

EUniWell Platforms Mobility Services

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Executive Summary

This deliverable is about Mobility Services, their quality, standardisation and accessibility within the EUniWell alliance. It consists of a documentary part which provides a catalogue of mobility services currently offered within the EUniWell alliance, based on a survey among member Universities, whose replies are fully reproduced in the appendix. This is introduced by an analytical part which elaborates on the results of this survey and develops a series of observations with view to the future of the alliance.

The introduction (section 1) clarifies some general points about the Working Groups understanding of the two tasks of the Work Package and the approach in preparing this deliverable.

The first part (section 2) discusses the results of an attempt in mapping the mobility services at each EUniWell Campus. We first look at each category of services in comparison and then draw a series of conclusions with view to common standards, recommendable improvements and possible synergies and cooperation.

The second part (section 3) looks at various ways to diffuse these services within EUniWell, to render them easily accessible, and to make the best use of them for enhancing mobility. It considers the advantages and disadvantages of an internet-based mobility platform, then focuses on the crucial aspect of accessibility and offers a quick, simple and achievable solution for ensuring accessibility of services through a webpage. It closes with a utopian vision on what mobility could be in a future EUniWell.

The main findings can be resumed as follows:

- **Excellent** common standards in **exchange student support** within EUniWell, though heterogenous in organisation and procedures.
- **Fragmentary PhD-researcher support** – needs better definition, shape and expansion.
 - **A chance for jointly defined structures** and aligned services within EUniWell !
- **Inconsistent support for Postdoc Researcher:** uneven offer within the Alliance (centralized Welcome Centre, family support)
- **Postdoc career development** as an opportunity to synergetic cooperation:
 - **Internationalisation of scientific profiles, joint professional trainings**
 - **Postdoc exchange/internship programs?**
 - **Joint-appointments/joint postdoc positions?**
- **Refugee academic support cooperation lacking** (support for Scholars at Risk)
 - EUniWell wide cooperation desirable
 - Shared responsibility greatly expands range of aid
 - Follow-up positions for scholars within EUniWell
- **Need for better mutual knowledge** of responsible offices and procedures
 - Regular virtual and physical **staff exchange on operational level** recommended
- **Mobility services are dyadic** and don't necessarily require a EUniWell wide unification
- **Accessibility** of services is a matter of **availability** and **apprehension** of structures
- EUniWell Website to include a **searchable EUniWell Mobility Services webpage**

1. Introduction

This deliverable responds to tasks no. 10 and 11 of Work Package 6 “Creating an Identity”, and it faces two important aspects of the overarching goal to achieve seamless mobility within the EUniWell alliance:

Task 6.10 “EUniWell Platform: Mobility Services” addresses the harmonisation and promotion of mobility services for physically mobile students, researchers and staff with view to facilitating physical exchange.

Task 6.11 “EUniWell Platform: Social Networks” deals with the establishment and promotion of social networks for online opportunities of contacts, exchange and interaction among all EUniWell-members with view to fostering virtual exchange.

Both tasks are embedded within the overall objective of a EUniWell Platform, which should bundle and give access to all services, communication options and exchange offers of the EUniWell alliance through a digital facility, some kind of virtual campus management connecting all EUniWell partners as closely as possible.

Since such a platform currently not exists and its realization is still under assessment by the EUniWell IT working group, this working group decided to abstain from any technical solution. A unified digital EUniWell Platform is the task of specialists and should be designed in a harmonised, comprehensive way, involving the IT departments of all EUniWell members. Standalone solutions for subsets of services would only aggravate the establishment of the intended comprehensive platform.

Hence, this working group, following a EUniWell workshop on digitalisation for coordinators and members of working groups with a digital agenda related to Mobility issues on 24 February 2022, deliberately ignored the technical aspect of a digital platform and focused on content. From that decision inevitably derives that we focused almost exclusively on task 6.10, mobility services, as task 6.11 is basically a technical task, coping with social networks and digital solutions for communication among various categories of EUniWell members.

We do address, though, some of the strategic questions underlying task 6.11, as networking and virtual communication are, of course, mobility services already in use long since. We also (critically) discuss the need and rationale of a EUniWell wide social network in section 3.1 of this analytical part.

Methodologically, our Working Group decided to combine a quantitative survey with a qualitative assessment of all mobility services available within EUniWell in order to identify a standardised set of services, propose possible harmonisation and recommend improvements and cooperation in order to generate synergies. Hence, we prepared for a mapping of mobility services and a subsequent evaluation of these services in a comparative way.

We first discussed the notion “Mobility Services” to define scope and extent of services to be covered by our survey. Rather by inference from the outline of WP 6 we deduced that our task is focused on incoming services (as outgoing services are covered by task 6.6, i.e. D6.10). We then opted for a very broad interpretation of mobility services, including incoming services for all categories (students, researchers, staff), their accompanying partner or family, and services for all aspects of a stay (administrative, academic, logistic, integrative, and social support, career development and family

assistance). It became clear that basically all member Universities to offer similar services, but often provided from different units – and not always the international offices involved in EUniWell were aware of these services or used to cooperation with the respective units of their home university, dispersed among academic and administrative departments or third-party providers. Apparently, mapping mobility support services in EUniWell does not only increase mutual understanding within the alliance, but also within the various service units of each partner university.

Based on these preliminary considerations, we designed a survey, which had to respond both to this comprehensive definition and to the need for brevity.

The Survey can be found online here: <https://form.jotform.com/220312689774058>

A schematic copy of the form is reproduced at the end of Appendix II.

Distribution of the survey and request of replies laid in the hands of the single members of the working group. During the period of data collection (March 2022) the group gathered several times to monitor the progress of the survey, adjust the form, solicit more replies with view to underrepresented categories of support, involve more and different departments or units to cover the whole range of services.

By early April 2022, we had received 120+ replies, which only marginally suffered from overlaps or misrouting. Some replies were more synoptic, aggregating several services of the same category into one reply; others were more detailed, splitting service packages into single segments. But the overall outcome was more than satisfying and allowed for a solid overview.

The following pages attempt a systematic presentation and assessment of the mobility services for incomings within the EUniWell network based on the results of this survey.

The intention is to provide a documentation of these services, to enable an informed use of the full material in the appendix and to offer a few comparative remarks on the availability of incoming services within EUniWell. This stocktaking is then the basis for some further considerations with view to possible or desirable standardisations and with view to possible cooperation and attainable synergies within the alliance.

A second set of considerations is then directed to the question of accessibility. What can be done to promote these services within EUniWell as to facilitate seamless mobility? How should a EUniWell Platform be conceived of in order to provide easy access to these services for those who need it? And is there a short-cut or at least an interim solution for the time needed to develop a comprehensive platform solution for the alliance?

The appendices provide all the detailed replies that had been collected with the survey.

As an overview, Appendix I lists all services per category and university only by its title.

Appendix II brings the full replies ordered by university and category with the occasional omission of void entries.

The working group gathered for 14 meetings in the period from 21 September 2021 to 29 March 2022 and consisted of the following members:

Lena Kulmala	Linnaeus University, acting WP6 coordinator (until March 2022)
Linus Karlsson	Linnaeus University, WP6 coordinator (as of March 2022)
Johannes Müller (Lead)	University of Cologne, Head International Science/Welcome Centre
Siu Leung	University of Birmingham, Study Abroad & Exchange Team
Barbara Sabatini	University of Florence, International Mobility
Laura Galli	University of Florence, International Mobility
Gaye Eksen	University of Leiden, Team leader Inbound Team
Åsa Dahlberg	Linnaeus University, International Coordinator
Catalina Crisancho Samiento	University of Nantes, Incoming Exchange Students
Dekan Zita	University of Semmelweis, International Relations
Seres Nora	University of Semmelweis, Erasmus Coordinator

2. Mobility Services

Assessing the mobility services in the EUniWell alliance is a tricky task. At first sight, the compilation of services may seem redundant, but this impression ignores the organisational variety and the multitude of units involved. Only a number of institutionally defined services is generally provided by the International Offices – mainly those regarding application, nomination, and registration of exchange students and the relevant counselling with view to necessary bureaucratic steps. For all other mobility services – including housing, social activities, academic counselling, language courses etc. – there is no uniform, not even a comparable organisation of services at the EUniWell partner universities. When looking at other categories than students – PhD-researchers, Postdoc fellows, Professors, Staff or accompanying family – the situation becomes even more heterogenous, with services often not even centrally available, but located at faculty or departmental level or outsourced to third party providers.

Hence, even if the following compilation of mobility services available within EUniWell contains few surprises in terms of content, that is: type and kind of services, it does reveal the highly variegated organisational differentiation any academic traveller (Student, Researcher, or Staff) must face, when moving within the EUniWell universe.

We will discuss the services in three batches – first pre-arrival support, then during-stay assistance and finally after-stay services. Each chapter will address the service offer by category, starting with students and then moving to PhD-researchers, Postdocs, Professors and Staff, with a final glance at efforts considering special needs.

2.1 Preparatory Services (Before the stay)

Students

Exchange students and in most cases also international degree seeking students receive comprehensive pre-arrival support by the international offices. EUniWell exchange students are generally served by the ERASMUS officers, but may benefit from additional services of the EUniWell offices (if existing). Most Universities do offer broad online information and resources for self-help. Individual counselling is usually available after nominations have been accepted/confirmed.

Pre-arrival support focusses on application guidance, visa support, insurance advice, housing assistance, initial help with necessary registrations (IT-services, CMS/LMS, library, faculty-specific registrations), general campus information packages, local guides etc.

This is delivered as printed or digital resources (PDFs, info mail, webpage, video tutorials), as pre-arrival webinars or individual Zoom-sessions. While University of Cologne seems particularly eager to provide individualized support (by personalized info packages via emails, zoom-sessions and 1-to-1 counselling), Linnaeus University distinguishes itself by an impressive variety of webinars and video tutorial.

On-arrival, most Universities offer welcome sessions, welcome days and/or orientation weeks, where the various service offers are introduced separately as to allow students to find their way through the labyrinthic organization of faculties, departments, administrative units, student unions and student associations.

A sensible issue is student housing: While for example Birmingham, Nantes and Linnaeus can offer on-campus accommodation, other Universities cannot, and can provide housing only within the limitations of a tight housing market (or by the grace of a third-party student's union).

Only Linnaeus offers a pick-up service for exchange students from stations and airports nearby on pre-defined arrival days.

Pre-arrival Linguistic support – both in the form of online courses and as a pre-semester in-situ course – is only offered by the University of Cologne.

PhD-Students

By contrast, support for PhD-Students is relatively undefined. Academically, they are in most partner Universities counselled by appropriate institutions – overarching graduate schools, PhD-researcher support centers, faculty or departmental units. With view to mobility logistics – housing, administrative support etc. – they seem “to fall between the cracks”, as in some respect they are served and dealt with at the student offices, in others they are treated as Researchers and handled together with Postdocs. This is probably due to the fact that mobility of PhD-researchers (with the explicit exception of Cotutelle-cases) is usually not systematically supported, neither by supervisors nor by “home” university and not by “host” universities. This is a serious problem that deserves to be addressed by some EUniWell steering group in order to promote mobility at postgraduate level.

Postdocs/Professors

Most EUniWell Universities offer relocation or Welcome Centre-Services for internationally mobile scholars. In some cases anchored within Human Resources (like at Linnaeus University), in most others as separate departments within the International Office (Cologne, Florence), or as a University-owned academic association (Nantes). However, the intensity and depths of these services seem to differ greatly, both in range (ranging from “only for contracted personnel” to a comprehensive international Postdoc service for short-term visiting scholars, research fellows and newly hired professors that even covers selected PhD-researchers), and scope (focusing on administrative assistance with visa, residence permit and contracting, or including also housing, family support, assistance with campus integration and networking etc.).

Pre-arrival services for Postdocs do above all include administrative help with visa regulations, mediation of the contracting process, help with housing, and bureaucratic assistance on-arrival with view to registration and residence/work permit. This seems to be the case in all EUniWell partners. Some Universities even offer temporary housing in University-owned Guesthouses (Cologne, Nantes), others not.

Staff

Pre-arrival services for staff do exist only within pre-configured staff exchange programs, if existent at all (e.g. Linnaeus), though International Offices seem to be ready to welcome and assist also staff exchange.

2.2 Supportive Services (During the stay)

Students

Support services for exchange students literally abound within the EUniWell alliance, covering not only common basics, but many unusual useful, thoughtful and fanciful offers can be found among the Partner Universities.

As a standard, students are greeted at their host universities by well organised and proved Arrival Days or even Welcome Weeks, during which the various supporting instances in administration, in the faculties and departments, among student associations and guilds, sometimes even from municipal offices, present themselves and provide initial advice and assistance. While it is a good way to deal with the mushrooming of services for international students across the campus, it also shows the confusing institutional variety, students have to deal with when visiting another University – even within the same alliance. We may also note that these events are great for regular exchange students, but they do not reach those short-term students, who arrive outside the standard semester periods.

Administrative support is comprehensive and usually from one hand: International Offices or Erasmus coordinators offer clean packages providing access to libraries, to IT services, to campus facilities and ensure registration within LMS/CMS. Most universities, as already mentioned, assist with housing, some even assign places in dormitories.

Academic support is more decentralised and often anchored in faculty or departmental units, supplemented by student clubs or discipline-specific associations). In Florence, even most of the administrative support is provided on departmental or faculty level, while the International Office concentrates on administering formal student affairs.

The local student union, and for internationals in particular the local branch of the European Student Network (ESN), play an important role in extracurricular activities and integrative offers. Often, they cooperate with the International Offices in preparing their programs (Nantes, Cologne). Semmelweis is even successfully involving the ESN in help with house hunting.

Language courses are offered in various intensity, maybe according to varying needs: Semmelweis seems to focus on the teaching languages respectively on the medical terminology of the countries of their graduate's future professional activity (basically all European languages except Hungarian), while every-day Hungarian is optional. Cologne, Florence and Nantes do offer extensive language programs. In Birmingham and Linnaeus, language seems a subordinate issue.

Some Universities are particularly sensitive towards intercultural competence and offer counselling and workshops to develop intercultural sensibility, possibly together with local students (Cologne and Linnaeus).

All over the EUniWell alliance, buddy programs or partnering programs are offered, sometimes in cooperation with student associations or with the ESN. Curiously so, not always by matching an international with a local student, but also by pairing international students (as Semmelweis does, probably with view to its highly internationalised campus).

International students, in most Universities, are also invited to participate in career development programs, career counselling and/or internship placement services. Linnaeus, Nantes and Cologne do also offer assistance with searching an appropriate student job.

Quite common is also a discrete counselling offer for health and/or psychological-social issues, linked to experts and professionals in the field.

Finally, some Universities have established support units for disadvantaged students, students with disabilities (Linnaeus, Nantes, Semmelweis, Cologne), and single-parent students with kids (Cologne).

PhD researchers

Support services explicitly addressing the needs of international PhD researchers are rare. Only Cologne and Florence reported special service units for PhD researchers, offering centralised support for academic issues, professional career development, soft skill trainings and administrative help. Of course, we assume that PhD researchers at the other Universities receive all the care they need through the hosting faculty, department or through the general services of the International Office. But the findings of our survey confirm once more that PhD researchers haven't yet sufficiently emancipated from a student status to be generally considered within the administrative support structures.

As a matter of fact, most student services are also available for PhD researchers (even though not full-heartedly, as it seems); and some Postdoc services are open to PhD researchers, too – as to reconfirm their in-between status.

Postdoc Researchers and Professors

International Postdoc Researchers and visiting or international Professors in some Universities benefit from specialised Welcome Centres or International Scholars services (Cologne, Florence, Nantes, Linnaeus), offering tailored support for international mobile scholars. Apparently, however, this is not a standard service, as Florence and Linnaeus provide only initial assistance as a pre-arrival service, while Nantes offers support through an independent association linked to the University.

Cologne is offering international scholars support throughout a permanence in Cologne, without distinguishing between guests, visitors, fellows or contracted personnel.

In addition to general support, Cologne is also offering comprehensive family support to accompanying partners and children. This concerns childcare (in part through the University-owned facility), kindergarten, schooling and dual career counselling – services still not everywhere considered as a standard.

As the Cologne example shows – and most probably this applies to other EUniWell partners as well: international Postdoc Scholars have also access to services available to regular faculty, like third party funding counselling and research fund administration through the Research Management department, or career development opportunities through the Human Resource department. Cologne does also offer special career development workshops and events international postdocs (in English) and a particular mentoring program for International Female Scholars. Presumably this is not a standard, but should be considered to become one: developing the careers of international Postdoc Scholars is an investment that has the potential to repay in the form of international cooperation, third party funding and excellent research partners.

Staff

Staff mobility seems to be offered or at least supported in all EUniWell partners, but no particular emphasis is given on promoting EUniWell-internal exchange and encounter. Linnaeus is offering a regular staff exchange week focused on intercultural competences and proposes that all EUniWell partners should choose a particular subject and prepare an exchange week for the alliance. This would be a meaningful initiative to strengthen the corporate identity and coherence of the alliance. Linnaeus is the only EUniWell partner to offer a particular staff initiative. Cologne is offering a general staff exchange system, requiring staff members to pass an intercultural training before participating in a staff exchange; Florence follows a regular procedure to prepare staff members for an exchange. It would be indeed desirable to establish a EUniWell-wide system of staff exchange, possibly in functional terms with view to facilitating and enhancing exchange activities by promoting mutual understanding, acquaintance and knowledge of the reciprocal procedures, especially on working level.

Special Needs

We have already mentioned the services for students with special needs and disabilities. This is still a sector which needs development, also in the Universities which already have such services. Support for disadvantaged students is still quite limited and not yet reaching out to all persons concerned.

The same holds true to support for students with family or single parent students.

A tragically increasingly prominent role is obtained by services for refugee students and refugee academics. Even though the survey did not explicitly reveal the current state of services for refugee academics, it seems obvious that all EUniWell universities are committed to support refugee students and threatened scholars. Services are explicitly documented for Cologne, Leiden and Florence, but Linnaeus and Birmingham are known for similar efforts as well. It's regrettable that the respective support efforts haven't been reported through the survey, but EUniWell, the European University for Well-Being, cannot act differently than engage in joint efforts to assist students and researchers with a refugee background and help them to return to an academic future.

We will argue further below that coordination and cooperation in the fields of academic refugee support will not only enhance overall cooperation in the alliance, but also enhance the corporate identity of the EUniWell alliance.

2.3 Alumni Services (After the stay)

The most poorly developed mobility services within the EUniWell alliance are the alumni services.

The survey results were rather disillusioning: In most cases, post-stay efforts were interpreted as conclusive administrative acts like sending out transcripts of records, certifications of stay, and confirmations of achievements.

Apparently only Linnaeus, Cologne and possibly Nantes (without a reliable full survey reply) dispose of an international Alumni Network, which is somewhat surprising and hopefully a mismatch/misunderstanding of our mapping and survey project. For the time being, we can only invite partner universities to consider the establishment of an international alumni network, as it is a very pleasing experience and a useful tool for promoting the own university, developing interesting

alumni projects and keeping in touch with former students to the benefit of current and future exchange students in the home regions of the alumni.

Cologne, for example, is organising a yearly summer school for and with international alumni and benefits from developing strong ties to former international students, who are ready to promote the University of Cologne abroad and to assist our exchange students in situ. A similar network within EUniWell would certainly be welcome and contribute to tighten the alliance's coherence.

Cologne experimented for several years with a researcher alumni network, trying to keep track of all international scholars, who stopped by for some months at the University of Cologne. Overall, the Cologne Researcher Alumni Network was a success and we are working for reactivating the program as soon as possible: We managed to reunite a number of former host and guest with remarkable surplus value for the research output; we were able to engage some of our former guest scholars for international promotion in India, Japan and the United States (areas where Cologne disposes of liaison offices); and we initiated some successful application for third party funding with former international fellows. A similar system within EUniWell would certainly enhance exchange activities and cooperation.

2.4 Standards and Nice-to-have

Pre-arrival Services

With view to students, all EUniWell Partners are well prepared to assist incoming exchange students and degree seeking students. Information is easily available, though in varying formats and not always personalised to the individual exchange student. Procedures for application, nomination and final selection are very similar. The dividing line seems to be digitalisation: While Nantes and Linnaeus offer nationally based online application services, most others are still bound to hybrid forms of paper-bound and only superficially digitalised procedures. But this is probably a systemic issue and cannot be solved by the EUniWell alliance alone.

It would be useful, if EUniWell-wide pre-arrival information could be harmonised as to allow EUniWell students to find and compare the information they need for their particular situation. This would be feasible by setting up a working group of student exchange officers from the various International Offices, as strongly proposed by the colleagues in Florence – a proposal that found the unanimous support of all members of our working group.

Furthermore, we would like to recommend the enhanced use of video tutorials and on-demand webinars for all issues in preparation of a mobility stay, as this seems an up-to-date format for delivering standardised information which is fully accepted by students of current generations.

Likewise, it seems worthwhile to solicit, among EUniWell members, the introduction of online language courses, both as pre-arrival service and as on-demand offer for international students, in particular for short-term exchanges.

During-stay support

Students are generally well served within EUniWell. There are a high standard of during-stay support offers. Member Universities have found different solutions for similar problems. Harmonisation would be helpful, especially in order to increase compatibility and orientation for EUniWell members moving from one to another partner university. But orientation can be granted also without forced unification. More mutual understanding and knowledge of the individual partner's services would

already help. A regular virtual and physical staff exchange on the working level would greatly enhance cooperation and improve counselling capacities within the universities. Why not organising regular workshops for international officers? Why not bringing together incoming officers from the one side and outgoing officers from another – and vice versa? We are convinced that such a functional staff exchange would generally enhance exchange activity within the alliance.

Visiting PhD-researchers appear to be a category which is not well represented within the service structures of the EUniWell alliance. If fostering exchange on postgraduate levels is an objective of the alliance, particular attention should be given to enhance support for PhD-researchers, both academically and socio-culturally.

More attention could and, in our opinion, should be paid also to international Postdoc Researchers. Here, cooperation among the EUniWell partners could contribute to improve international career paths of researchers, enrich their academic horizon and experiences and help shaping the scientific profile of a EUniWell generation of excellent researchers. Seen as an investment in the brightest minds of the alliance, such a joint program of young researcher's career development could be of future benefit for all members of the alliance. The various initiatives of the University of Cologne in the field of career development, research support, professional training etc could be an initial inspiration for matching initiatives. Ultimately, to the benefit of the Alliance and of the individual Postdoc careers, EUniWell should even consider Joint-Appointments and Joint-Postdoc-Positions to be shared by appropriate research departments/groups, or any other form of organised Postdoc-exchange within the Alliance.

With view to special needs efforts, we would like to stress the urge and need to strengthen cooperation and coordination in the field of support and assistance to refugee academics, that is both students and scholars with refugee background, for the EUniWell alliance. As the University of Well-Being, it is almost mandatory for our alliance to engage in a systematic program of support and promotion of refugee academics. While a coordinated assistance to students with refugee background is very important, we believe that especially in the field of assistance to scholars at risk/threatened scholars, cooperation within EUniWell could significantly enhance the individual commitment to give shelter and new perspectives to scholars who have fled existential threats and dangers.

Post-stay services

Given the poor outcome of our mapping with view to alumni services, it would be appropriate to copy the paragraph on Alumni Services. To avoid redundance, we simply refer to paragraph 2.3.

3. EUniWell Mobility Facilitation

Mobility is not a no-brainer. Even attractive exchange programs need promotion and support. In this sense, mobility services and their accessibility are crucial for the success of international exchange. This holds also true for the establishment of a lively and active University Alliance. Increasing mobility and exchange activities within EUniWell is certainly an academic task, but its actual realisation depends to a large extent also upon well organised support services that render mobility a joyful experience.

In this section we will have a closer look on how mobility services of the member Universities could and should be linked, how they could interact and in which ways they should be made accessible to the EUniWell community.

3.1 Pro and Con of a Platform

The EUniWell project places much emphasis on the establishment of an Alliance-wide communication platform, some kind of digital campus system that virtually connects all students, researchers, professors and staff of the EUniWell universities and provides access to all services at offer within the Alliance. It is of course a fascinating vision and probably the best way to get as close as possible to the establishment of a unified EUniWell campus.

Such a platform needs time to be developed technically, even longer to be implemented politically given the various legal, cultural and practical obstacles posed by a joint campus management, a unified learning management system and a common student administration.

A common platform for mobility services – as requested by WP 6.10 – would probably be feasible as a standalone solution, though technically ambitious and probably counterproductive for the development of an overall platform. Even more important, however, is the question, if such a platform reuniting mobility services from all seven EUniWell universities is helpful, necessary and effective. It would require much work to adapt the existing services to fit into a common scheme of the platform; it would compromise existing workflows and it would oblige Universities – for the sake of harmonisation – to relocate services from traditional providers to newly established units. But for which benefit? Why should mobility services be centralised and harmonised on one platform?

As a matter of fact, mobility services – from the point of view of the beneficiary (student, scholar, staff – the “exchangee”) – are always bilateral, rarely or, from a physical point of view even never multilateral. You can only move from A to B and will therefore have to deal with the one outgoing service from the home university and with the one incoming service from the host university. As long as this information is easily accessible and as long as the exchange procedures are set and operating well together in all bilateral combinations, there is no need to harmonise the EUniWell heptagon.

Harmonisation of services in that sense is clearly welcomed, that is a harmonisation in pairs with view to the overarching project. A harmonisation of all seven Universities will certainly remain a dream for long; a well-tuned harmonisation among seven partners, each taking account of the peculiarities of the others and adapting to them, is achievable and the best way to quickly enhance mobility and provide best possible support within the Alliance.

3.2 The Goal: Accessibility

The preliminary mapping of services provided by this deliverable is therefore the first step towards and optimisation of mobility services within EUniWell. The key for any sensible improvement is mutual knowledge and understanding. What needs to be achieved, is a common understanding of what mobility services should be within EUniWell – what can be expected from all partner Universities and which services are available for which category. How these services are organised, may differ and needs to be translated/mediated for the respective audience of each partner university. Accessibility of services, therefore, is more than availability, but implies also apprehension of how services work, where they are located and what can be expected from them.

In this sense, harmonising and promoting mobility services and improving their accessibility within the Alliance is a complex task that should be prepared and coordinated by a board of representatives from all EUniWell Universities, possibly from members of the International Offices.

It should consist of

- 1) Completing and fine-tuning the mapping started for this deliverable
- 2) Establishing shared definitions for the various services and categories
- 3) Matching the services among all partner universities with view to local peculiarities, varieties and specifics.

Based on this “calibrated mapping”, information on mobility services can be shared, promoted and distributed among EUniWell.

What is more: the creation of such a “calibrated mapping of services” could be an opportunity to EUniWell wide cooperation among officers on operational level. It could give rise to regular multilateral workshops, to increased harmonisation of procedures and above all it would contribute to disseminate knowledge and understanding of the internal functioning of each member university. Such insider insights are the most important information for facilitating and harmonising exchange procedures and cooperation in mobility issues.

3.3 To Start With: A Webpage

The easiest way to provide quick access to the mobility services for everyone would be a webpage or an enhanced “Services” section on the EUniWell Website. A quick and dirty solution would be a listing per University of all the services per category, as to enable everyone to easily identify the services applicable for her or his situation.

A more sophisticated solution could be a searchable website linked to a database, which would allow to insert destination, personal status and circumstances of the intended stay. Based on these specifications the website would then provide all information about available services along a timeline (pre-arrival – during-stay – post-stay), possibly in the form of a printable check-list that could even serve as a guideline once a stay is confirmed.

Both variants – a simple list of services or a searchable website-database – would be based on the elaborated mapping and would need constant updating. Again our proposal would be to have that EUniWell mobility webpage set up and maintained by a committee of representatives on operational

level from all member universities. This would secure up-to-date data and constant improvement of reciprocal information and cooperation.

3.4 Let's Have A Dream: Seamless Mobility in a Multinational Campus

Mobility services can only facilitate and smoothen the logistics of exchange activities. Mobility as such must be promoted by the academic world and it should be allowed to build as a bottom-up movement, in addition to centrally run flagship projects.

When designing EUniWell in preparatory workshops and meetings, we once designed a vision for seamless mobility. It seems appropriate to reproduce it here as a reminder of what mobility was hoped to be in the EUniWell Alliance:

Cooperation permeates the entire EUniWell Alliance and covers teaching, research and administration alike. As a consequence, mobility is facilitated in all its types and aspects: physical and virtual, long-term, short-term and micro-term, for all types of interaction and co-creation and at all levels of the academic community. We consider mobility in the broadest sense, including virtual mobility and international experiences “at home”, to be a defining quality of the EUniWell alliance.

With respect to physical mobility, the EUniWell Alliance offers a seamless experience for students of all levels, academics and staff between the alliance member universities. Facilities and administrative tools are either homogeneous or aligned, and established procedures are open to all study programs that want to participate in the EUniWell exchange. The experience of moving around in EUniWell is similar to moving within a single University's campus.

In extension of the EUniWell experience, low-threshold offers within or in addition to compatible EUniWell study programs provide additional mobility options, such as virtual exchange activities, courses and lectures, challenge-based learning, tandem teaching, faculty and staff exchange, and other innovative forms of co-creation. We aim to make mobility in a broader sense attractive and accessible for everyone, especially for people not able or willing to participate in traditional (physical) mobility.

Exchange of Academics and EUniWell-wide online lectures intend to foster a shared EUniWell culture, and joint or double/multiple degree study programs, joint research projects and administrative cooperation should be ubiquitous across the Alliance.

All that can be achieved without additional platforms. It can be achieved just by letting it happen.

A. Appendix I

Mobility Services per Category

Preparatory Services (Before the stay)

Leiden University

| International Scholars Service

International Office for Students

Linnaeus University

| Office of external relations

Linnaeus University International Staff Training Week for PhD-Researcher, Postdocs, Professors, Staff

| Human Resources

Service both before and during; Relocation Lnu for PhD-Researcher, Postdocs, Professors,

Staff, Partner/Family

| International Office

Housing service/information for Students

| Communication Department

Instagram account for

| University Admissions

National application portal for Students

| International Office

Webinar for admitted exchange students for Students

| International Office

Application webinars for Students

| International Office

Film explaining the application process for Students

| International Office

Insurance for Students

| Office of external relations

Coordinating requests for faculty and staff training for PhD-Researcher, Postdocs, Professors, Staff

| International Office - Direction Europe et International

Application webinars for Students

Nantes University

| International Office - Direction Europe et International n/a

Pre-arrival Orientation for Students

| International Office - Direction Europe et International n/a

Application for Students

| International Office - Direction Europe et International n/a

Information Guides for Students

| International Office / PhD - Researchers Support Welcome office and information desk for foreign researchers in Nantes

Immigration and Residence Permits for Students ,PhD-Researcher, Postdocs

Semmelweis University | International Office

Orientation for Students

| International Office

Application/Evaluation for Students

| International Office

Application for Students

University of Birmingham

| International Office

Orientation and Welcome Week for Students

| International Office

pre-arrival information for Students

| International Office

Study Abroad and Exchanges Team for Students

University of Cologne

| International Office-Faculty

Information Guide for Students

| Faculty

Working Groups/Preparation Courses for Students

| International Office

Language Course: German as a Foreign Language for Students

| Research Management

Pre-Award Consultation on Funding for Postdocs, Professors

| Family Support

Family Support for PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

| International Office

Counselling and Preparation of Stay in Cologne for Students

| International Scholars Service-Guesthouse

Housing for International Scholars for Postdocs, Professors, Partner/Family

| International Scholars Service

Pre-arrival support for International Scholars for **Postdocs, Professors, Partner/Family**

| PhD-Researcher Support-Career Development

First point of contact for support for all those interested in pursuing a doctorate at the University of Cologne for **Students, PhD-Researcher**

University of Florence

| International Office

NOMINATION PROCESS for Students, Staff

| International Office

1-Preparation of the mobility within Erasmus+ KA107 projects 2- Procedures for Research Visa for Students, PhD-Researcher, Postdocs, Professors, Staff

| International Office

Servizi agli ospiti stranieri/ Welcome service for Students, PhD-Researcher, Postdocs, Professors

Supportive Services (During the stay)

Leiden University

| International Scholars Service

The Meeting Point for Students

Linnaeus University

| Library

Ordinary library services, exhibition area, group rooms, café, meeting point. for Students, PhD-Researcher, Postdocs, Professors, Staff, Special needs

| Higher Education Development

Introductory courses, language support for Staff

| International Office

Arrival day for Students

| International Office

Pick up service for Students

| International Office

for Students

| International Office

Student Lounge (physical) for Students

| International Office

Film explaining the application process for Students

| Language Centre

Non-credit Swedish course for Students

| International Office

Orientation for Students

| IT-Service

IT-support for Students, PhD-Researcher, Postdocs, Professors, Staff, Special needs

| Student Welfare Office,

Student Welfare Office for Students

| Office of student affair

Study support for Students

| Career Development

Alumni events for Students

Student Union

Buddy program for Students, PhD-Researcher

| other . Office of student affairs

Career counselling for Students, PhD-Researcher, Postdocs

Nantes University

| International Office - Direction Europe et International

Guichet Unique - International Students Welcome Center for Students, PhD researchers

| International Office - CROUS n/a

Housing for Students

| International Office, other CROUS

Housing support for Students

| International Office, Language Center n/a

Linguistic support for Students

| Faculty Professors and student volunteers

Reception (airport / train station) for Students

| Faculty

Back to school event and integration seminars for

| Faculty

Administrative and Academic follow-up for Students

| Student Health Services

Health and Psychological service for Students, PhD-Researcher, Postdocs, Professors, Staff

| Other

Social Assistance

| Special Needs Services

Learning disabilities / special needs services for Students

| Language Center n/a

UnivBuddy for Students

| Student Association

Buddy System

| Service Universitaire des Activités Physiques et Sportives

Sports

| Direction de la Culture et des Initiatives

Cultural Activities

| other

Support for student initiatives for

| other

Support for internship research for

| other

Support for employment research for

| other

Entrepreneurial training for

| other

Social Networks for Students, PhD-Researcher, Postdocs

| International Office

Ambassador Erasmus + for Students

Semmelweis University

| International Office

Provide assistance to students with disabilities for Students, Special needs

| International Office-Faculty

Study administration for Students

University of Birmingham

| Student Services

Student Experience Projects Team for Special needs

| Student Union

Students' Union for Students

| Birmingham Business School

Education Support Office for Students

| International Office

Student activities for Students

| International Office

Online Drop-in session and walk-in reception for Students

| College of Arts and Law Incoming Exchange Team

for Students

| Accommodation Services

Accommodation Services for Students

University of Cologne

| EUniWell Office

EUniWell specific Information/Guidance for Students, PhD-Researcher, Staff

| Faculty

Buddy Programme for Students

| Faculty-EUniWell Office

Welcome days/Information event for Students

| International Office

German Language Courses for Students, PhD-Researcher, Postdocs, Professors, Staff, Partner/Family, Special needs

| Research Management

Project Administration of Grants for PhD-Researcher, Postdocs, Professors, Staff

| Research Management

Post-Award EU Research Administration for PhD-Researcher, Postdocs, Professors, Staff

| Research Management

Pre-Award EU Research Administration for PhD-Researcher, Postdocs, Professors, Staff

| Family Support

UoC Family Fund for Students, PhD-Researcher, Postdocs, Professors, Staff

| Family Support

Backup-Service for Students, PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

| Family Support

Holiday childcare / Event childcare for Students, PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

| Family Support

Family Support for PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

| Dual Career Service

Dual Career Support for Postdocs, Professors, Partner/Family

| International Office

Intercultural Training for PhD-Researcher, Postdocs, Professors, Staff

| International Office

Counselling, Orientation and Networking for Students

| Human Resources-Career Development

International Female Scholars Mentoring for PhD-Researcher, Postdocs, Professors

| International Scholars Service

General Helpdesk for PhD-Researcher, Postdocs, Professors

| International Scholars Service

Welcolme Package/Bureaucratic Support for Postdocs, Professors, Partner/Family

| PhD-Researcher Support-Career Development

for PhD-Researcher

| Career Development

for Postdocs

| Career Development

Interdisciplinary qualification and career advancement of doctoral students for PhD-Researcher

| Career Development

for Postdocs

University of Florence

| International Office

Arrival Phase+During the Mobility for Students, Staff

| International Office

APPLICATION PROCESS for Students, Staff

| PhD-Researcher Support

Secretary of the PhD Department Program for PhD-Researcher

Alumni Services (After the stay)

Linnaeus University

| Career Development

alumni network for Students

Nantes University

| International Office, Faculty

Transcripts

| other

Réseau d'anciens étudiants de l'établissement for

Semmelweis University

| International Office

Follow-up for Students

University of Birmingham

| International Office

Certificate of Departure and Mark Release Information for Students

| International Office

Farewell party and evaluation for Students

University of Cologne

| International Office

Köln Alumni weltweit (Cologne Alumni worldwide) for Students

PhD-Researcher

| International Office

Transcript and Credit Transfer, Staying in Contact for Students

| International Scholars Service

Albert's Global Researcher Network for Postdocs

Professors

University of Florence

| International Office

End of mobility for Students

Staff

Linnaeus University

- | Language Centre
- | Family Support
- | Dual Career Service
- | Registrars Office
- | Guesthouse
- | International Scholars Service
- | International Office

Digital Student Lounge for Students

Special Needs

University of Cologne

- | International Scholars Service

At-Risk-Scholars support for PhD-Researcher, Postdocs, Professors, Special needs

B. Appendix II - Mobility Services per University – Full Description

Leiden University

Preparatory Service (Before the stay)

Leiden University | International Scholars Service

International Office for Students

Objectives: To give the best information

Delivered via Email/Virtual

Description:

All partners nominate their students firstly to the International Relations office. The nominations are processed by International Programmes Officers (IPOs) and then forwarded to the faculties for course selection and admission.

Online resources: -

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Leiden University | International Scholars Service

The Meeting Point for Students

Objectives: Leiden University supports students with a refugee background by providing guidance and encouraging contact with fellow students and staff. Find out about the services available and how you can play a role.

The Meeting Point is a place where refugee students can request advice and meet up with fellow students and staff. Read more.

The InCLUision programme allows refugee students to follow courses even if they are unable to enrol in regular education. They are helped along the way by student buddies. Find out how you can become an InCLUision student buddy.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media

Description:

The Meeting Point is a meeting place for students who have recently arrived in The Netherlands and need a little help finding their way within the university.

Want to improve your language skills?

Could use some support from (higher-year) students?

Or have questions about topics such as: Admission procedures, Study choices; Finances. Applying for jobs

Online resources: https://www.student.universiteitleid.nl/en/study--studying/exceptional-circumstances/refugee-students/meeting-point/medicine-lumc/medicine-bsc?_ga=2.156824889.367918173.1648456825-490183703.1644851522&cf=medicine-lumc&cd=medicine-bsc

Recommendations for EUniWell-wide implementation:

Especially now that we face a huge refugee crisis, it's great to have a solid knowledge and experience in helping the refugee students at our institutions. But as Meeting Point is not limited to refugee students but also first-generation students to find their way in our system, it proves to be an indispensable component of our student services.

Linnaeus University

Preparatory Service (Before the stay)

Linnaeus University | Office of external relations

Linnaeus University International Staff Training Week for PhD-Researcher, Postdocs, Professors, Staff

Objectives: Offering a staff training week where we receive colleagues from our partner universities, both academic and administrative staff. Networking, learning and sharing experience on certain themes, as well as offering job shadowing meetings with our staff (internationalisation at home) and presenting the university and campuses.

Delivered via Personal/Face-to-face Has been virtual but could also be hybrid

Description:

Linnaeus University offers an annual staff training week for academic and administrative staff from our partner universities and on the theme competences for teaching and working in academic environments.

We arrange the programme, book everything on-site and participants take care of own travel arrangements.

Online resources: <https://lnu.se/en/meet-linnaeus-university/events2/international-staff-training-week-2018/>

Recommendations for EUniWell-wide implementation:

That each partner university offer a staff training week on a specific theme so that for example staff that need training in intercultural competence come to Linnaeus, staff needing training in the English language go to Birmingham, or staff needing training in digitalisation come to Cologne and so forth.

Preparatory Service (Before the stay)

Linnaeus University | Human Resources

Service both before and during; Relocation Lnu for PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

Objectives: Information and network opportunities to international employees and to their accompanying partners. Information is sent via our staff pages

Delivered via Email/Virtual E-mail, information on the web, webinars, telephone

Description:

Webinars and when possible physical meetings. Some of the webinars are made in cooperation with other Dept´s at Lnu;

Working in Sweden; Intercultural communication; The history of the region Småland; HR information meetings; City walks in Kalmar/Växjö; How to fund international mobility; Zoom coffee break; Support and advise through telephone/e-mail; Information regarding new rules for permanent residency; Information from the Tax office, Social insurance Agency etc on the staff pages; Contact with the municipality; Support from a company to assist in work permits; In cooperation with other Swedish universities; Invitations to cv writing for accompanying partners; Webinar on Linked In and Eures for acc. partners

Online resources: relocation@lnu.se

Recommendations for EUniWell-wide implementation:

Cooperation within the Euraxess network which is the base for our work with all relocation matters

Preparatory Service (Before the stay)

Linnaeus University | International Office

Housing service/information for Students

Description:

Accommodation for bilateral exchange students + USAC, ISEP and ICM students.

Other students get support in finding their own housing through links to housing companies, that the International Office provide.

Online resources: <https://lnu.se/en/education/exchange-studies/plan-your-studies/>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Linnaeus University | Communication Department

Instagram account for

Objectives: Official Instagram of Linnaeus University in Kalmar and Växjö. Follow us and get a glimpse of a modern, international university in Småland, Sweden.

Online resources: <https://www.instagram.com/linnaeusuniversity/>

Preparatory Service (Before the stay)

Linnaeus University | University Admissions

National application portal for **Students**

Objectives: Integrate exchange students' applications into the general application system for Swedish higher education institutions. Students apply in the same application portal, no matter which Swedish university they will study at.

Delivered via Internet (PC)

Description:

Exchange students get specific links to their course lists, which are connected to the national application system.

Online resources: <https://www.universityadmissions.se/intl/start>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Linnaeus University | International Office

Webinar for admitted exchange students for **Students**

Objectives: Information about Sweden, the university, housing, documents (LA for example), migration requirements etc.

Delivered via Email/Virtual

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Linnaeus University | International Office

Application webinars for **Students**

Objectives: Explain the applicaiton process and answer direct questions from the students.

Delivered via Email/Virtual

Description:

A few weeks before the applicaiton deadlines we offer two webinars about the applicaiton. One is given early in the morning and the other late afternoon, in order to enable students from many parts of the world to participate. The same information is given during both webinar sessions.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Linnaeus University | International Office

Film explaining the application process for **Students**

Objectives: Focusing on how to submitt the application, how to select courses and create a schedule and which supporting documents we require.

Delivered via Internet (PC)

Description:

The film is distributed to all nominted incoming students, along with written applicaiton instructions and a link to our online application.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Linnaeus University | International Office

Insurance for **Students**

Objectives:

Delivered via Email/Virtual

Description:

All students are automatically covered by an insurance called 'Student IN', which is free of charge for the students. The insurance covers them from two weeks before the start of the semester, during their direct travel to and From Sweden and until two weeks after the semester ends.

Online resources: <https://www.kammarkollegiet.se/engelska/start/all-services/insurance-for-foreign-visitors/student-insurance/exchange-students-in-sweden>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Linnaeus University | Office of external relations

Coordinating requests for faculty and staff training for **PhD-Researcher, Postdocs, Professors, Staff**

Objectives: Offering support to find counterparts at Linnaeus University upon request from partners for faculty or staff exchange.

Delivered via Email/Virtual

Description:

Coordination. Distributing requests to matching counterparts.

Online resources:

Recommendations for EUniWell-wide implementation:

To have a contact person for faculty and staff exchange within EUniWell.

Preparatory Service (Before the stay)

Linnaeus University | International Office

Applicaiton webinars for **Students**

Objectives: Inform students about how to submit the application and supporting documents.

Delivered via Email/Virtual zoom

Description:

All nominated students receive an invitation to the webinars along with the applicaitn instructions.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | Library

Ordinary library services, exhibition area, group rooms, café, meeting point. for Students, PhD-Researcher, Postdocs, Professors, Staff, Special needs

Objectives:

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), App (mobile), Database,

Online resources: <https://lnu.se/en/library/>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | Higher Education Development

Introductory courses, language support for Staff

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | International Office

Arrival day for Students

Objectives:

Delivered via Personal/Face-to-face

Description:

During one or more official arrival days the International Office is present the whole day (until the last train arrives in the evening), to welcome new international students. The housing companies are often also present, as well as the student union and the ESN student association.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | International Office

Pick up service for **Students**

Objectives: Helping students to settle.

Delivered via Personal/Face-to-face

Description:

During one or more arrival days at the beginning of each semester, we arrange a pick-up service for new students. The students are picked up at the train stations or airports of Kalmar and Växjö and taken to the university and/or their accommodation.

Online resources: <https://lnu.se/en/education/exchange-studies/plan-your-studies/>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | International Office

for **Students**

Objectives:

Delivered via Email/Virtual

Description:

Signing any kind of documents such as certificates of stay and LA's.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | International Office

Student Lounge (physical) for Students

Objectives: A place where students can come to ask any question.

Delivered via Personal/Face-to-face

Description:

Currently open Mondays between 12:00-14:00 in our campus Växjö.

Before Covid the Student Lounge had more extensive opening hours, but during the pandemic we turned it into a digital lounge instead.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | International Office

Film explaining the application process for

Objectives: Explaining the application process, required supporting documents and the Swedish educational system, as well as how to select courses and create an even schedule.

Delivered via Internet (PC)

Online resources: https://play.lnu.se/media/t/0_axx4sknr

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | Language Centre

Non-credit Swedish course for **Students**

Objectives: Get to know the language and culture in Sweden.

Delivered via Personal/Face-to-face

Description:

Around 10 classes once a week in the evenings.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | International Office

Orientation for **Students**

Objectives: Welcoming new students and giving them information about their studies and the cities and country. The following speakers are usually present:

International Office; Student Welfare Office; The University Library; The student union; ESN student network; One professor informing about the Swedish higher education system; Academic writing service.

Delivered via Personal/Face-to-face Virtual during Covid.

Recommendations for EUniWell-wide implementation:
None

Supportive Service (During the stay)

Linnaeus University | International Scholars Service

Handled within Human Resources at Linnaeus University.

Supportive Service (During the stay)

Linnaeus University | IT-Service

IT-support for Students, PhD-Researcher, Postdocs, Professors, Staff, Special needs

Objectives: We have support for all of our students.

Delivered via Other The student can contact us by Phone, e-mail/Virtual or come to our support-desc

Description:

<https://lnu.se/en/student/service-and-support/IT-Support/>

- Account

- Wifi

- My Moodle

A lot of IT-services to the students so they can be successful in their study.

Online resources: <https://lnu.se/en/student/service-and-support/IT-Support/>

Recommendations for EUniWell-wide implementation:

For Linnaeus University it is important to give all our students a good IT-service.

Supportive Service (During the stay)

Linnaeus University | other . Student Welfare Office,

Student Welfare Office for Students

Objectives: Section within the Office of Student Affairs. Offers counselling to all students. Information about health care. Preventive work.

Delivered via Other face-to-face, phone, zoom

Description:

Counselling to all students, free of charge. Information about the healthcare system in Sweden. Preventive work regarding mental health, questions about alcohol, drugs, tobacco use. Workshops in mindfulness, stress management. Yoga classes, outdoor training.

Online resources: <https://lnu.se/en/student/service-and-support/student-welfare/>

Supportive Service (During the stay)

Linnaeus University | other . Office of student affair

Study support for **Students**

Objectives:

Delivered via Internet (PC)

Description:

If you have a disability you can receive support during your studies at university. It can for instance be reading and writing disabilities/dyslexia, mental illness, neurodevelopment disorder, hearing loss, visual impairment or chronic diseases.

What kind of support depends on what kind of limitations the student experience and how they handle them in different situations in the studies. The study support is being planned and formulated in dialogue with the student.

Online resources: <https://lnu.se/en/student/service-and-support/studying-with-a-disability/>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | Career Development

Alumni events for **Students**

Objectives: meet the company

Delivered via Database

Description:

event, meeting, inspiration

Online resources: lnu.se/alumn

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Linnaeus University | Student Union

Buddy program for Students, PhD-Researcher

Objectives: May I first add, that our services start before studies begin (but it wasn't possible to choose more than one Category of Service).

The main objectives are to help exchange students become better adjusted and well integrated.

Delivered via Personal/Face-to-face

Description:

The Buddy program is open to all new international students, and both local students and internationals staying longer than 1 semester may become a buddy to a newcomer. The Buddy program helps new students to expand their networks, make new friends and get support along the way. The idea is also to improve integration. The Buddy program builds on that students volunteer to help new international students.

Besides the Buddy program we:

- *Offer support for students to find accommodation
- *Provide Facebook groups where students may meet, get to know each and get answers before the exchange begins.
- *Provide events directly towards international students, such as career related activities.
- *Support & cooperate with the ESN sections at Linnaeus University (ESN Kalmar & ESN Växjö). The student union functions as a sort of controller towards the sections that in their roles organize/gather many of the exchange students.

Online resources: karin@linnek.se, <https://buddyprogram.lnu.se/#/>

Recommendations for EUniWell-wide implementation:

No recommendation but it would be great to come in contact with functions offering the same type of services within EUniWell to learn about new methods and above all how to get more local volunteers. We would be very interested in sharing best practices with similar functions within EUniWell.

Supportive Service (During the stay)

Linnaeus University | Office of student affairs

Career counselling for Students, PhD-Researcher, Postdocs

Delivered via Internet (PC)

Description:

Counselling and support regarding jobs, labour market, career, job applications, internship-applications.

Individual meetings and support via email,.

Open career related webinars and career workshops.

Online resources: <https://lnu.se/en/student/job-and-career/>

Recommendations for EUniWell-wide implementation:
None

Supportive Service (During the stay)

Linnaeus University | International Office

Digital Student Lounge for Students

Objectives: Create a virtual drop-in place where students can come and ask any questions they might have.

Delivered via Email/Virtual

Description:

The digital Student lounge is open to future students as well as current students.

Opening hours: Tuesday-Thursday 12:00-14:00.

Online resources: <https://lnu.se/en/student/service-and-support/student-lounge/>

Recommendations for EUniWell-wide implementation:

None

Alumni Service (After the stay)

Linnaeus University | Career Development

alumni network for Students

Objectives: network, newsletter, event,

Delivered via Database

Description:

newsletter, offers, events, meetings, information

Online resources: lnu.se/alumn

Recommendations for EUniWell-wide implementation:

start an alumni network

Nantes University

Preparatory Service (Before the stay)

Nantes University | International Office - Direction Europe et International n/a

Pre-arrival Orientation for Students

Objectives: Allow students to prepare their period abroad after being nominated by their university.

Delivered via email / virtual /internet (PC)

Description:

Once they are nominated, students are contacted directly and receive personalized information about the application process and mobility preparation: application tutorial in EN and FR, housing information, language support classes and the University's info sheet.. Students can also contact the faculties' international correspondants to learn more about course content and study plans.

Preparatory Service (Before the stay)

Nantes University | International Office - Direction Europe et International n/a

Application for Students

Objectives: Facilitate the application process via online platforms

Delivered via internet (PC)

Description:

Exchange Students: Application via Mobility Online for European and Abroad programs in French and English. Students can upload directly the documents required by the University (learning agreement, transcript of records, language certificate, reference letter, etc.). Students can also apply to university housing via this platform.

Degree-seeking students: For international students coming from countries where Campus France-Espace Etudes en France is not available or for students residing in France, special platform accessible directly from the University website – SURF. Once the student fills out its application, the downloaded PDF form must be set to the DEI with the supporting documents.

Online resources: <https://www.univ-nantes.fr/etudier-se-former/incoming-students-venir-etudier-a-nantes/programme-dechange>

<https://www.univ-nantes.fr/etudier-se-former/incoming-students-venir-etudier-a-nantes/hors-echange>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Nantes University | International Office - Direction Europe et International n/a

Information Guides for **Students**

Objectives: Inform students after acceptance notice so they can prepare their arrival and first days in Nantes

Delivered via e-mail/virtual, Internet (PC)

Description:

Information Guides in FR and EN are sent to exchange and degree-seeking students : documents needed upon arrival, university housing and insurance information, employment, visa validation, medical visit and requirements, French tutoring, Universal healthcare registration, mentoring programs, financial aid for housing and final check-list.

Online resources: <https://www.univ-nantes.fr/etudier-se-former/incoming-students-venir-etudier-a-nantes/mobilite-entrante-en-echange-hors-europe>

<https://www.univ-nantes.fr/etudier-se-former/incoming-students-venir-etudier-a-nantes/guide-pratique>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Nantes University | International Office / PhD - Researchers Support Welcome office and information desk for foreign researchers in Nantes

Immigration and Residence Permits for **Students ,PhD-Researcher, Postdocs**

Objectives: Inform and support students and researchers about immigration procedures and deadlines

Delivered via e-mail/virtual, Personal/Face-to-face

Description:

Provide students and researchers with the necessary documents for their visa application. Guidance during application process and redirection to the required services prior to arrival. Support for visa validation upon arrival and renewal of French Residence permit when needed.

Supportive Service (During the stay)

Nantes University | International Office - Direction Europe et International

Guichet Unique - International Students Welcome Center for **Students, PhD researchers**

Objectives: Provide a key physical place to welcome and support International students and researchers upon their arrival to Nantes

Delivered via Personal / Face-to-face , virtually

Description:

The Welcome Center takes place twice a year in September/October and in January. It's a place where international students (exchange, degree-seeking or PhDs) are welcomed and guided in their administrative formalities. Student tutors and university staff members provide information regarding registration, immigration procedures, financial aid for housing. Information points about housing assistance and public transportation local and national, as well as insurance, health services, student life and cultural activities. Students receive a welcome package that includes information about the University, the City, transportations tickets and welcome gifts.

Online resources: <https://www.univ-nantes.fr/etudier-se-former/incoming-students-venir-etudier-a-nantes/guichet-unique-accueil-des-etudiants-internationaux>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Nantes University | International Office - CROUS n/a

Housing for **Students**

Objectives: Provide housing for exchange students and help degree-seeking students look for private accomodation

Delivered via Email / Virtual, database

Description:

Students coming in an exchange program have the opportunity to apply for university housing. Housing placement is handled by the International office whereas the dorms are directly managed by the CROUS (Regional Center of University and Student welfare)

For students seeking private accomodation, a "How to Find Housing?" guide is provided. NantesUniv has recently signed an agreement with "Studapart" to provide more housing oportunites to degree-seeking students.

Online resources: <https://univ-nantes.studapart.com/fr/>

Supportive Service (During the stay)

Nantes University | International Office, other CROUS

Housing support for **Students**

Objectives: Supports students in academic matters related to their mobility (registration, exam retake...)

Delivered via In each university residence, a welcome tutor, trained by the CROUS and the University, is responsible for orienting, informing and accompanying international students in their

CROUS and the University, is in charge of orienting, informing and accompanyin

Supportive Service (During the stay)

Nantes University | International Office, Language Center n/a

Linguistic support for **Students**

Objectives: Offer language support courses to international students in order to enhance their linguistic skills

Delivered via Personal / Face-to-face, Internet (PC)

Description:

The SUL - University's Language Service offers different types of language classes for international students : free French language support lessons (night classes) for exchange students (as part of cooperation agreements) and Semester courses for degree-seeking students who need to master the language before applying to the University.

The SUL also offers night classes in other languages such as German, English, Hungarian, Spanish, Italian, Japanese, etc.

Online resources: <https://pratiquerleslangues.univ-nantes.fr/>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Nantes University | Faculty Professors and student volunteers

Reception (airport / train station) for **Students**

Supportive Service (During the stay)

Nantes University | Faculty

Back to school event and integration seminars for

Supportive Service (During the stay)

Nantes University | Faculty

Administrative and Academic follow-up for **Students**

Objectives: Supports students in academic matters related to their mobility (registration, exam retake...)

Description:

Each faculty / school has an specific academic or administrative international coordinator available by phone or email in order to help students in academic matters related to services linked to their mobility, either before, during or after.

Online resources:

Supportive Service (During the stay)

Nantes University | Other Student Health Services

Health and Psychological service for **Students, PhD-Researcher, Postdocs, Professors, Staff**

Objectives: Inform, support and provide users with mental and physical health

Delivered via Personal/ Face-to-face

Supportive Service (During the stay)

Nantes University | Other

Social Assistance

Supportive Service (During the stay)

Nantes University | Other Special Needs Services

Learning disabilities / special needs services for **Students**

Objectives: Provide assistance to students with specific learning disabilities and / or special needs in order to facilitate their integration in the university and to support them according to their needs

Delivered via Personal / Face-to-face

Description:

Incoming students with special needs / learning disabilities benefit from a special follow-up by the "Relais Handicap" of the University. Students will need to fill out a form before arrival and then upon arrival, pass a medical visit. Once their needs are evaluated, the "Relais Handicap" gets in contact with the Faculty and Residence Halls to make the necessary adjustments to their stay.

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Nantes University | Language Center n/a

UnivBuddy for Students

Objectives: Student-mentoring program that brings together French and international students for meetings and linguistic, cultural and/or sports activities within and outside the University.

Delivered via Personal/ Face-to-face

Description:

International students are paired with a local French student. Different events during the year with a cultural program e.g. world buffet, quizzes and games

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

Nantes University | Other Student Association

Buddy System for

Supportive Service (During the stay)

Nantes University | Other Service Universitaire des Activités Physiques et Sportives

Sport

Supportive Service (During the stay)

Nantes University | Other Direction de la Culture et des Initiatives

Cultural Activities for

Supportive Service (During the stay)

Nantes University |

Support for student initiatives

Supportive Service (During the stay)

Nantes University |

Support for internship research

Supportive Service (During the stay)

Nantes University |

Support for employment research for

Supportive Service (During the stay)

Nantes University |

Entrepreneurial training for

Supportive Service (During the stay)

Nantes University |

Social Networks for Students ,PhD-Researcher, Postdocs

Supportive Service (During the stay)

Nantes University | International Office

Ambassador Erasmus + for Students

Objectives:

Un dispositif Ambassadeur Erasmus+ a également été mis en place en partenariat avec le Rectorat de Nantes

(DAREIC) et le Conseil départemental de Loire-Atlantique, pour permettre aux étudiants entrants Erasmus+ d'intervenir

auprès de classes de collégiens pour promouvoir leur culture, la mobilité, et l'interculturalité. Ils bénéficient dans ce

cadre d'une formation dispensée par un agent du Rectorat.

Alumni Service (After the stay)

Nantes University | International Office, Faculty

Transcripts for

Alumni Service (After the stay)

Nantes University |

Réseau d'anciens étudiants de l'établissement for

Semmelweis University

Preparatory Service (Before the stay)

Semmelweis University | International Office

Orientation for Students

Objectives: Providing help to incoming students to integrate into the University and Hungarian society, thus we connect them with other incoming Erasmus+ students, with the aim is to build a strong multicultural community

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC),

Description:

Erasmus guidebook

Students are provided with the online copy of the Erasmus guidebook containing useful information about living in Hungary, Semmelweis University services, etc.

Accommodation

We always advise students to try to contact the local ESN regarding seeking help in finding accommodation options and to check our website for useful links. Local ESN is eager to help students regarding finding accommodation. Housing information is distributed on Erasmus groups on Facebook as well.

<https://semmelweis.hu/erasmus/en/international-scholarships/2043-2/>

Buddy system

ESN is operating a tutoring system ☒ papaya buddy system, meaning all incoming students get a mentor (buddy) who are senior Semmelweis students helping foreign students

Linguistic support

The Dept. of Languages for Specific Purposes organizes language courses dedicated to incoming students once or twice a week based on their preference.

Courses are available in medical, pharmaceutical, dental medical and health care in English, German, French, Spanish, Italian and Russian. <https://semmelweis.hu/szaknyelv/en/schedule/>

Additionally, Semmelweis University offers an optional course: Hungarian language course organized by the Department of Languages for Specific Purposes as an elective subject.

Erasmus+ app

Erasmus students may download the Erasmus+ app, where they are provided with up-to-date information regarding their mobilities.

Events:

Neptun + Moodle information day

- twice a year, at the beginning of semesters
- for incoming students of Faculty of Medicine/Dentistry/Pharmaceutical Sciences including Faculty-specific details
- the events' objective is to teach new students the usage of our online e-learning systems (schedule information, how to apply for exams, group registration, etc.)

Orientation week organised by local ESN

- in September and February, during orientation days, when Regulations and Campuses are introduced by Faculties
- for incoming students of Faculty of Medicine/Dentistry/Pharmaceutical Sciences including Faculty-specific details
- The event's objective is to ensure the assimilation of foreign students to Hungary and to get to know other Erasmus+ students

Online resources: <https://semmelweis.hu/erasmus/en/international-scholarships/2043-2/>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Semmelweis University | International Office

Application/Evaluation for Students

Objectives: Evaluation

IMO reviews all applications (whether applicants have uploaded all necessary data and documents) in the online system, and they notify applicants about the result of applications (should they upload missing documents). The students are notified of their ranking they were given at the application as well as are notified that subjects are offered on a “first come first serve basis”.

Neptun system

The university offers liability insurance to incoming students, by registering them to our online learning system, Neptun. Students are granted with login+ password information in order to be able to check schedule information, group and subject registration, exam registrations.

OLA + Dashboard

Semmelweis University is part of EWP system and Dashboard, we are able to sign Online Learning Agreements (OLA) once the respective Faculties have checked the pre-requisite of subjects.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), App (mobile)

Description:

Evaluation

IMO reviews all applications (whether applicants have uploaded all necessary data and documents) in the online system, and they notify applicants about the result of applications (should they upload missing documents). The students are notified of their ranking they were given at the application as well as are notified that subjects are offered on a “first come first serve basis”. The Faculties check the prerequisites.

Neptun system

The university offers liability insurance to incoming students, by registering them to our online learning system, Neptun. Students are granted with login+ password information in order to be able to check schedule information, group and subject registration, exam registrations.

OLA + Dashboard

Semmelweis University is part of EWP system and Dashboard, we are able to sign Online Learning Agreements (OLA) once the respective Faculties have checked the pre-requisite of subjects.

Online resources: <https://semmelweis.hu/erasmus/en/international-scholarships/2043-2/>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

Semmelweis University | International Office

Application for **Students**

Objectives: Providing information about possibilities to enable students to choose the best mobility type (SMS or SMP) suiting their goals and academic progress

Erasmus website, International mobility Office

<https://semmelweis.hu/erasmus/en/international-scholarships/2043-2/>

Delivered via Personal/Face-to-face

Email/Virtual

Internet (PC)

Description:

Administrative structure

The Erasmus+ program has a centralised administrative structure at Semmelweis University. Most of the organization and administrative background is provided by the Directorate of International Relations, carried out by the International Mobility Office except for subject acceptance. Subject acceptance is the responsibility of respective Faculties, carried out by registrars. All other administration falls under the responsibility of the International Mobility Office (IMO) according to our Erasmus+ Regulation. The IMO staff organize the Erasmus+ application process.

Application period

Diverse application periods are available depending on the mobility type. Students interested in study mobility (SMS) may apply 2 times a year (May and October) for autumn semester, spring semester or for a full-year rotation. Eligible students can apply for the training (SMP) program all throughout the year, tendering is available continuously. Everyone may only apply through the Mobility-Online system, which is managed by IMO. We do not accept any other applications submitted.

Application documents

Incoming students are required to complete their application on Mobility-Online, first by registration, and later on by filling out data and uploading all necessary documents that they then forward to us via e-mail as well. We only accept Learning Agreements and Application forms downloaded from Mobility-Online. Additionally, students are required to send us the Transcript of Records (of all of their completed semesters) and language certificate (B2).

Online resources: <https://semmelweis.hu/erasmus/en/international-scholarships/2043-2/>

Recommendations for EUniWell-wide implementation:

We would like to use this application process for the EUniWell students too.

Supportive Service (During the stay)

Semmelweis University | International Office

Provide assistance to students with disabilities for Students, Special needs

Objectives: Safeguard that students with disabilities can have the same access to mobilities as other students

Delivered via Personal/Face-to-face, Email/Virtual

Description:

Actions and brief Description

- Dedicated position within the Directorate General of Legal and Administrative Affairs (Disability coordinator) and Council of equal opportunities
- Plan of Equal Opportunities at Semmelweis University

Dedicated position and Plan of Equal Opportunities

The Plan (Regulation) of Equal Opportunities is a document out of guidelines and requirements for promoting equal opportunities. It also contains rules and regulations to aid the implementation of the aforementioned guidelines and requirements. The main principle is that everyone shall have an inalienable right to equal treatment and not to be subject to direct or indirect discrimination.

Semmelweis University dedicates special attention to the following areas:

- it recognizes the right to study of students with disabilities and ensures that they are not discriminated against other students;
- in order to ensure equal opportunities, it provides services that promote the establishment of good living conditions and a healthy lifestyle for students and helps students with disabilities in assimilation during their studies and after graduation by counselling;
- during their studies, students with disabilities may be provided with special devices to aid their learning process.

The registrars of Faculties, together with the disability coordinator assist SLD students in planning the semester and the exams and help to organize special requests. The University provides them with one-on-one counselling. Moreover, the university offers psychological counselling (advice, counselling, support) as well.

IMO

If needed, the IMO can organize specific orientation for students with disabilities. It consists of a one-on-one meeting to ensure that we provide them with the most appropriate support.

Online resources: <https://semmelweis.hu/english/students/equal-opportunities-and-code-of-conduct/>

Supportive Service (During the stay)

Semmelweis University | International Office

Faculty

Study administration for **Students**

Objectives: Providing information about class schedule, exams, available courses and necessary steps during opening hours and via e-mails

Erasmus website, International mobility Office

<https://semmelweis.hu/erasmus/en/international-scholarships/2043-2/>

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Actions and brief Description

- Certificate of Acceptance
- Class schedule
- Registration+ welcome bag
- student ID cards
- Occupational Health Office service
- Insurance
- Student-friendly office hours, e-mails, phone services
- Discounts

Registration

Following the arrival of new students, we always require them to show up at our office for registration and in order to receive the welcome bags. We print them their new student ID card and give them the Health Record Booklet later necessary to present at Occupational Health Office.

Class schedule + administration of studies

Before/during the mobility we are keen to assist students in any of their requires regarding curriculum, adding/deleting subjects, changing subject groups, schedule information, exam registration, medical questions, accommodation, etc. In order to provide best to their needs, we answer all incoming e-mail within max. 5 days.

Insurance

We inform our incoming students prior the start of their mobility that we strongly advise them to conclude health insurance for the duration of their stay.

We offer some possibilities on our website where they can do this at a student-friendly price:

<https://semmelweiskft.hu/unimed-unicard>

Discounts

Semmelweis offers University staff and students certain discounts that Erasmus+ students are allowed to make use as well; we have a comprehensive list of available services offered on the main website:

<https://semmelweis.hu/english/students/discounts-for-students-and-staff/>

Occupational Health Office service

Medical students (foreign students as well) are compelled by law to complete the aptitude test, which is pre-requisite of receiving the Health Record Booklet, with which they can start their study/traineeship mobility. In order to be able to conduct the aptitude test, students are required to present their recent medical reports at the Occupational Health Office, where they conduct the test free of charge. The only requirement is that students have to register an appointment once they are granted access to Neptun system.

<https://semmelweis.hu/english/education/english-language-program/english-secretariat/information/>

Online resources:

Recommendations for EUniWell-wide implementation:
None

Alumni Service (After the stay)

Semmelweis University | International Office

Follow-up for **Students**

Objectives: Making sure that students leave Hungary with all the necessary paperwork filled out

Delivered via Personal/Face-to-face, Email/Virtual

Description:

Actions and brief Description

- Erasmus+ questionnaire
- Transcript of Records + Certificate of Attendance

Erasmus+ questionnaire

Following the completion of their mobilities, Erasmus+ students are asked to fill out our Erasmus+survey in order to give feedback on our services so that we can improve and help future incoming Erasmus+ students even more.

ToR+CoA

Prior the departure of each student, we provide them with the Transcript of Records and Certificate of Acceptance.

Online resources:

Recommendations for EUniWell-wide implementation:

None

University of Birmingham

Preparatory Service (Before the stay)

University of Birmingham | International Office

Orientation and Welcome Week for Students

Objectives: Liaise with Academic schools, the Guild of Students and Student Services to arrange a full orientation and welcome week for Incoming SAE students.

Delivered via Personal/Face-to-face

Email/Virtual

Description:

- Students will be provided an Welcome week plan with all the detailed information in advance
- Conduct orientation briefing presentations (both online & on campus)
- Organise Icebreaker social event
- Contribute to the university-wide welcome fair
- Liaise academic schools for individuals briefing and module drop-in session.
- SAE Reception is opened for students every day during the first two weeks for any enquiries.
- Fill out Erasmus and related documents for Incoming Erasmus students.

Online resources: <https://www.birmingham.ac.uk/International/study-abroad/study-abroad-incoming/preparing/enrolment.aspx>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Birmingham | International Office

pre-arrival information for **Students**

Objectives: Work with Academic schools, Accommodation Team, International Student Team and Student Services to provide support to the incoming SAE students before their arrival

Delivered via Email/Virtual

Description:

- Ensure the admissions and visa status of students by email and online drop-in session.
- Invite related colleagues to provide online drop-in session, - Organize virtual student events for networking
- Send out updated pre-arrival information regularly e.g. airport pick up and accommodation check-in

Online resources: <https://www.birmingham.ac.uk/welcome/index.aspx>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Birmingham | International Office

Study Abroad and Exchanges Team for **Students**

Objectives: Working with the partner universities, the Incoming SAE team assist their student nominations and applications to UoB for a year or semester exchanges.

The team also works closely with the Admissions Team, Academic schools, Registry and Accommodation Team to deliver all the useful information to incoming SAE students and ensure their admissions process.

Delivered via Personal/Face-to-face, Email/Virtual

Description:

- Provide useful information to the partners and confirm their nominations for incoming SAE students
- Work closely with Admissions Team for the applications and admissions process
- Liaise with academic schools to provide module information to the incoming students and prepare for the module selection exercise
- Work closely with Accommodation Team for incoming students for their housing application and enquires
- Arrange online drop-in sessions for incoming students before their arrival

- Organize Welcome week events for Incoming students upon their arrival

Online resources: <https://www.birmingham.ac.uk/international/study-abroad/study-abroad-incoming/index.aspx>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Birmingham | Student Services

Student Experience Projects Team for Special needs

Objectives: Supporting new students with welcome and orientation information, activity and support

Supporting the ongoing student experience with activities and campaigns

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media

Description:

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Birmingham | Student Union

Students' Union for Students

Objectives: To provide students with extracurricular activities and ensure support for solving issues related to their studies.

Delivered via Personal/Face-to-face

Description:

1. Events and activities
2. Advisory services
3. Peer-to-peer support

Online resources:

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Birmingham | Birmingham Business School

Education Support Office for Students

Objectives: The Education Support Office aims to provide administrative support to students prior to and during their stay

Delivered via Other Face-to-face and via email

Description:

The Education Support Team provides administration support for students during the time that they are registered at the Business School. Examples would be with selecting module choices, timetabling and examinations and with any other queries that they may have.

Online resources: bbs.incomingexchange@contacts.bham.ac.uk

Supportive Service (During the stay)

University of Birmingham | International Office

Student activities for Students

Objectives: To enhance the student experience during their mobility.

Delivered via Personal/Face-to-face, Email/Virtual

Description:

Work with the International officer, and Student Exchange Society and Global Ambassadors to organise different kind of student activities during the term time e.g. board game, global cafe, city tour etc.

Online resources: Activities/events are promoted via email and Instagram

Supportive Service (During the stay)

University of Birmingham | International Office

Online Drop-in session and walk-in reception for Students

Objectives: To support the incoming student enquires and any special request during their mobility

Delivered via Personal/Face-to-face, Email/Virtual

Description:

Both online drop-in session and SAE Reception are openly twice per week during the term time. In addition, the SAE team will also support the students via email and help to liaise with related offices upon requested.

Online resources: incomingstudyabroad@contacts.bham.ac.uk

Recommendations for EUniWell-wide implementation:
None

Supportive Service (During the stay)

University of Birmingham | College of Arts and Law Incoming Exchange Team

for Students

Objectives: To ensure that our incoming students are supported on the run up to their studies with us, but also during their studies with us so that they have the best experience possible.

To ensure that our incoming students are registered on appropriate modules ahead of their studies.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

We have a dedicated team within the College which provides support to our incoming students both before and during their studies. As part of this we offer/have the following services/resources available:

Dedicated email addresses to deal with incoming student enquiries.

We offer face to face meetings for students needing additional support during the beginning of term as well as pointing students to our School receptions for specific queries.

We have a dedicated Canvas resource which includes useful welcome information, FAQs as well as contacts for other Colleges.

We have a dedicated module website listing the modules that are available for incoming students with semester and assessment information.

We allocate students personal tutors at the beginning of term to help with academic queries.

Students have access to the Wellbeing Teams in their home department.

We usually arrange an event during welcome week for incoming students to meet each other and ask any questions about campus and the wider area.

Students have access to various College-wide services such as AWAS (Academic Writing Advisory Service), the Careers Network and the CAL Education Support Gateway Canvas page.

Online resources:
calincomingexchangemodules@contacts.bham.ac.uk/calstudyabroad@contacts.bham.ac.uk/<http://www.birmingham.ac.uk/undergraduate/studyabroad/erasmuscal/modules/index.aspx/>

Supportive Service (During the stay)

University of Birmingham | other . Accommodation Services

Accommodation Services for Students

Objectives: We offer accommodation to students in both University owned accommodation and partner accommodation. For those students wishing to live in the private sector we offer support and guidance to find accommodation as well as support if they have any difficulties with their landlord once they have moved in.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Offering support , advise and guidance to all students at The University fo Birmingham with their accommodation needs.

Online resources: <https://www.birmingham.ac.uk/study/accommodation/index.aspx>

Alumni Service (After the stay)

University of Birmingham | International Office

Certificate of Departure and Mark Release Information for Students

Objectives: To provide transcript information and Erasmus certificate after the mobility

Delivered via Database

Other

Description:

- Work with the Registry on mark release and transcript issuance information.
- Detailed information are sent to students and partners accordingly.
- Fill out the Certificate of Departure/Confirmation of Attendance for Incoming Erasmus students.

Online resources: <https://verify.bham.ac.uk/>

Alumni Service (After the stay)

University of Birmingham | International Office

Farewell party and evaluation for Students

Objectives: To bid farewell and collect feedback at the end of their mobility

Delivered via Social Media, App (mobile), Database

Description:

Organise farewell party at the end of each semester i.e. in Dec and May.

To collect online and paper (if attend the farewell party) feedback from the students for further improvement

University of Cologne

Preparatory Service (Before the stay)

University of Cologne | International Office

Faculty

Information Guide for **Students**

Objectives: Getting students informed about most important steps before and during their stay

Delivered via Email/Virtual

Description:

1) Information mailing is sent out by International Office (Dep. 93) to all Erasmus students (except WiSo faculty students, they receive similar information by their faculty). Students receive information about application process and a link to the UKI-Portal. The UKI-Portal offers a systematic checklist to accompany students chronologically through all pre-departure activities, starting with application, through questions concerning entry, visa etc. to arrival in Köln

2) Information for Erasmus students can be found on the Centers for International Relations websites (information about course registrations, housing, library cards, etc.);

Websites can also be seen as Supporting service (during the stay)

3) Contact persons at each faculty for incoming students; they support Erasmus students at all stages of their stay (contacts can be found on the information websites)

Online resources: <https://distributed-campus.org/unikoelninternational/portal/register>;
<https://international.wiso.uni-koeln.de/en/incoming-students/semester-exchange/organising-your-exchange>;
<https://www.hf.uni-koeln.de/39197>;
<https://zib.phil-fak.uni-koeln.de/en/internat>

Recommendations for EUniWell-wide implementation:

Information about EUniWell specific offers (such as possible information sessions, regular meetings, etc.) could be mentioned on websites.

Else, each partner university has probably similar information processes for their international students which should be kept since these are specific information about registrations, course systems, etc. of each university.

Preparatory Service (Before the stay)

University of Cologne | Faculty

Working Groups/Preparation Courses for Students

Objectives: Recommendation for law students to get a fundamental knowledge of German Law

Delivered via Personal/Face-to-face, Email/Virtual

Description:

Specific course/working group offer of law faculty; Basics for studying law in Germany

Online resources: <https://zib.jura.uni-koeln.de/en/international-students-in-cologne/working-groups>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Cologne | International Office

Language Course: German as a Foreign Language for Students

Objectives: Enhance knowledge of German; preparing for stay and studies

Delivered via Personal/Face-to-face

Email/Virtual

Description:

Preparatory and/or Supporting Service (depending on the choice): Erasmus students at the University of Cologne are offered the chance to participate in a free German language course by the Department of German as a Foreign Language (DaF), either pre-semester course (Sept or March) or In-Semester course (6h per week).

Online resources: <https://portal.uni-koeln.de/en/international/study-in-cologne/department-german-as-a-foreign-language>

Recommendations for EUniWell-wide implementation:

language classes could be offered for free at each EUniWell partner university

Preparatory Service (Before the stay)

University of Cologne | Research Management

Pre-Award Consultation on Funding for Postdocs, Professors

Objectives: give information on funding opportunities

attract foreign researchers to UoC

Delivered via Email/Virtual, Internet (PC), Social Media

Description:

- individual consultation appointments with PostDocs / Professors from abroad

- webinars to inform about funding lines to stay at University of Cologne

Online resources: [https://verwaltung.uni-](https://verwaltung.uni-koeln.de/forschungsmanagement/content/analysis__consulting_services/funding_search/index_eng.html)

[koeln.de/forschungsmanagement/content/analysis__consulting_services/funding_search/index_eng.html](https://verwaltung.uni-koeln.de/forschungsmanagement/content/analysis__consulting_services/funding_search/index_eng.html)

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Cologne | Family Support

Family Support for PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

Objectives: Family Support offers advice and creates the framework and services to help university members from academia and administration manage the balance between family and career.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Dual Career & Family Support (CFS) is the first point of contact at the University of Cologne when it comes to balancing a (dual career) partnership, family and a career. As a central office for information, advice and services, we support employees in achieving and maintaining a good balance between their work and private life.

As preparatory service (and supportive service when already here) we offer help in finding care facilities or schools for the children of incomings. It is recommendable to start looking for a kita place longtime before coming e.g.

Online resources: https://verwaltung.uni-koeln.de/cfs/content/about_us/index_eng.html

Recommendations for EUniWell-wide implementation:

To implement family support and information on family-related issues EUniWell wide. Information on the different childcare systems e.g. would be helpful for incomings. Do the partner universities offer childcare places for incomings from other partner universities?

Preparatory Service (Before the stay)

University of Cologne | International Office

Counselling and Preparation of Stay in Cologne for **Students**

Objectives: Comprehensive preparation and orientation for prospective incoming students

Delivered via Email/Virtual, Internet (PC), Social Media

Description:

receipt of nominations by partner universities, constant exchange with coordinators at partner universities, issuance of acceptance letters, welcome brochure with course description and administrative steps, digital counselling (by email and Zoom)

Online resources: <https://portal.uni-koeln.de/en/international/study-in-cologne/international-applications/exchange-students-from-partner-universities>, exchange-to-cologne@verw.uni-koeln.de

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Cologne | International Scholars Service

Guesthouse

Housing for International Scholars for **Postdocs, Professors, Partner/Family**

Objectives: Housing assistance in one of Europe's toughest accommodation markets. Provide adequate and decent housing for international scholars at the UoC - at various budget levels.

Delivered via

Description:

Individual housing assistance. Bookings at the University-owned Guesthouses according to availability. House hunting and providing adequate offers in line with the client's needs, wishes and budget.

On internet platforms and in cooperation with the city's best agencies.

Online resources: <https://portal.uni-koeln.de/en/international/international-scholars/further-information-and-services/accommodation>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Cologne | International Scholars Service

Pre-arrival support for International Scholars for Postdocs, Professors, Partner/Family

Objectives: Pre-arrival support for international scholars

Delivered via Email/Virtual, Internet (PC)

Description:

Pre-arrival support with visa application, health insurance, contract formalities, housing, preliminary order of monthly public transport ticket, bureaucratic guidelines, family counselling.

Individual counselling session following general information provided by email and website.

Ideally to be arranged for several weeks ahead of a visit.

Online resources: <https://portal.uni-koeln.de/en/international/international-scholars/pre-arrival-checklist-for-international-scholars>

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Cologne | PhD-Researcher Support

Career Development

First point of contact for support for all those interested in pursuing a doctorate at the University of Cologne for Students, PhD-Researcher

Objectives:

Delivered via Email/Virtual

Description:

First point of contact for support for all those interested in pursuing a doctorate at the University of Cologne.

Online resources: <https://portal.uni-koeln.de/en/doctoral-candidates/doctoral-candidates>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | EUniWell Office

EUniWell specific Information/Guidance for Students, PhD-Researcher, Staff

Objectives:

Delivered via Personal/Face-to-face, Email/Virtual

Description:

No specific service yet, but EUniWell Office/Contact person EUniWell at Intern. Office Cologne could be part of specific services also for Incomings. Could give inputs during information sessions, could bring EUniWell students together.

Online resources: <https://euniwell.uni-koeln.de/team>

Supportive Service (During the stay)

University of Cologne | Faculty

Buddy Programme for Students

Objectives: Constant support, support at same level, support by a local, language tandem

Delivered via Personal/Face-to-face, Email/Virtual, Social Media

Description:

Actually a Service at all stages (before, during and after the stay): students will be matched with a local student from Cologne, who helps them find their way around the city and the university during their stay. support in organisational matters, also already before the stay. opportunity for international friendships. Some faculties (decentrally organized in Cologne by faculties' centers of international relations; not each faculty offers this service yet)

Online resources: <https://www.hf.uni-koeln.de/39216>; <https://medfak.uni-koeln.de/en/internationales/buddy-programm-des-zib-med>; <https://international.wiso.uni-koeln.de/en/incoming-students/semester-exchange/your-academic-options>

Recommendations for EUniWell-wide implementation:

If not yet existing, this programme should be implemented at all partner institutes. If possible (rather in the future): Buddy partner from home university has done an exchange at another EUniWell partner institute before or took part in a summer school or other programme.

idea could also be extended, e.g. a EUniWell student in Cologne gets a buddy who is Erasmus student at his home university. they could communicate virtually.

Supportive Service (During the stay)

University of Cologne | Faculty

EUniWell Office

Welcome days/Information event for **Students**

Objectives: Welcoming new Erasmus students; information events; getting to know the university and each other

Delivered via Personal/Face-to-face

Description:

Support for Erasmus students is organized by the faculties at UoC. Most faculties offer welcome days or an information events the week before the semester starts. Attendance is compulsory for most programme items of these information days. Students receive their semester plans, information about the university and how to organise their studies. Usually, social events are included to make it easier for international students to get in touch with each other as well as with German students.

Online resources: <https://international.wiso.uni-koeln.de/en/incoming-students/semester-exchange/organising-your-exchange>; <https://medfak.uni-koeln.de/en/international-affairs/studies-in-cologne/studying-for-one-or-two-semesters/arriving-in-cologne>; <https://zib.jura.uni-ko>

Recommendations for EUniWell-wide implementation:

As Erasmus student, EUniWell students will automatically take part in welcoming events.

Welcoming information events could include a session on EUniWell (either as extra session for all EUniWell students only or for all Erasmus students, as they are studying at UzK as one partner of EUniWell). This could be hold by the EUniWell Office. Main information given (about EUniWell) should be harmonised within the consortium, that it can be used at all universities. In addition, a social event could be organized where all students of all EUniWell partners meet (independent of the faculty).

Supportive Service (During the stay)

University of Cologne | International Office

German Language Courses for **Students**

PhD-Researcher, Postdocs, Professors, Staff, Partner/Family, Special needs

Objectives: Teaching German language skills to international students and scientists

Preparing students for the DSH-exam

Delivered via Personal/Face-to-face, Internet (PC)

Description:

We offer:

General Language Courses at levels A1 - C2

Preparatory German Courses for the DSH-exam at levels B2.1 - C1

Specific Language Courses to extend specific language skills

Language learning counselling

Different language examinations

We offer courses in the regular semester but also four-week-presemester courses.

Online resources: <https://portal.uni-koeln.de/international/studium-in-koeln/lehrbereich-deutsch-als-fremdsprache?msclkid=a946f6d6b0e511ec8a7636be0528f4cd>

Supportive Service (During the stay)

University of Cologne | Research Management

Project Administration of Grants for **PhD-Researcher, Postdocs, Professors, Staff**

Objectives: help with the setting up of grants

Controlling of the project

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Monitoring & controlling

Financial Reports / Invoices

interim audits

Final Reports

Final audits

Online resources: https://verwaltung.uni-koeln.de/forschungsmanagement/content/national_funding/index_eng.html

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | Research Management

Post-Award EU Research Administration for **PhD-Researcher, Postdocs, Professors, Staff**

Objectives: Post-Award Support for EU Research Funding

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Award/account setup, Monitoring, reporting, billing, contract management, Project reporting, Project closeout, Audits, Support for procurements

Online resources: https://verwaltung.uni-koeln.de/forschungsmanagement/content/internationale_foerderung/index_ger.html

Supportive Service (During the stay)

University of Cologne | Research Management

Pre-Award EU Research Administration for PhD-Researcher, Postdocs, Professors, Staff

Objectives: Pre-Award Support for EU Research Funding

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Finding funding, Budget creation, Filling out proposal forms, Submitting the proposal, Award negotiation and acceptance, Compliance considerations, Advice on Research Data Management, Advice on Proposalwriting

Online resources: https://verwaltung.uni-koeln.de/forschungsmanagement/content/internationale_foerderung/index_ger.html

Supportive Service (During the stay)

University of Cologne | Family Support

UoC Family Fund for Students, PhD-Researcher, Postdocs, Professors, Staff

Objectives: Financial support for students or employees of the UoC in case of incurring additional care costs

Delivered via Email/Virtual, Internet (PC)

Description:

The Family Fund is aimed at employees and students with children or dependents in need of care. The fund can be used to apply for a proportionate refinancing of care costs incurred due to absences on business or study-related matters (funding line 1-3). Likewise, additional travel expenses incurred due to taking a child and, if applicable, a caretaker along on a business trip (funding line 4) can be claimed.

Online resources: https://verwaltung.uni-koeln.de/cfs/content/family_fund/index_eng.html

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | Family Support

Backup-Service for Students, PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

Objectives: The Backup-Service of the University of Cologne is available to all members of the university. It offers assistance in the event of care shortages and support close to the workplace on campus.

Delivered via Personal/Face-to-face

Description:

The backup-service offers high-quality emergency educational care by qualified staff. The care is provided in close cooperation with the Paramesium daycare centre in the UzK's Kinderhaus.

For children of international scholars, the Backup-Service staff continue to offer care in cooperation with the daycare centre. The Backup-Service offers short-term care for children with a stay of up to six months. This service is aimed in particular at international visiting academics and visitors who are planning a stay in Cologne at the UzK.

Online resources: https://verwaltung.uni-koeln.de/cfs/content/backup_service/index_eng.html

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | Family Support

Holiday childcare / Event childcare for Students, PhD-Researcher, Postdocs, Professors, Staff, Partner/Family

Objectives: To support working parents when the childcare/school is closed or the opening hours do not fit with the work requirements.

Delivered via Personal/Face-to-face

Description:

Event childcare services are available to all event organisers from the University of Cologne. In close consultation, Family Support organises childcare that fits in with the requirements and the schedule of the event in question.

Family Support provides information on the various childcare options during the school holidays. In addition to the Easter and autumn holiday activities organised by Family Support, there are other holiday childcare services offered by the University of Cologne.

Online resources: https://verwaltung.uni-koeln.de/cfs/content/family_support___children/index_eng.html

Supportive Service (During the stay)

University of Cologne | Family Support

Family Support for **PhD-Researcher, Postdocs, Professors, Staff, Partner/Family**

Objectives: We are responsible for ensuring a healthy balance between family, education and career in all forms of life and all circumstances – from becoming a parent to caring for family members.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Dual Career & Family Support (CFS) is the first point of contact at the University of Cologne when it comes to balancing a (dual career) partnership, family and a career. As a central office for information, advice and services, we support employees in achieving and maintaining a good balance between their work and private life.

We give advice on all issues related to children and/or caregiving to older family members and how to combine family responsibility and work.

Online resources: https://verwaltung.uni-koeln.de/cfs/content/about_us/index_eng.html

Recommendations for EUniWell-wide implementation:

To know from each other what kind of services are offered for incomings related to family issues.

Supportive Service (During the stay)

University of Cologne | Dual Career Service

Dual Career Support for **Postdocs, Professors, Partner/Family**

Objectives: Nowadays scientists are subject to high mobility requirements at all career stages. When deciding on a new position, the career prospects of the partner and the living situation for the whole family play an increasingly important role.

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

With our Dual Career Support we offer counselling and support for newly appointed professors, research group leaders, international postdocs and their partners/families.

We offer individual counselling on professional integration and reorientation in Cologne and the surrounding area.

The partner will receive support with a wide range of issues related to job search and application process.

We offer counselling and support with social integration.

Professors and research group leaders get also advice on finding accommodation.

Online resources: https://verwaltung.uni-koeln.de/cfs/content/dual_career_support/index_eng.html

Recommendations for EUniWell-wide implementation:
Cooperation and networking via the Dual Career Network Germany (spokeswoman belongs to UoC).

Supportive Service (During the stay)

University of Cologne | International Office

Intercultural Training for **PhD-Researcher, Postdocs, Professors, Staff**

Objectives: Intercultural Sensitization, Working successfully in International Groups and in International Settings

Delivered via Personal/Face-to-face, Email/Virtual

Description:
intercultural training for sensitization of international staff during their stay in Cologne

Online resources: https://fortbildung.uni-koeln.de/event_program/index_eng.html?app=true&id=Kom%20221122-1,d.simut@verw.uni-koeln.de,n.conde@verw.uni-koeln.de

Supportive Service (During the stay)

University of Cologne | International Office

Counselling, Orientation and Networking for **Students**

Objectives: good start to academic and social life in Cologne and continuous networking during the exchange period

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media, App (mobile)

Description:
welcome and orientation sessions, official welcome by the mayor of Cologne, intercultural training, digital and/or personal consultation hours, workshops and events, excursions, International Students Associations, TANDEM portal, Career Services International

Online resources: <https://portal.uni-koeln.de/en/international/study-in-cologne/services-for-enrolled-international-students>, exchange-to-cologne@verw.uni-koeln.de

Recommendations for EUniWell-wide implementation:
None

Supportive Service (During the stay)

University of Cologne | Human Resources

Career Development

International Female Scholars Mentoring for PhD-Researcher, Postdocs, Professors

Objectives:

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

International Female Scholars Mentoring (IFS)

Each year, the University of Cologne welcomes an increasing number of female scholars from abroad. Yet women in academia, like women in the working world generally, face many challenges. They are underrepresented, especially at the top-tier levels, and often bear a disproportionate share of the responsibility for childcare. As a result, many women abandon their academic careers.

The University of Cologne is offering the IFS Mentoring Program. It is the first such program in Germany designed especially for female academics from abroad. It matches postdoctoral fellows and advanced PhD candidates with experienced mentors from the desired working fields in one-on-one mentoring relationships. This one-on-one mentoring is accompanied by a framework program with a variety of workshops and networking events, and by individual coaching sessions, if required. Through this format, mentees learn strategies for their individual career planning, gain insights into the informal rules and structures of university life and other working fields in Germany, and grow their networks. Furthermore, the support of the program covers psycho-social aspects, such as encouragement, team building, and confidence building in one's own skills and competencies. While the framework program takes place in English, the one-on-one mentoring can take place either in English or German, depending on the mentees' wishes.

The University of Cologne pursues policies that promote active human resource development and gender mainstreaming. The Mentoring Program for International Female Scholars is an innovative initiative that encourages women to pursue and advance careers in academia, whether at the University of Cologne or at other universities/research centers. In particular, by providing support for work and family, the program aims to reduce the high attrition rate for women in academic professions as well as other related working areas.

Online resources: www.mentoring.uni-koeln.de

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | International Scholars Service

General Helpdesk for **PhD-Researcher, Postdocs, Professors**

Objectives: Providing help and support in any non-academic matter during a stay at UoC

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Ready to solve any type of problem - with accommodation, with offices, with acquisitions, with family, medical contacts etc.

Motto: "We don't know the answer, but we will find out who does."

Online resources: <https://portal.uni-koeln.de/en/international/international-scholars/further-information-and-services/everyday-life-in-germany>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | International Scholars Service

Welcolme Package/Bureaucratic Support for **Postdocs, Professors, Partner/Family**

Objectives: One stop on-arrival support

Delivered via Personal/Face-to-face, Email/Virtual

Description:

We provide a ready-to-pick-up bundle consisting of an information package, a registered library card, a computing account for IT services, a Mensa-card and an optional (pre-ordered) monthly public transport ticket.

We arrange appointments with the municipality and the local foreigner office and prepare documents to make sure a one-stop office visit leading to city registration and residence permit.

Online resources: <https://portal.uni-koeln.de/en/international/international-scholars/further-information-and-services/library-it-canteen>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | PhD-Researcher Support

Career Development

for **PhD-Researcher**

Objectives: First contact point in cases of conflicts in the context of scientific work, discrimination, personal problems and suspected cases of scientific misconduct.

Delivered via Personal/Face-to-face, Email/Virtual

Description:

Support in the identification of contact points at the University of Cologne in cases of conflicts in the context of scientific work, discrimination, personal problems and suspected cases of scientific misconduct.

Online resources: <https://portal.uni-koeln.de/en/albertus-magnus-center/promovierende/allgemeine-informationen/doctoral-candidates/help-and-support-in-case-of-problems-and-conflicts>

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | Career Development

for **Postdocs**

Objectives: Interdisciplinary qualification and career advancement of Postdocs

Delivered via Personal/Face-to-face, Internet (PC)

Description:

Broad range of workshops for interdisciplinary qualification and career advancement of Postdocs at the University of Cologne

Online resources: https://fortbildung.uni-koeln.de/index_eng.html

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | Career Development

Interdisciplinary qualification and career advancement of doctoral students for **PhD-Researcher**

Objectives:

Delivered via Personal/Face-to-face, Internet (PC)

Description:

Broad range of workshops and seminars for interdisciplinary qualification and career advancement of doctoral students at the University of Cologne.

Online resources: https://fortbildung.uni-koeln.de/index_eng.html

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Cologne | Career Development

for **Postdocs**

Objectives: Individual career coaching

Delivered via Personal/Face-to-face

Description:

Offer for individual career coaching / consulting with internal or external coaches for postdoctoral researchers.

Online resources: https://verwaltung.uni-koeln.de/abteilung43/content/fuehrung_amp_management/professors/coaching__advisory_service/index_eng.html

Recommendations for EUniWell-wide implementation:

None

Special Needs Service (Pre-/During-/After-Stay)

University of Cologne | International Scholars Service

At-Risk-Scholars support for PhD-Researcher, Postdocs, Professors, Special needs

Objectives: Support threatened scholars or refugee scholars

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

We assist threatened scholars to find potential hosts at UoC and apply for scholarships or find appropriate funding.

We assist UoC-scholars/chairholders who want to host a threatened scholar from abroad.

We keep contact with funding organisations and global networks such as SAR, SRF or CARA.

Once a scholar is successfully placed and funded, we help with practical issues (visa, accommodation, bureaucracy etc.) and with all kinds of integrative support: for family members, children, schooling issues, language lessons, integration courses, social events etc.

We closely work with hosts to develop longterm professional perspectives beyond the funded fellowship.

Online resources: <https://portal.uni-koeln.de/en/international/international-scholars/support-for-researchers-with-a-refugee-background>

Recommendations for EUniWell-wide implementation:

This is a service that could strongly benefit from EUniWell-wide cooperation, generating synergies to the best of threatened scholars.

Alumni Service (After the stay)

University of Cologne | International Office

Köln Alumni weltweit (Cologne Alumni worldwide) for Students, PhD-Researcher

Objectives: creating a network, staying in contact

Delivered via Personal/Face-to-face, Email/Virtual, Social Media

Description:

Possibility for all former international students, graduates and to keep in touch with the University of Cologne and to become part of an international network. Offers: DigiTalks, SummerSchools, Regional Clubs, Facebook page and group

Online resources: <https://portal.uni-koeln.de/en/international/alumni/koelnalumni-weltweit>

Recommendations for EUniWell-wide implementation:

Similar networks at each partner institute could be implemented. Or even a specific EUniWell alumni network

Alumni Service (After the stay)

University of Cologne | International Office

Transcript and Credit Transfer, Staying in Contact for **Students**

Objectives: successful completion of the exchange stay and staying in contact for future collaboration

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media

Description:

issuance of transcripts, communication with partner universities, exmatriculation, issuance of needed certificates, ALUMNI Summer School, Career Services International

Online resources: <https://portal.uni-koeln.de/en/international/study-in-cologne/services-for-enrolled-international-students>,
<https://portal.uni-koeln.de/en/international/alumni/koelnalumni-weltweit>, exchange-to-cologne@verw.uni-koeln.de

Recommendations for EUniWell-wide implementation:

None

Alumni Service (After the stay)

University of Cologne | International Scholars Service

Albert's Global Researcher Network for **Postdocs, Professors**

Objectives: Building a Research Alumni Network; providing professional opportunities beyond a stay at UoC; cultivating sustainable professional relations to former international scholars from the UoC

Delivered via Email/Virtual, Internet (PC), Social Media, Database

Description:

We collect data and keep track of international scholars at the UoC beyond their stay in Cologne.

We offer occasional "Reunion Grants" for joint-projects with former hosts or other UoC-researchers.

We inform about openings and calls.

We use Social Media and biannual newsletter to provide updates on scientific developments and focal points at UoC.

Online resources: <https://portal.uni-koeln.de/en/international/international-scholars/alberts-global-researcher-network>

Recommendations for EUniWell-wide implementation:

None

University of Florence

Preparatory Service (Before the stay)

University of Florence | International Office

NOMINATION PROCESS for Students, Staff

Objectives: - Acquisition nomination

- Sending information to student/partner
- Guidance for the choice of courses
- Booklets, website, brochures, informative material ecc...

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media, App (mobile), Database

Description:

The 10 IROs (one for each School) are in charge of all the services connected to the mobility

Individual meetings.

- One to one guidance. On request, we provide further guidance to students who need more information or that have particular issues in preparing their mobility (subjects of the Learning Agreement, duration of the mobility, ecc...). Students can reach us by email (most common means), telephone, video call.

Booklets, websites, brochures, informative material ecc...

- Website. Every School of UNIFI has a section called “Mobilità Internazionale” (International Mobility) where students and professors can find information about the opportunities for studying, teaching and training abroad. Every School adapt its website to its own needs, but they generally have these sections:

- Erasmus+ Study
- Erasmus+ Traineeship
- Extra UE/other programmes
- Erasmus+ ICM KA107
- Incoming Students
- Teaching staff
- FAQ/ forms/contacts

Booklets, guides/handbooks. Each School produces its own informative material, from more specific tutorials on how to more general booklets and presentations on international mobility.

Online resources:

Recommendations for EUniWell-wide implementation:

It would be advisable to have contacts with all EUniWell Partner Offices to have more smooth cooperation and collaboration.

Preparatory Service (Before the stay)

University of Florence | International Office

1-Preparation of the mobility within Erasmus+ KA107 projects 2- Procedures for Research Visa for **Students, PhD-Researcher, Postdocs, Professors, Staff**

Objectives: 1) To offer adequate support to UNIFI Departments hosting students and staff within Erasmus KA107 and to the incoming participants 2) to follow the procedures for research Visa and residence permit for extra UE researchers

Delivered via Email/Virtual

Internet (PC)

Database

Description:

Description/Actions/Services

1) Preparation of the documents requested by the Programme before the incoming mobilities; Support to the UNIFI Departments hosting the participants.

2) Procedures for research Visa and residence permit for extra UE researchers

Online resources: internazionalizzazione@unifi.it

Recommendations for EUniWell-wide implementation:

None

Preparatory Service (Before the stay)

University of Florence | International Office

Servizi agli ospiti stranieri/ Welcome service for **Students, PhD-Researcher, Postdocs, Professors**

Objectives: Full support for university services

Full support for accommodation

Delivered via Email/Virtual, Internet (PC), Social Media, App (mobile), Database

Other

Description:

The Welcome Service helps international students, PhD students, fellows, researchers and

professors hosted by the University of Florence within specific European or International projects to find suitable accommodation in town.

The Welcome Service can book the guest in the university residences and in other local accommodation facilities and provides information on online platforms for finding accommodation. It supports the guests during their stay.

It addresses every request to specific concerned offices of the university

Online resources: welcomeservice@unifi.it

Recommendations for EUniWell-wide implementation:

None

Supportive Service (During the stay)

University of Florence | International Office

Arrival Phase+During the Mobility for **Students, Staff**

Objectives: - Orientation day

- Buddy Program/Multicultural Tutors
- International Fair
- Enrolment Process
- Registration to the course
- Issue certificate of arrival
- Changes to LA
- Extension of the mobility
- Enrolment to the exams
- Booklets, websites, brochures, informative material ecc...
- individual meeting (in presence, videocall, phone call)

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media, App (mobile), Database

Description:

Enrolment Process:

Students need to enter their personal data through the online procedure and after their arrival, the office in charge of the official enrolment - the Erasmus Desk/Student Administration Office - will contact them with additional requests in order to complete the procedure and assign the "Matricola" (UNIFI registration number - Student's USER ID).

Students will receive their credentials for online services.

Orientation Day:

Students are required to attend a mandatory Orientation/Welcome Day before the start of each semester. They receive all the necessary and useful information. The presentation and the materials will be available on our website

Buddy Program:

Each exchange student (and/or group) is allocated to a UNIFI “buddy” of the same School to help him/her with daily life, our University life and social integration.

Multicultural Tutors:

students speaking the most used languages for international exchanges, help in the early stage of foreign integration in Florence. They combine their subject area expertise with the necessary language and cultural skills to communicate with foreign students in the most common languages and work towards creating self-motivated independent students.

Together with the International Relations Offices of the Schools and the staff from the International Relations Central Area, the multicultural tutors help their peers to adjust to a different environment by providing both academic and non- academic support, give information about university services and city life and offer fully assistance on foreign student general issues.

International Fair:

The purpose of this event run by the School of Economics for its students is to introduce our partner universities and facilitate the networking among incoming and prospective outgoing students. The event is held after the beginning of the new academic year and it involves both incoming students and students of UNIFI who previously made a mobility abroad. The first ones can introduce their own universities while the latter do the Ambassadors of the University where they have been towards the prospective UNIFI outgoing students.

Additionally, incoming students and students from Unifi can interact in an informal environment sharing experiences, information and advice about a particular university or city. It also helps incoming students to integrate at UNIFI, meet local students and get useful tips on how to live in Florence as a local.

Registration to the course:

We offer a video Tutorial how use the Kairos Platform, the WebAgenda System. Buddy Students help in those procedures

Issue certificate of arrival:

the office in charge of the official enrolment - the Erasmus Desk/Student Administration Office or IROs

Change of the LA

Every modification of the LA must be signed by each of the three parts involved: student, sending institution and receiving institution. We support students in this process through individual meetings and informative material available on our website. There is a period to change LA, each School has its deadline and each School has its own rules for the approval of the learning agreement.

Extension of the Mobility

Similarly to the change of the Learning Agreement, the modification of the duration must be approved by each of the three parts involved: student, sending institution and receiving institution. We provide support for this procedure, but each School has its own rules for allowing an extension of the Erasmus+ mobility. For example, a justification of the extension is always required and extensions are usually granted to retake exams or to attend new modules.

Enrolment to the exams

We help students on the procedures to book their exams on our IT System and how register their grade. (we have TUTORIALS)

Online resources:

Recommendations for EUniWell-wide implementation:

It would be advisable to have contacts with all EUniWell Partner Offices to have more smooth cooperation and collaboration.

Supportive Service (During the stay)

University of Florence | International Office

APPLICATION PROCESS for Students, Staff

Objectives: - Check of the required documents

- Visa assistance/Health Care and Insurance
- Accommodation assistance
- Italian course assistance
- Internship Assistance
- Enrolment procedure

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media, App (mobile), Database

Description:

In this Phase, Mobility documents are what is required for the successful application of the student and for the validation of the mobility.

Application from Erasmus+ students

Documents needed in this stage usually are: -Learning Agreement,

- Transcript of Records,
- Language certificates,
- Letter of nomination,

- Application form,
- a copy of National Identity Card/Passport.

The general information and guidance is provided during the Application Process mostly through emails.

Learning Agreement. The form has to be signed and stamped by the IRO Coordinator.

Transcript of Records. Students can send their updated Transcript in English

Language Certificates: Students (Non-Native English speakers) studying in the English-taught programmes, should have at least B2 level English and must submit one of the following documents: IELTS min 5.5, TOEFL IB min 65, BEC Higher/CAE, CEFR, or a language assessment form completed by Coordinator/English Tutor confirming the level language skills.

For Students studying courses taught in Italian it's mandatory to have a B1 level in Italian according to the "Common European Framework of Reference for Languages".

A "Certificate of Language Proficiency", proving the knowledge of B1 level Italian should be provided by Coordinator/Professor of Home Institution.

However it is recommended to all Incoming Students to have a basic knowledge of the Italian language to enjoy their experience in Florence and for all days need.

Application form. Some partner universities ask prospective students to upload an application form with their personal information, career, languages and also the exams they are going to take while abroad. The form has to be signed and stamped by the IRO Coordinator.

Other documents/information that might be required

In this case we provide support with one to one meetings in order to address the student's needs

VISA/RESIDENCE PERMIT. Explaining the procedures and the timing to students.

HEALTH CARE AND INSURANCE.

ACCOMODATION: Our university does not provide any kind of accommodation but student can check on our web page for information: <https://www.unifi.it/ls-61-welcome-to-unifi.html?newlang=eng>

We also suggest to look also at the following website for renting rooms/flat:

www.housinganywhere.com

www.thestudenthotel.com

<https://cercoalloggio.com/#!/international>

<http://firenze.bakeca.it/annunci/offro-camera/sorting/SBSPONS/?gclid=CNnMucHch9ECFawW0wodTRIFTQ>

<https://www.uniaffitti.it/listing.php?F=O&T=&C=FI>

<http://www.stanzazoo.com/firenze>

<https://www.soloaffitti.it/immobili/Toscana/Firenze/Firenze>

On Facebook following groups: “Offro Firenze cerco offro camera in affitto” or “cerco offro affitti casa appartamento Firenze”

Italian course assistance: Students can attend courses of languages at the University Linguistic Center - CLA: www.cla.unifi.it

CLA offers language courses of all levels throughout the year.

The first Italian course is free of charge for Erasmus/Exchange students.

Preliminary enrolment for Italian language courses can be done online. Students must fill in the application form on the CLA website. <https://www.cla.unifi.it/changelang-eng.html>

For more information: infoitaliano@cla.unifi.it

Assistance to students with disabilities:

The University of Florence has been active for many years in offering students with disabilities equal opportunities in their right to education, by implementing specific actions to remove obstacles limiting their integration in the university world.

<https://www.unifi.it/vp-10400-students-with-disabilities.html>

This office is called CESP (Study and Research Centre for Disability Issues) and has been set up to:

- receive students with disabilities, acknowledging their needs and planning the necessary actions to adopt;
- provide services to enable full access to the resources offered during the academic path.

On the basis of their specific needs, students with disabilities can ask for individual learning aids. Those in need of personalised assistance can ask for an individual collaborator, or those who have a specific disability can request subsidies, specific learning aids or the support of a sign language interpreter. Requests should be addressed to CESP which, after assessing the case, will arrange for the necessary actions to be implemented.

Moreover, in each School one or more academic staff are in charge of students with disabilities' issues. The School coordinators for disability issues are a direct academic reference point for students with disabilities who need specific orientation and support in the school of their choice.

To facilitate access to resources some specific services have been activated, including home delivery loan service "The library ... comes to you!".

Counseling: An individual Psychological Counseling Service is available for all students of the University of Florence, aimed at improving academic performance and the quality of university life by helping the student to deal with:

- difficulties in studying and learning;
- problems relating to orientation, choice, change in one's training path, construction of the professional project;

- the transition to the world of work, with actions aimed at facilitating professional choices and facilitating integration skills;
- difficulty managing exam stress and anxiety;
- difficulty in adapting to university life;
- inconveniences and problems of a personal and socio-relational nature.

Online resources:

Recommendations for EUniWell-wide implementation:

It would be advisable to have contacts with all EUniWell Partner Offices to have more smooth cooperation and collaboration.

Supportive Service (During the stay)

University of Florence | PhD-Researcher Support

Secretary of the PhD Department Program for PhD-Researcher

Objectives: Support to the boards of the PhD Program and to the PhD Student

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC)

Description:

Organization of training activities, Cotutelle agreements, credits recognition from abroad, mission and funds for mobility, careers issues, organization of final exams.

Support of the board of the doctoral program in any administrative aspect.

Online resources: <https://www.indicee.unifi.it> - dott-dicea@unifi.it

Recommendations for EUniWell-wide implementation:

Unifying templates for cotutelle agreements, networks for cooperation

Alumni Service (After the stay)

University of Florence | International Office

End of mobility for Students, Staff

Objectives: Issue certificate of stay

Transcript of Records

Survey

Delivered via Personal/Face-to-face, Email/Virtual, Internet (PC), Social Media, App (mobile), Database

Description:

At the end of the students' mobility period, the Erasmus Desk/Student Administration Office, - i.e the office in charge of the Enrolment process - sends the official Transcript of Records and certificate of Attendance by email directly to the Home University/Coordinator.

ONLY Digital Document are available

At the end of Mobility, We send a survey and we invite students to fill in a brief questionnaire about their experience in order to keep on improving our work.

Online resources:

Recommendations for EUniWell-wide implementation:

It would be advisable to have contacts with all EUniWell Partner Offices to have more smooth cooperation and collaboration

EUniWell Mobility Services

(Incoming)

University

Leiden University
Linnaeus University
Nantes University
Semmelweis University
University of Birmingham
University of Cologne
University of Florence

Organisational Unit

Multiple selection possible (hold CTRL when selecting)

If other, which:

International Office
International Scholars Service
Guesthouse
Faculty
Registrars Office
EUniWell Office
Human Resources
PhD-Researcher Support
Career Development
Dual Career Service
Family Support
Communication Department
Student Union
Library
IT-Service
Language Centre
other

Category of Service

Preparatory Service (Before the stay)
Supportive Service (During the stay)
Alumni Service (After the stay)

Name/Title of Service

Target Group

Multiple selection possible (hold CTRL when selecting)

Students
PhD-Researcher
Postdocs
Professors
Staff
Partner/Family
Special needs

Objectives/Motivations

Type here...

Medium/Technical requirements

Personal/Face-to-face
Email/Virtual
Internet (PC)

- Personal/Face-to-face
- Email/Virtual
- Internet (PC)
- Social Media
- App (mobile)
- Database
- Other

Multiple selection possible (hold CTRL when selecting)

If other, specify

Description/Actions/Services

Type here...

URL/Internet Ressources/Email-Addresses

Recommendations for EUniWell-wide implementation

Type here...

Possibility of unifying similar services? Synergies? Cooperation? Harmonisation? Digitalisation

Submit