



# Comparison of the Student Service Organisations in Europe

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ECStA Report 2005

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European Council for Student Affairs

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## **I. Foreword**

The European Council for Student Affairs (ECStA) is an independent and autonomous umbrella organisation aiming to promote the social infrastructure at all higher education institutions of Europe. The organisation was established in 1999 and has today 17 members from 11 different countries in Europe.

The ECStA which gathers different members as associations or state bodies of various European countries, is promoting the cooperation between organisations responsible for the student social services within Europe, aiming to increase the understanding of the differences regarding the social infrastructure of higher education. In particular the organisation is promoting the mobility of students in Europe within the area of the Bologna process.

There are various models of organising the student social affairs, and student services in the European countries. The major student services identified by the ECStA are: student accommodation, student catering/restaurants, student finance, student leisure activities and student welfare and counselling.

The main purpose of this report is to give a comprehensive overview of the variety of student service organisations in the ECStA member states. How are student services organised in these countries? Which are the different services provided? Who are the main actors? What is the degree of shared competences?

Understanding the differences in the social infrastructure for students within the ECStA members countries will be of great help for anyone working with students directly or indirectly. But also the student wanting to travel and study abroad, to another ECStA country needs to know what can be expected when it comes to the student (social) services.

This report was created from the answers each member of ECStA gave to an inquiry earlier this year.

The ECStA can, through its members, only be responsible for the report as a whole. Each member of each country is responsible for the answers to the questions put in the inquiry. The report is a report made by the members for the members of ECStA. ECStA are hoping that next time this report is conducted more organisations from other countries will be able to participate in cooperation with ECStA.

What this report is trying to show are the differences that occur between the countries from which arise the members of the ECStA. There is no intention to promote or to set up one identical system for student social affairs in Europe. The report is the first step towards a

better understanding within the sector of social services for students. By doing so the members of ECStA are, in their way, contributing to a better implementation of the Bologna process. The intention of the report and the on-going work of ECStA is to increase the possibilities of mobility for the students of Europe.

Achim Meyer auf der Heyde  
President of the ECStA

Jean-Pierre Guyet  
Secretary General of the ECStA

Berlin/Paris  
June, 2005

## **II. European Student Services Organisations Members of the ECStA: an Institutional Approach**

## **Austria**

### **Basic information on the institution**

- a. Country**  
Austria
- b. Name of the institution**  
"Studienbeihilfenbehörde", Study Grant Authority
- c. Address**  
Gudrunstraße 179  
1100 Vienna  
Austria
- d. Web address**  
[www.stipendium.at](http://www.stipendium.at)
- e. Contact Person**  
Hofrat Wilfried Feldkirchner  
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Assessorin iur. Barbara Duppich  
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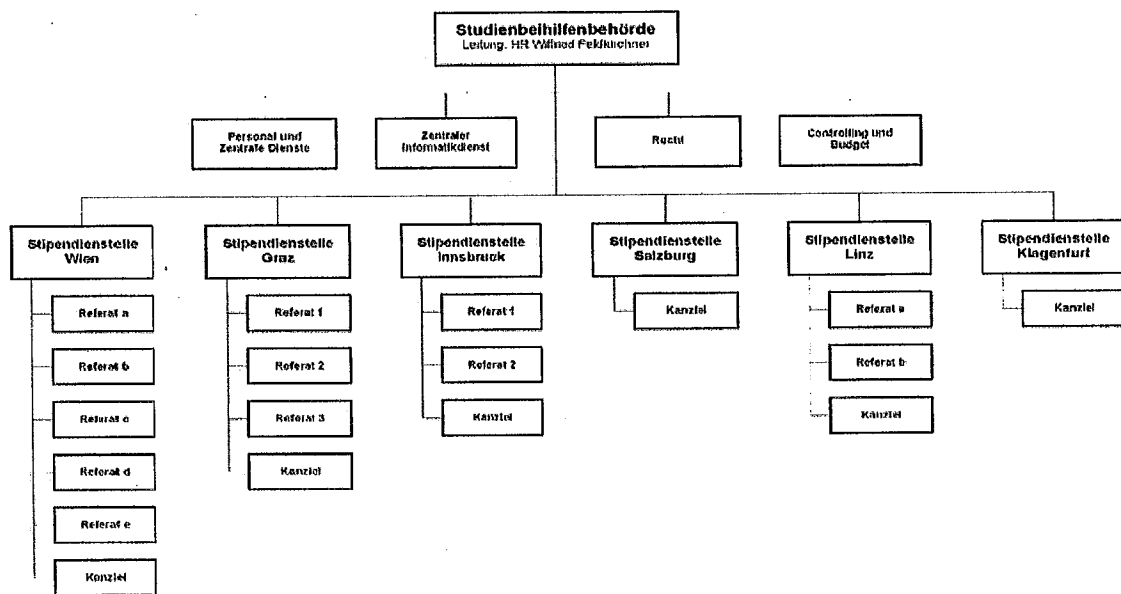
### **Type of organisation**

The Study Grant Authority is responsible for any type of information, applications, appeals and interventions regarding questions pertaining to study grants, transport cost allowance, grants upon completion of studies, insurance cost subsidies and grants for study abroad.

The Austrian Study Grant Authority consists of study grant departments and is headed by the Federal Ministry of Education, Science and Culture. Such study grant departments have been established in all major Austrian University cities, namely in Vienna, Graz, Innsbruck, Salzburg, Linz and Klagenfurt.

The various types of federal aid to students, with the exception of orphan's pensions to students, are regulated in the Student Support Act of 1992 (Studienförderungsgesetz).

The Study Grant Authority whose main duty consists of the execution of the Student Support Act of 1992 is therefore a national organisation that covers one student service sector.



### Legal status

The Austrian Study Grant Authority is a federal authority that is subordinate to the Federal Ministry of Education, Science and Culture. Its establishment is based on § 33 II of the Student Support Act 1992.

### Organisational structure and decision-making

**Which are the main decision-making bodies? How are they elected? What is their term of office?**

The main decision-making figurehead is the Head of the Study Grant Authority, Herr Hofrat Wilfried Feldkirchner.

The questions concerning the procedure of election and the term of office do not apply to the Austrian Study Grant Authority.

**How are students formally involved in the decision-making process of the organisation?**

1) The Study Grant Authority decides on study grants according to the General Law on Administrative Procedures by means of a notice following an application or appeal. This procedure relies on data-processing techniques and a shortened procedure of assessment. Decisions are made on the basis of clearly identified certificates by authorities and statements by students and their parents. The required simplicity and swiftness of this procedure is determined by the shortened period of decision (3 months) – and, thus, by the shortened period of appeal to a higher authority according to § 73 AVG (Austrian General Law on Administrative Procedures).

The right of appeal against such a notice includes personal intervention, which will be decided on in the course of an assessment procedure by a senate of the Study Grant Authority (collegial body consisting of university professors, student representatives and officials of the Study Grant Authority, at a ratio of 1:2:1) by way of a notice. It is possible to obtain an intervention-related preliminary decision already from a case officer of the Study Grant Authority – similar to the preliminary decision on an appeal according to § 64a AVG. In this case, the above-mentioned pre-decision on an appeal is explicitly ruled out.

This notice by the Senate regarding the intervention may be answered within the framework of the universities by an appeal to the Federal Ministry of Education, Science and Culture (for other educational institutions the Municipal School Board and/or Provincial School Board, or the provincial governor are responsible).

- 2) The Study Grant Authority considers the students as its customers and conducts customer-interviews (written, via internet and via telephone) which are set up by external professionals on a yearly basis. The results are used to achieve the appropriate improvements.
- 3) When an amendment of the Student Support Act is planned, representatives of the Austrian Student Union are involved in the survey procedure.
- 4) Students are involved in the work group that deals with the permanent improvement of the various application forms of the Study Grant Authority.

**Persons currently in charge of the organisation (here: President/Secretary General)**

In charge of the Study Grant Authority is Herr Hofrat Wilfried Feldkirchner  
(e-mail: wilfried.feldkirchner@stbh.gv.at).

**Financing: How is the organisation been financed? What is the annual budget?**

The Study Grant Authority is financed by the Federal Ministry of Education, Science and Culture and for the medical field by the Federal Ministry for Social Security, Generations and Consumer Protection.

In the academic year 2003/2004 the annual budget used as aid money amounted 175,3 million Euro and the budget used for administrative costs was 6,2 million Euro.



## **Foundation of the organisation/Historical background**

### **Chronology of the development of the Study Grant Authority**

- 1963 Entry of the first Austrian Student Support Act
- 1971 Establishment of the Study Grant Authority
- 1973 Beginning of the separation from the educational institutions
- 1980 Conclusion of the separation from the educational institutions
- 1983 Beginning of the work place evaluations
- 1984 Conclusion of the first administrative reform
- 1986 Beginning of seminars with the Austrian student union
- 1989 Beginning of the online data acquisition
- 1990 Installation of the work group "organisation- and human resources-development",  
Installation of the execution directives concerning the Student Support Act (1. edition),  
Project: "The Study Grant Authority as a service point for social questions"
- 1992 Entry of the Student Support Act 1992 – introducing the competence for counselling students in financial questions
- 1993 Introduction of the internal revision
- 1994 Project "Assessment-Centre"
- 1995 Project "Quality-Management"
- 1996 First employee-interviews
- 1998 Winner of the Speyer Quality Contest
- 2001 Installation of a specialised new software "stubis 2000"

## Belgium

### Basic information on the institution

a. **Country**  
Belgium

b. **Name of the institution/address/web address/contact Person**

CIUF, Conseil Interuniversitaire de la Communauté Wallonie/Bruxelles  
Rue d'Egmont, 5  
1000 Bruxelles  
Belgium  
Tel.: +32 2 504 92 91 – Fax: +32 2 502 27 68  
[www.cfwb.be/ciuf](http://www.cfwb.be/ciuf)  
Secrétaire Permanent: Marc Vandeur  
[info@ciuf.be](mailto:info@ciuf.be)

CGHE, Conseil Général des Hautes Ecoles de la Communauté Wallonie/Bruxelles  
Boulevard Pacheco 19, Local 7018  
1010 Bruxelles  
Belgium  
Tel.: +32 2 210 57 63 – Fax: +32 2 210 60 04  
Président: Michel Tordoir  
[Joceline.majcher@cfwb.be](mailto:Joceline.majcher@cfwb.be)

VLIR, Vlaamse Interuniversitaire Raad  
Egmontstraat, 5  
1000 Brussel  
Belgium  
Tel.: +32 2 289 05 50 – Fax: +32 2 514 72 77  
[www.vlir.be](http://www.vlir.be)  
Algemeen Directeur: Anne-Marie De Jonghe  
[secretariaat@vlir.be](mailto:secretariaat@vlir.be)

VLHORA, Vlaamse Hogescholenraad  
Wolvengracht, 38/2  
1000 Brussel  
Belgium  
Tel.: +32 2 211 41 90 – Fax: +32 2 211 41 99  
[www.vlhora.be](http://www.vlhora.be)  
Secretaris Generaal: Luc Van De Velde  
Marijke Seresia, working group of student affairs  
[m.seresia@ha.be](mailto:m.seresia@ha.be)

### **Type of organisation**

The Belgian model is distinguished by its diversity. There is currently no organisation on the national level, which coordinates the student social policy.

The basic organisation is the instruction institution: university or Haute Ecole/Hogeschool (H E/H = indicate tertiary education institutions providing a long and non-university tertiary education). It gets some public financial means to implement the student social frame. These services in favour of students are required to respect some general rules but the institutions have still a real autonomy in the concrete organisation of social policies in the sector of services in favour of students.

A skeleton coordination yet exists for each instruction type (universities or Hautes Ecoles/Hogescholen) and per community concerned with these topics (Wallonia/Bruxelles; Flanders).

In practical terms:

- CIUF = university students in the area of Wallonia/Bruxelles (+/- 22% of the Belgian students)
- CGHE = Haute Ecole students in the area of Wallonie/Bruxelles (+/- 25% of the Belgian students)
- VLIR = university students in the area of Flanders (+/- 20% of the Belgian students)
- VLHORA = Hogeschool students in the area of Flanders (+/- 33% of the Belgian students)

This coordination is currently changing. Further to the Bologna process and to the link it is creating between instruction institutions, some regional collaboration is emerging. Social policies and more autonomy in social sectors of these instruction institutions might result soon.

At the moment, each organisation must be considered as covering all the services in favour of students.

### **Legal status**

The legal frame of the four regional institutions is set up by law. It is a global frame and does not concern the organisation of the social services in favour of students.

However, distinct legal measures define some general criteria such as student representation, social missions to be fulfilled, etc. These legal arrangements are not the same in Flanders as in the area Wallonia/Bruxelles and are different for universities and for Hautes Ecoles/Hogescholen.

### **Organisational structure and decision-making**

Diversity is important, particularly in the university social sectors. Hautes Ecoles/Hogescholen social sectors share some rules, but these are different if we consider Wallonia/Bruxelles or Flanders.

Information about the following aspects are available on the web site of each university or Haute Ecole/Hogeschool.

### **Financing**

- Federal level: at this moment there is no official Belgian umbrella organisation.
- Regional level: in each of the four regional organisations, is an official student services working group, but the regional organisation budget is not used for projects on the field of student services.
- Local level: each local institution gets from the Flemish or Wallonia/Brussels Government a budget for each student of the college they are working for. The amount is for historical and budget reasons not the same. Universities are getting about Euro 230 until Euro 500/student in Flanders; and about Euro 150 until Euro 250/student in Wallonia/Brussels. Hautes Ecoles/Hogescholen is getting Euro 167/student in Flanders and Euro 55/student in Wallonia/Brussels.

All the university institutions make up through their own means the public endowment that has become insufficient to finance the aimed social policies. Because this complement is often lacking for Hautes Ecoles/Hogescholen, they have to carry out more restrictive social policies than universities do.

Besides that there is an (mostly small) additional own income, depending on the activities of the social sector (e.g. turnover of restaurants ...).

### **Foundation of the organisation/Historical background**

A law adopted in 1960 and still in force award to universities subventions aimed at the social support of students. This law leaves a great part of autonomy to universities in the way they use these financial grants.

This partly justifies the diversity of the organisation and the running of student social services.

Besides that there's an (mostly small) additional own income, depending on the activities of the social sector

Only much later – since 1994 for Hogescholen and since 1995 for Hautes Ecoles – governments in Flanders and in Wallonia/Bruxelles endowed subventions for non-university students, but in a rather lesser extent.

At this time, the student services of the Hautes Ecoles/Hogescholen colleges are trying to get equal financing, while on the field we see more and more cooperation between student services of colleges and universities, mostly on a regional basis.

## **Finland**

### **Basic information on your institution**

- a. **Country**  
Finland
- b. **Name of the institution**  
The Finnish Student Housing Ltd.
- c. **Address**  
Kalevankatu 4 A  
00100 Helsinki, Finland
- d. **Web address**  
www.soa.fi
- e. **Contact Person**  
Ulla-Mari Karhu

### **Type of organisation**

The Finnish Student Housing Ltd is a national organisation covering one student service sector.

### **Legal status**

Non-governmental organisation, with no financial aid or support from state or public sector  
Limited (ltd.)

### **Organisational structure and decision-making**

#### **Which are the main decision-making bodies? How are they elected? What is their term of office?**

The board: All local student housing organisations nominate one member to the board. The board is elected for one year period. Usually the members are the managing directors of local organisations.

#### **How are students formally involved in the decision-making process of the organisation?**

The students have three representatives on the board (student unions nominate them) and there is also a member representing the tenants.

**Persons currently in charge of the organisation (here: President/Secretary General)**

- chairman of the board: Mikko Sedig
- vice-chairman of the board: Timo Lehto
- managing director: Ulla-Mari Karhu

**Financing**

The local student housing organisations pay member fees, according to their size. The model is quite similar to ECStA-membership fees. The annual budget is 250.000 euro.

**Foundation of the organisation/Historical background**

Finland's Student Housing Ltd. focuses on the co-operation between student housing associations and looks after their interests.

In order to satisfy the demand for student housing, our line of activities includes promoting the production of student accommodation with the aid of state loans, and promoting the management, maintenance, and renovation activities of the sites.

Our task is to communicate with the state administration and political decision-makers, as well as to represent student housing associations in different organisations and planning committees. We also take care of publishing and public relations activities. We co-ordinate international and especially Nordic student housing co-operation, and promote research on student housing.

The aim of our operation is to ensure that student housing associations can offer student apartments and services, which are of reasonable cost and meet the students' requirements.

**History:**

The production of student houses, financed by state loans, began in Finland at the end of the 1960's. In 1971 an advisory committee was founded within the National Union of Finnish Students, with the purpose of developing nationwide co-operation on student housing. Both student housing associations and student organisations were represented in this committee, which was responsible for the housing policy.

The co-operation became more established in 1982 when Finland's Student Housing Ltd. was founded. This umbrella organisation specialises in student housing and the operations of student housing associations around Finland. It focuses on the co-operation between the associations and looks after their interests. The 18 student housing associations, which are in partnership in forming Finland's Student Housing Ltd. and rent out apartments for approximately 60,000 students and their families.

## France

### Basic information on the institution

- a. **Country**  
France
- b. **Name of the institution**  
CNOUS (Centre National des Œuvres Universitaires et Scolaires)
- c. **Address**  
Head Quarters  
69, quai d'Orsay  
75340 Paris cedex 07  
France  
  
Office for International Affairs (SDAI)  
6, rue Jean Calvin  
75005 Paris  
France
- d. **Web address**  
[www.cnous.fr](http://www.cnous.fr)
- e. **Contact Person**  
Sous-direction des affaires internationales (SDAI)  
6, rue Jean Calvin – BP 49  
75222 Paris cedex 05  
France  
Tél.: 00 33 (0)1 55 43 58 00  
[sdai@cnous.fr](mailto:sdai@cnous.fr)

### Type of organisation

National organisation covering all the sectors of student's life (covered sectors: scholarships on social criteria, accommodation, restoration, foreign grant holders).

### Legal status

Government-administration under custody of the Ministry of Education.

## **Organisational structure and decision-making**

### **Which are the main decision-making bodies? How are they elected? What is their term of office?**

The main decision body is the Board of directors of the CNOUS, which includes 27 members:

- The president: a qualified person, appointed by the Minister in charge of the Higher Education. At present: Mr Pierre Daumard, Professor of Universities
- 8 representatives of the State among whom 4 civil servants appointed by the Minister in charge of the Higher education and 4 civil servants appointed respectively by the Ministers in charge of the Budget, Ministry of Housing, Social Affairs and Foreign Affairs
- 8 elected student representatives
- 3 representatives of the staff of the CNOUS and the CROUS appointed by the most representative syndicates
- 3 presidents of universities or directors of higher education institutions one of which is from a private institution
- 4 qualified persons two of whom are chosen among the propositions of the student elected members

#### The CA deal with:

to define the general policy

to insure the distribution of budget allocation allocated to the CROUS

to collect and to distribute any donations, legacies, subsidies and helps susceptible to favour the development of the centres

#### The director of the CNOUS:

He is notably in charge of preparing and of executing the decisions of the board of directors. He is appointed by the Prime Minister for a period of three years on proposition of the Minister in charge of the Higher Education. At present: Mr. Jean Dominique Lafay, Professor of Universities.

#### Texts and laws:

- 1918: student associations get organized to create homes (foyers)
- 1936: the Minister Jean Zay created the "Œuvres" Committee in favour of the students
- 1946: creation at the national level (CNOUS) and at the regional level (CROUS) of the "centres des œuvres" in favour of the university and school youth, endowed with the status of non-profit organisations
- 1955: the law of April 16th confers to the "Centre National des Œuvres Universitaires et Scolaires" the status of public establishment with administrative character
- 1987: the decree of March 5th defines the missions and the organisation of the Œuvres Universitaires



**How are students formally involved in the decision-making process of the organisation?**

The Board of directors of the CNOUS appoint 8 student elected representatives (among the student elected members in the CA of the CROUS) as well as 4 qualified persons among whom 2 are chosen from the propositions of the student elected members.

**Persons currently in charge of the organisation (here: President/Secretary General)**

At present Mr. Jean Dominique Lafay, Professor of Universities, is Director of the CNOUS. Mr Pierre Daumard, professor of Universities, is chairman of the board of the CNOUS.

**Financing**

Global budget on 2004: 939 million euro (except scholarships)

30,33 % Ministry of Education

3,83 % Ministry of Foreign Affairs

65,84 % of personal resources

**Foundation of the organisation/Historical background**

The student initiative preceded the action of the State in the field of the social help to the students.

## Germany

### Basic information on the institution

- a. **Country**  
Germany
- b. **Name of the institution**  
Deutsches Studentenwerk, DSW (German National Organisation for Student Affairs)
- c. **Address**  
Headquarter  
Deutsches Studentenwerk  
Monbijouplatz 11  
10178 Berlin  
Germany  
Tel.: +49/30-29 77 27 0  
Fax: +49/ 30-29 77 27-99
- Departments of International Relations and Economic Affairs  
Deutsches Studentenwerk  
Weberstr. 55  
53113 Bonn  
Germany  
Tel.: +49/228-269 06 42  
Fax.: +49/228-269 06 39
- d. **Web address**  
[www.studentenwerke.de](http://www.studentenwerke.de)
- e. **Contact Person**  
Achim Meyer auf der Heyde, Secretary General  
[achim.meyer-auf-der-heyde@studentenwerke.de](mailto:achim.meyer-auf-der-heyde@studentenwerke.de)
- Danja Oste, Head of Unit, International Relations  
[danja.oste@studentenwerke.de](mailto:danja.oste@studentenwerke.de)

### Type of organisation

#### A. Deutsches Studentenwerk (DSW)

The Deutsches Studentenwerk is the voluntary national association of the 61 local Studentenwerk organisations.

## B. Studentenwerke (STW)

In Germany, the local *Studentenwerk* organisations are responsible for providing social, economic and cultural services for all students. In total, there are 61 local *Studentenwerk* organisations in charge of 2 million students enrolled at about 300 higher education institutions in Germany. Nearly all *Studentenwerke* are therefore responsible for more than one institution of higher education, often even for more than one location.

### **Legal status**

The DSW is an association.

With the exception of two, the *Studentenwerk* organisations are independent statutory bodies/public bodies of the federal states (*Länder*). They are non-profit organisations.

### **Organisational structure and decision-making?**

**Which are the main decision-making bodies? How are they elected? What is their term of office?**

#### A. Deutsches Studentenwerk

The DSW has three executive bodies: The Members' Assembly, the Executive Board (*Vorstand*) and the Secretary General. The Members' Assembly, which determines the principle guidelines of the umbrella group, is composed of representatives of the 61 local *Studentenwerk* organisations and meets annually. Calculated on a basis of 4.000 students, a local *Studentenwerk* organisation receives one vote in the Members' Assembly; a maximum of 10 votes per local *Studentenwerk* organisation is fixed. The Board, elected by the General Assembly, is comprised of 3 professors, 3 students and 3 executive managers of the local *Studentenwerk* organisations. The Board nominates the Secretary General who assumes the executive responsibility and heads the national office with a staff of approximately 45 people.

The Secretary General of the DSW is proposed by the Board of Management and its candidature is approved by the DSW General Assembly. The Secretary General participates in the Board of Management with advisory function.

The other members of the Board of Management are elected by the DSW General Assembly.

Term of office:

- Secretary general: according to the conditions laid down in his/her contract
- Members of the board: 2 years; renewable

The DSW also has a consultative committee, the Board of Trustees, which supports and promotes the objectives of the DSW. The Board of Trustees consists of 21 representatives appointed for a period of two years. Members of the Board of Trustees are representatives of the German Rectors Conference, student representatives, representatives of the national and federal state governments, the German Academic Exchange Service (DAAD), the German Association of Municipal Authorities, the Trade Unions, and the German Chamber of Industry and Trade, as well as the Bundestag parliamentary parties and other public figures. The composition of the Board of Trustees shows that all relevant parties of society acting in the field of education and dealing with matters related to student affairs are integrated.

Other advisory bodies of the Deutsches Studentenwerk:

- *Länder* committee: composed of one STW representative per Land
- student council: each STW has the right to send one student as representative into the council; the student has to be member of one of the executive bodies of the local *Studentenwerk*

#### B. Local Studentenwerke

The organisational structure of the local *Studentenwerk* organisations is slightly different from federal state to federal state.

In general, the local *Studentenwerk* organisations have three governing bodies: The Executive Manager (*Geschäftsführer*), the Board (*Vorstand*) and the Administrative Council (*Verwaltungsrat*). Traditionally, students and professors are represented on the Board as well as on the Administrative Council. Furthermore, representatives of public life are taking part in the internal decision-making process, too. The Executive Manager is elected by the Administrative Council and appointed after confirmation by the respective minister.

**How are students formally involved in the decision-making process of the organisation?**

National level (DSW)

- on the board of management the students are equal in number with the professors and the Executive Directors; one of the two Vice-President positions in the Board is always taken by a student.
- the DSW has set up several thematic committees (9 in total) composed of Executive Directors of the local *Studentenwerke*. In each committee two students are represented.
- recently the DSW has set up a “student council” with advisory function. Each *Studentenwerk* can send (optional) one student who is already a member of the official decision-making bodies of the local *Studentenwerk* as delegate to the Student Council.

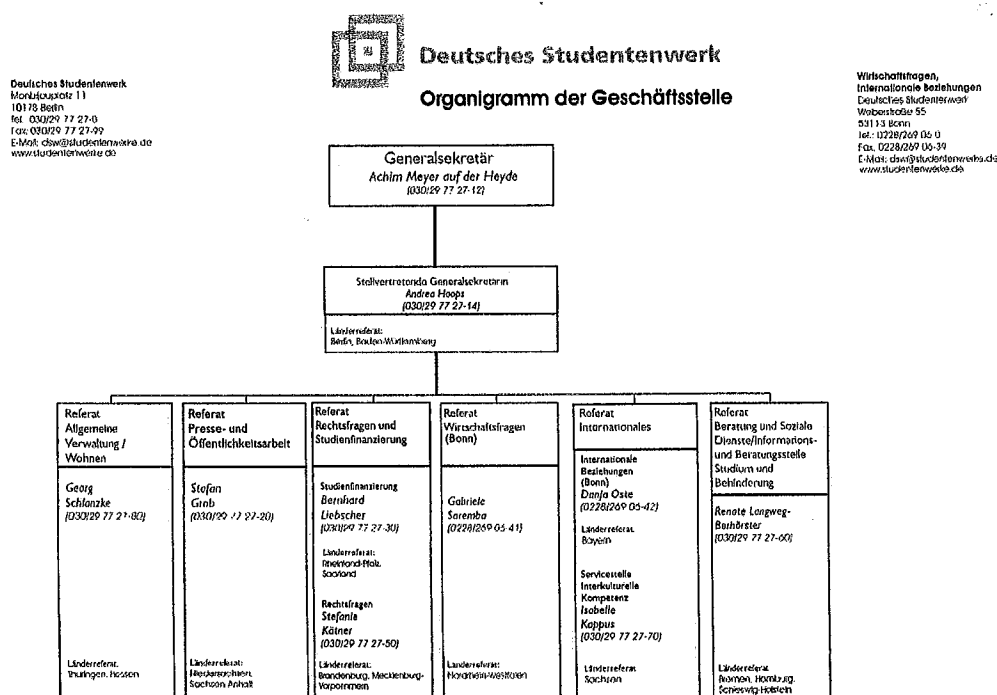
Local level (STW)

Students are represented in the Board as well as in the Administrative Council of the local *Studentenwerk*.

**Persons currently in charge of the organisation (here: President/Secretary General)**

- Achim Meyer auf der Heyde, Secretary General
- Andrea Hoops, Deputy Secretary General
- Prof. Dr. Hans-Dieter Rinkens, President
- Prof. Dr. Marion Schick, Vice-President
- Steffen Krach, Vice-President

## Organisational chart



Stand: Mai 2005

## Financing

### A. Deutsches Studentenwerk

The DSW is also a non-profit organisation and is funded by contributions made by all member organisations for student affairs (each local *Studentenwerk* organization pays a fee of 1,35 Euro per student).

### B. Local Studentenwerke

The local *Studentenwerke* are non-profit organisations incorporated under public law. In 2003, the overall budget of the 61 *Studentenwerk* organisations amounted to 1,077 Mrd. Euro. They are funded by five resources (figures refer to 2003):

- own income (this means turnover profits on sales and rent): 63,8 % of the budget
- subsidies allocated by the respective *Länder* authorities: 15,4 % of the budget
- refunds from the Federal State (*Länder*) Government for the administration of educational grants: 6,6 % of the budget
- social contributions levied from the students: 12,0 % of the budget
- other resources: 2,2 % of the budget

### **Foundation of the organisation/Historical background**

The *Studentenwerke* emerged after World War One from the students' mutual aid initiatives. With the support of the industry they founded students houses, restaurants and loan societies, and arranged for factory work to alleviate economic hardship.

During the Nazi Regime the *Studentenwerke* lost their legal independence and in 1934, were transformed into the newly formed *Reichstudentenwerk*. They were finally dissolved with the closing of the universities and colleges in spring 1945. After World War II, the local *Studentenwerke* were re-established. In regard to their legal status the *Studentenwerke* had different preferences: some opted for the form of a registered associations, others chose the status of a foundation, and others became statutory bodies (institutions incorporated under public law). In the mid-1970's, all *Studentenwerke* were required to take on the legal status of a federal state (Land) statutory body to meet legal standards required to administer educational grants.

The unification of Germany on 3<sup>rd</sup> October 1990 was an important turning point in the development of the *Studentenwerke*. In the former German Democratic Republic (DDR) student services were incorporated into the centrally run university system. First informal talks took place as early as December 1989 to discuss the possibilities of establishing structures in the field of student affairs in East Germany compatible with those already existing in West Germany. Directly after the unification, new *Studentenwerk* organisations were founded in the five new federal states (*neue Bundesländer*), taking over the independent model of the *Studentenwerk* organisations in West Germany. The enactment of the necessary laws and the founding process itself came to an end by spring 1993.

## Italy

### Basic information on the institution

- a. Country**  
Italy
- b. Name of your institution**  
ANDISU (Associazione Nazionale per gli organismi per il Diritto allo Studio Universitario)
- c. Address**  
Secretary General:  
ERDISU Trieste  
Salita Monte Valerio 3  
34127 Trieste  
Italy  
Tel.: 0039 040 3595326  
Fax: 0039 040 3595319  
  
President:  
Università degli studi della Calabria – Centro Residenziale  
Via Savinio  
87030 ARCAVACATA DI RENDE (CS)  
Italy  
Tel.: 0039 0984 832 5000  
Fax: 0039 0984 837797
- d. Web address**  
[www.andisu.it](http://www.andisu.it)
- e. Contact Person**  
Secretary General: Norberto Tonini  
President: Pietro Brandmayr

### Type of organisation

ANDISU is an autonomous association composed of almost all the bodies for student affairs in Italy (50 bodies or “Aziende”). It is formally established based upon the law for associations of its kind.

On a Regional level, the Aziende are under Regional jurisdiction and each one is linked to a specific university. They are established in order to provide financial and social support to university students.



### **Legal status**

ANDISU is an association.

The Aziende are public Regional bodies and are not for profit organisations.

It should also be underlined that student affairs (or Diritto allo Studio – the Right to Education) belongs to the social rights category, rights that, by nature, require specific activities aimed at ensure the move from a recognised right to one that is effectively and entirely practiced.

The law n. 390 of December 1991 aimed at applying this move, thus indicating the aims, the role, and the required skills, and involving all the different institutions and organisms involved.

From the first moment of its application the Right to Education has been characterised by its three most fundamental services offered:

- Supplying of student grants
- Providing accommodation
- Supplying meals

### **Organisational structure and decision-making**

**Which are the main decision-making bodies? How are they elected? What is their term of office?**

Decision making bodies:

- National Council
- The President
- The Executive Committee
- The Secretary General
- The Board of Treasurers

The bodies have a two year term of office.

The terms of office are honorary and renewable for no more than two consecutive mandates. In order to guarantee the widest territorial representation, there cannot be more than one member from the same Region within the Executive Committee and the Board of Treasurers.

**How are students formally involved in the decision-making process of the organisation?**

Students do not take part in a formal manner in the decision making process of the association, but there is a good cooperation relationship with the National Council of University Students (CNSU – Consiglio Nazionale degli Studenti Universitari) that is solidified through annual meetings.

Students must take part in the Board of Managers of each Regional body.

**Please name the current persons in charge of the organisation (here:  
President/Secretary General)**

- President: Pietro Brandmayr
- Secretary General: Norberto Tonini

**Financing: How is the organisation been financed? What is the annual budget?**

All costs for the functioning of the association are at the expense of the association itself. The association is financed by the membership fee and sometimes by public and private contributions.

The membership fee is established by the National Council. (for 2004 – Euro 1.600,00)

**Foundation of the organisation/Historical background – please give a short overview**

ANDISU was officially established in Turin in January 1997, and has gradually grown so that at present it boasts the membership of almost all the bodies for student affairs.

The aims of the association, aside from promoting and maintaining contacts between the different bodies, focus on an active collaboration with the Regions, with Universities and the Ministry of Education (MIUR) in order to establish successful coordination of activities, as well as using all available resources aimed at removing obstacles to free access to University education.

## Norway

### Basic information on the institution

- a. **Country**  
Norway
- b. **Name of the institution**  
Samskipnadsrådet (Council of student services foundations)
- c. **Address**  
c/o Studentsamskipnaden i Oslo  
Postboks 94, Blindern  
0314 Oslo  
Norway  
Tel.: +47 22 59 68 00  
Fax: +47 22 59 68 80
- d. **Web address**  
[www.samskipnad.no](http://www.samskipnad.no)
- e. **Contact Person**  
Lisbeth Dyrberg, chairperson  
[lisbeth.dyrberg@sio.no](mailto:lisbeth.dyrberg@sio.no)

### Type of organisation

#### National:

The national council (Samskipnadsrådet) is a national organisation for cooperation and communication between the 25 different local foundations for student services (Studentsamskipnad). The council cannot decide anything on the behalf of the foundations, but it does represent them towards the authorities, and can suggest common approaches to different issues.

#### Local:

Each foundation is responsible for providing services of all sectors to the student at the institutions associated with the foundation.

### Legal status

The national council is a coordinating committee with no powers or formal position.

The local foundations are independent non-profit foundations based on specialized legislation.

## **Organisational structure and decision-making**

**Which are the main decision-making bodies? How are they elected? What is their term of office?**

### National

The national council meets once yearly. At this general assembly all local foundations are represented. The assembly elects a board that represents the council during the year. The board consists of three students and three CEOs. All the local foundations must accept all decisions by the board.

### Local

The local foundations have a general board. The students elect the majority of the board members. There are also representatives from the education-institutions and the employees. The board members are elected for a two-year period.

**How are students formally involved in the decision-making process of the organisation?**

See above.

**Persons currently in charge of the organisation (here: President/Secretary General)**

Lisbeth Dyrberg, Chairperson of the National Council

## **Financing**

The annual budget for the national council is approximately 25 000 Euro. The local foundations contribute according to their size.

The local foundations are financed through different sources. The students themselves pay some of the services for. The universities and colleges provide free locations or direct financial support for some services. There is also a small amount paid from the ministry of education.

The Ministry of Education contributes 50 % of the cost of building new student housing.

## **Foundation of the organisation/Historical background**

The first foundation was established by the government in Oslo in 1939. The main priority was to provide food and housing for students at the university. The foundation was founded after pressure from student organisations, and had among its responsibilities the administration of student loans.

After the war similar foundations were established around the country. The student loans were taken over by the State Educational Loan Fund. But the Student Services foundations found new areas to organise. Bookstore and day-care center were among the new services. Today there are 25 different foundations around Norway, connected to universities and different colleges.

## Portugal

### Basic information on the institution

- a. **Country**  
Portugal
- b. **Name of the institution**  
Serviços de Acção Social do Instituto Politécnico de Bragança  
(Student Affairs of Bragança's Polytechnic Institute)
- c. **Address**  
Av. Sá Carneiro  
Apartado 159  
5301-902 Bragança  
Portugal
- d. **Web address**  
[www.sas.ipb.pt](http://www.sas.ipb.pt)
- e. **Contact Person**  
Osvaldo Régua  
[regua@ipb.pt](mailto:regua@ipb.pt)  
Tel.: (+351) 273 312 955 / (+351) 273 303 397  
Fax: (+351) 273 331557

### Type of organisation

#### General remark:

In Portugal each Institution of Higher Education (University/Polytechnic) has its own autonomous Student Affairs (Serviços de Acção Social), provided with financial and administrative autonomy. There are not any organisations, which include several Student Affairs of Universities/Polytechnics. All the Student Affairs depend of the Ministry of Science and Higher Education, which provides guidance and financial support.

These answers are common to all Portuguese Social Affairs at the Public Institutions. Social Support for students of Private Institutions is given by Fundo de Acção Social (Student Affairs Fund) dependant of the Ministry of Science and Higher Education.

#### About SAS:

SAS is an organisation that provides services to the students of IPB.

More specifically, it is responsible for: food catering at canteens and cafeterias; accommodation; scholarships; culture; sports; medical support and social-psychological support. All this for the improvement of the conditions of the students of IPB, specially the ones who have greater economic need.

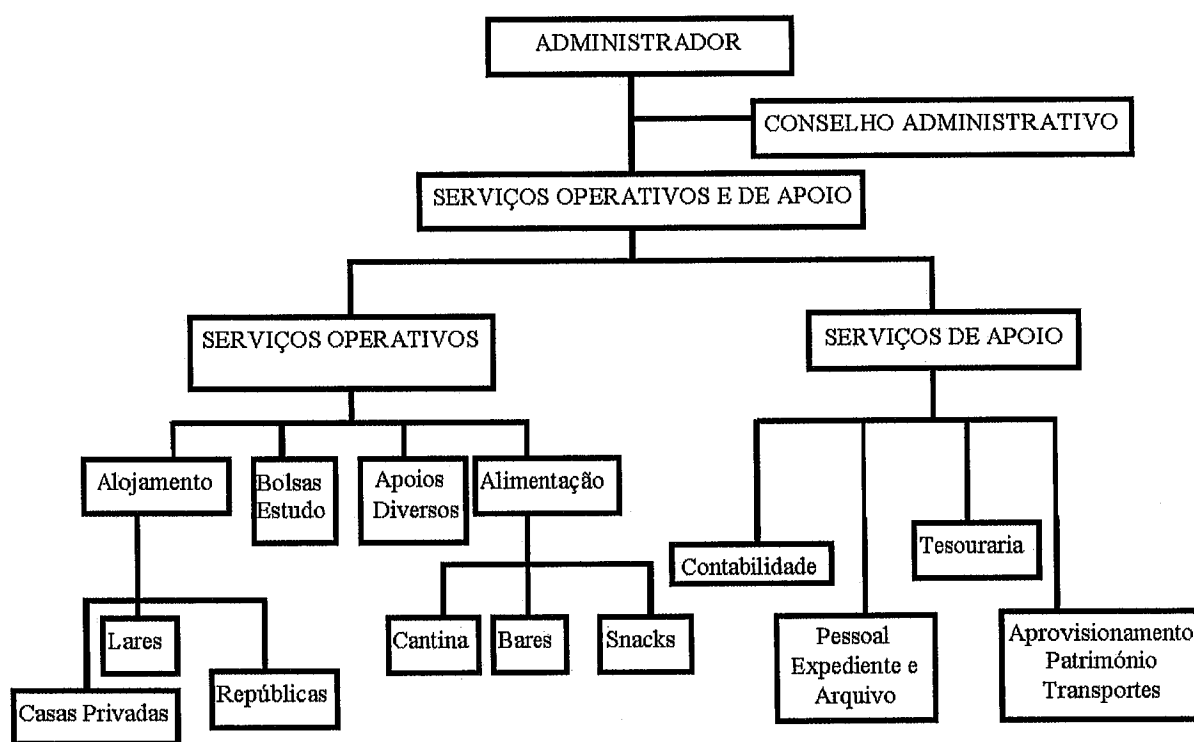
SAS is a local organisation providing services where IPB has its schools. It has four at Bragança and one at Mirandela totaling about 5.600 students.

### Legal status

SAS is an organic unit of Instituto Politécnico de Bragança with administrative and financial autonomy.

Instituto Politécnico de Bragança is a Collective Public Institution, hierarquically depending of the Ministério da Ciência, Inovação e Ensino Superior (Science Innovation and Superior Teaching Ministry of the Central Government).

### Organisational structure and decision-making?



**Which are the main decision-making bodies? How are they elected? What is their term of office?**

**Conselho de Acção Social (Council of Student Affairs)** – is the superior management body. Who are responsible for defining and guiding the support supplied that will be conceded to the students.

#### Members:

- the President of IPB – elected according to the statutes of IPB every 3 years
- the Administrator of SAS – nominated by the President of IPB without term, until another one is nominated
- two students – proposed by the IPB's Student's Associations being one of them a scholarship beneficiary

Executive bodies:

- **Administrator** – is responsible for the administration of SAS according to the policies defined the proper bodies.
- **Conselho Administrativo (Administrative Council)** – is responsible for approving the budget projects, mid-term developing plans, approving expenses, making the financial reports, generally controlling the functioning of the service and supervising the financial and patrimonial management. This Council may delegate some responsibilities to the Administrator.

Members:

- the President of IPB – elected according to the statutes of IPB every tree years
- the Administrator of SAS – nominated by the President of IPB without term, until another one is nominated
- the Head of the Division of Operative Services and Support Services. In lack of one, another employee of SAS, chosen by the Administrator

**How are students formally involved in the decision-making process of the organisation?**

There are two students proposed by the IPB's Student's Associations at the Conselho de Acção Social and there are regular contacts of the Administrator with the boards of each Student's Associations.

**Persons currently in charge of the organisation (here: President/Secretary General)**

Conselho de Acção Social:

Dionísio Gonçalves  
Osvaldo Régua  
Carlos Além Douro  
Francisca Santos

Conselho Administrativo:

Dionísio Gonçalves  
Osvaldo Régua  
Anabela Rolo

**Financing**

The main sources of funding are the Central Government and auto-funding originated by the services provided to the students, IPB's schools and IPB's Central Services, IPB and SAS staff and local community. Some years according to specific projects, some funding may come from IEFPP (National Institute of employment), PRODEP and private institutions. The funding varies each year according to the necessities and to availability of the Central Government.

The total predicted budget for 2004 is 4.541.580 Euro from the following sources:

From Central Government 3.623.405 Euro (229.332 Euro):

- Orçamento de Estado (State Budget) - 2.732.946 Euro  
(2.150.644 Euro for scholarships, 9.582 from 2003)
- PIDDAC – Plano de Investimentos e Despesas de Desenvolvimento da  
Administração Central (Plan of Investment and Development Expenses from the  
Central Government) – 890.459 Euro (219.750 Euro from 2003)

Auto-Funding – 918.175 Euro (17.759 Euro from 2003).

### **Foundation of the organisation/Historical background**

Until 1980 the services nowadays provided by the SAS around the country were provide by different entities. The Student's Associations provided food catering at canteens and cafeterias with the support of the universities, lodging were provided on a small scale by the Central Government and by groups of students who organised Repúblicas (fraternities) allowing low rents. Scholarships were also granted at small scale by private foundations.

In 1980 DL.132/80 (Government's Decret nr. 132/80) organised the national structure for Student Affairs of the Universities, making these services responsible for providing the services SAS provide nowadays.

Until 1993 Student Affairs at Polytechnic Institutes were a hierarchical dependant structure of the Institutes.

In 1993 DL.129/93 (Government's Decret nr. 129/93) restructured the Social Services of the Universities providing them its current financial and administrative autonomy.



## Sweden

### Basic information on the institution

- a. **Country**  
Sweden
- b. **Name of the institution**  
The Swedish National Board of Student Aid (Central Studiestödsnämnden, CSN)
- c. **Address**  
S 851 82 Sundsvall
- d. **Web address**  
[www.csn.se](http://www.csn.se)
- e. **Contact Person**  
Bobby Deogan, Senior Consultant  
Magnus Forss, Press Officer

### Type of organisation

CSN is national organisation with a network of 13 local offices, dealing solely with financial aid within as well as outside Sweden.

### Legal status

CSN is a governmental body.

### Organisational structure and decision-making

#### Which are the main decision-making bodies? How are they elected? What is their term of office?

The Government for a period of six years appoints a General Director. Extensions are possible, normally for three years, according to current policy.

The Government also appoints a board of Directors for a period of three years, extensions are made, normally only for a second three year period.

#### How are students formally involved in the decision-making process of the organisation?

There is one student representative in the Board of Directors.

#### Persons currently in charge of the organisation (here: President/Secretary General)

Björn Mårtensson. Mandate expires in 1<sup>st</sup> August 2005.

**Financing**

Half governmental funding, half fees. In principle the loans administration is financed by fees. Currently the annual budget is approximately 80 million Euro.

**Foundation of the organisation/Historical background**

Nation wide, general study financing was introduced through a governmental bill in 1964. CSN was built up from three smaller organisations at that time for the administration. In the midst of the seventies an adult student financial programme was introduced. Until 1992 the local offices were independent authorities and were located one in every county. In 2003 the local offices were cut from 25 to 14.

## Sweden (SSBF)

### Basic information on the institution

- a. **Country**  
Sweden
- b. **Name of the institution**  
Swedish Student Accommodation Association  
(Svenska Studentbostadsföreningen, SSBF)
- c. **Address**  
Tunavägen 39  
223 63 LUND  
Sweden
- d. **Web address**  
[www.ssbf.se](http://www.ssbf.se)
- e. **Contact Person**  
Ulf Bingsgård, secretary general

### Type of organisation

SSBF is an organisation for companies owning or managing student accommodation/housing in Sweden. At the moment the organisation have 40 members representing 51.300 of the 65.000 student accommodations in Sweden.

SSBF is to be categorized as a national one student service sector organisation.

The purpose of the organisation is to protect and promote the interests of the members in business specific questions. SSBF represents its members as a group towards governmental, municipal and other public institutions.

SSBF is constantly consulted by The Swedish Parliament and Government with their proposals or decisions on subjects regarding student housing.

SSBF cooperates with organisations and companies on domestic and international issues. It is of importance for the organisation to promote an open and efficient interchange of experiences between its members and their co-workers. SSBF is also mediating information to and between the members.

Not only will SSBF be watching the development of the student housing policy but be an active part and work for a better long-term student housing policy in Sweden.

### Legal status

SSBF is a voluntary non-profit organisation engaged in student accommodation business.

## **Organisational structure and decision-making**

### **Which are the main decision-making bodies? How are they elected? What is their term of office?**

The highest decision-making body is the annual meeting, at which every member company have a voting strength corresponding to the number of owned student accommodations. Once every year the annual meeting takes place to decide on the budget, electing members of the board and other long-term decisions.

The members of the board are elected at the annual meeting. They come from different member companies from all over Sweden, and have board meetings four-five times a year. Every member has a two year term of office with the possibility of re-election. The board has one chairman, Rolf Svensson, and one vice-chairman, Mats Odersjö, and their term of office is also two years.

At the moment there is only one person employed by the organisation and that is the secretary general and he is employed directly by the board, but without any specified term of office.

### **How are students formally involved in the decision-making process of the organisation?**

None.

### **Persons currently in charge of the organisation (here: President/Secretary General)**

Ulf Bingsgård, secretary general.

## **Financing**

Membership fees. The fee is constructed by one fixed fee and one flexible fee based on the number of owned student accommodations.

The fixed fee is Euro 600 and the flexible fee is Euro 1,20 for the year 2005.

## **Foundation of your organisation/Historical background**

SSBF was founded in April 2001. In August 2002 the office was established.

## United Kingdom

### Basic information on the institution

- a. **Country**  
United Kingdom
- b. **Name of the institution**  
The Association for Student Residential Accommodation (ASRA)
- c. **Address**
- |                            |                       |
|----------------------------|-----------------------|
| <u>Chair:</u>              | <u>Administrator:</u> |
| Jayne Conboye              | Chris Coogan          |
| Domestic Bursar            | ASRA Administrator    |
| Coventry University        | 1, Lane Green Avenue  |
| Priory Hall, Priory Street | Billbrook             |
| Coventry                   | Wolverhampton         |
| CV1 5FB                    | WV8 2JT               |
| U.K.                       | U.K.                  |
- d. **Web address**  
[www.asra.ac.uk](http://www.asra.ac.uk)
- e. **Contact Person**
- |  |  |
|--|--|
| As above:  |  |
| Jayne Conboye  | Chris Coogan   |
| <a href="mailto:www.chair@asra.ac.uk">www.chair@asra.ac.uk</a> | <a href="mailto:www.admin@asra.ac.uk">www.admin@asra.ac.uk</a> |

### Type of organisation

ASRA is a national organisation, covering one student service sector – the student accommodation sector. However, the following exceptions apply.

- Some members will have additional student service functions in addition to that of student accommodation.
- It has a few members in The Republic of Ireland and elsewhere in the world.

### The Aims of the Association are:

- a) To promote and support the professional activities of individuals working in student accommodation within the employment of member institutions of the Association.
- b) To provide a network for information and opportunities for professional development for all individuals working in student accommodation within the employment of member institutions of the Association, through the annual training conference, regional and national meetings and training events.

c) To provide a forum for representation, consultation and discussion of the professional interests of individuals working in student accommodation within the employment of member institutions of the Association.

### **Legal status**

ASRA is a voluntary, non-profit association, whose members are organisations (mostly Further Education and Higher Education institutions) who are directly involved in the sourcing, and/or provision, and/or management of student accommodation. ASRA has 172 subscribing members, made up of 156 colleges and universities, 10 associations or companies, 3 special members, and 3 affiliate members. In addition it has 2 life members and 14 honorary members.

### **Organisational structure and decision-making?**

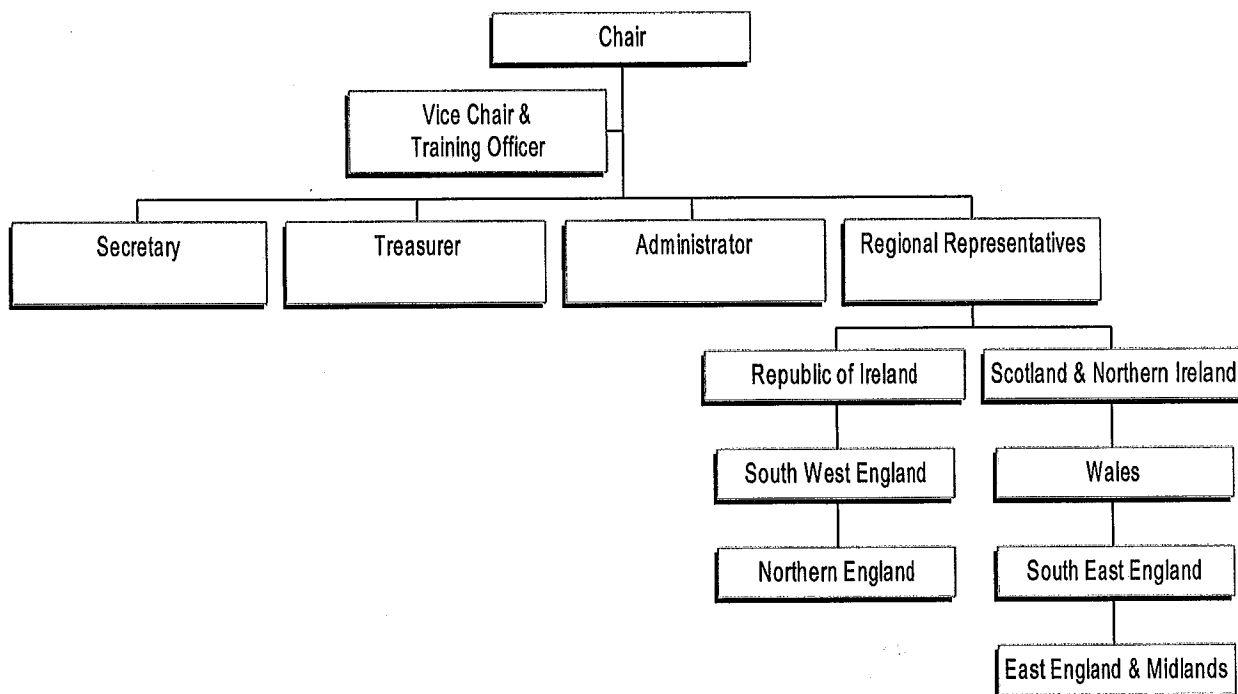
**Which are the main decision-making bodies? How are they elected? What is their term of office?**

The Association is governed by its Constitution and Standing Orders. In accordance with these, the Annual General Meeting takes place at the Annual Training Conference each year. All members can attend. Here, all major matters of policy are discussed and decided upon.

ASRA has a Management Committee comprised of volunteers who offer themselves for election to the various posts. It meets at least four times per year, and is composed of a Chair, Vice Chair, Secretary, Treasurer, and Training Officer. Its seven regions each elect a Regional Representative, who composes the remainder of the Management Committee. They organise and facilitate regional meetings at least twice per year, and report back to the Management Committee. The regions are: Scotland & Northern Ireland; Ireland; Northern; Wales; Midlands & East; South West; South East.

The term of all posts is three years, and all committee officers are eligible to a maximum of two consecutive terms in one particular post.

### ASRA Management Committee Structure



#### How are students formally involved in the decision-making process of the organisation?

Students are ineligible for membership of the Association.

Individual member organisations, however, operate within statutory guidelines, which require student involvement in decision-making.

#### Persons currently in charge of the organisation (here: President/Secretary General)

Chair – Jayne Conboye (term of office ends at Annual General Meeting in 2006)

#### Financing

Members' annual membership fees finance the Association's activities.

#### Foundation of the organisation/ Historical background

ASRA was created by a merger in 1997 of the National Association of Accommodation and Welfare Officers (NAAWO) and the Association of University Accommodation Officers (AUAO). Both predecessor organisations had been in existence since the 1960s, and had arisen in response to a need felt by specialists working in the accommodation area in colleges and universities in the UK and Ireland.

### **III. European Student Services Organisations: a Performance and Task Oriented Approach**



## **Austria**

**Which of the following services does the institution offer? Please indicate some key figures!**

- 1. university preparatory services (to provide relevant information to pupils)**
  - educational adviser at individual schools
  - the Austrian Student Union ([www.oeh.ac.at](http://www.oeh.ac.at))  
(depends on the local situation)
- 2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**
  - in the responsibility of the educational institutions
- 3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**
  - in the responsibility of the educational institutions
- 4. orientation programmes (information for freshmen)**
  - in the responsibility of the educational institutions
- 5. student registration and records**
  - in the responsibility of the educational institutions
- 6. counselling services**
  - a. counselling services for students experiencing psycho-sociological problems**
    - Centre for Psychological Student Counselling ([www.studentenberatung.at](http://www.studentenberatung.at))
  - b. legal counselling**
    - no services provided
  - c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**
    - This is the field of services that the Austrian Study Grant Authority provides for students.
  - d. counselling services for students with disabilities or chronic diseases**
    - The Austrian Study Grant Authority provides the counselling regarding the financial support of students with disabilities or chronic diseases.

**e. counselling on international programmes/study abroad programmes**

- The Austrian Study Grant Authority and also the Austrian Exchange Service ([www.oead.ac.at](http://www.oead.ac.at)) provides the counselling regarding the financial support of international programmes/study abroad programmes.

**f. counselling services for international students**

Austrian Exchange Service ([www.oead.ac.at](http://www.oead.ac.at))

**g. other counselling services**

none

**7. administration of financial aid**

- This is one of the major field of duties of the Austrian Student Grant Authority.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- various private organisations and the Austrian Student Union ([www.oeh.ac.at](http://www.oeh.ac.at))

**9. Guesthouses for researchers and/or trainees?**

- Austrian Exchange Service ([www.oead.ac.at](http://www.oead.ac.at))

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- Austrian Student cafeteria service Ltd. ([www.mensen.at](http://www.mensen.at)) which offers a cafeteria at each educational institution

**11. child-care (administration of day care centres/kindergarten)**

- the educational institutions

**12. student jobs (summer jobs/short-term jobs)**

- Austrian Student Union ([www.oeh.ac.at](http://www.oeh.ac.at)) and various private organisations

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships to match students with potential employers)**

- Austrian Employment Services ([www.ams.at](http://www.ams.at))

**14. specific support for students with disabilities or chronic diseases**

- For the financial aspects is the Austrian Study Grant Authority responsible. Other support is provided by the Social Services Departments ([www.bundessozialamt.gv.at](http://www.bundessozialamt.gv.at)).

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- the educational institutions

**16. multi-cultural/ethnic minority student services**

- Club universitaire international
- the Austrian Student Union ([www.oeh.ac.at](http://www.oeh.ac.at))
- Latin American Institute ([www.lai.at](http://www.lai.at))
- Afro-Asian Institute ([www.aai-wien.at](http://www.aai-wien.at))
- Austrian Orient Society, Club universitaire international
- and other private organisations that are financially supported by public funds
- ([www.auslaender.at](http://www.auslaender.at))

**17. sports (who is in charge of the sport facilities?)**

- the Institutes for University Sports are situated at each educational institution that provides tertiary education

**18. campus recreation and cultural activities**

- private organisations

**19. health services**

- self-insurance within (the system of mandatory) health insurance is a way of providing students with favourable health insurance contracts, if the opportunities of co-insurance via parents, spouses or partners, or gainful employment, are not available. The Federal Ministry of Education, Science and Culture contributes half of the monthly health insurance fees. The preconditions for the subsidised self-insurance, in a modified way, orient themselves towards: income below 3,633.64 Euro per year, maximum of two changes of courses, minimum time required for studies may not be exceeded by more than 6 semesters. There is no age limit. For further information please refer to [www.sozialversicherung.at](http://www.sozialversicherung.at) or [www.oeh.at](http://www.oeh.at).

**20. travel agency for students**

- none

**21. bookstore services**

- none

**22. alumni affairs**

- universities

**23. conference services**

- universities

**24. professional training courses/advanced vocational training**

- is offered by the educational institutions depending on the field of study

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- research is done by the Federal Ministry for Education, Science and Culture, which publishes on a regular basis the "Report on the social situations of students".

**26. student discipline/conduct standards**

- none

**27. adult/non-traditional student services**

- universities

**28. Other services**

- none

## **Belgium**

**Which of the following services does your institution offer? Please indicate some key figures!**

**1. university preparatory services (to provide relevant information to pupils)**

- Depends on the local situation. This is a task for the colleges and the universities, not for the student services.

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- see 1

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- see 1
- However a few study orientations (medicine, veterinary medicine,) are the subject to numerous clauses regulated by the Education Ministry from each Community.

**4. orientation programmes (information for freshmen)**

- A common task for the student service (info about what they can expect from the student service) and the institution itself (courses, what administrative steps to take ...)

**5. student registration and records**

- responsibility of the institution itself

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- This is one of the “key-services” provided by the social sectors.

**b. legal counselling**

- A lot of social sectors are offering legal support. This service is sometime developed in cooperation with others organisations.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Local level: The key service of all social sectors is to help students financially and socially (loans, grants, info on scholarships) is the top priority of all these student services.
- National level: Grant-system, to help students with a limited income. For Flemish higher education students, Flemish ministry of education, for French-speaking part of Belgium, ministry of education of the Wallonia/Brussel community. In Flanders,

the administration of this system is partly done by the ministry, and partly by the student services (new decree on “Studiefinanciering en studentenvoorzieningen” of the 20th of April 2004).

**d. counselling services for students with disabilities or chronic diseases**

- Depends from one organisation to another, measures are taken by the institutions of higher education.

**e. counselling on international programmes/study abroad programmes**

- The international offices of the institutions of higher education provide this service.

**f. counselling services for international students**

- The international offices of the institutions of higher education and the student services provide this service.

**g. other counselling services**

- Student services are also giving information about sport and culture – possibilities and are organising projects or even limited grant services (e.g. cultural cheques, giving financial support to student projects) on this field.

**7. administration of financial aid**

- See 6.c: besides the national grant systems, the student can receive, after an inquiry, extra grants or loans from the student services.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- Most of the Hautes Ecoles/Hogescholen does not have own accommodation, because they didn't have the means to do this before 1995 because their recruitment is more regional. Within the universities, this situation is totally different, own student housing and accommodation are widespread.
- Finding rooms is not really a problem in most places there is a close cooperation with the private market (databases of rooms controlled by the student services). Average cost of a room/month: Euro 200 but with very important local variations.

**9. guest houses for researchers and/or trainees?**

- Same situation as described in 8.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- Organised by the student services in most Hautes Ecoles/Hogescholen and Universities, sometimes organised in cooperation with private companies. Average price of a meal: Euro 3 but with very important local variations.

**11. child-care (administration of day care centres/kindergarten)**

- Only in universities.

**12. student jobs (summer jobs/short-term jobs)**

- Provided by student services, sometimes organised in cooperation where student services of Hautes Ecoles/Hogescholen and Universities are working together on a regional basis (e.g. [www.studentjobweb.be](http://www.studentjobweb.be) in Antwerp). Both summer jobs and daily short-term jobs, but also long-term jobs (6 months and more).

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- A lot of student services departments are providing training scheme's (e.g. how to behave during a job interview), while the institutions of higher education are organising from time to time "job fairs".

**14. specific support for students with disabilities or chronic diseases**

- Depends from the institution of higher education.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- Not an activity for the student services; brochures are made by the ministries and by the institutions. The brochures/and or programmes provided by these institutions or sometimes coordinated on a regional basis.

**16. multi-cultural/ethnic minority student services**

- Not developed at this point, but in Flanders is becoming a new priority, as described in the new decree on "Studiefinanciering en studentenvoorzieningen" of 20th April 2004.

**17. Sports (who is in charge of the sport facilities?)**

- Competition sport: by the Hautes Ecole/Hogescholen and universities
- Re-creative sports: by the student service.
- In short, the tasks and activities on this field are divided between the student services and the institutions of higher education.

**18. campus recreation and cultural activities**

- See also 6.g.: student services are offering a lot of cultural activities and student organisations are also supported for this kind of activities.

**19. health services**

- Students are all insured with public health insurance companies (called "mutualiteiten/mutualités"). This health insurance is free till the age of 25 for a student living in Belgium with his/her family; if not it costs about Euro 60/year. However, foreign students have to pay more (about Euro 250/year).
- Student services and international services of the institutions can give more info about this.

**20. travel agency for students**

- On the private market. E.g., Connections, which provides also the ISIC-card, the International Student Identity Card, which gives reductions on travel costs, museum-tariffs etc.

**21. bookstore services**

- Private market, sometime local student initiatives.

**22. alumni affairs**

- Individual Hautes Ecoles/Hogescholen or University.

**23. conference services**

- Mostly provided by the Hautes Ecoles/Hogescholen or University, sometimes by cities and/or other public authorities.

**24. professional training courses/advanced vocational training**

- Universities or private market.

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- There is no regular national survey. There is sometimes a participation in European inquiries ( e.g. Euro student report 2000).
- There are quite regularly inquiries or surveys about specific issues related to limited student populations.

Examples:

For 1995, in Wallonia/Bruxelles, Secteur social (social sector) and Aspects sociaux de la vie étudiante (social aspects of the student life) have been helping in deepening the knowledge of the social policies conducted by universities. The results can be found at:

[www.cfwb.be/ciuf](http://www.cfwb.be/ciuf)

Flanders: some student services (e.g. SOVOHA) are organising student surveys each 5 years. Recently a student survey (questions about social and economic background, policy participation, sports, culture,) coordinated by SOVOHA, and a cooperation of 6 "sovo's" was done within 5 regions in Flanders, with about 3.000 participants.

Results can be found at: [www.studentenenquete.be](http://www.studentenenquete.be)

In the future, this will be done on a national level.

**26. student discipline/conduct standards**

- No activity of the student services.

**27. adult/non-traditional student services**

- Student services are only working for enrolled students.

**28. Other services (please give a short description!)**

- None.



## **Finland**

**Which of the following services does the institution offer? Please indicate some key figures!**

**1. university preparatory services (to provide relevant information to pupils)**

- Private companies, employment offices
- [www.mol.fi](http://www.mol.fi)

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- Counsellors at schools

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- universities

**4. orientation programmes (information for freshmen)**

- universities

**5. student registration and records**

1. universities

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- Non-governmental organisation "Nyyti"
- National student health services [www.yths.fi](http://www.yths.fi)

**b. legal counselling**

- Student unions

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Student unions

**d. counselling services for students with disabilities or chronic diseases**

- Student health service.
- Students who are with disabilities use regular services for the disabled. For example a disabled student may live in a house designed for disabled persons.

**e. counselling on international programmes/study abroad programmes**

- International offices in universities,
- Cimo ([www.cimo.fi](http://www.cimo.fi)) Centre for International Mobility

**f. counselling services for international students**

- universities and student unions

**g. other counselling services**

**7. administration of financial aid**

- The Social Insurance Institution of Finland takes care of all social insurances and benefits. The students have student aid, student loan and an accommodation supplement.
- [www.kela.fi](http://www.kela.fi)

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- Local Student housing organisations, which are foundations or companies in 20 university towns, for approximately 60.000 students

**9. guest houses for researchers and/or trainees?**

- Guest rooms are organised by student housing organisations. There are some apartments in most towns.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- Student unions, private companies are in charge. There is a supplement for the lunch price paid by the state.

**11. child-care (administration of day care centres/kindergarten)**

- All children have a right for a day care, which is organised by municipalities. Also student families use this service.

**12. student jobs (summer jobs/short-term jobs)**

- The employment offices
- private companies

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- not answered

**14. specific support for students with disabilities or chronic diseases**

- not answered

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- not answered

**16. multi-cultural/ethnic minority student services**

- not answered

**17. sports (who is in charge of the sport facilities?)**

- student organisations

**18. campus recreation and cultural activities**

- student organisations

**19. health services**

- The National student health service, [www.yths.fi](http://www.yths.fi)

**20. travel agency for students**

- not answered

**21. bookstore services**

- not answered

**22. alumni affairs**

- University

**23. conference services**

- not answered

**24. professional training courses/advanced vocational training**

- not answered

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- not answered

**26. student discipline/conduct standards**

- not answered

**27. adult/non-traditional student services**

- not answered

**28. Other services (please give a short description!)**

- not answered

## France

**Which of the following services does the institution offer? Please indicate some key figures!**

### **1. university preparatory services (to provide relevant information to pupils)**

These services are not insured by the CROUS or the CNOUS, but by CIO (National Careers Guidance Centres) and CIJ:

- CIO (National careers guidance centres) exists in every department (French region). They have important documentary information and educational advisers answer the questions. There are, in France, 600 CIO, which depend on the ministry of the youth, on the national education and research. They are implanted on the whole territory at the rate of a centre for a zone of recruitment of one, two, even three secondary schools of general and technological education.

Phone book of CIO on the site [www.education.gouv.fr/orient/listcio.htm](http://www.education.gouv.fr/orient/listcio.htm) (data also available with the city hall).

The role of CIO consists in:

- the reception of the public and first and foremost young scholar and their family.
- the information about studies, vocational trainings, professional qualifications.
- the individual council help the person to know better, to be better situated, retain the useful information, to organise the elements of his/her choice.
- the observation, the analysis of the local alterations of the educational system and the evolutions of the labour market as well as synthetic analysis for pupils and pedagogical teams.
- Animation of the exchanges and the reflections between the partners of the educational system, parents, young people, local decision-makers and the economic responsible.

The staffs that work in CIO are directors of CIO, councillors of orientation-psychologists and administrative personnel.

Every CIO possesses:

- A documentary fund on educations and professions.
- A service of auto-documentation allowing every person welcomed to the CIO to consult documents from his (her) interests and depending on his (her) school level. As a supplement to these traditional documentary supports develop, since more than around ten years, the use of information technologies (computer, multimedia, access to the Internet network).

Finally, the European dimension of the orientation is taken into account with the implementation of a network of CIO, national resources centres and relay centre.  
[www.euroguidance-france.org/](http://www.euroguidance-france.org/)

Centres of information (and of documentation) Youth: guidance counsellors can answer you on the spot. The CIDJ publishes index cards and very complete files, which are in CDI (Learning resources centres) in schools and secondary schools.

List of the CIDJ on the site: [www.cidj.asso.fr/](http://www.cidj.asso.fr/)

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- These services are also insured by CIO, or by establishments of superior education themselves.

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- No specific services, except the faculties within the universities, which rule themselves. Attention within the framework of a first registration in university for a foreign student having obtained the French bac a procedure of previous registration is compulsory.
- See the site [www.education.gouv.fr/botexte/bo021024/MENS0202443C.htm](http://www.education.gouv.fr/botexte/bo021024/MENS0202443C.htm)

**4. orientation programmes (information for freshmen)**

- Orientation insured by CIO (National Careers Guidance Centres), or by establishments of superior education themselves.

**5. student registration and records**

- Registration insured by universities. No specific services in the CROUS.

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- Insured by the CMP (medical-psychological Centres) or the CMPP (medical psycho-educational Centres)
- Reception facilities and consultations for the mental illnesses or the psychological difficulties of young adults, the centres medical – Psycho-educational (CMPP) handles children and young people until 20 years, the centres medical – psychological (CMP) also welcomes adults. The consultations are free if the person has right to the Social Security. The city hall may provide their addresses.

**b. legal counselling**

- In case of difficulty, the Social worker of the CROUS can deliver for free to the student a check for a legal advice with lawyers.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Insured service, in case of financial difficulties, by the social worker of the CROUS. Regions have too social services and possibilities of grants within the framework of mobility project for students (very restrictive helps).

**d. counselling services for students with disabilities or chronic diseases**

- Universities.

**e. counselling on international programmes/study abroad programmes**

- These programs are those of the universities: the council is insured by universities among the services of international relations, the professor's relay within every faculty.
- The embassies of France abroad insure in the majority of countries information concerning the studies in France either in the cultural establishments, or with the cultural services of embassies.

**f. counselling services for international students**

- in France: CROUS/CNOUS (notably for the foreign grant holders whom they manage)
- abroad: Embassy of France and/or Edufrance (present notably on educational fairs) [www.edufrance.fr/](http://www.edufrance.fr/)

In close collaboration with the French ministries of the Education, Foreign affairs, the Research, the Culture and the Industry, EduFrance agency dedicates its activity to assure the promotion abroad of the French offer of higher education system and expertise in higher education. Legally, EduFrance agency is a group of public interest (GIP), created by interministerial order of November 19th, 1998 published in the official Newspaper of the French Republic of November 22nd, 1998 and renewed by an order of October 20th, 2002.

**g. other counselling services**

**7. administration of financial aid**

- Management by the CROUS of scholarships on social criteria (service of the DSE: Student Social File), accessible also to the foreign students if themselves and their parents are residents in France since at least two years.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- Yes, hall of residences managed by the CROUS: 150 000 accommodation units among them 100 000 rooms and 50 000 flats. In 2003 100 M Euro were spent on renovation. The renting covers a range from 100 Euro to 300 Euro per month (with due reduction of housing benefit).

**9. guest houses for researchers and/or trainees?**

- Yes, such flats exist. They are managed by the CROUS. Certain scientific universities have also either flats of reception, or data of specific residence for the researchers.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- Services of restoration (academics restaurants, cafeterias) managed by the CROUS (responsible: the directors of units of management), certain cafeterias are managed by private companies.
- 360 managed restaurants “restos U”; 180 cafeterias and “Brasseries”; almost 300 approved restaurants.
- A unique price for a typical menu works through France.

**11. child-care (administration of day care centres/kindergarten)**

- No, this service is assured by the city.

**12. student jobs (summer jobs/short-term jobs)**

- Services “student Jobs” within the CROUS
- Service of the Student Temporary Employment (USE)
- In the Student Temporary Employment service it is possible to find a small compatible work with the pursuit of the studies. The CROUS serves as intermediary between the students and the employers, and canvasses with companies, private individuals to find jobs.

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- Services “student Jobs” within the CROUS, which notably lean on an agreement with the Employment Agency.

**14. specific support for students with disabilities or chronic diseases**

- Yes (inquire with the Social worker)
- There are adapted halls of residence. According to the law any new construction proposes flats and or adapted spaces.

- The Preventive Medicine

The Preventive medicine is a free inter-university service opened to all the students registered on the university.

The Service of Preventive medicine is a real tool of prevention and promotion of health in favour of the students. It includes together nurses, medical secretaries and doctors, as well as staffs temporary replacements.

The improvement of the quality of life of the students is the priority objective. Other objectives being to maintain or to improve their health, to decrease the evil to be of some and thus to favour the success in the exams ...

Its current offer adapts itself to the concerns of the students as well as to the existing problems of health service, in link with the schooling and many other services as the cell of reception and resources for the handicapped persons, the University Service of Information and Orientation, the Inter-Universities service of the Physical and sports Activities.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- No (except cultural activities for grant holders of the French government).

**16. multi-cultural/ethnic minority student services**

- No specific services.

**17. sports (who is in charge of the sport facilities?)**

- No, universities and cities are responsible for sports equipments.

**18. campus recreation and cultural activities**

- Yes, impulses notably by the CROUS (for example within the framework of the program Culture-Actions) and the recognised student associations.

**The Culture-Actions Projects and the Role of the CROUS**

The role of the CROUS in the cultural life of the students is situated at several levels:

- to help them to realize their projects in the cultural domains and the leisure activities.
- Help the students in the realisation of cultural projects within the framework of the program Culture-Actions. A Culture project-Actions is the realization of idea (s) touching the domain cultural and benefiting to the student community.

**19. health services**

- The registration to the student Social Security is made by means of the superior educational establishment, during the registration. The membership in complementary insurance companies is individually made.
- For a foreign student the complementary insurance company is compulsory.

**20. travel agency for students**

- OTU (University Tourist information office which is independent from the CNOUS organisation) promote journeys.
- 24 agencies in France, on campus and in the centres-cities ([www.otu.fr](http://www.otu.fr)).

**21. bookstore services**

- No.

**22. alumni affairs**

- No.

**23. conference services**

- No, but all the CROUS proposes, on demand, places or available spaces, without technical services.

**24. professional training courses/advanced vocational training**

- No (except for the staffs of the CROUS, even for the students elected in boards of directors).



**25. research (on higher education topics/the social and economic situation of student/ student affairs etc.)**

- No – Services insured by the OVE (National Student Life Observatory): regular inquiries on thematic student purposes (i.e. the voluntary commitment of the students, the food of the students, the university success compared for the young ladies and the young men etc.). [www.ove-national.education.fr](http://www.ove-national.education.fr)

**26. student discipline/conduct standards**

- No.

**27. adult/non-traditional student service**

- No. Limit of the student Social Security: 28 years.

**28. Other services (please give a short description!)**

- [www.cnous.fr](http://www.cnous.fr)

## Germany

**Which of the following services does the institution offer? Please indicate some key figures!**

**1. university preparatory services (to provide relevant information to pupils)**

- Depends on the local situation.
- Relevant information provided by a network called Netzwerk "Wege ins Studium" ([www.wege-ins-studium.de/](http://www.wege-ins-studium.de/)); DSW is taking part in this initiative.

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- In the responsibility of the academic advisors of the Universities.

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- Universities.
- ZVS (Office for the allocation of places at universities): If a student want to study an admissions-restricted subject and is either a national of an EU member country or are a Bildungsinländer (meaning that he/she gained his/her higher education entrance qualification/Abitur at a school in Germany or at one of the recognised German schools abroad) the student will have to apply for his/her study place via the ZVS. The ZVS website provides exact details on the conditions and deadlines in force, as well as information on which disciplines are currently subject to admissions restrictions ([www.zvs.de](http://www.zvs.de)).

**4. orientation programmes (information for freshmen)**

different organisations/institutions in charge:

- University
- Studentenwerk
- International Offices of the individual University (for international students)

**5. student registration and records**

- In the responsibility of the university.

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- The majority of the Studentenwerk organisations offers services for psychological problems, social and legal counselling, for students with disabilities, facilities for students with children (day care centres for children), health services, insurance for students.

**b. legal counselling**

- The majority of the Studentenwerk organisations offers services for psychological problems, social and legal counselling, for students with disabilities, facilities for

students with children (day care centres for children), health services, insurance for students.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Local Studentenwerk, Departments on financial aid (BAföG-Abteilung).

**d. counselling services for students with disabilities or chronic diseases**

National level (Deutsches Studentenwerk):

The Advice Centre for University Applicants and Students with Disabilities was set up at the German National Association for Student Affairs (Deutsches Studentenwerk, DSW) in Berlin with financial support from the Federal Ministry of Education, Science, Research and Technology. The Advice Centre for University Applicants and Students with Disabilities concentrates its activities on three areas of responsibility. The Advice Centre

- collects and documents information material of interest to disabled people who are considering studying, students with disabilities, and organisations and institutions actively providing counselling services for disabled students and/or university applicants.

- is responsible in Germany for the nationwide provision of information to university applicants and students with disabilities. It maintains a list of contact persons and organisations and compiles its own information material, for example, the brochure "Studium und Behinderung", which provides an overall view of essential study preparations, study aids and assistance, and of the range of available advice services. The Advice Centre also organises seminars for university applicants and students in their first semesters, for students at the end of their studies and for the Coordinators for Disabled Student Affairs.

- represents the interests of university applicants and students with disabilities on a political, administrative and public level. It addresses the problems faced by disabled persons interested in studying and by students with disabilities, points out deficiencies in the study conditions which such students find and submits proposals on the improvement of these to the appropriate authorities and agencies for discussion.

Address:

Advice Centre for University Applicants and Students with Disabilities

Monbijouplatz 11

D-10178 Berlin, Germany

Tel.: + 30/ 29 77 27-64

Fax: + 30/ 29 77 27-69

studium-behinderung@studentenwerke.de

www.studentenwerke.de

Local level (Studentenwerke)

The majority of the Studentenwerk organisations offers services for psychological problems, social and legal counselling, for students with disabilities, facilities for students with children (day care centres for children), health services, insurance for students.

**e. counselling on international programmes/study abroad programmes**

- International Offices of the individual University

**f. counselling services for international students**

- International Offices of the individual University and
- Local Studentenwerk

**g. other counselling services**

- None

**7. administration of financial aid**

In 13 out of the 16 Länder, the local Studentenwerke are responsible for the administration of the Federal Educational Assistant Act (BAföG):

- in total the Studentenwerke administered 1,422 Mrd. Euro in 2003
- the proportion of German students who received financial assistance was 20 %

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- The Studentenwerke administer the majority of the student residence halls:
  - in total they administer 175.942 rooms (remark: in Germany there are 222.150 student rooms financed by public funds; thus the Studentenwerke administer about 80 % of these rooms)
  - the average rent in a student residence hall is 169,32 Euro
- Some Student residence halls are administered by private or other non-profit companies (e.g. confessional "agencies")

**9. guest houses for researchers and/or trainees?**

- Most Studentenwerke administer guest houses for researchers (no specific offers for trainees! Accommodation for trainees only on the private market).

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- The local Studentenwerke are in charge of the student restaurants/food services:
  - circa 85 million meals per year
  - 709 student restaurants/cafeterias in total
  - turnover of all Studentenwerke: 287,95 Mio. Euro (2003)

**11. child-care (administration of day care centres/kindergarten)**

- Studentenwerke

**12. student jobs (summer jobs/short-term jobs)**

- Studentenwerke

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- some Studentenwerke are offering these services

- sometimes the University has a career service
- network of career services in Germany: [www.csnd.de](http://www.csnd.de)

**14. specific support for students with disabilities or chronic diseases**

- See item 6 d.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

**a). Studentenwerke:**

- The Studentenwerke offer a diverse range of services and support for international students, including the so-called service package. These are available from approx. 40 STW and at more than 100 university locations, and are intended to ease any difficulties in commencing study in Germany.
- Most Studentenwerke offer special tutor programmes. These have become an essential ingredient of the integration measures for foreign students. Tutors are appointed by over two thirds of the Studentenwerke, by the student residences in particular. As mediators between German and foreign students and between the Studentenwerke and other institutions they bear great responsibility. The main issues of foreign students for which they ask tutors for help are problems with fellow occupants, help with visits to the authorities (residence permits, work permits, etc.), and contacts with German fellow students.
- Info points for international students are also established at various Studentenwerke.
- The service point for intercultural competence, sponsored by the Ministry of Education and Research, was established at the DSW in 2002 to support the activities of the Studentenwerke. Its task is to strengthen the intercultural understanding amongst the Studentenwerks employees.

**b). international office of the individual University (Akademisches Auslandsamt):**

- Is responsible for matters related to the international character of research and education at the University in question. Its tasks include the management of co-operations with universities all over the world as well as administrative and counselling services for international students who study, or apply to study at the University, and for German students who want to study abroad.

**c). German Academic Exchange service, Deutscher Akademischer Austauschdienst DAAD ([www.daad.de](http://www.daad.de)):**

- Supports particularly programme students.

**16. multi-cultural/ethnic minority student services**

- The services of the Studentenwerke are targeting at the students in total (no distinction between different "types" of students).
- Specific AStA-Committee (AStA= Students' Union Executive Committee)

**17. sports (who is in charge of the sport facilities?)**

- University (Hochschulsport)

### **18. campus recreation and cultural activities**

- Studentenwerke are offering a diversity of cultural activities
- The student associations are also carrying out cultural activities

### **19. health services**

Students, no matter where they're from, are all insured with public health insurance companies. That costs less than 50 euro a month and is well worth it. Any doctors visits, hospital stays and treatment are free of charge.

Proof of health insurance has to be presented at the admissions office before registering for classes. No health Insurance means no registration.

Foreign students must take out health insurance here in Germany. Any public health insurance company can give you more information and all the necessary application forms. In certain German states it's sufficient if foreign students furnish proof of health insurance cover taken in their home countries. The offices for international affairs at the individual universities as well as the social advisors/counsellors of the local Studentenwerke will also be able to supply with more information. Some examples of insurance companies are the Allgemeine Ortskrankenkasse, Techniker Krankenkasse, and Barmer Ersatzkasse. Students who are under 30, or have not yet completed their 14th semester, pay a very low premium for health insurance, because they fall under the rates usually applicable to lower income groups.

Students at colleges of preparatory studies, guest researchers, anyone taking part in language courses and students who are older than 30 do not qualify for public health insurance. They have to get private health insurance. Nevertheless, they still have to supply proof to the Foreigners Affairs Office that they have adequate health coverage in order to attain a residence permit.

The DSW has an agreement with a private insurance company that allows persons in the above named group to receive private health coverage for under 50 euro a month. The Studentenwerk has more information.

### **20. travel agency for students**

### **21. bookstore services**

- Private companies

### **22. alumni affairs**

- Individual university

### **23. conference services**

- Some universities offer conference services as well as some Studentenwerke

### **24. professional training courses/advanced vocational training**

- Some universities offer professional training courses

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- Deutsches Studentenwerk: The social survey published by the Deutsches Studentenwerk for more than 50 years forms the basis of many decision in educational policies. The social surveys are prepared and conducted by HIS Hochschul-Informations-System GmbH on behalf of the Deutsches Studentenwerk and with support of the Federal Ministry of Education and Research. The social surveys carried out in three-year intervals reflect the social and economic conditions of students in Germany. Amongst other things the surveys give information on access to higher education, social make-up of the student body, participation in education, study financing, student employment and the accommodation situation.
- Other surveys are conducted by HIS Hochschul-Informations-System GmbH or other research groups (e.g. Prof. Dr. Teichler, University of Kassel).

**26. student discipline/conduct standards**

- No genuine task of university or Studentenwerk.

**27. adult/non-traditional student services**

- Students enrolled at the University are been taken care of by the local Studentenwerk regardless of the age. Concerning the working area of the Studentenwerke, there are no specific offers for adults.

**28. Other services (please explain)**

- None.

## Italy

**Which of the following services does the institution offer? Please indicate some key figures!**

**PLEASE NOTE:**

The aims of the Association are:

- To promote and develop contacts and information exchanges between the bodies for student affairs, Universities and institutions, national student representatives and all Italian and international organisations that work in the field of student affairs and higher education.
- To elaborate plans and strategic development ideas in order to encourage activities aimed at ensuring the right to education.
- To collaborate with the Regions and relevant institutions in order to establish a successful coordination of activities, as well as using all available resources in the best possible way in order to provide efficiently services and support.

ANDISU does not directly offer any services to students.

**1. university preparatory services (to provide relevant information to pupils)**

- No.

For information on Universities in Italy students should consult the Italian Ministry of Education: MIUR – Ministero dell'Istruzione, dell'Università e della Ricerca  
[www.miur.it](http://www.miur.it)

The Ministry has dedicated a series of useful and well built web pages, in order to access the website map click on the following link: [www.mur.st.it/universita/universita.html](http://www.mur.st.it/universita/universita.html). It is the most useful starting point to begin to understand Italian Universities, and includes information on courses offered, on the requirements and titles required for specific professions in public employment, as well as all the norms, news and information daily updated.

**IperTesi**

<http://ipertesi.url.it/orienta/test/intro.htm>

A test of 120 questions that can be of help in examining skills and highlighting students' interests and ideal degree course. All questions should be answered and then the results are sent. In real time, students receive suggestions on which university faculty they could choose based on their answers.

**Orientamento in rete**

[www.aiuto.net](http://www.aiuto.net)

A guide that analyses students' interests and skills against other issues such as that which is on offer in the world of work: what are the professional profiles most sought after? What kind of studies do these require? What are the needs in the world of work? For those who have no idea on what to study at university this can be a useful guide.



### **Università degli studi di Padova**

[www.uni-pass.it/](http://www.uni-pass.it/)

The University of Padua runs a website dedicated to all students who are about to finish high school and who need to look for a university course. Uni-Pass offers a guidance service that allows students to get information on all offers in Italy (not just Padua) as well as tests and activities to find out the level of students' knowledge and skills for a personal profile. The service is further enriched by the "orientaclub" where, following a free registration, students can ask information and have a personal consultation.

### **Fondazione Agnelli**

[www.fondazione-agnelli.it/arianna/](http://www.fondazione-agnelli.it/arianna/)

This website hosts the programme "Filo d'Arianna": this provides guidance on universities and the world of work aimed at high school students and their families. The website provides information on statistical figures on work opportunities in the various Regions and interesting facts on the professional profiles most sought after by companies.

### **UNiverso**

<http://universo.mur.st.it>

Established in collaboration with the Ministry of Education to help students in their hunt for a university. UNiverso allows students to access a vast database of information on the different Italian Universities, to fill in online a pre-enrolment form to the chosen university that simplifies the enrolment process. The website also has a version for the blind.

### **Spazio Orienta**

[www.cittadellascienza.it/orienta/](http://www.cittadellascienza.it/orienta/)

This is a guidance centre open at the Città della Scienza in Naples with sponsorship from the European Centre for Guidance. Students can consult experts online as well as contacting them directly at the centre in Naples. There are five sections to the website, that is built to help the user find the best resources available online for professional and university guidance. In order to stay updated, the website also has a free newsletter.

### **GuFo.it – La Guida alla Formazione**

[www.gufo.it](http://www.gufo.it)

GuFo is a quick and easy guide to education in Italy – from high schools to universities, to further education and online and distance learning. This website also has a personalised guide that allows students to choose the most appropriate academic path, as well as offering an online consultation with an expert.

And also: [www.studenti.it/universita/](http://www.studenti.it/universita/)

NB. Almost all these websites are in Italian.

## **2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- No. For academic counselling students can contact a private and independent company that provides study support: [www.cepu.it](http://www.cepu.it)

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- No. Students need to contact their own university.  
(see the website for useful links – [www3.unibo.it/infostud-altreuni/eurouni/itauni/italia.htm](http://www3.unibo.it/infostud-altreuni/eurouni/itauni/italia.htm))

**4. orientation programmes (information for freshmen)**

- Some Aziende organise this aspect that is usually organised by the universities themselves and in particular by student associations.

**5. student registration and records**

- No. Students need to contact their own university.  
(see the website for useful links – [www3.unibo.it/infostud-altreuni/eurouni/itauni/italia.htm](http://www3.unibo.it/infostud-altreuni/eurouni/itauni/italia.htm))

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- Counselling and support services are run by universities and in some cases, by the Aziende and are carried out by departments that are often within the medicine or psychology faculties or by specialised independent operators that work in their own office as well as being provided by universities and the Aziende through special agreements with external bodies.

Some of these are:

- [www.esu.pd.it/servizi/sap\\_ita.htm](http://www.esu.pd.it/servizi/sap_ita.htm) ESU in Padua
- [www.unich.it/azienda/adsu2002/dsuni.htm](http://www.unich.it/azienda/adsu2002/dsuni.htm) ADSU of Chieti
- [www.adisurm1.sirio.regione.lazio.it](http://www.adisurm1.sirio.regione.lazio.it) ADISU Roma La Sapienza
- [www.cuoriesu.it/](http://www.cuoriesu.it/) ESU of Venezia

**b. legal counselling**

- Some Aziende provide legal counselling especially regarding their rights as tenants and to view housing contracts.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- All – for a comprehensive list of all the Aziende, click on the section “Mappa Associativa” of the ANDISU website [www.andisu.it](http://www.andisu.it) . Students should contact the relative Azienda.

**d. counselling services for students with disabilities or chronic diseases**

- All – for a comprehensive list of all the Aziende, click on the section “Mappa Associativa” of the ANDISU website [www.andisu.it](http://www.andisu.it) . Students should contact the relative Azienda.

#### **e. counselling on international programmes/study abroad programmes**

The Aziende and universities can contribute towards various activities, some of which are:

- The elaboration of a graduation thesis
- Traineeships or work experience
- Taking part in study vacations (including abroad)
- Study or cultural, recreational activities organised by students

#### **International mobility (for example addition to ERASMUS grants)**

In this context, some Aziende provide guidance and/or financial support for work experience programmes abroad for graduates (with the Leonardo da Vinci programme or with their own financial aid).

These are:

- ARDSU di Ferrara: [www.unife.it/ardsu](http://www.unife.it/ardsu)
- Centro MOVE dell'ERDISU di Trieste:  
[www.univ.trieste.it/~erdisu/move/rid\\_home.html](http://www.univ.trieste.it/~erdisu/move/rid_home.html)
- ARESTUD di Modena: <http://81.29.193.52/arestudmore/eps12/index.php?meid=7>
- ADSU di Parma: [www.orientonline.it/ita/index.asp](http://www.orientonline.it/ita/index.asp)
- ARSTUD di Bologna: [www.arstud.unibo.it/](http://www.arstud.unibo.it/)
- ESU di Venezia: [www.cuoriesu.it/](http://www.cuoriesu.it/)

#### **f. counselling services for international students**

Some provide support and guidance for international students:

- ADSU di Chieti: [www.unich.it/azienda/adsu2002/borstu.htm](http://www.unich.it/azienda/adsu2002/borstu.htm)
- ADSU di Parma: [www.adsuparma.it/index.asp](http://www.adsuparma.it/index.asp)

Some faculties provide specialised services organised by tutors and staff for linguistic support or academic guidance for international students, but this depends on the faculty and its staff.

Some provide financial help for international students, aside from housing for students who are part of the ERASMUS programme.

#### **g. other counselling services**

- Some Aziende have careers guidance services for graduands and graduates, who, aside from providing guidance in the practical use of theoretical skills acquired during their studies, also provide seminars, personal meetings with work psychologists for advice on writing a CV, writing a cover letter, and analysing their transferable skills that are so often difficult to identify.
- Through this service, many Aziende organise language courses, IT courses, and specific seminars, as well as helping users find and organise work experience.

#### **7. administration of financial aid**

- All – for a comprehensive list of all the Aziende, click on the section “Mappa Associativa” of the ANDISU website [www.andisu.it](http://www.andisu.it). Students should contact the relative Azienda.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- All – for a comprehensive list of all the Aziende, click on the section “Mappa Associativa” of the ANDISU website [www.andisu.it](http://www.andisu.it). Students should contact the relative Azienda.

**9. guest houses for researchers and/or trainees?**

- Some have guest houses for foreign students and for trainees as well as researchers. For further information and for a comprehensive list of all the Aziende, click on the section “Mappa Associativa” of the ANDISU website [www.andisu.it](http://www.andisu.it). Students should contact the relative Azienda.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- All – for a comprehensive list of all the Aziende, click on the section “Mappa Associativa” of the ANDISU website [www.andisu.it](http://www.andisu.it). Students should contact the relative Azienda.

**11. child-care (administration of day care centres/kindergarden)**

- No. Students should contact the University for information on services for children and day care centers.

**12. student jobs (summer jobs/short-term jobs)**

Article no. 13 of the law for the Right to Education (see above) has regulated the possibility for students to work within the universities on the basis of paid work, for part time jobs and for a maximum of 150 hours per year. These part time jobs can be organised by the universities as well as by the Aziende. The work is exempt from taxes, does not count as a working subordinate contract and does not count for selections within the public service. Universities or Aziende organise insurance cover against injuries at work. In order to benefit from these jobs, students must have passed at least two fifths of the exams foreseen for that year. When faced with students with similar qualifications, universities tend to privilege students with the most difficult financial situation.

The jobs offered cover many areas:

- Guidance and reception of students, tutorage, some administrative or research tasks, IT services, cultural, sporting, recreational and library services (in particular the distribution and filing of university texts and catalogues).
- Sometimes students work part time in the health services, in the student residences and in the student restoration areas.

Other jobs can include: guidance to foreign or disabled students, collaboration for scientific events, practical application of IT or audiovisual equipment, data filing.

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- Some, see 6 g.

#### **14. specific support for students with disabilities or chronic diseases**

Some – the reform of the Right to Education norms has highlighted that disabled students are a category that need specific aid in order to guarantee them the best possibilities of access to the buildings and to the full use of services provided.

If in all public buildings all physical barriers must be removed, some services are available in a number of Universities. There is also a growing number of offices or persons responsible for providing these students with information on the existing opportunities.

Disabled students can have a top up to their student grant, that can be used for buying didactic equipment or material or can be converted directly in services.

In many cases other forms of financial support are available. In many universities a certain number of student accommodation places are reserved for disabled students by the Aziende, in others the student canteens, other buildings used for cultural activities as well as some sports halls are fully equipped. Accompanying and reading services are available in some universities, and some also organise a specific transport service.

Specialised personnel provides support to disabled students both academically (teachers, interprets, etc.) as well as assistants and accompanists. These are often volunteers, boys doing civil service instead of military service as well as students working part time for the universities (see point 12.).

#### **15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- Some – see 6 f.

#### **16. multi-cultural/ethnic minority student services**

- No.

#### **17. sports (who is in charge of the sport facilities?)**

No, on a national level it is CUSI (Centro Nazionale Sportivo Italiano) that is in charge of this aspect, and it is a body responsible for promoting sporting events and promoting the practice, the expansion and the potential of physical education and sport activities for Italian University students.

With this in mind, each university city in Italy has a Centro Universitario Sportivo (CUS), that has the task of running sport facilities owned by the universities, organising within these or other facilities, courses, championships, and other activities. The CUS are under the running of a Sporting Committee, established in each university and whose membership is constituted by two student representatives, two CUSI representatives, the Administrative Director of the University and the Rector that chairs the Committee.

The CUSI organises the National events such as the Campionati Nazionali Universitari (CNU) that cover a variety of disciplines, as well as International events such as, with the help of Sport Federations, the teams that will participate in the World University Championships and the Universimpics, a sort of Olympics reserved for University students.

On 29<sup>th</sup> May 2004, a Collaboration Agreement was signed between ANDISU, ANCI (National Association for the Italian Local Governments) and CUSI, to commit themselves

to the encouragement of sport activities as part of an all-round education of a student considering their physical and psychological needs that lead to improved academic results.

The three bodies committed themselves to the promotion of activities, events and programmes aimed at pursuing the following objectives common to all:

- a) to encourage and promote the recognition of the social and educational function of sport, the promotion of sporting events, the building of necessary structures and the support of sporting associations.
- b) to improve the participation in sporting activities and to optimise the use of university and communal facilities in order to promote a favourable access for students and resident citizens.
- c) to buy, rent and run areas and facilities for the organisation and the promotion of sport activities aimed at all students.
- d) to collaborate in the organisation of sporting events on a promotional level that involve the local communities and to allow for cultural and editorial activities regarding sport and all other physical activities.
- e) to carry out any other activity that might be linked and useful to reaching association goals.

### **18. campus recreation and cultural activities**

The Aziende promote and organise cultural activities of different kinds, in collaboration with Universities and the local governments (comuni) of the university cities: in some universities, for example there are theatrical, musical and cinematographic seasons, whilst almost all universities organise conferences, debates, seminars, discussions with experts etc. often on the basis of an annual programme of cultural activities. The Aziende can support theatrical groups, musical groups, orchestras and choirs that are formed by students, as well as academic and administrative staff.

The Universities, together with the Aziende, contribute to events proposed by student associations, cooperatives and groups, as according to Article 12, comma d of the Right to Education reform law n.390/1991. The Universities and Aziende can also offer students reduced tickets for cultural events based on previous agreements with the organising bodies. Furthermore, students of arts, history and fine arts can have free access to state museums. Cultural activities targeted at students can be organised by public and private bodies and, in some cases, by legally recognised university colleges.

### **19. health services**

University students that for academic reasons live far from home can benefit from all medical assistance provided by the local health service in the city where they are studying (as according to Article 19 of Law 23<sup>rd</sup> December 1978 n.833). In some cases Universities run their own medical centres. In some universities there are also services or centres that look after the medical and sanitary needs and problems of disabled students as well as those with psychological problems, sometimes linked to studies (for example stress and exam tension) and sometimes personal.

**NB. Students from EU countries can benefit from the same health care as that offered in their home country, as well as extra-European citizens who can benefit from health care as according to Article 6 of Law 833 of 1978).**

**20. travel agency for students**

- No. Students can contact the Centro Turistico Studentesco (CTS), present in almost all University cities, as well as viewing the website [www.cts.it](http://www.cts.it)

**21. bookstore services**

- Some Aziende provide study rooms for their students as well as computer rooms, didactic labs, audio-visual centres, multimedia libraries, links with databases. Some centres provide catalogues and didactic material at discount prices. In many places it is possible to access libraries, reading rooms and access to scientific publications as well as bibliographic information.

**22. alumni affairs**

- No.

**23. conference services**

- Some Aziende organise conferences and seminars, covering aspects that are relative to student life and to the management of student services – for such initiatives ANDISU foresees a certain amount of financial support.

**24. professional training courses/advanced vocational training**

- Some Aziende organise professional courses for their own staff – these range from language courses, IT courses, professional training courses, etc.

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- No.

**26. student discipline/conduct standards**

- No.

**27. adult/non-traditional student services**

- No.

**28. Other services (please give a short description!)**

## Norway

**Which of the following services does the institution offer? Please indicate some key figures!**

**1. university preparatory services (to provide relevant information to pupils)**

- Some foundations cooperate with the universities and colleges in their work to inform potential students about the services offered.

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- None. This is the responsibility of the individual institution.

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- None. This is handled on a national level by Universities and Colleges Admission Service (UCAS – Samordna opptak)  
[www.samordnaopptak.no/english/index\\_04.html](http://www.samordnaopptak.no/english/index_04.html)

**4. orientation programmes (information for freshmen)**

- Some places the student service foundations take part in the introduction program for new students. But very few have their own programs.

**5. student registration and records**

- None.

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- Students are supposed to have full access to the public health services, which also include psycho-social counseling.
- Some foundations choose to have a specialised service for students with this kind of problem. Others again have a system of refunds for expenses to this type of counseling.

**b. legal counselling**

- None of the foundations have legal counselling, but there are student operated legal counselling services available for students.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Some of the foundations cover this by their general social counselling services.



**d. counselling services for students with disabilities or chronic diseases**

- This is also a part of either health services or the social counselling.

**e. counselling on international programmes/study abroad programmes**

- This is the responsibility of the education institutions.

**f. counselling services for international students**

- Main responsibility is with the institution the student is attending. These students in addition have full access to all services provided by the foundations.

**g. other counselling services**

**7. administration of financial aid**

- Some foundations help out with information and applications to the State Educational Loan Fund.
- In addition some foundations give international students a temporary loan while they wait for their student loans.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- There are a total of approximately 30,000 rooms offered by the foundations. There are very few private student housing projects.

**9. guest houses for researchers and/or trainees?**

- Some foundations provide this in cooperation with the universities and colleges.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- The local foundations for student life. Some places there is private providers also.

**11. child-care (administration of day care centres/kindergarten)**

- All of the foundations in Norway provide childcare in one form or another. The foundation have a total of 2,500 children in day-care.

**12. student jobs (summer jobs/short-term jobs)**

- Some foundations have a job-center/career counselling service that also helps students find summer and short-term jobs. It is also normal to have students employed part-time in the foundations as sports instructors, and other positions.

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- In cooperation with the universities and colleges some of the foundations have career counselling.

**14. specific support for students with disabilities or chronic diseases**

- Concerning housing and other services offered by the foundation, they provide this support. General support for student with disabilities is the responsibility of the university or college.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- The social counselling services and student cultural services provided by the foundations have this kind of programs. But the main responsibility lies with the universities or colleges.

**16. multi-cultural/ethnic minority student services**

- Same as above.

**17. sports (who is in charge of the sport facilities?)**

- The foundations run sports facilities, with financial contributions from the university or college. Some of the facilities is also run in cooperation with student sport-organizations.

**18. campus recreation and cultural activities**

- This is mainly run by the student-organisations. But the foundation usually contributes by helping with the financing.

**19. health services**

- Students have full rights in the public health care system. But some foundations provide specialised or free services. And some have a system of refunds.

**20. travel agency for students**

- Provided by private companies, but some of the foundations own parts in travel agencies.

**21. bookstore services**

- Both private companies and the foundations for student services run bookstores. The on-campus stores are usually run by the foundation.

**22. alumni affairs**

- University or college.

**23. conference services**

**24. professional training courses/advanced vocational training**

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- The ministry of education from time to time order surveys to find out how student life is. Other studies are often made by the NIFU STEP – Studies in Innovation, Research and Education. (<http://english.nifustep.no/>)

**26. student discipline/conduct standards**

**27 adult/non-traditional student services**

**28 Other services (please give a short description!)**

## **Portugal**

**Which of the following services does the institution offer? Please indicate some key figures!**

**1. university preparatory services (to provide relevant information to pupils)**

- Service provided by:
  - Gabinete de Ingresso ao Ensino Superior  
Direcção Geral do Ensino Superior  
Ministério da Ciência, Inovação e Ensino Superior  
[www.acessoensinosuperior.pt/](http://www.acessoensinosuperior.pt/)
  - Universities/Polytechnic
  - Student Affairs

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- Service provided by: The Schools of University/Polytechnic.

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- Service provided by:
  - Gabinete de Ingresso ao Ensino Superior  
Direcção Geral do Ensino Superior  
Ministério da Ciência, Inovação e Ensino Superior  
[www.acessoensinosuperior.pt/](http://www.acessoensinosuperior.pt/)

**4. orientation programmes (information for freshmen)**

- Service provided by:
  - Academic Services of University/Polytechnic
  - Student Affairs

**5. student registration and records**

- Academic Services of each Polytechnic/University.

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- Student Affairs Offices at each School.

**b. legal counselling**

- Service provided at basic level by:
  - Students Associations
  - Student Affairs
  - and for financially need students at Social Security  
[www.segurancasocial.pt](http://www.segurancasocial.pt)

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Student Affairs has a specific structure, sector de Bolsas de Estudo (Scholarships Structure), for giving information to students about financial assistance, as well as managing the applications for getting financial aid and managing the payments.
- Also at Student Affairs at the reception students are informed with basic guidelines for assistance.
- Concurrently students associations of each school and global students association of IPB have as part of their responsibilities giving information about all services of IPB, especially of Student Affairs.
- Also Social Security Offices.
- At national level information may also be obtained from Fundo de Acção Social (Student Affairs Fund) [www.fas.pt](http://www.fas.pt)

**d. counselling services for students with disabilities or chronic diseases**

- Student Affairs has special scholarships for students with disabilities and National Health Services.

**e. counselling on international programmes/study abroad programmes**

- International Relations Office of Student Affairs about the protocols Student Affairs have.
- International Relations Office of University/Polytechnic about the programmes it participates and the coordinators of the programs involved at the schools of University/Polytechnic.

**f. counselling services for international students**

Same as 6.e).

**g. other counselling services**

- Some Student Affairs have Medical Concealing, Drugs Prevention Counselling, and Family Planning Counselling.

**7. administration of financial aid**

- Student Affairs manages financial aid for students. Non-refundable scholarships are given to students, according to rules defined by the Central Government. The amount is calculated according to the student's family economic situation, their academic success and others.
- Also there may be some subsidies for lodging, transportation, course training programs and others.
- Besides Student Affairs, students may get scholarships from Gulbenkian Foundation, Regional Governments of Madeira and Açores, commune's office and other foundations.
- Some Private Institutions also provide financial aid.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- Student affairs and private rooms.

**9. guest houses for researchers and/or trainees?**

- Student Affairs and sometimes University/Polytechnic.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- Student affairs.

**11. child-care (administration of day care centres/kindergarten)**

- Some Student Affairs have Kindergartens.
- Also provided by Central Government, Solidarity Institutions and Private Organisations.

**12. student jobs (summer jobs/short-term jobs)**

- Private organisations.

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/ to match students with potential employers)**

- Some Schools of Universities/Polytechnics and private organisations.

**14. specific support for students with disabilities or chronic diseases**

- Student Affairs and National Health Services.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- Student Affairs about the protocols with other Student Affairs.
- Schools of Universities/Polytechnics.

**16. multi-cultural/ethnic minority student services**

- Student Organisations.

**17. sports (who is in charge of the sport facilities?)**

- Student Affairs and Student Organisations.

**18. campus recreation and cultural activities**

- Student Affairs.

**19. health services**

- National Health Systems and Student Affairs.

**20. travel agency for students**

- For lodging and support for travelling an agency of Sports and Youth Ministry of the Central Government.
- [www.movijovem.pt](http://www.movijovem.pt)
- Some Universities/Polytechnics organise touristy and studying trips.
- Some Universities/Polytechnics Students Associations have busses for Urban Transportation or between Schools or Universities/Polytechnics Structures.

**21. bookstore services**

- Private companies.

**22. alumni affairs**

- None.

**23. conference services**

- Student Affairs may support conferences organised by the Schools, Polytechnic/Universities.

**24. professional training courses/advanced vocational training**

- Professional Schools and Universities/Polytechnics

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- None.

**26. student discipline/conduct standards**

- The University/Polytechnic.

**27. adult/non-traditional student services**

- None.

**28. Other services (please give a short description!)**

- None.

## Sweden

**Which of the following services does your institution offer? Please indicate some key figures!**

**1. university preparatory services (to provide relevant information to pupils)**

- Provided by HSV and VHS: [www.hsv.se](http://www.hsv.se) and [www.vhs.se](http://www.vhs.se)
- VHS is an authority providing service to the local universities. They coordinate admission to the university programmes, and provide expertise in the juridical and economical areas.
- HSV is the national agency for education.

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- Provided preferably by the local universities.

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- Local universities have the responsibility. VHS coordinates some of the admission process.

**4. orientation programmes (information for freshmen)**

- A responsibility for the local university.

**5. student registration and records**

- Respective university, co-ordinated by a technical network, LADOK.

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- A responsibility for the local university or local health authorities.

**b. legal counselling**

- Students own responsibility.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- CSN, through the offices. Also provides student counsellors with information.

**d. counselling services for students with disabilities or chronic diseases**

- A responsibility for the local university.

**e. counselling on international programmes/study abroad programmes**

- A responsibility for the local university and International Programme Office for Education and Training. Study finance also CSN.



**f. counselling services for international students**

- Respective University.

**g. other counselling services**

- Private institutes and recruiting agents for foreign universities.

**7. administration of financial aid**

- CSN

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- Companies owning student accommodations. The universities do not have the legal possibility to own student accommodation. SSBF is owning and operating the national student accommodation portal [www.sokstudentbostad.se](http://www.sokstudentbostad.se) which was established to help students in finding the companies having student accommodations.

**9. guest houses for researchers and/or trainees?**

- In a limited extent respective university, otherwise see the information above.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- No one is actually in charge of the food services. That is up to the private local enterprises around respective university.

**11. child-care (administration of day care centres/kindergarten)**

- Local government.

**12. student jobs (summer jobs/short-term jobs)**

- Students themselves.

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/to match students with potential employers)**

- None explicit but is offered at some universities.

**14. specific support for students with disabilities or chronic diseases**

- Respective University.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- Respective University.

**16. multi-cultural/ethnic minority student services**

- Respective University.

**17. sports (who is in charge of the sport facilities?)**

- The local government or private companies normally own the facilities. Often the student organisations organise specific sporting events for students only.

**18. campus recreation and cultural activities**

- None explicit, but is offered by many student organisations.

**19. health services**

- Compulsory for every university.

**20. travel agency for students**

- Private enterprises.

**21. bookstore services**

- Private enterprises and sometimes the student organisations have second-hand-bookstores.

**22. alumni affairs**

- None, some student bodies and universities provides voluntarily.

**23. conference services**

- Private enterprises.

**24. professional training courses/advanced vocational training**

- No one in particular.

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- Research on higher education is perceived at many universities, but no one have a specific responsibility for research in these matters.

**26. student discipline/conduct standards**

- Respective University.

**27. adult/non-traditional student services**

- No one in particular.

**28. Other services (please give a short description!)**

- Mainly the social services are provided by the local authorities and they are not only for students but also for every person living in that city. Outside student health other student services are totally optional to the university.
- The student organisations have a variety of services and activities, varying from music activities, sports and festivities to theatre, international aid, travel and so on. In a way the student unions provide a identity card to there members which can give the students discounts on certain travels, bank services, shopping, eating and so on. It all depends on whether that company/bank/restaurant have special student offers.

## **United Kingdom**

**Which of the following services does the institution offer? Please indicate some key figures!**

The Association for Student Residential Accommodation, (ASRA) are an association of student accommodation specialists whose members are in positions confined to student accommodation. Some, however, (usually in smaller institutions) will also be personally involved in areas such as welfare and counselling. Conversely, the accommodation function of some larger member organisations will be part of a wider business, or student support area.

ASRA as an organisation does not itself provide, nor is responsible for implementing, or monitoring, business or professional procedures of any sort, for its members. Similarly, it does not hold detailed information on the functions of each member. ASRA does provide a network of information and opportunities for professional development of individual members.

**1. university preparatory services (to provide relevant information to pupils)**

- Some members will provide advance information about accommodation direct to applicants in line with the usual recruitment practice of the member university, as required.

**2. academic advising/educational counselling (to provide students with accurate information about academic progression and degree requirements)**

- Undertaken by a separate student services area within a university.

**3. admissions (process of institutional admission that includes application, acceptance or rejection and notification)**

- Undertaken by a registry function within an organisation.

**4. orientation programmes (information for freshmen)**

- Undertaken by a separate student services area or academic department within a university usually The International Office.

**5. student registration and records**

- Undertaken by a registry function within a university.

**6. counselling services**

**a. counselling services for students experiencing psycho-sociological problems**

- Undertaken by a separate student services area within a university.

**b. legal counselling**

- Undertaken by a separate student services area within an organisation. Housing advice may be provided by the ASRA member, working in institution.

**c. counselling services related to study financing (to provide information and assistance in order to remove financial barriers for students; information on scholarships etc.)**

- Undertaken by a separate student services area within a university, the International Officers would be able to provide this information.

**d. counselling services for students with disabilities or chronic diseases**

- Undertaken by a separate student services area or student medical service within a university.

**e. counselling on international programmes/study abroad programmes**

- Provided by a specialist International Office operating within the university.

**f. counselling services for international students**

- Provided by a specialist International Office or student medical service within a university.

**g. other counselling services**

- Undertaken by a separate student services area or student medical service within a university.

**7. administration of financial aid**

- Universities provide help and support through student Services department and International office.

**8. student housing/accommodation/residential life (to provide accommodation for students/administration of the student residence halls)**

- Accommodation departments within a university will provide information on local housing and rents. Advice on application, deposit and contractual arrangements will also be provided. Accommodation provided will either be university or privately owned

**9. guest houses for researchers and/or trainees?**

- Accommodation departments within universities will be able to provide this information.

**10. dining/food services/student restaurants and cafeterias (who is in charge of the food services?)**

- Catering services differ between universities with some in-house and others operated by private caterers; there is not one model fits all.

**11. child-care (administration of day care centres/kindergarten)**

- Where they exist, usually undertaken by a separate student services area within an organisation. Child-care will differ between universities some providing some not

**12. student jobs (summer jobs/short-term jobs)**

- Careers services within universities will be able to offer this service.

**13. career services (to prepare students for seeking positions in the workplace/to inform about and to provide internships/ to match students with potential employers)**

- Undertaken by a separate specialist area within an organisation.

**14. specific support for students with disabilities or chronic diseases**

- Undertaken by a separate student services area or student medical service within a university. Disabled accommodation is available but will differ between institutions and local study support may be available.

**15. specific support schemes for international students (e.g. tutor/mentor programmes)**

- Provided by academic departments or specialist International Office within a university.

**16. multi-cultural/ethnic minority student services**

- May be provided by a mixture of student organisations/International Office/academic departments.

**17. sports (who is in charge of the sport facilities?)**

- A mixture of providers across university and local community.

**18. campus recreation and cultural activities**

- A mixture of providers across organisations with some in house availability or local facilities in nearby vicinity. Student union will also operate student social activities on campus.

**19. health services**

- A mixture of campus centres and community based national health system.

**20. travel agency for students**

- Where they exist, usually undertaken by a separate student services area within a university or Students Union.

**21. bookstore services**

- Bookstores where operated are usually provided by private companies.

**22. alumni affairs**

- Undertaken by a separate specialist area within a university.

**23. conference services**

- Where provided these will be managed by a separate department within the university.

**24. professional training courses/advanced vocational training**

- Where provided, usually undertaken by a separate student services area within an organisation.

**25. research (on higher education topics/the social and economic situation of student/student affairs etc.)**

- ASRA itself currently has no ongoing research projects. Individual members carry out small projects via the ASRA Mailbase from time to time.

**26. student discipline/conduct standards**

- As this often arises as an issue for members in relation to their accommodation regulations, many have involvement in the compilation and review of codes of discipline and standards.

**27. adult/non-traditional student services**

- Where they exist, usually undertaken by a separate student services area within a university.

**28. Other services (please give a short description!)**

#### **IV. Conclusions**

The work undertaken by all ECStA members has been complied to help in the understanding of how each member country operates in terms of the student experience and provides an overview of the operating structures of each country.

This report highlights the diversity that exists but at the same time provides common experiences within the countries:

- there is no one model of student affairs/student services within Europe
- the organisational structures are heterogeneous  
there are:
  - national organisations responsible for all sectors (e.g. DSW, CNOUS, ANDISU)
  - national organisations responsible for only one specific sector (e.g. SSBF, Finish Student Housing, Studienbeihilfebehörde ...)
  - local organisations responsible for all sectors (e.g. Serviços de Acção Social in Portugal)
  - organisation for people working in student services (e.g. ASRA)
  - organisations part of university versus organisations independent from university
- the variety of services provided by each national student service organisation differ.
- regardless from differences in the structure and array of services – most student service organisations provide common values and follow the same mission:
  - provision of best framework conditions of studying
  - provision of equal opportunities/equal access to higher education to all students
- with their specific offers European student service organisations make an essential contribution to the creation/establishment of the European higher education area.
- student service organisations as partners of students and universities and other organisations working in the same field.

The report is in no way exhaustive and with new opportunities on the horizon for European students to experience student life across many frontiers the work undertaken will provide a framework of reference for students and those engaged in higher education.

## **V. Synopsis**