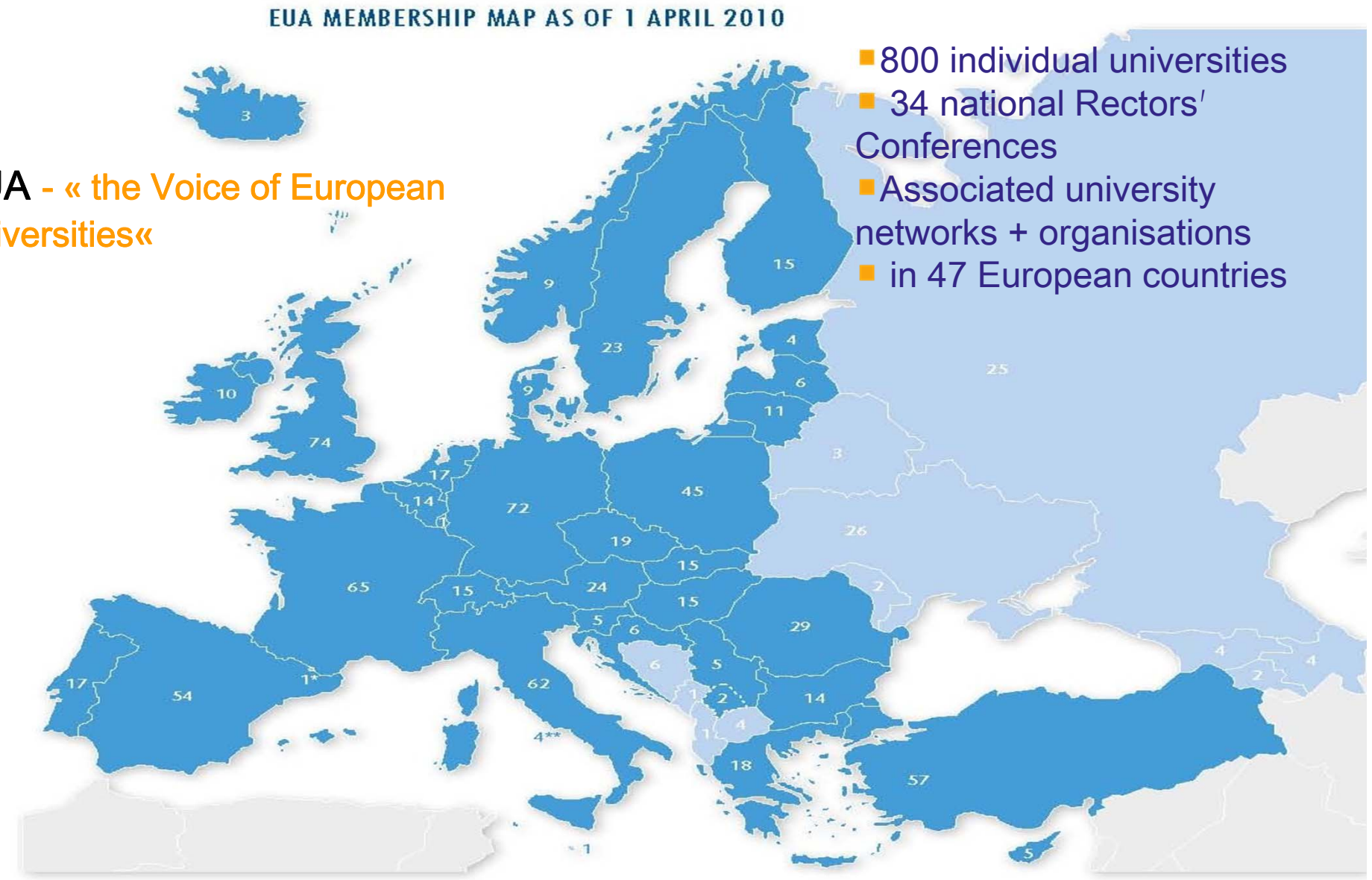
Introduction to EUA

EUA - « the Voice of European Universities«



- 800 individual universities
- 34 national Rectors′ Conferences
- Associated university networks + organisations
- in 47 European countries

Context setting: The last decade

Shape and size of systems are changing

- Significant rise in number of enrolled students
- Increased diversification of students and institutions
- New groups of learners, means new challenges
- Not just access and participation but also retention

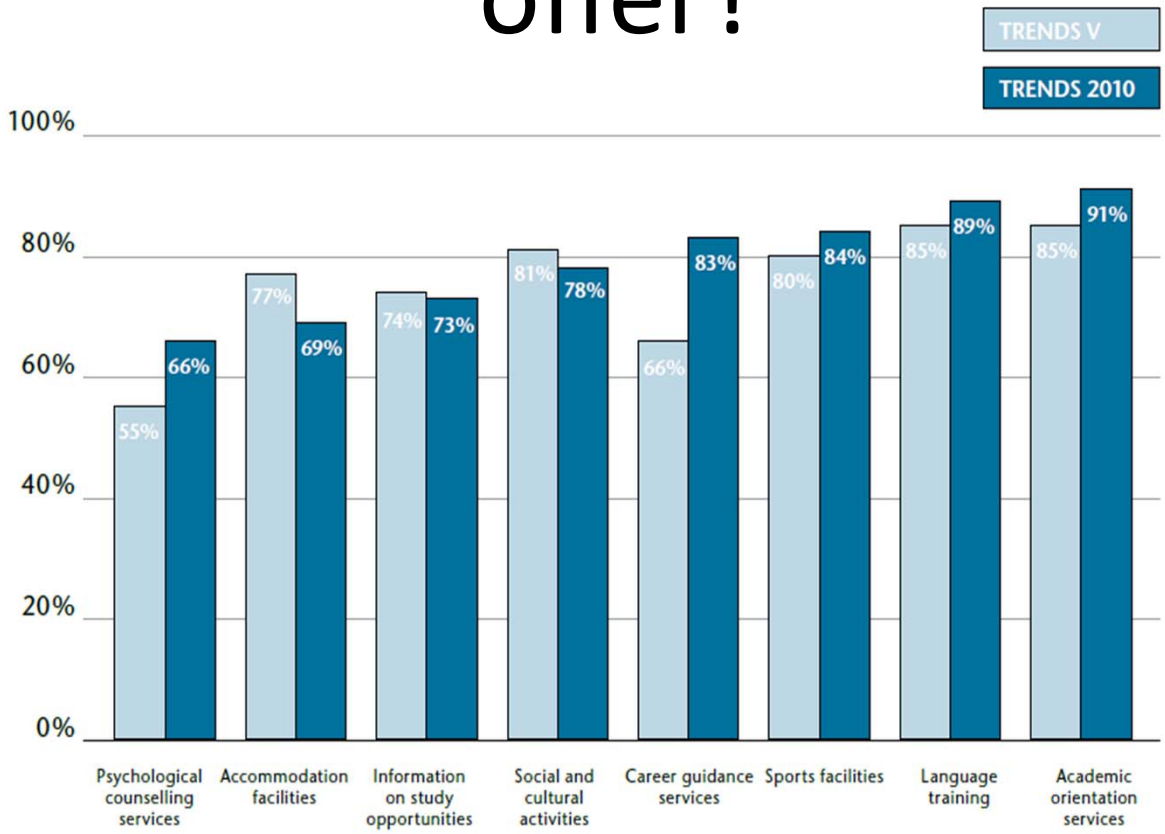
Four point agenda for the first decade of the European Higher Education Area

1. European citizens for the 21st Century: Lifelong access to learning
2. A partnership to support quality, creativity and innovation
3. A European higher education identity in the world
4. The European Knowledge Area

TRENDS 2010: Student services crucial for supporting lifelong access to learning

- Services are difficult to define and compare, because responsibility vary across countries
- In order to reach the Bologna goals, universities need good student services
- Good student services condition for student centred learning
- Supporting the student life-cycle: Access, progression, graduation and employability
- It is a necessity... but often overlooked

Student services at universities Which student services do they offer?



Students services contributing to a Euroopean higher education identity in the world

- European mobility targets in HE of 20% within the EHEA
- Relevant for the cooperation with the rest of the world
- Increased competition for international students
- Students that want to be international and International students need students services to support them
- Students choose a university because of the overall package
- This also underlines the importance of student services, but of a different range

I-graduate definition of student services

Table 8

International students satisfaction benchmark – support*

Support Elements	International ISB	Australian ISB
Catering	2.88	2.83
IT support	3.18	3.13
International Office	3.18	3.14
Students Union	3.17	3.11
Clubs/societies	3.17	3.07
Finance Office	3.04	3.06
Health centre	3.16	3.16
Student advisory centre	3.18	3.18
Accommodation	2.93	2.95
Careers service	3.08	2.98
Counselling	3.16	3.17
Graduate school	3.21	3.19
Halls welfare	3.10	3.09
Faith provision	3.24	3.15
Disability support	3.24	3.20

*Average based on 4 point scale with 4 being the highest score.

… Source International student barometer Australia 2010 …

Student services just for students?

- Europe tries to increase the number of young researcher and their mobility
- Not only € but also social environment
- Young researcher are in need of the same services as students
- And they need additional services eg:
  - Accommodating spouses and children
  - Access to social services and information

Challenges

Fall out of the financial crisis:

- Public sector cuts in many countries- hitting HE and research budgets, thus affecting universities directly
- Teaching and learning hit harder than research
- Often student services are the first area to suffer

EUA related projects

SIRUS	Shaping Inclusive and Responsive University Strategies	2009-2011
TRACKIT	Tracking Learners' and Graduates' Progression Paths	2010-2012
MAUNIMO	Mapping University Mobility of Staff and Students	2010-2012

For more information

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EUA policy positions and its latest activities

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