

Deliverable 6.6 EUniWell Service Agenda (ESA)



UNIVERSITY OF
BIRMINGHAM



UNIVERSITÀ
DEGLI STUDI
FIRENZE



Universiteit
Leiden

Linnæus University



UNIVERSITÉ DE NANTES

SEMMELEIS
UNIVERSITY



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1. Description of the activities

Participants of the group:

Lucy Stubbs	University of Birmingham	International and European Outgoing officer
Brit Sperber-Fels	University of Cologne	International Mobility
Monica Pirioni	University of Florence	International and European Outgoing officer
Daniele Ortu	University of Florence	International Mobility
Sanne Feenstra	Leiden University	Outbound International officer
Ida Söderlund	Linnaeus University	International officer
Virginie Timmerman	University of Nantes	Students Outgoing Mobility Department, Europe and International officer
Pascale Bescher	University of Nantes	Staff Erasmus mobility for Staff, Europe and International officer
Nóra Seres	Semmelweis University	Institutional Erasmus Coordinator

The group had his first meeting on May 7 and then met once per month.

During the first meeting we introduced ourselves and our work at university and we found out that we have common experiences and competences in student's mobility, both outgoing and incoming. Although some of us work in central offices and others in faculties or decentralised structures, so that our everyday work could be slightly different, we do think this can be an added value to our task. In fact, as we are required to draw a policy document these different perspectives will be a plus in order to gain a complete vision of services, critical issues and opportunities.

Therefore, we agreed that the main goal to achieve is to harmonize the services we offer at the maximum level. Thus, we decided to map these services, comparing and highlighting the best practices in order to evaluate the feasibility of implementing them in the EUNIWELL consortium.

2. Mapping

The mapping task was aimed to identify, describe and evaluate the services that each University offers to outgoing students. Services were grouped into three 3 main categories:

- before mobility;
- during mobility;
- after mobility.

As a first step in the mapping process, each partner filled in the introductory mapping form, which was a simple list of services offered. We observed that we were basically offering similar services and that our students presented similar needs and necessities.

Secondly, we decided to go more in depth and to allow a comparability between services offered. In order to facilitate the description, we developed a form aimed to present the main information about the service such as objectives, actions, activities (Appendix 2 to 6). Then, each partner was asked to fill it in for every Service offered.

At the end of the task, each member produced a document with the detailed description of each service.

2.1 Similar Services

As a result, we found out that we provide similar services, mostly concerning the administrative procedures connected to outgoing mobility.

BEFORE MOBILITY

- **Orientation:** allowing students to make an informed decision about mobility and to prepare their period abroad (study plan and learning agreement, choice of the university, linguistic preparation etc...).
- **Mobility documents:** ensuring that each student's dossier is complete with all the relevant documents for mobility (Application form, Learning agreement, transcript of records, language certificate, etc.);
- **Visa procedures:** informing and supporting students about the procedures and timing;
- **Insurance certificates:** providing students with the requested certificates;
- **Linguistic support:** informing and offering language courses to outgoing students at the home university in order to enhance their linguistic skills;
- **Scholarship:** dealing with the procedures related to the financial support of mobility.

DURING MOBILITY

- **Mobility documents:** taking care of the requests and the needs of the students all over the mobility (change in LA, extension's request, etc.);
- **Assistance in case of accident:** supporting students if they experience problems while abroad.

AFTER MOBILITY

- **Credits' recognition:** recognising the activities and credits earned abroad into the student's academic career at home university;
- **Assistance in academic matters:** supporting students in the academic matters related to their mobility as, for example, retakes of exams.

It is interesting to underline that no one provides support to the students finding accommodation abroad.

2.2 New interesting practices

We soon discovered that the main differences among the services we offer are in the field of Orientation. More precisely, regarding the preparation of students for their experience abroad. All the partner provides orientation to their students but someone uses some interesting new tools and methods, such as:

- *Pre-departure Week* and *Virtual Learning Environment* (University of Birmingham);
- *Beyond it was great* (University of Linnaeus);
- *Films explaining the application process* (University of Linnaeus).

3. Best practices

The goal of our work was to identify, among all the services offered by the universities of the Alliance, those that in our opinion were the most important, innovative, useful and that could bring a real advantage to students.

We decided to identify 5 services, to begin.

The description of the following services is inspired by the best practices identified in the different Universities of the partnership. Some are a combination of services from several universities. The goal is to describe what would be the ideal service for outgoing students.

Here below our choice:

3.1 Creation of a Wellbeing office

The Wellbeing office, already present in the Universities of Birmingham and Linnaeus, is an office that deals with the well-being of students at 360 degrees. It is dedicated to enrolled students and also to students arriving through mobility programs.

The office offers a confidential listening and support service that gives them immediate emotional and mental health support 24 hours a day, 7 days a week, 365 days a year. It is a free individual counselling to aid students with any problem that may make their studying or student life difficult. This service is also accessible for outgoing students before departure and during their mobility thanks to emails and phone.

It deals with common problems students have such as anxiety, stress, sleeping difficulties, crisis, relationship problems, difficulties in concentrating or completing assignments, loss of energy, homesickness.

The office can also organise some activities in order to offer additional help to students, for example:

- Yoga (also on zoom at the moment)
- Boot camp – high intensity training two days/a week
- Digital meeting point on zoom on different themes
- Mindfulness course
- Lunch retreat, relax your mind 30 min
- Science of Happiness workshop “We meet and explore our happiness potential. The workshop is not rocket science, but the Science of Happiness. New research from the area of positive”.

3.2 Assistance to SLD students

The aim of this service is to support students with a disability in a way that gives them the same opportunity to manage their studies as other students. So far, our Universities have not had many students with disabilities spending their Erasmus+ abroad so this is perhaps due to the lack of support for these students.

Some Universities of the Alliance already provide this service through an office, which is generally managed centrally. It is assisted by the specific coordinators, at the Faculty level, that work with students with disability and organise the study support employing the available tools, such as mentors, adapted examinations, note taking, audio books, sign language interpreter, etc...

It is advisable that also the International Mobility Office has a dedicated service to SLD students in order to offer them the same opportunity to access the mobility abroad than the other students:

The IMO office should provide the following services:

- Specific orientation about the Mobility Programs for students with disabilities;
- One-on-one meeting to ensure to provide them with the most appropriate support, information and guidance;
- Contact and organise their support at partner university during their mobility;
- Information about the extra grant that they can apply for;
- Accessible website with specific information for students with impairments;
- Special scholarship for students with disabilities who wish to study abroad.

3.3 Pre-departure courses

We believe that it is important that students wishing to participate in a study period abroad have specific training to be able to live this experience in a serene, useful and respectful way.

For this reason, we believe that students should participate in specific courses before departure:

- **Course about mobility procedures** ('My Global Story' Canvas): this online course supports students during every stage of applying to study or work abroad;

- **English Language course and intercultural preparation:** a specifically designed preparatory course for students of all Faculties at the University of Cologne in order to have orientation, counselling, language and intercultural preparation all in one. The English language course prepares students in the best possible way for their upcoming stay abroad. Typical situations are rehearsed and appropriate vocabulary is trained. At the end of the module, students take a language test and receive a language certificate (from German Academic Exchange Service), with which they can apply for a study place abroad or for a scholarship.

The goal of the English language component is to prepare students for studies abroad in an English-speaking environment. Students will have a chance to become familiar with the type of learning environment found in English-speaking universities through active participation in an English-language seminar. This includes acquiring and practicing academic skills, such as participating in academic discussions, taking notes in lectures, academic writing, and presentation skills, as well as practical topics such as learning about education systems in English-speaking countries, examining different cultural attitudes to education, and survival issues (housing, banking, health insurance, visa applications, etc.). Although students are expected to have a working knowledge of English (ideally at least intermediate level), no pre-testing is conducted and grammar and vocabulary topics are reviewed with reference to the needs of the group.

3.4 Pre-departure preparation

We believe it is important to organize pre-departure events, at least twice a year, to give specific information to students who are preparing to leave for a mobility experience abroad.

This event may be organised by the International Mobility Office with the cooperation of some colleagues from other services to talk. During the event students can obtain the following information:

- **International Mobility Office:** practical information about the application process, mobility documents, insurance, Erasmus+ grant, etc;
- **Wellbeing Office:** how to handle stress, anxiety, mental health, homesickness;
- **Career Service:** encourage the students to think about their career goals and how they can find new opportunities during their time

abroad, how they can include an exchange in their CV to make it interesting for an employer;

- **Academic person:** what to expect in the classroom in different parts of the world, how to prepare academically for an exchange;
- **Previous mobility students:** a presentation of their experiences abroad.

3.5 Orientation (Fairs – Instagram)

Orientation is one of the most important phases related to mobility as information is given to students and an attempt is made to stimulate them to have a study experience abroad which will be decisive for their growth as students and as people.

One of the events that we consider fundamental to promote mobility is a mobility fair, which generally takes place between October and November and aims to present the opportunities of studying abroad to all prospective outgoing students. At this event, we provide information on how to choose a partner university and how to apply. Partner university staff, current Incoming exchange students and returned Outgoing exchange students are invited to attend and connect with prospective students.

Additionally, incoming students and home students 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 the home university, meet local students and get useful tips on how to live in the city as a local.

We also think that it would be important to use more the social media environment for the orientation as it better meets the young people's interests and way of communication.

In particular Instagram can be used to enhance and promote study abroad. In the Instagram account outbound students can present their time at the host university while they are abroad. This could also entice students who want to go for an exchange.

A. Appendix

Appendix 1 – University of Birmingham

WP 6.6 EUniWell Service Agenda (ESA)

UNIVERSITY of BIRMINGHAM (Lucy Stubbs)

Services for outgoing students, AS-IS.

University of Birmingham – Study Abroad and Exchanges Team, Birmingham Global		
Human Resources		Material Resources
Permanent Staff: 6	Temporary staff: 4	-

BEFORE MOBILITY

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Orientation	<ul style="list-style-type: none"> - Providing information about all semester/year abroad opportunities to all eligible students. - Promotion to support increased applications to meet mobility target
Actions and brief Description		
<ul style="list-style-type: none"> • Presentations during Welcome Week • Group Meetings • Individual School meetings • Go Global Fair in Oct/Nov • Website updates, interactive map • Email communications • Allocation announcement 		
<p>The Orientation before the mobility is aimed to provide information about all semester/year abroad opportunities to all UG eligible students. Information includes the mobility procedures, the partner universities and the opportunities available. Promotion taking place is also to support increased applications to meet mobility target.</p> <p><i>Group meetings</i></p> <ul style="list-style-type: none"> • Welcome Week Presentation(s). Every year the Study Abroad & Exchanges Team support the Welcome Week events and hold information sessions on the year/semester opportunities. At the University of Birmingham there is one application point for outgoing students to apply. This application call opens in October and closes on November covering applications for semester and full year mobility. • The Go Global Fair is held by the Study Abroad & Exchanges Team in October/November after the beginning of the new academic year and is to introduce the opportunities of studying abroad to all prospective outgoing students. At this event, we provide information on how to 		

choose a partner university and how to apply. Partner university staff, current Incoming exchange students and returned Outgoing UoB exchange students are invited to attend and connect with prospective students.

- **What's Next Information session.** The Study Abroad & Exchanges Team hold an initial group meeting to support students who have been successful with their exchange application. This session provides initial information, how to apply to partner universities and how to prepare for their year/semester abroad.
- **Predeparture Week.** Held in March – April the Team provides further information for students to prepare to study abroad and depart, including completing a Risk Assessment. Colleagues across the university support this event also for example Insurance and Student Support.

Individual meetings

- **Individual School meetings.** The Study Abroad & Exchanges Team support individual School information sessions to groups of students who are eligible to apply to study abroad for the next academic year. We provide information on how to apply and possible funding available
- **One to one guidance.** Each week the team provides application support sessions where students can drop in and ask specific questions, as an alternative to emailing the team. Students can reach us by email however, the most common mean, by telephone, videocall or in presence meeting (when possible).

Online Resources

- **Website**
We utilize an interactive map to support the promotion of all of our partner universities.
The Study Abroad & Exchanges Team also promote the online 'My Global Story' Canvas course which supports every stage of applying to study or work abroad. Students can self-enroll themselves onto the course to access the information.
- **Guides/handbooks.** Each School produces its own handbook that references study abroad opportunities. The Study Abroad & Exchanges Team provide guidance on different elements of the Outgoing application process. This information is posted on the online Canvas course we have for Outgoing students.
- **Email communication.** The Study Abroad & Exchanges Team uses emails as the main form of contact students throughout their study abroad period, updating students on every process. All successful students are emailed with details of their allocated partner university in December/January before the first of the predeparture information sessions.
- **Instagram account.** The Study Abroad & Exchanges Team uses an Instagram account to support and promote study abroad.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	Presentation during Welcome Week	Sep	Oct	X	X										

BM	Orientation	Go Global Fair	Oct	Nov		X	X										
BM	Orientation	Group Meetings	Sep	Oct	X	X											
BM	Orientation	Individual School Meetings	Sep	Oct	X	X											
BM	Orientation	Website updates	Sep	Oct	X	X											
BM	Orientation	Interactive map	Sep	Nov	X	X	X										
BM	Orientation	Email communications	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X	X
BM	Orientation	Instagram	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X	X

DURING MOBILITY

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	During mobility services	<ul style="list-style-type: none"> - Support students as best as possible with the resource we have available - Work with professional service colleagues and academics across the university to further support students
Actions and brief Description		
<ul style="list-style-type: none"> • Mobility documents • Assistance in case of an accident 		
<p>Mobility documents</p> <ul style="list-style-type: none"> • Students have access to a Virtual Learning Environment (VLE) course, called Canvas, to support completing all Mobility paperwork as well as viewing a paperwork guide booklet. Students can contact the team to discuss any queries. <p>Insurance</p> <ul style="list-style-type: none"> • Students are given information in the PreDeparture Week and as part of their Risk Assessment of the contacts to use in the event of an emergency. Colleagues in the Insurance Services team are extremely supportive of any issues raised. <p>Counselling</p> <ul style="list-style-type: none"> • Students can access all available support and wellbeing services while abroad. UBHeard is a confidential listening and support service for all registered students (undergraduate and postgraduate) that gives you immediate emotional and mental health support 24 hours a day, 7 days a week, 365 days a year. 		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	During mobility services	Mobility documents	Aug	Sep	X	X	X	X	X	X	X	X	X	X	X	X
DM	During mobility services	Assistance in case of an accident	Jul	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Counseling	Support the students
Actions and brief Description		
<ul style="list-style-type: none"> Support the students 		
<ul style="list-style-type: none"> Students can access all available support and wellbeing services while abroad. UBHeard is a confidential listening and support service for all registered students (undergraduate and postgraduate) that gives you immediate emotional and mental health support 24 hours a day, 7 days a week, 365 days a year. 		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	During mobility services	Counselling	Jul	Aug	x	x	x	x	x	x	x	x	x	x	x	x

AFTER MOBILITY

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Credits' recognition	Work with professional service colleagues and academics across the university to further support students
Actions and brief Description		
<ul style="list-style-type: none"> Credit recognition 		
<p><i>Credit recognition</i></p> <p>The Study Abroad & Exchanges Team support all initial queries from students but will signpost to the relevant administrative team within the university. This is carried out with each School/Department to allow students to progress to the next year</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Credits' recognition	Credits' recognition	Jan	Aug					X					X	X	X

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Assistance in academic matters	Supporting students in the academic matters related to their mobility
Actions and brief Description		
<ul style="list-style-type: none"> Assistance in academic matters 		
<i>Assistance in academic matters</i> The Study Abroad & Exchanges Team work with colleagues across the 4 Colleges to support students		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Assistance in academic matters	Assistance in academic matters	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
AM	Assistance in academic matters	Assistance in matters related to services	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Reimbursement of expenses	Financially support students during their mobility abroad
Actions and brief Description		
<ul style="list-style-type: none"> Support students as best as possible with the resource we have available 		
<ul style="list-style-type: none"> The Study Abroad & Exchanges Team administers all Erasmus+ grant funding for UoB students studying abroad. Students upload completed paperwork to the Canvas site and this is reviewed and payments are requested when all requirements are met. 		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Reimbursement of expenses	Statement	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Appendix 2 – University of Cologne

WP 6.6 EUniWell Service Agenda (ESA)

UNIVERSITY of COLOGNE (Brit Sperber-Fels)

Services for outgoing students

University of Cologne		
Organization		
University of Cologne – International Office /Department of Int. Mobility		
Human Resources		Material Resources
Permanent Staff: Int. Mobility: 7 1-5 depending on Faculty / Center for int. Relations (ZIB)	Temporary staff: Int. Mobility: 5 per School (4 months to 1 year) depending on Faculty / ZIB	-

BEFORE MOBILITY

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Orientation	Advice, support and counselling in the planning and preparation of the stay abroad (before, during and after).
Actions and brief Description		
<ul style="list-style-type: none"> • Weekly (formerly in presence) digital office hours. • Series of events each semester with four digital events on different topics. • ERASMUS+ informational session for all nominated outgoings students (digital) • Information events which are held together with ZIBs/institutes, with student councils, with other departments from the administration (e.g. Team Dual Career & Family Support / Student Counseling). • University fairs and information events with external organizations such as IEC, College Contact, etc. • special preparatory course organized together with the Professional Centre “Fit for studying abroad” • Intercultural Training • website, brochures, informative material, you-tube channel 		

The University of Cologne has a multi-level advisory system - on a central level the Department of International Mobility assists outgoing students in their study abroad projects - on a decentralized level the faculties with the Centers for International Relations (ZIBs) or ERASMUS coordinators in the institutes support the applicants.

The faculties /ZIBs work very autonomously. They set the application deadlines for their cooperations and report the ERASMUS outgoings to the central ERASMUS coordinator in the Dept. Int. Mobility. The application procedure is coordinated by the ZIBs or the program officers in the institutes. This is where the advising and application takes place, which also means that students have to inform themselves with the coordinators of the programs about the respective application deadline and the documentation which has to be handed in. The ZIBs / institutes organize their own information events, often in cooperation with department 93 Int. mobility. The information sessions aim to inform students about the exchange opportunities, the application process, deadlines and application documents, and the selection procedure.

As a central institution, Dept. Int. Mobility coordinates the exchange activities of the UzK and is responsible for the central coordination of the ERASMUS+ Program for the whole university. The Dept. Int. Mobility advises across faculties and refers students to the right contact persons at the faculties.

A distinction must therefore be made in the orientation, which takes place either at the central level or at the decentralized level in the faculties / ZIBs and institutes.

At the central level, the Dept. Int. Mobility offers various orientation, counseling and information event formats, which are also aimed at different target groups.

- Weekly (formerly in presence) digital office hours of the "experts" for specific regions / countries / programs / scholarships take place.
- Series of events each semester with four digital events on different topics. Usually, the first talk of the event series is a general talk on "Studying and Researching Abroad".
- Information events which are held together with ZIBs/institutes, with student councils, with other departments from the administration (e.g., Team Dual Career & Family Support / Student Counseling).
- University fairs and information events with external organizations such as IEC, College Contact, etc.
- Special preparatory course organized together with the Professional Centre

Weekly (formerly in presence) digital office hours of the "experts" for specific regions / countries / programs / scholarships take place.

- **One to one guidance.** The office hours of the Int. Mobility department (currently digital) are often the first point of contact for students

planning a stay abroad. Here, interested students are advised on the available exchange opportunities, partner universities, the application process and application documents, scholarship opportunities and their application processes, insurance issues and visa questions. Furthermore, interested parties are referred to other contact persons in the faculties / ZIBs, but also to other offices within the administration of the university.

ERASMUS+ informational session for all nominated outgoing students (digital)

- One event for each Faculty for all nominated students in order to inform them about further procedures, documents to be submitted and scholarship payment, etc.

Series of events each semester with four digital events on different topics. Usually, the first talk of the event series is a general talk on "Studying and doing research abroad"

- Every semester the Dept. Int. Mobility offers an event series with four informational sessions of which the first is always a general talk on "Studying and doing research abroad" where all interested students from all faculties are invited to participate (usually April /October). The other events are dedicated to specific target regions (Europe / North America / Asia / Latin America / Australia) or target groups (e.g., student teachers)

Information events which are held together with ZIBs/institutes, with student councils, with other departments from the administration (e.g., Team Dual Career & Family Support / Student Counseling).

- E.g., informational session with the Faculty of Law, Faculty of Philosophy, Faculty of Economics and Business Administration, with Department of Geography, etc.

Preparatory course "Fit for studying abroad" organized together with the Professional Centre and the Language Centre

- Specially designed preparatory course for students of all Faculties in order to have orientation, counselling, language and intercultural preparation all in one.

Booklets, website, brochures, informative material

- **Website International Mobility.** On the following website of the International Office interested students can find general information regarding studies abroad (https://verwaltung.uni-koeln.de/abteilung93/content/index_ger.html) and specific information regarding the ERASMUS+ Program (<https://portal.uni-koeln.de/erasmus>) for example, ERASMUS+ Study; Erasmus+ Traineeship, Teaching Staff Mobility, Staff Mobility, Incoming students, ERASMUS + International Dimension. There are links, downloads (ERASMUS Policy Statement, EU Charta of the University of Cologne, EU Student Charta, videos, Lists of partner universities etc.

- **Website Faculties /ZIBs:** Every Faculty has a Center for Int. Relations (ZIB) which has an own website (<https://portal.uni-koeln.de/zentren-fuer-internationale-beziehungen-zib>).
- **Booklets, guides/handbooks.** Dep. Int. Mobility and Faculties have informative material with general information on the international mobility and the ERASMUS+ Program and also produce Handouts / Flyers for specific events or target groups.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	Weekly office hours	Oct	Apr	X	X	X	X	X	X	X	X	X	X	X	X
BM	Orientation	ERASMUS+ informational session	May	May									X			
BM	Orientation	Event series (one event per month)	Oct	Apr		X	X	X	X			X	X	X	X	
BM	Orientation	Event with other Faculties (depends on date set)	Oct	Apr												
BM	Orientation	"Fit for studying abroad"	Oct	Apr		X	X						X	X		

Mobility Phase	Service	Objectives
Before Mobility (BM)	Mobility Documents	Ensure that students have all relevant documents and that questions about them can be clarified.
Actions and brief Description		
<ul style="list-style-type: none"> • Erasmus+ mobility documents • Documents to be submitted to the partner university • Other documents 		
<p><i>Erasmus+ mobility documents</i></p> <p>The selection and academic advising are done by the Erasmus+ subject coordinators in the faculties. They determine the selection criteria (e.g., letter of motivation or grade point average) and make the selection of students who will receive an exchange place. There is no standard application deadline in the Erasmus+ program at UoC. The ZIBs set the dates and deadlines (also for possible information events) themselves. Usually, the selection takes place between January and May for the following academic year and often also depends on the deadlines of the partner universities.</p> <p>The selected students will be reported by the coordinators to the partner universities and to the Dept. International Mobility. The selected students should then also get in touch with the partner university and ask for application forms in order to apply for admission at the partner university.</p>		

The Dept. Int. Mobility sends the forms for receiving an Erasmus+ grant to the students.

- **Information Sheet / Checklist with the most important information**
- **Student Charter**
- **Grant Agreement** (to be submitted before the study visit). This is an official declaration of acceptance that students fill out, sign and submit in original to Dept. Int. Mobility
- **Learning Agreement for Studies**, which is sent to the students by the ZIB or the subject coordinators (to be submitted before the study visit). The Learning Agreement is an official document in which the study plan abroad is recorded. The Learning Agreement is completed online. All parties (student, responsible Cologne advisor and coordinator of the host university) must confirm the study project with their signature.

--> *Information Sheet / Checklist can be downloaded from the website where further information on the Erasmus+ programme and its procedures / necessary documents can be found*

Documents to be submitted to the partner university

The selected students should then also get in touch with the partner university and ask for application forms in order to apply for admission at the partner university. Normally, the application to the partner university includes an application form, a nomination letter, a transcript of records, the learning agreement and a language certificate.

Other documents

Students can also still be assisted in applying for international financial aid (Auslandsbafög). If needed, confirmations can be issued for insurance providers.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Mobility Documents	Fall term	Oct	Mar				X	X	X	X	X	X	X	X	X
BM	Mobility Documents	Spring term	Apr	Sept	X	X	X	X								X

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Assistance to students with disabilities	Counseling and assisting students in order to facilitating stays abroad
Actions and brief Description		
<ul style="list-style-type: none"> • Servicezentrum Inklusion /Service center Inclusion has different counseling offers 		

- **Counseling for students with disabilities who plan on studying abroad in Dept. Int. Mobility**
- **Special scholarship for students with disabilities who wish to study abroad**

Inclusion counseling at the Servicezentrum Inklusion

Information on the topic of studying with a disability at the UoC. The content is aimed at prospective students and students with disabilities, chronic or mental illness, as well as employees of the UoC. (<https://inklusion.uni-koeln.de/>)

Counseling offers are:

1.) Inclusion Counseling

- Compensation for disadvantages in studies and accessibility (advice on this is also possible before taking up studies and may even be useful);
- The range of technical aids available at the University of Cologne and how they can be used;
- Suitability of (electronic) aids for the respective study situation and information on how to apply for them;
- Stressful situations during studies due to the disability or chronic illness;

2.) Psychological Counseling: The Psychological Counseling Service of the University of Cologne offers counseling for students with mental illnesses/stresses for study-related issues. Also addressed are students with autism spectrum disorders, AD(H)S problems, partial performance deficiencies as well as prospective students with the above-mentioned impairments.

- Anxiety, learning and concentration problems during studies
- Advice on realistic semester planning and organizing everyday study life
- Counseling in personal and/or study-related crises or stressful situations
- Questions arising from the respective illness and its effects on studies
- Support and guidance when returning to studies after illness
- Advice on individual disadvantage compensation for study and examination achievements and support with the application process
- Advice on (suspected) partial performance problems in the area of reading and spelling skills. For diagnostics, we gladly refer to our cooperation partner, the GarFIEld learning outpatient clinic (link) at the University of Cologne. Here, students can also obtain expert opinions in connection with questions of disadvantage compensation, among other things.
- Advising prospective students on how to take up and cope with a course of study in the presence of a mental illness

3. Organizational consulting: Advice on organizational and construction issues as well as special applications

4. Representatives for students with disabilities or chronic illnesses have the following responsibilities:

- meet the special needs of students with disabilities or chronic illnesses
- advising on applicable legal regulations
- planning and organization of teaching and study conditions
- advising on the compensation of disadvantages with regard to admission to studies or examinations
- dealing with the concerns and issues of affected students and their relatives and the university

Kölner Studierendenwerk

Social counseling offered by the Kölner Studierendenwerk

(<https://www.kstw.de/beratung/sozialberatung/studieren-mit-beeintraechtigung>)

- Where can I live if I have impairment-related specific needs?
- What support services are available for impaired students?
- What do I do if I am ill for a longer period of time? How will this affect my studies and student finances?
- I need adapted examination services. How and where can I get advice on compensating for disadvantages?
- Where can I find support in coping with my situation?

Dept. 93 Int. Mobility

The Dept. Int. Mobility offers counseling for students with disabilities who plan on studying abroad. We have designed a new accessible website with information especially for students with impairments. We are currently developing a survey that we want to send to our partner universities in order to record what these universities have to offer for students with impairments.

Funding opportunities for students with disabilities:

Dept. Int. Mobility offers a special scholarship for students with disabilities who wish to study abroad (<https://portal.uni-koeln.de/international/studium-im-ausland/foerdermoeglichkeiten-ausland/foerderung-von-auslandsaufenthalten-fuer-studierende-mit-besonderer-beduerftigkeit>)

ERASMUS+ Program: Additional funds are available each year for students with disabilities and/or chronic illnesses who will study abroad with the scope of the ERASMUS+Program. Students can apply for these funds via Dept. Int. Mobility at the DAAD. The application must be submitted at least two months before departure.

DAAD Promos Scholarship: For students with disabilities, there are additional funds under the DAAD Promos Scholarship Program, which can be applied for if the student has a degree of disability of at least 50% or more. Proof of the degree of disability is required for this.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Servicezentrum Inklusion	Counseling	Oct	Sep	X	X	X	X	X	X	X	X	X	X	X	X

BM	Dept. 93	Counseling / Scholarship	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X	X
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Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Accommodation abroad	Support and advice students where to look for housing, refer them to support given by partner universities.
Actions and brief Description		
<ul style="list-style-type: none"> Advice students where to look and whom to contact <p>The Department of International Mobility does not offer accommodation service for outgoing students. Yet, we refer students to the information/support given by partner universities and the general information available to us. We refer them to former students, to local ESN groups or other local students' associations.</p> <p>We suggest to contact the International Office of their host university.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Accommodation	Advice/refer	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Tutoring	The goal is to provide the best possible information to prospective exchange students from a student perspective
Actions and brief Description		
<ul style="list-style-type: none"> Bring students, who are interested in studying abroad, in contact with former exchange students. Invite former students to informational sessions Bring students, who are interested in studying abroad, in contact with former international alumni <p>We do not have a buddy-system for outgoing students but we try to put students interested in studying abroad in contact with former exchange students or students who are currently at their desired destination or university. We do this on the one hand in the context of the office hours, that we establish contact between students.</p> <p>It has also proven to be particularly helpful to invite former exchange students to information events and to give them the space for short reports.</p>		

Bring students, who are interested in studying abroad, in contact with former international alumni. These alumni have studied, taught or worked scientifically at the UzK for at least one semester and are very interested in maintaining contact with their host university. The alumni have returned to their home countries but they are contact person for Cologne students and can advise students before, but of course also during their stay abroad.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Tutoring	Contact to former students	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X
BM	Tutoring	Events with former students	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X
BM	Tutoring	International Alumni	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Linguistic Support	Prepare students linguistically for their stay abroad
Actions and brief Description		
<ul style="list-style-type: none"> • OLS-language test and language courses • Language courses offered by the Professional Center in cooperation with Berlitz • Preparatory language course “Fit fürs Ausland” / “Fit for studying abroad” • Language courses offered for students from all faculties within Studium Integrale • Language Laboratory 		
<p><i>OLS Language test and language courses</i></p> <p>All ERASMUS students have to take an online language test before and at the end of their term abroad so that ERASMUS can assess how their language skills have improved. The OLS language test is a language test created by the ERASMUS+ program for the evaluation of one's language skills. The OLS language test is taken before the start of the mobility. Outgoing students will receive an automatically generated email with a link to the OLS language test from the International Mobility Department. The test must be taken in the main language of instruction. Native speakers are exempt from the OLS language test. If you achieve a result between A1 and B1 in the 1st OLS language test before your stay abroad, you will automatically be granted a license for the free OLS language course. The OLS language course will be taken in the same language in which the 1st OLS language test was taken. If the result is between B2 and C2, a license for the free OLS language course can be obtained upon request. In this case, one can choose between an OLS language course in the language of instruction or in the language of the country. The OLS language course is</p>		

available until one has taken the 2nd OLS language test at the end of the mobility.

Language courses offered by the Professional Center in cooperation with Berlitz

This language course offering helps students learn how to speak a foreign language easily and quickly. Conversation courses are offered in English, Italian, French and Spanish. These courses are taught by native speakers who place particular emphasis on active speaking. You will be involved in conversations throughout the language course and will be asked to spontaneously master selected real-life situations in the target language. The learning of grammar and vocabulary takes a back seat. These language courses are offered in cooperation with the language school Berlitz Cologne.

<https://professionalcenter.uni-koeln.de/lehre/sprachkurse>

Preparatory English language course "Fit fürs Ausland" / "Fit for studying abroad"

Specially designed preparatory course for students of all Faculties in order to have orientation, counseling, language and intercultural preparation all in one. The English language course prepares students in the best possible way for their upcoming stay abroad. Typical situations are rehearsed and appropriate vocabulary is trained.

The goal of the English language component of the "Fit für's Ausland program" is to prepare students for studies abroad in an English-speaking environment. Students will have a chance become familiar with the type of learning environment found in English-speaking universities through active participation in an English-language seminar. This includes acquiring and practicing academic skills, such as participating in academic discussions, taking notes in lectures, academic writing, and presentation skills, as well as practical topics such as learning about education systems in English-speaking countries, examining different cultural attitudes to education, and survival issues (housing, banking, health insurance, visa applications, etc.).

Although students are expected to have a working knowledge of English (ideally at least intermediate level), no pre-testing is conducted and we will review grammar and vocabulary topics as appropriate for the needs of the group. Students will have the opportunity to give short presentations on a topic of their choice: either related to a practical issue relevant to their study abroad (e.g., how to find housing in the UK, or options for transferring money to Australia) or a topic related to their field of study.

Embracing the learning-by-doing approach, we will watch lectures and presentations by academic from a range of fields to provide us with challenging and authentic material as models for good academic presentations and to provide us with engaging subjects to discuss and write about. By working in a supportive English-language environment, students will leave the course with increased confidence and the skills necessary to get the most out of their study abroad program.

<https://klips2.uni-koeln.de/co/wbLv.wbShowLVDetail?pStpSpNr=269027&pSpracheNr=1>

Language courses offered for students from all faculties within Studium Integrale

The University of Cologne offers its students the opportunity to acquire interdisciplinary competencies during their studies. In the areas of Studium Integrale (SI) students are given room for individual profile building and subject-specific supplementation. Language courses are an essential part of SI and EA and prepare students for exciting intercultural/international encounters around the world. Language courses can be taken in the first and second enrollment phase via KLIPS. Whether upcoming Erasmus stays, vacations, internships abroad, self-interest in culture and language, or increased career opportunities, choose as it makes the most sense for your personal development.

<https://phil-fak.uni-koeln.de/studium/bachelor/studium-integrale>

Language Laboratory

The Language Laboratory is an independent facility of the Faculty of Arts available to all faculty members, especially students. Students can borrow materials for learning various languages. These include textbooks and study books as well as exercise books, digital learning aids and audio, video and text materials in various languages. In addition, students have the opportunity to have their language skills certified by taking a DAAD (German Academic Exchange Service)-test in English or Spanish.

<https://sprachlabor.phil-fak.uni-koeln.de/>

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Linguistic Support	OSL language courses	Oct	Sept			X	X						X	X	
BM	Linguistic Support	Berlitz language courses	Oct	Sept		X	X	X	X			X	X	X	X	
BM	Linguistic Support	"Fit for studying abroad"	Oct	Sept		X	X	X	X			X	X	X	X	
BM	Linguistic Support	Language courses Studium Integrale	Oct	Sept		X	X	X	X			X	X	X	X	
BM	Linguistic Support	Language Laboratory	Oct	Sept		X	X	X	X			X	X	X	X	

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Scholarship	Providing financial aid for outgoing students
Actions and brief Description		
<ul style="list-style-type: none"> Erasmus+ Scholarship 		

Erasmus+ Scholarship

All students pursuing degree-oriented studies at the University of Cologne, can apply (regardless of citizenship) to their faculty for an Erasmus+ scholarship within the framework of the Erasmus+ program. Students are only eligible for Erasmus+ funding if they continue to be enrolled at the University of Cologne. The financial management is handled by the central Erasmus+ coordination in Dept. International Mobility in the International Office.

Selected and nominated students will receive the link to the online acceptance form. The timely submission of this document is mandatory in order to issue the Grant Agreement. The Grant Agreement informs students about their rights and obligations and the expected amount of their Erasmus+ grant. The amount of the mobility grant depends on the destination:

1. Group: Denmark, Finland, Ireland, Iceland, Liechtenstein, Luxembourg, Norway, Sweden, United Kingdom - 450 €/month, or 15 €/day
2. Group: Austria, Belgium, Cyprus, France, Greece, Italy, Malta, Netherlands, Portugal, Spain - 390 €/month, or 13 €/day
3. Group: Bulgaria, Estonia, Croatia, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia, FYR Macedonia, Czech Republic, Turkey, Hungary and Serbia - 330 €/month, or 11 €/day

The financial support will be approved in all country groups for the full mobility period, calculated on a daily basis and agreed upon in the Grant Agreement.

The final grant amount will be calculated after the mobility, when the students have sent the Letter of Confirmation, the EU Survey and the Experience Report by mail.

The mobility grant will be paid in two installments:

1. installment: 80% of the funding specified in the Grant Agreement before the start of the mobility.
2. installment: remaining funding after submission of the above-mentioned documents after the mobility.

Funding is available for additional needs. Additional funds are available each year for students with disabilities and/or chronic illness. The funds can be applied for through the International Office at the DAAD (at least two months before departure). Additional funds are also available for students with children.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Scholarship	Fall term Grant Agreement /Payment	Jul	Aug											X	X
BM	Scholarship	Spring term Grant Agreement/ payment	Nov	Dec			X	X								

DURING MOBILITY

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Mobility Documents	Changes in the LA or extension/shortening of stay; confirmation of study period and other documents to be handed in after mobility has taken place
Actions and brief Description		
<ul style="list-style-type: none"> • Change in the LA • Extension or shortening of the mobility • Confirmation of Erasmus Study Period • Documents after mobility 		
<p><i>Change in the LA</i> If students wish to make changes to their planned course selection on site, this must be entered in the "During the mobility" section of the Learning Agreement. The change must be agreed upon with the Cologne faculty advisor and confirmed by the signatures of the Cologne faculty and the responsible coordinator at the host university. In this way, they ensure that recognition can be granted after the stay abroad.</p> <p><i>Extension or shortening of the mobility</i> Students should report to the Int. Mobility Department and to their program officer in the faculty if the planned study period abroad is shortened. If students stay abroad for less than 3 months the grant already received must be repaid, as the entitlement to funding ceases if the duration of the stay falls below the minimum duration. Exceptions are trimesters and shortening of the stay for health reasons. If students have to end their stay prematurely for health reasons, they should contact the Dept. Int. Mobility as soon as possible and submit a medical certificate. In this case, the National Agency (NA) has to be informed. The NA has to confirm that the students are entitled to receive the Erasmus+ grant for the time spent abroad. Dept. Int. Mobility also assists with extension requests. Requests for an extension for another semester must be received at least 30 days before the end of the originally planned mobility period. The extension must be approved by both the host university and the program coordinator. The Dept. Int. Mobility provides the corresponding application form.</p> <p><i>Confirmation of Erasmus Study Period</i> Before returning to Cologne, students must have the International Office or the Erasmus coordinators at the host university sign a certificate of study, the so-called Confirmation of Erasmus Study Period. This must be submitted to the Dept. Int. Mobility immediately after return. The document can be downloaded on the IO's website.</p> <p><i>Documents after mobility</i> After returning home, students have to hand in the following documents:</p>		

- Proof of Recognition (e.g., Transcript of Records which can be downloaded in the student's portal KLIPS 2.0)
- Confirmation of the study visit from the host university (to be submitted at the end of the study visit)
- Experience Report (to be submitted at the end of the study visit)
- EU-Survey (automatically sent to the students by the Erasmus+ Mobility Tool at the end of the mobility)
- Transcript of Records from the host university (at the end of the study visit)

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Mobility documents	Changes in LA / extension of stay	Sept	Mar	X	X	X	X								
DM	Mobility documents	Changes in LA/ extension of stay	Apr	Jul								X	X	X	X	

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Assistance in case of accident	Support, advice, refer students in case of accident during their mobility
Actions and brief Description		
<ul style="list-style-type: none"> • Insurance coverage abroad • Support in case of accident 		
<p><i>Insurance coverage abroad</i></p> <p>Students undertake to provide themselves with sufficient insurance coverage in the host country, as there is no insurance coverage associated with the Erasmus+ program. There is a health insurance agreement between the statutory health insurance funds of the EU member states that provides basic insurance coverage. However, we advise students to inform themselves in any case at the health insurance company about the insurance coverage during the stay abroad and the necessity of an additional private insurance.</p> <p>For all participants in the Erasmus+ program (also graduates/graduates) there is also the possibility to be included in the group insurance of the DAAD (tariff 720), which provides offers comprehensive insurance coverage (health, accident and liability insurance). For more information, please visit www.daad.de/versicherung.</p> <p>The Dept. Int. Mobility draws students' attention to the fact that they must have appropriate insurance coverage.</p> <p><i>Support in case of accident</i></p> <p>In case of an accident, the Int. Mobility Dept. can provide administrative support. Communication with the student, parents, but of course also with the host university, as well as with authorities or insurance companies are supportive measures here.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Assistance in case of accident	Insurance	Oct	Sep				X	X	X				X	X	X
DM	Assistance in case of accident	Support	Oct	Sep	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Counseling	Wide range of counseling services for all UoC students: psychological, social, academic counseling; family and studies; disabilities; financial issues, legal counseling.
Actions and brief Description		
Counseling offers at University of Cologne for all students on demand <ul style="list-style-type: none"> • Psychological • Social • Academic • Legal • Financial • Family • Learning /Writing • Career 		
Counseling offers <ol style="list-style-type: none"> 1. Psychological <ul style="list-style-type: none"> • <u>Psychological counseling offered by the Kölner Studierendenwerk</u> (https://www.kstw.de/beratung/psychologische-beratung). 2. Social <ul style="list-style-type: none"> • <u>Kölner Studierendenwerk</u>: Social counseling offered by the Kölner Studierendenwerk • <u>Student body University of Cologne / AstA</u>: counseling on social (https://www.asta.uni-koeln.de/angebote/?tab=bafoeg-und-sozialberatung) 3. Academic <ul style="list-style-type: none"> • <u>Student Application and Registration Office / Studierendensekretariat</u>: Contact person for all organizational questions and tasks concerning the start and realization of studies. (https://verwaltung.uni-koeln.de/studsek/content/index_ger.html) • <u>Central Student Guidance and Counseling Services / Zentrale Studienberatung (ZSB)</u>: Interdisciplinary study counseling (https://verwaltung.uni-koeln.de/abteilung21/content/index_ger.html) • <u>Center for Teacher Training / Zentrum für LehrerInnenbildung (ZfL)</u>: The ZfL coordinates, moderates and shapes the Cologne teacher training program across faculties and universities. Academic advising, advising on recognition issues, proof of foreign language proficiency. (https://zfl.uni-koeln.de/beratung-service/zfl-beratungszentrum) 		

4. Legal

- Student body University of Cologne / AstA: counseling on legal issues (<https://www.asta.uni-koeln.de/angebote/?tab=rechts-und-mietrechtsberatung>)

5. Financial

- Kölner Studierendenwerk: advice regarding scholarships, loans in emergency situations, Bafög, corona bridging aid (<https://www.kstw.de/finanzen>)
- Student body University of Cologne / AstA: counseling on financial issues and Bafög (<https://www.asta.uni-koeln.de/angebote/?tab=bafog-und-sozialberatung>)

6. Family

- Dept. Int. Mobility offers counseling for students with children who wish to study abroad, and also here we can provide studying parents with a scholarship (<https://portal.uni-koeln.de/international/studium-im-ausland/auslandsaufenthalt-mit-kindern>).
- Counseling for student parents: offered by the Kölner Studierendenwerk (<https://www.kstw.de/beratung/sozialberatung/studieren-mit-kind>)
- Department Dual Career and Family Support: (https://verwaltung.uni-koeln.de/cfs/content/index_ger.html)

7. Learning /Writing

- Professional Center: Counseling on studies and career: Learning Coaching from the Professional Center: The learning coaching is an individual online coaching offer for students who have different problems with learning. (<https://professionalcenter.uni-koeln.de/lehre/lern-coaching>)
- Kölner Studierendenwerk: Learning Advise (<https://www.kstw.de/beratung/lernberatung>).
- Center for Writing Competence /Schreibzentrum: Advice on how research and writing in an academic context at the University of Cologne: (<https://schreibzentrum.phil-fak.uni-koeln.de/en/>)

8. Disabilities (Please see related form)

- Servicezentrum Inklusion: Counseling services from Servicezentrum Inklusion: Information on the topic of studying with a disability at the University of Cologne. The content is aimed at prospective students and students with disabilities, chronic or mental illness, as well as employees of the University of Cologne. (<https://inklusion.uni-koeln.de/>)
- Dept. Int. Mobility offers counseling for students with disabilities who wish to study abroad and funding opportunities.
- Kölner Studierendenwerk: Social counseling offered by the Kölner Studierendenwerk (<https://www.kstw.de/beratung/sozialberatung/studieren-mit-beeintraechtigung>)

9. Career

- Professional Center: Goal is to create offerings for students in the bachelor's, master's, and teaching degree programs at the UoC that provide career-qualifying skills and enable orientation in the job market.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Counseling	All services	Oct	Sep	X	X	X	X	X	X	X	X	X	X	X	X

AFTER MOBILITY

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Credits' recognition	Recognition of study achievements
Actions and brief Description		
<ul style="list-style-type: none"> Recognition of study achievements <p>The Erasmus+ program provides for the recognition of study achievements. The most important instruments for recognition are the Learning Agreement and the Transcript of Records. The faculties are responsible for the recognition of credits earned abroad and not the International Office. Students must contact their subject coordinator or the respective examination board for questions regarding recognition. Recognition at the UoC is based on ECTS, the examination regulations of the individual subjects and in accordance with the Lisbon Convention.</p> <p>Before returning home, students should, if possible, receive a transcript of records from the host university documenting the achievements made abroad. With this, the achievements from abroad in Erasmus are integrated into the studies in Cologne. Recognition will then take place with the respective subject advisors, the ZIB or examination offices.</p> <p>In addition to individual course credit, students in some departments have the option of receiving credit for an area (a focus module and/or a supplemental module).</p> <p>Furthermore, some faculties (e.g., Faculty of Management, Economics and Social Sciences) provide study programmes with so-called "mobility windows" or "study abroad periods" for which the students receive a certain amount of ECTS.</p> <p>Regarding bi-national study programmes (e.g., Faculty of Law), the study programmes are based on automatic recognition at the partner institutions.</p>		

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Assistance in Service Matters	Supporting students after their mobility
Actions and brief Description		
<ul style="list-style-type: none"> Support 		

We try to support students also after their stay abroad, but of course also depending on the subject and on the possibilities, we have to help. The Dept. Int. Mobility sees itself as a service institution for the students and also as a mediator. We can contact partner universities, insurance companies, consulates, scholarship providers, etc. to clarify questions and provide support.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Assistance in Service Matters	Supporting	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
After AFTER MOBILITY (AM)	Assistance in Academic Matters	Supporting / advising students in academic matters related to a stay abroad
Actions and brief Description		
<ul style="list-style-type: none"> Supporting 		
<p>We try to support students also after their stay abroad, but of course also depending on the subject and on the possibilities, we have to help. the Dept. Int. Mobility sees itself as a service institution for the students and also as a mediator. We can contact partner universities, scholarship providers, etc. to clarify questions and provide support.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Assistance in Academic Matters	Support	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Reimbursement of expenses	
Actions and brief Description		
<ul style="list-style-type: none"> Reimbursement system 		
<p>As a rule, the International Mobility Department does not reimburse any costs. As a rule, we cannot reimburse expenses incurred as a result of the stay abroad. However, Corona has shown that there are also cases in which students, through no fault of their own, have been left with costs incurred as a result of a planned stay abroad, which could then not be taken. Here we do our best to support students.</p>		

Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Certificate of postgraduate studies	Confirm translations from transcript
Actions and brief Description		
<ul style="list-style-type: none"> Confirm translations from transcript 		
<p><i>Confirm translations from transcript</i></p> <p>UoC students frequently apply for international Graduate Programs or PhD Programs after their studies in Cologne. For this we can confirm translations of transcripts, as in many departments English-language transcripts do not exist or exist only partially.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Certificate of postgraduate studies	Transcripts	Oct	Sept	X	X	X	X	X	X	X	X	X	X	X	X

Appendix 3 – University of Florence

WP 6.6 EUniWell Service Agenda (ESA)

UNIVERSITY of FLORENCE (Monica PIRIONI - Daniele ORTU)

Services for outgoing students, AS-IS.

University of Florence		
Organization		
1 University Mobility Office in charge of Erasmus+ Mobility (Study and Traineeship) + ExtraUE Mobility		
Permanent Staff: 7		
Tasks: Agreements with Partners - Calls for Mobility - Agreements for Scholarships		
10 IRO Offices (one for each School)		
Human Resources		Material Resources
Permanent Staff: 1-2 per School	Temporary staff: 1-2 per School (2 to 4 months each)	Variable: OS share of the UNIFI Erasmus+ project.

BEFORE MOBILITY

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Orientation	Allowing students to make conscientious decisions about their mobility and their study plan.
Actions and brief Description		
<ul style="list-style-type: none"> • Group meetings • Individual meetings • Erasmus+ Event • Booklets, website, brochures, informative material ecc... 		
<p>The Orientation before mobility is aimed to provide students with information about the Erasmus call, the mobility procedures, the partner Universities and the opportunities available abroad.</p> <p><i>Group meetings.</i></p> <ul style="list-style-type: none"> • Presentation of the Erasmus+ project and of the internal Call. Every year we organize a few meetings related to the launch of the official selection call in order to help students dealing with the selection procedure. At the University of Florence there is a general call for selecting students and it usually opens in January and closes in March/April. • The Call is managed by the Central Mobility Office who is also in charge of the renewal of the Erasmus+ agreements and the scholarships for the students. • The 10 IROs are in charge of all the services connected to the mobility such as the orientation. 		

- The **first meeting** is held in October/November after the beginning of the new academic year and its purpose is to introduce the opportunities of studying abroad to the prospective outgoing students. Moreover, we also provide information on how to choose a partner university, how to prepare the learning agreement and how to obtain the language certificates. We observed that thanks to this preliminary meeting, students who were interested in international mobility started to prepare themselves more seriously and well in advance, also by taking additional language courses before the official call was launched.
- The **second meeting** is held a few days after the launch of the selection call. The specific aim of this event is answering the most common questions about the application procedure. From this moment, students have approximately from 40 to 50 days to apply for the Erasmus+ scholarship. In this meeting we introduce the call and we explain the tricky parts of the application procedure, the language requirements and how to get a language certificate at our Linguistic Centre ([CLA](#)). We also give some tips on how to choose the destinations and we also invite students who have recently done the Erasmus+ mobility to present their own experience.
- The **Third meeting** is organized for those students who actually won the selection and that will be nominated to the partner university as Erasmus+ students. The purpose of this gathering is to guide prospective Erasmus+ students in their application process and in planning their mobility. In this event we will provide even more detailed information on how to prepare the Learning Agreement, which exams can be recognized, how many ECTS they are expected to acquire, which documents they might need to apply. Then, we also point out the deadlines and we introduce the application phase step by step.

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, request of changing their assigned university ecc...). Students can reach us by email (most common means), telephone, video call or in presence meeting (when possible).

Erasmus+ Student's Fair (ECO)

- **Event, Incoming-Outgoing.** 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.

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 (for example: [SCPOL](#)) to more general booklets and presentations on international mobility (for instance: [LAW](#); [UNIFI general info](#)).

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	Group Meetings	Oct	May		X				X		X				
BM	Orientation	Erasmus+ student Fair	Nov	Nov			X									

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Mobility documents	Ensuring that each student's dossier is complete with all the relevant documents
Actions and brief Description		
<ul style="list-style-type: none"> • Booklets, websites, brochures, informative material ecc... • individual meeting (in presence, videocall, phone call) 		
<p>In this Phase, Mobility documents are what is required for the successful application of the student and for the validation of the mobility contract.</p> <p><i>Call for application (UNIFI)</i></p> <p>Our official Call for selecting prospective Erasmus+ students is held once a year through an online platform called “Turul”. This platform can access the general database of UNIFI to get student's data and to the Language Centre (CLA) in order to obtain information about language certificates of the applicant.</p> <p>Limited support is required at this point because the platform can obtain all documents and certificates automatically. However, in some</p>		

cases, the School provides individual language certificates for those students who passed internal language exams.

Application to partner University as Erasmus+ students

Documents needed in this stage usually are: Learning Agreement, Transcript of Records, Language certificates, Letter of nomination, Application form. The general information and guidance are provided during the ORIENTATION service mostly through Group meetings.

Learning Agreement. On the basis of the information and rules provided during the orientation meetings and of specific [tutorials](#), students are invited to prepare a proposal of Learning Agreement with the programme of the studies or the traineeship to be followed abroad. It includes all the learning outcomes the student is expected to acquire during the exchange and it must state clearly the expected ECTS recognition. Learning agreements are checked individually by the Academic Tutor of the School (Erasmus Delegate) and if modifications are needed, those ones are discussed with the student in individual meetings (phone calls, video calls, in person meetings) or by email.

Transcript of Records. Students can download their Transcript in english from their personal webpage as a self-certification. If needed because of a specific request from a partner university, we can issue the Transcript of Record for participation in the Erasmus+ programme.

Language Certificate, Letter of nomination. Provided on the basis of a specific request from a partner university.

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. Explaining the procedures and the timing to students.

Insurance certificates. If needed, we ask individual certifications for the student to our central offices.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Mobility documents	Fall sem	Mar	Jul							X	X	X	X	X	
BM	Mobility documents	Spring sem	Sep	Dec	X	X	X	X								

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Assistance to Students with disabilities	Ensuring that students with disabilities can have access to mobility as the other students
Actions and brief Description		
<ul style="list-style-type: none"> • Dedicated office • Specific orientation in Erasmus programs • Extra funds for their needs • One to one support during the mobility 		
<p><i>Dedicated office</i></p> <p>This office is called CESPD (Study and Research Centre for Disability Issues) and has been set up to:</p> <ul style="list-style-type: none"> • 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. <p>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 CESPD which, after assessing the case, will arrange for the necessary actions to be implemented.</p> <p>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.</p> <p>To facilitate access to resources some specific services have been activated, including home delivery loan service "The library ... comes to you!".</p> <p><i>Specific orientation in Erasmus programs</i></p> <p>As far as the Erasmus program is concerned, the IRO's offices present the opportunities for students with disabilities during the orientation' sessions. We generally give information about the support and the specialized offices that they can find at the partner university and also about the extra funds they may access. On demand, we organize individual meetings with those students that express the necessity for further guidance.</p> <p><i>Extra funds for their needs</i></p> <p>Erasmus+ program foresees extra funds for students with disabilities in order to give them the chance to go on mobility trying to avoid any obstacle that can prevent them from having this amazing experience. We inform students about these funds and about the financial rules that apply (i.e., real cost and the need to keep the receipts).</p> <p><i>One to one support during the mobility</i></p> <p>On request, we provide support during the mobility. For example, if SLD students experience problems during an exam because they have not been given the dispensative and compensatory tools they are</p>		

entitled to or for other problems, we can get in touch with the IRO's office to our partner university in order to help our students.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Assistance to SLD Studens	All listed	Jan	Dec	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Accommodation Abroad	SERVICE NOT PROVIDED
Actions and brief Description		
<p>We do not provide this service but suggest students to look for an accomodation through the website and services of the host university and through website such as www.houseanywhere.com</p>		

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Tutoring	SERVICE NOT PROVIDED
Actions and brief Description		
<p>We do not provide tutors or buddies to our outgoing students because generally they receive this kind of service from the University where they spend their mobility. We provide Buddy service only to the incoming students.</p>		

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Linguistic Support	Enabling students to receive a certificate of language and to improve their foreign languages.
Actions and brief Description		
<ul style="list-style-type: none"> Online language course (OLS) CLA (linguistic centre) 		
<p><i>OLS Online linguistic support</i> The OLS licences are assigned to successful candidates who will travel for their mobility in order to improve their linguistic abilities. The OLS provides an assessment before mobility and students can access</p>		

the online course before and during the mobility. At the end, they can do a final assessment to monitor the improvements.

CLA linguistic center of Unifi

The CLA offers specific language test that enable students to receive a certificate of their language level. Those certificates are usually accepted by our partner University. Furthermore, it offers language courses of all levels throughout the year.

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Scholarship	Providing financial support for mobility
Actions and brief Description		
<ul style="list-style-type: none"> Erasmus Scholarship Ministry of Education's scholarship 		
<p>At the University of Florence the scholarships, together with the Calls for Mobility, are managed by the central Mobility Office of Unifi.</p> <p>The central office contacts each student selected for mobility in order to sign the mobility agreement that allows students to receive their scholarship.</p> <p>The financial support for mobility is composed of an Erasmus Scholarship + a Italian Ministry of Education's Scholarship.</p> <p><i>Erasmus Scholarship</i></p> <p>Scholarship whose monthly amount is established by the Erasmus+ INDIRE National Agency and modulated according to the country of mobility, based on the cost of living.</p> <p><i>Ministry of Education's scholarship</i></p> <p>This is an additional contribution financed by the Italian Ministry of University and Research, based on the income and assets of the student. This additional contribution can be granted to students enrolled within the normal duration of the course of study increased by one year. Moreover, the assignment of this additional contribution is linked to the carrying out of study activities, and consequently to the acquisition of ECTS credits.</p> <p>Some School of the University provides extra Scholarship using their own funds but this apply to a few cases only.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Scholarship	Mobility agreement I sem	Aug	Sep	X	X										X
BM	Scholarship	Payments I sem	sep	mar		X	X					X				
BM	Scholarship	Mobility agreement II sem	Dec	Jan				X	X	X						

BM	Scholarship	Payments II sem	Jan	Sep						X	X						
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DURING MOBILITY

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Mobility documents	Ensuring that each student's dossier is complete with all the relevant documents.
Actions and brief Description		
<ul style="list-style-type: none"> • Booklets, websites, brochures, informative material ecc... • individual meeting (in presence, videocall, phone call) 		
<p><i>Change of the LA</i></p> <p>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 and we work closely with the erasmus tutor in charge of approving the Learning agreements. Each Schools has its own rules for the approval of the learning agreement based on subjects and number of ECTS.</p> <p><i>Extension of the Mobility</i></p> <p>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.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Mobility documents	Chane LA Extension	Sep	Dec	X	X							X	X		
DM	Mobility documents	Chane LA Extension	Mar	Jun					X				X			

Mobility Phase	Service	Objectives
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DURING MOBILITY (DM)	Assistance in case of accident	Supporting students if they experience problems while abroad
Actions and brief Description		
<ul style="list-style-type: none"> Administrative procedures 		
<p>All our students are covered with accident and liability insurance, also when they are studying abroad or doing a traineeship. These insurances cover them in the university/place of work and during the journey from/to university/place of work. If something happens, like an accident, they can contact our office and we open the accident procedure in order to be able to assist the student. The assistance we are able to deliver is aimed to help him to have immediate assistance and comfort and, later on, to cover the expenses he had to bear due to the accident. This administrative procedure is handled by the IRO offices together with the central University office in charge of it.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Assistance in case of Accident	Accident procedure	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

University of Florence – SCPOL - ECO		
Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Counseling	Support the students
Actions and brief Description		
<ul style="list-style-type: none"> On demand, upon request/need 		
<p>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:</p> <ul style="list-style-type: none"> 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. <p>Individual counseling is divided into a first interview of "demand analysis" in order to identify the appropriate service for the type of request and the needs of the student with the possibility of directing them towards:</p>		

1) a subsequent series of 3-5 individual interviews of orientation counseling and / or career counseling on a weekly basis, aimed at:

- enhance the student's planning in relation to the choices connected with their academic career and / or their job placement;
- provide help to students who have problems related to a choice of studies that are not adequate for their real interests;
- support students who are confronted with problems of indecision in continuing their university career;
- facilitate students who show difficulties in relation to the construction of their professional identity and career planning processes;
- offer a professional relationship of help to students who experience difficulty in achieving academic goals.

2) a subsequent series of 5-7 individual clinical counseling interviews, on a weekly basis, aimed at:

- foster greater self-awareness and self-determination in critical moments of change, transition and personal distress;
- provide help with regard to problems related to the need to make decisions, make choices, implement changes in life situations perceived as difficult - in compliance with the values of the person and their capacity for self-determination - which can be addressed through the reorganization of personal resources not requiring a more in-depth psychotherapy intervention. The interviews are free and, moreover, maximum confidentiality and privacy are guaranteed.

At least three months after the last interview is carried out, if the need arises, it is possible to schedule other meetings (verification interviews).

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Counselling	Individual counseling	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

AFTER MOBILITY

University of Florence – SCPOL - ECO		
Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Credits' recognition	Recognising the activities and credits earned abroad into the academic career at Unifi
Actions and brief Description		
<ul style="list-style-type: none"> • Receiving the Transcript of Records from partners and recognizing the exams made abroad into UNIFI exams, converting credits and grades • Creating and updating the conversation tables 		

- **Double Degree recognition**

Receiving the Transcript of Records from partners and recognizing the exams made abroad into UNIFI exams, converting credits and grades

The IRO deals with the recognition of exams taken abroad.

To activate the recognition procedure, IRO offices must receive from students:

- Certification of the study period with start and end date, stamped and signed by the partner university;
- Transcript of Records of the exams carried out abroad;
- Learning Agreement after the mobility;
- Report on mobility (very useful for the orientation of prospective students).

Subsequently, IRO offices draw up the draft resolution for the conversion of exams and grades which will be submitted for approval by the Degree Course Teaching Committee. The conversion is made on the basis of the table of conversion that each School had created (one example of the conversion's table is that of the School of Economics reported in point 13 of the following link: <https://www.economy.unifi.it/vp-333-tutto-cio-che-bisogna-sapere-e-fare-prima-della-departure-for-the-erasmus.html>).

Once the resolution has been made, the minutes are transmitted to the student secretariat offices for the registration in the student's career.

Creating and updating the conversation tables

Each School creates his own conversions' tables. These tables can be personalized for each partner university or can group the universities of the same country. Every couple of years these tables should be reviewed in order to check that they fit with the assigned grade.

Double Degree recognition

The IRO offices deal with the recognition of exams taken abroad as well as with the conversion of the degree. This procedure is made in two steps: the first step foresees the conversion of the exams and the second step foresees the conversion of the degree and the attribution of the final degree score. The administrative procedure is the same as point 1: IRO office receives all the documents from the student, draws up the draft resolution, the Committee approves it and the student secretariat office registers it.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Credits' recognition	Credit Conversion	Jan	Dec	X	X			X	X	X			X	X	X
AM	Credits' recognition	Conversion Tables	Jan	Dec	X	X	X	X	X	X	X	X	X	X	X	X
AM	Credits' recognition	Double Diploma	Jan	Dec	X	X			X	X	X			X	X	X

University of Florence – SCPOL - ECO

Mobility Phase	Service	Objectives
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AFTER MOBILITY (AM)	Assistance in academic matters	Supporting students in the academic matters related to their mobility
Actions and brief Description		
<ul style="list-style-type: none"> Retaking of exams Exams that need to be integrated at home university, etc. 		
<p><i>Retaking of exams</i></p> <p>It rarely happens that some students do not pass any exam while in mobility and this fact can impact on their scholarship, therefore we can accord them the possibility to retake the exam in Italy remotely, in agreement with the partner university. In order to do so, they take the exam in the IRO office simultaneously with the students of the partner university, then we send the exams' paper to the partner in order to be corrected by the partner that, later on, sends the grade and the TOR.</p> <p><i>Exams that need to be integrated at home university, etc.</i></p> <p>Generally, students are able to compose their learning agreement choosing one or more exams in order to reach the exact number of credits they need at the home university to recognize a specific exam. But, if this is not possible, in some rare cases, it is possible to do an integration. This procedure is handled by the IRO office. It foresees that the students get in touch with the Unifi's teacher in charge of the subject to be converted in order to explain which part of the course has been covered abroad; after the meeting the teacher gives the student the material to be studied for the integration and they agree on the date of it. The final grade of the exam is calculated as a weighted average between the grade received abroad and the grade assigned by the Unifi teacher upon the integration.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Assistance in academic matters	RetakingIntegrations	Jan	Dec	X	X	X	X	X	X	X	X	X	X	X	X

University of Florence – SCPOL - ECO		
Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Assistance in matters related to services	Support students in other matters related to their mobility
Actions and brief Description		
<ul style="list-style-type: none"> Tax or fee to be paid abroad, other matters 		
<p>IRO offices support the students in all the matters related to their mobility, even if they are not related to academic aspects. Sometimes it happens that students are requested to pay some tax after their mobility, connected to their staying abroad or they incur some fines. IRO offices get in touch with partner universities to understand and try to solve the students' problems.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Assistance in matters related to services		Jan	Dec	X	X	X	X	X	X	X	X	X	X	X	X

University of Florence – SCPOL - ECO		
Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Reimbursement of expenses	Financially support students during their mobility abroad
Actions and brief Description		
<ul style="list-style-type: none"> Some Schools of our University takes care also of the reimbursements 		
Students get scholarships from the University to finance their mobility but few Schools of Unifi provide extra funding to their students using their own funds. After the mobility the IRO offices of these Schools need to do a statement of the expenses.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Reimbursement of expenses	Statement	Jan	Mar					X	X	X					
AM	Reimbursement of expenses	Statement	Jun	Sep	X									X	X	X

University of Florence – SCPOL - ECO		
Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Certificate of post-graduate credits	Help students with transcripts of records of their careers in English
Actions and brief Description		
<ul style="list-style-type: none"> On demand we provide this kind of certificates 		
In our University the administrative offices are in charge of issuing official Certificates as Diploma Supplements or others. In order to obtain them, they generally need 1- or 2-weeks' notice. Very often students do not have such time and need certificates such as a transcript of records, in English, to send to foreign universities, to apply for masters' courses, in a couple of days. Therefore, we assist them in order to find their auto certification online.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Certificate of post-graduate credits		Jan	Dec	X	X	X	X	X	X	X	X	X	X	X	X

Appendix 4 – University of Leiden

WP 6.6 EUniWell Service Agenda (ESA)

Leiden University (Sanne FEENSTRA)

Services for outgoing students

Leiden University
Organization
1 University International Relations Outbound Mobility Office in charge of uni-wide mobility, outside of Europe. Faculty Exchange Coordinators in charge of Erasmus+ and other agreements, such as internship and research abroad. Permanent Staff IR Outbound: 4 Tasks: Agreements with Partners - Calls for Mobility – Events – Informing and helping students
18 International Exchange Coordinators spread out over the faculties/programmes

BEFORE MOBILITY

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Orientation	Informing students so they can successfully plan their mobility and their study plan.
Actions and brief Description		
<ul style="list-style-type: none"> • Study Abroad Festival (both uni-wide and faculty-wide information) • Individual meetings in the form of appointment hours every week • Kick-off meeting • Pre-departure meeting • Website 		
<p>The Study Abroad Festival before mobility is aimed to provide students with information about the options within uni-wide and faculty-wide exchange, the mobility procedures, the partner Universities and the opportunities available abroad.</p> <p><i>Study Abroad Festival</i> The IR team works together with the faculty's exchange coordinators to organize a big event at the start of October (before covid-19 physical, with an info-market and in person lectures but since 2020, online) where students can attend presentations about the various sides of exchange (basic info, scholarships and finances, uni-wide and isep, faculty-wide info) and are given the chance to take part in the Q&As so that they have all the tools to make informed decisions about mobility during their studies.</p> <p><i>Individual meetings.</i></p> <ul style="list-style-type: none"> • One to one guidance. After the SAF all the way until summer, on request, we provide further guidance to students who need more 		

information or that have particular issues in preparing their mobility. We have weekly student appointment hours where students can sign up for a meeting (at the moment, video call format). Aside from these meetings there is a lot of information shared by email.

Kick-off Meetings

- **Further information for selected students.** After students have applied for mobility in December and they have been selected for a place and have accepted this place, we hold kick-off meetings in the start of the second semester to give them more information about the exchange trajectory. Information about nomination, application, visa, deadlines, and what office to go to with which questions is shared.

Pre-Departure Meeting

- **Offering a moment to ask questions and introduce the checklist.** Every April we organise the pre-departure meetings to present students a checklist of all the things to take care of and we go through this checklist in a presentation. There is then a moment for questions and before covid-19 this event was in person and students could meet each other.

Website

The website for studying abroad is quite elaborate and contains the general information about uni-wide exchange including the application details but if students fill in their study programme, they also get personalized information about the deadlines and details of their faculty-wide exchange. There are also sections for non-exchange mobility such as internships and research. There is a section where they can browse the agreements (uni-wide and faculty-wide) with a world map tool.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	SAF	Jun	Oct		X										
BM	Information	Kick-off	Jan	Jan					X							
BM	Information	Pre-departure	Mar	Apr								X				

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Nomination and Application help	Ensuring that each student's application is complete and successfully submitted.
Actions and brief Description <ul style="list-style-type: none"> • Nominating students and helping them get their applications completed. • Sharing partner information 		

- Issuing Language Statements
- Signing various forms

In this Phase, students have been selected and placed at one of the available spots. They now need to be nominated and submit a complete application at the partner university. For this to happen smoothly we need to nominate them the moment the partner accepts nominations and inform the students about the application process.

Application to partner University as exchange students

Documents needed in this stage usually are usually: Transcript of Records, Language certificates, Letter of nomination, Miscellaneous other forms. The general information is provided during the Kick-off meeting and exact information is shared upon nominating the students.

Transcript of Records. Students can request their transcript from the front office. A new system is in the making which would make this unnecessary.

Language Certificate, Letter of nomination. Provided on the basis of a specific request from a partner university.

Miscellaneous application forms: Some partner universities require different other forms to be signed and/or stamped. We provide this service upon request.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Mobility documents	Fall sem	Mar	Jul						X	X	X	X	X	X	
BM	Mobility documents	Spring sem	Sep	Dec	X	X	X	X								

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Scholarship	Providing financial support for mobility
Actions and brief Description <ul style="list-style-type: none"> • Various scholarships available <p>At Leiden University the Scholarships are not provided by the Outbound Mobility team. They are provided by the Scholarships office. Students can apply to one or multiple scholarships (Holland Scholarship and LUSTRA+ are often applied for by outgoing uni-wide exchange students). We inform students where to find the information and when to apply for these scholarships but in the end, it is the Scholarships office that manages this.</p> <p>Some Faculties of the University provides extra Scholarship using their own funds but this applies to a few cases only.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Scholarships information	Inform students	Jan	Apr						X	X	X	X			

DURING MOBILITY

Mobility Phase	Service	Objectives
DURING MOBILITY (DM)	Assistance with all things relating to mobility	Supporting students with questions or problems they might have abroad.
Actions and brief Description		
<ul style="list-style-type: none"> Administrative procedures 		
Although all our students are encouraged to get insurance before going on exchange, they might have questions or problems. We aim to help them with any and all questions they may have about the mobility.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Assistance in case of Accident	Accident procedure	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

AFTER MOBILITY

Leiden University		
Mobility Phase	Service	Objectives
AFTER MOBILITY (AM)	Credits' recognition	Recognising the activities and credits earned abroad
Actions and brief Description		
<ul style="list-style-type: none"> Receiving the Transcript of Records from partners, converting credits and grades 		
<i>Receiving the Transcript of Records from partners, converting credits and grades</i> We receive the Transcripts from partners and send them off to the faculties so that they can process them, convert the credits to the students' LU transcript.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Credits' recognition	Credit Conversion	Jan	Dec	X	X			X	X	X			X	X	X

Appendix 5 – University of Linneus

WP 6.6 EUniWell Service Agenda (ESA)

Linnaeus University (Ida Söderlund)

Services for outgoing students, AS-IS.

Linnaeus University – International office (centrally organized)		
Human Resources		Material Resources
Permanent Staff: 6 full time staff at I.O., (and around 6 staff on faculty level)	Temporary staff: usually 1 assistant working 25%	Variable: OS funds from Erasmus+

BEFORE MOBILITY

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Orientation	Promote the available mobility options and help students find what suits their study plan best.
Actions and brief Description		
<ul style="list-style-type: none"> • Information meetings about application, IRL, film or zoom • Individual meetings • Welcome fair • International day • Pre-departure event: Getting ready to go • Info on website, films about the application, emails, presentations 		
<p>3 application rounds (we are discussing changes, but it will at least look like this during next year as well):</p> <ul style="list-style-type: none"> • 1st round in October- November: only placements outside Europe (so not Erasmus) • 2nd round in January-February: Erasmus+ and Europe • 3rd round in April: those seats that are still available for the spring semester the following year. <p>We have information meetings IRL and on zoom when an application round is open. Also meet individual students on appointment and for drop-in in our Student Lounge or via email. The Student Lounge is an information desk staffed by International office where both incoming and outgoing students can stop by with questions or documents that needs to be signed (open 2 hours a day, 4 days a week). Our career service and Student welfare office are also available to students in the lounge.</p> <p>International office informs students about our partners, how they find the right partner/agreement for them and about the application process, grants, insurance etc. Faculty staff help the students with course selection and finding the right courses at the partner university. International Office</p>		

handles most of the application process, except the course selection and signing Learning Agreements.

The coordinators at IO works with different regions. So soon after the students have been confirmed for nomination to a specific partner, each coordinator have a zoom meeting with their group of students going through the next steps and explaining the application process in general.

Apart from that first online meeting we mostly have individual meetings or email conversations with students once they have been nominated to a specific partner since they all have individual deadlines.

Each faculty have an information session regarding the Learning Agreement and course selection but they also meet the students individually when needed (most of our students need to find courses that match their study programme in order to have it recognized, but some have an optional semester).

Events

At the start of the semester the faculty coordinators visit class rooms and present the opportunity to study abroad. Teachers are also asked to inform about this during their start up meetings with new classes.

International Office takes part in the **Welcome fair** where we talk to students and provide information about the different opportunities they have.

In October every year we have an **International Day** aimed at all students with an inspiring guest speaker, information sessions about the opportunities available abroad and presentations from students who have been abroad. This event is also the start of the first application round.

In October and April we have an event called **Getting Ready to go** for those students who are nominated for an exchange the following semester. It is organised by International Office and we invite colleagues from other services to talk:

- International Office: practical information about the application process, insurance, Erasmus+ grant etc
- Student Welfare Office: how to handle stress, anxiety, mental health, home-sickness
- Career Service: encourage the students to think about their career goals and how they can find new opportunities during their time abroad, how they can include an exchange in their CV to make it interesting for an employer.
- Academic person: what to expect in the classroom in different parts of the world, how to prepare academically for an exchange.
- A presentation from a student who went abroad the year before

During the event Getting ready to go International Office introduces a leaflet/material called "**Beyond it was great**". This is optional for the student but they are encouraged to read it and the faculties invite their students for further sessions about this material before the exchange, some have an online session during the exchange and then one session after they have returned home. The focus of the material is to make the most out of

the experience of studying abroad by setting goals on a personal, academic and professional level and reflect on their development.

Zoom meeting where we pare up the students going to the same country or region in break-out rooms. This is an optional mingle event for those who want to get in touch. If requested we pair students with students who have been to the same university in recent years.

Information material

We use our website for a lot of the information, especially regarding the different application rounds and the opportunities that are available. General information and films about our application can always be found on our web. We have made a video showing how you apply and what you need to think about when choosing university, so you can follow the application step by step on film. Each faculty also has their own page with faculty specific information.

We mostly use films, zoom meetings and prezi presentations.

We have an Instagram account where our outbound students can take turn and present their time at the host university while they are abroad, @Inuabroad. This also works as promotion for other students who wants to go for an exchange.

We generally do not use printed material or leaflets.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	Group Meetings	Oct	Apr		X			X			X				
BM	Orientation	International Day	Oct	Oct		X										
BM	Orientation	Pre-departure event (Getting ready to go)	Apr/Oct	Apr/Oct		X						X				
BM	Orientation	Welcome Fair			X				X							

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Support for students with disability	To support students with a disability in a way that gives them the same opportunity to manage their studies as other students
Actions and brief Description		

- **Specific coordinators who work with students with disability and organise the study support at Linnaeus uni, eg. mentors, adapted examinations, note taking, audio books, sign language interpreter.**
- **International Office help outgoing students to contact and organise support at partner university and apply for Erasmus funds.**

Some of the most common forms of pedagogical support available is:

- **Adapted/alternative examination.** An adapted/alternative examination can, for instance, mean getting more time for the examination sitting, the possibility to write your answers on a computer, or to take the examination in private. The examiner has the final say concerning examination forms.
- **Note taking.** The student can get help from a fellow student who takes notes during lectures and then makes copies for you. The note-taking help will be appointed by the student, and this person will then get financial compensation from the Office of Student Affairs.
- **Mentor.** The mentor is supposed to be a personal support during the studies and can give inspiration and function as a discussion partner for the student. The mentro focuses on whatever the student finds difficult e.g., the structuring and planning of your studies. Mentors get financial compensation from the Office of Student Affairs.
- **Talking books/large-print/braille.** It is possible to have course literature recorded as a talking book or produced in large-print or braille. This is done by the Swedish Agency for Accessible Media (MTM).
- **Sign language and writing interpreter.** This service requires a lot of time for preparations, so contact a coordinator as soon as possible
-

Other forms of support

- **Accessible facilities.** The university's facilities must be accessible. There are hearing loops in many of the university's rooms.

Not handled by the university:

- **Means of assistance.** In order to get access to means of assistance you have to contact the county council and/or the municipality in which you have your national registration.
- **Personal assistance and housing support.** You can apply for personal assistance from the authority Försäkringskassan. Housing support can be applied for in the municipality where you live.

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Student Welfare Office	They work to promote physical and mental health for our students. They offer free individual counselling to aid students with

		any problem that may make their studying or student life difficult.
Actions and brief Description		
<ul style="list-style-type: none"> • Personal meetings with students • Activities/events • Courses in yoga/mindfulness etc • Everything is available for English speakers 		
<p>Common problems students seek for are anxiety, stress, sleeping difficulties, crisis, relationship problems, difficulties in concentrating or completing assignments, loss of energy, homesickness or difficulties in adjusting to life in Sweden.</p> <p>Talking to them a few times is often enough but, in some cases, you can make up to a total of five appointments with them.</p> <p>Appointments are free of charge and they treat all matters confidentially.</p> <p>They organise regular activities for example:</p> <ul style="list-style-type: none"> • Yoga (also on zoom at the moment) • Boot camp – high intensity training two days/a week (however, there is also a separate gym on campus which is not related to the Student Welfare office) • Digital meeting point on zoom on different themes e.g. <i>Let's meet</i> "To talk about stuff that makes us tick. Gives energy or bothers us. We will have a theme every meeting, to gather around. Then let's see where we end up! We decide the themes at the moment but we are grateful for every suggestion from you!" • Mindfulness course • Lunch retreat, relax your mind 30 min • Science of Happiness workshop "We meet and explore our happiness potential. The workshop is not rocket science but, the Science of Happiness. New research from the area of positive psychology looking into the How of happiness. Happiness as a SKILL. Something we can learn. And it is not about being perky and sugarcoating life, it is being in life as it is and in what we KNOW make us happier. What we can do". • Distribute free condoms (but no other sexual health advice) <p>No health care service or emergency services and no medical staff, so they do not handle prescriptions of medicine.</p>		

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Counselling	Help students with general questions concerning studies or choice of career, but also more detailed questions about our courses and programmes
Actions and brief Description		

<ul style="list-style-type: none"> • Centrally organized counsellors focus on general questions concerning studies and career choice • Faculty level counsellors focus on helping students in specific programmes and subject areas
<p><i>Central counsellors:</i></p> <ul style="list-style-type: none"> • If students have general questions about courses and programmes at Linnaeus University • If the student feels uncertain about their choice of studies and career • If the student has general questions about studies at a higher education institution • If the student wants to find out if they are qualified for admission and what you should do in order to be admitted to a course or programme <p><i>Faculty counsellors:</i></p> <ul style="list-style-type: none"> • Have more specialised knowledge about their specific discipline and can provide the student with more detailed information and guidance about the programmes and courses within that field

Mobility Phase	Service	Objectives
BEFORE MOBILITY (BM)	Academic Support Center	The Academic Support Centre offers advice on academic writing, oral presentations and study skills. Their goal is for the student to develop their skills in these areas.
Actions and brief Description		
<ul style="list-style-type: none"> • The Academic Support Centre offers advice on academic writing, oral presentations and study skills. • A free service for all students • Available in English and Swedish 		
<p>Meet students for physical appointments (pre-covid) or online appointments via Zoom, Give written feedback on assignments through email. Offer telephone consultations</p> <p><i>Common topics</i></p> <ul style="list-style-type: none"> • Academic writing – how to structure a text, how to express myself clearly, how to cite and refer to secondary sources correctly, help interpreting an assignment, help planning the writing process and finding a structure. But they do not proofread papers! • Oral presentations – how to structure a presentation, how to connect to the audience, how to deliver an effective presentation • Study skills – planning your studies, reading strategies, note-taking skills 		
Mobility Phase	Service	Objectives

BEFORE MOBILITY (BM)	Career Service	The career counselling service supports students with questions about job and career, both during and after their studies. Available for all students, alumni and PhD students.
Actions and brief Description		
<ul style="list-style-type: none"> • Personal meetings • CV feedback • Events • Workshops • Everything is available for English speakers 		
<p>The Career service can help with:</p> <ul style="list-style-type: none"> • Support students to come closer to their goals regarding job and career. • Help to identify their needs and inform them about different ways to approach the labour market. • Feedback on their CV, Cover letter and LinkedIn-profile. • Information about how they can look for jobs or internships. • Help to identify and highlight their strengths and competences. • Information about the Swedish labour market. <p>They organise career workshops, Café sessions with different companies or guests, visits to specific companies in the area and webinars on different work-related topics.</p>		

Appendix 6 – University of Nantes

WP 6.6 EUniWell Service Agenda (ESA)

University of Nantes NANTES

Virginie TIMMERMAN

Services for outgoing students, AS-IS.

University of Nantes Nantes : At the University of Nantes Nantes, outgoing student mobility is managed by two distinct levels: the Europe and International Department, which is a central service of the University, and the network of international relations correspondents in each component of the University of Nantes Nantes.		
Human Resources		Material Resources
Outgoing mobility unit at the Europe and International Office which is part of the general direction of services, at the central level, of the University of Nantes - DEI	1 Head of outgoing student mobility 2 and a half Erasmus/European coordinators 1 extra-Europe mobility coordinator	Mobility Online
17 International Relations Services at the faculty / school levels (generally 1 for each school except for 1 office that brings together several schools)	Permanent staff 1 to 4 administrative staff for international relations 1 to 4 teachers' representatives for international mobility	Mobility Online

BEFORE MOBILITY

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	Orientation	To raise awareness of study and internship opportunities abroad for students and support them in their mobility plans

Actions and brief Description
<ul style="list-style-type: none"> - Group meetings - Individual counseling and meetings - Website, intranet and leaflets
<p>Pre-mobility orientation aims to make students aware of international study and internship opportunities in Europe and outside Europe through the various options offered by the University: Erasmus+, ISEP, BCI, bilateral agreements.</p> <p>It aims to support students in their application by informing them about the procedures, their timetable, the compulsory documents, the different funding possibilities.</p> <ul style="list-style-type: none"> • Group meetings at the central level and within each schools / faculties <ul style="list-style-type: none"> o European and International Week - DEI <p>The aim of this week of events is to bring together, during the same week in October, around Erasmus days, events to promote all forms of international mobility (studies, internships, students, doctoral students, staff) thanks to festive and cultural events as well as an international village with various stands (studies, internships, students, doctoral students, staff). It is a highlight dedicated to European and international mobility at the University.</p> <p>During this week, different conferences are held on the opportunities of mobility for students on the different campuses of the University of Nantes thanks to general presentation sequences, a sequence more specifically devoted to mobility to North America, and a sequence on internships abroad. These conferences take place at lunchtime so that students can be present as much as possible. Students who have already undertaken an international mobility in the past are invited to share their experience during a specific conference.</p> <p>Various workshops are also offered. Several workshops dedicated to the writing of CVs in foreign languages are organised in English and Spanish in order to help students in their search for an international internship. A workshop will be specifically dedicated to mobility opportunities for PhD students. Another workshop is dedicated to European cooperation projects.</p> <p>An international village hosts several stands with different services of the University and partners (ESN, Maison de l'Europe/Europe direct) in order to promote mobility and international in general. The outgoing mobility team has a stand in this village in order to provide information to students and to help them with their mobility project.</p> <p>Finally, a cultural and festive evening is organised during this week to promote international exchanges and mobility. It is organised by the University's student centre.</p> <ul style="list-style-type: none"> o What's next information session / Get ready for your international mobility / Pre-departure event - DEI

In April, the Outgoing Mobility Unit organises conferences for students who have been selected for study mobility to help them prepare for their departure.

These conferences are based on several themes. One sequence is devoted to financial aid and the procedures for obtaining it (presentation of the Mobility Online software, timetable, documents to be requested). A sequence is planned concerning the procedures to be followed once the funding has been obtained and the documents linked to the mobility throughout the stay. A sequence is planned, in cooperation with the Caisse primaire d'assurance maladie (the organisation that manages social security), on health cover for students abroad. Finally, a sequence is planned to present the possibilities for practising the language in which the students will soon be studying in order to improve their language skills.

In the last two years, pre-departure conferences could not take place due to the health crisis. This year, a dedicated pre-departure page has been created. On this page, students could find all the answers to their questions about pre-departure preparation in the form of Frequently Asked Questions. In addition to the above questions, information was provided on COVID and the steps to take if their mobility was impacted, as well as on the consequences of Brexit with information on the steps to take regarding visas for the UK.

It was distributed with the message sent to students announcing the opening of financial aid applications. It was also distributed to all the international relations referents of the faculties/schools.

- o Preparatory meeting to apply for the ISEP programme – DEI

A workshop dedicated specifically to the preparation of the application of students who have been selected by the University for part of the ISEP programme is held in January. Indeed, the selected students must then send their application in order to be placed by the ISEP programme. The procedures and documents required for the application are explained, as well as the functioning of the programme and the placement of students. Advice is also given to students on how to optimise their chances of being selected.

- o Information sessions at the faculties and schools of the University of Nantes

Most faculties/schools hold information sessions specific to their institution for students in order to present more specifically the recommended destinations according to the students' fields of study, the selection process which is specific to each faculty/school while recalling the possibilities that exist, common to the whole University.

- Individual meetings and counseling within each schools / faculties

Each faculty/school has opening hours where students can come and ask for advice about their mobility project. Some faculties/schools also offer the possibility to make appointments outside of public opening hours.

- University of Nantes and its faculties / schools websites and student Intranet
 - o Promotion of international mobility in specific parts of the website: studies and internships
 - o Promotion of the partnerships
 - o Information about administrative process and grants: the rules for the allocation of financial support for international mobility (voted every year by the University of Nantes' Council for International Relations), the application process
 - o Video to inform about the possibilities of studying abroad, only outside Europe for the moment (conditions, how to identify your destination, how to prepare your application, necessary language certifications) and two other videos more specifically on the ISEP programmes, ISEP I to I and on BCI
- Leaflets:
 - o Welcome leaflet for first year students with inside some information to promote international mobility
 - o Some documents are created by the Outgoing Mobility Unit in order to help students: documents checklist in order to complete the files for application for funding for example.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	European and International Week				X										
BM	Orientation	Pre-departure week										X				
BM	Orientation	Preparatory meeting to apply for the ISEP programme							X							
BM	Orientation	Information sessions at the faculties and schools			X	X	X									
BM	Orientation	Individual School meetings			X	X	X	X	X	X	X	X	X	X	X	X
BM	Orientation	Website updates			X	X	X	X	X	X	X	X	X	X	X	X
BM	Orientation	Leaflet updates			X	X					X		X	X		

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	Mobility documents	To support students in their efforts to achieve mobility so that it is recognised and can be financed
Actions and brief Description		
<ul style="list-style-type: none"> - Informing students about all the documents needed in order to have their mobility recognized and have the financial support - Collecting all the document and checking their compliance 		
<p>All the documents required before, during and after mobility are listed in the rules for the allocation of financial aid for international mobility Europe (available on the website). All the documents are available on Mobility Online and the University website.</p> <p>For all European and international mobility :</p> <ul style="list-style-type: none"> - Arrival certificate - Learning agreement - Student placement certificate for internship abroad - Student placement agreement for internship abroad - Certificate of attendance for studies abroad - Report at the end of the mobility - Transcript of records <p>For Erasmus + mobility (in addition):</p> <ul style="list-style-type: none"> - Erasmus+ Mobility Agreement - European Health Insurance Card (copy) <p>The Outgoing Mobility Unit also provides documents to the students as : notification of the allocation of a mobility grant, acceptance certificate when needed for visa for instance, certificates for insurance when needed.</p> <p>Information on the mobility documents are given during the pre-departure event. All the relevant information are on the University website.</p> <p>All the documents are collected through Mobility Online. The students have regular email reminders via the platform when a document is missing. At the end of the mobility, the Outgoing mobility Unit is also checking before the last payment if the students send all the required documents.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Mobility documents	Information about the mobility documents										X				

BM	Mobility documents	Collecting and checking the documents			X	X	X	X	X	X	X	X	X	X	X	X
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University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	VISA procedures	Provide students with the necessary documents for their VISA Raising awareness of the steps involved in applying for a VISA
Actions and brief Description		
<ul style="list-style-type: none"> - Informing students about visa procedures and timing - Providing the documents required for visa procedures when necessary 		
<p>For study or internship trips to countries that require a visa, students are informed of the need to apply as soon as possible.</p> <p>Students are directed to the websites of embassies and consulates to obtain all the necessary information and when they have specific questions.</p> <p>Where necessary for certain destinations or programmes (ISEP, USA), the documents requested by students as part of their application are completed and submitted.</p> <p>Foreign students selected for a mobility abroad (in or outside Europe) can contact the European and International Office to be informed and helped with their French Residence Permit renewal before departure.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	VISA procedures	Informing students about visa procedures and timing				X			X			X				
BM	VISA procedures	Providing the documents required for visa procedures when necessary			X	X	X	X	X	X	X	X	X	X	X	X

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	Insurance certificates	Inform the students about insurances
Actions and brief Description		
- Information about insurances		
The students are informed about health insurance during the pre-departure event: students have to do the EHIC procedure themselves and they are advise to take out a mutual insurance policy but it is not compulsory.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Insurance certificates	Information about insurances						X				X			X	

University of Nantes		
Mobility Phase	Service	Objectives
Before / During / After Mobility	Assistance to student with specific learning disability (SLD)	Counseling and assisting students in order to facilitating stays abroad
Actions and brief Description		
<ul style="list-style-type: none"> - Dedicated office: Relais Handicap - Specific representative in the outgoing mobility unit : individual support before/during/after mobility - Extra funds for their needs 		
<ul style="list-style-type: none"> • Dedicated office: Relais Handicap <p>The University of Nantes' Relais Handicap assists students with disabilities, taking into account each particular situation, and offers support to benefit from:</p> <ul style="list-style-type: none"> o adapted student accommodation o human assistance during daily activities and/or leisure activities o specific rights and measures (MDPH, Agefiph, Cap emploi, etc.) 		

- o common rights (CROUS and/or University social services)
- o information and guidance services aimed at building their study and professional project, including information about international mobility and specific support for SLD students

The Relais Handicap also intervenes according to the prescriptions of the doctor authorised by the Student Health Service of the University of Nantes to set up certain support measures to facilitate the educational process:

- o Advice and assistance in recovering course content
- o Individualised human assistance within your course of study (Study Path Guide, Student Solidarity)
- o Awareness of your particular situation among the teaching staff on request
- Specific representative in the outgoing mobility unit

This contact person is the point of contact for SLD students who wish to go on international mobility. He/she guides them through the application process for financial aid and specific additional support. He/she is in contact with the student and the Relais Handicap in order to be able to support the student as best as possible according to his/her needs. This person is the student's main contact before, during and after their mobility. It is a personalised support that adapts to the SLD students' situation.

- Extra funds for their needs

Erasmus+ and Envoléo (regional funding) offer extra funds for SLD students.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM DM AM	Assistance to SLD students	Dedicated office			X	X	X	X	X	X	X	X	X	X	X	X
BM DM AM	Assistance to SLD students	Specific representative in the outgoing mobility unit			X	X	X	X	X	X	X	X	X	X	X	X
BM DM AM	Assistance to SLD students	Extra funds for their needs			X	X	X	X	X	X	X	X	X	X	X	X

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	Accommodation abroad	NOT PROVIDED

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	Tutoring	Enable students who have a mobility project to meet students who have already gone abroad so that they can share their experience
Actions and brief Description		
<ul style="list-style-type: none"> - Invitation of former exchange students during the European and international week - Experience reports written by students can be found on our website 		
<ul style="list-style-type: none"> • Conference with feedback from students who went on mobility in previous years so that they can share their experience during the European and international week (cf. Orientation) • On the University website, some students were asked to write about their experience of international mobility : https://www.univ-nantes.fr/decouvrir-luniversite/indicateurs-internationaux/erasmus-2014-20-bilan-de-la-mobilite-etudiante-sortante 		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Tutoring	Conference with former student in international mobility feedback				X										
BM	Tutoring	Former international mobility experience shared on the University website			X	X	X	X	X	X	X	X	X	X	X	X

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility (BM)	Linguistic support	<p>To offer the possibility of taking the necessary certifications</p> <p>To help students achieve a sufficient level of language proficiency for a successful stay abroad</p>
Actions and brief Description		
<ul style="list-style-type: none"> - Communication to raise awareness of the need for certain destinations to have their language level certified - University Language Service, SUL, which defines and implements the institution's policy in favour of language teaching at the University - Online Linguistic Support, OLS 		
<ul style="list-style-type: none"> • Communication to raise awareness of the need for certain destinations to have their language level certified <p>During the Europe and International week and the events linked to the preparation of the departure, the outgoing mobility unit and the international relations referents in the faculties/schools raise awareness on the necessity to be certified for certain destinations and on the possibilities to improve one's language level before the departure.</p> <p>Communications on the University's website are also made in this sense.</p> <ul style="list-style-type: none"> • The University Language Service, SUL <p>The SUL is a common transversal service of the University of Nantes which defines and implements the institution's policy in favor of language teaching at the University.</p> <p>This service offers language courses: Chinese, Korean, French, German, Italian, Japanese, Polish, Portuguese, Romanian, Russian, Spanish. The courses take place in the evening from October to December and from February to April. They also offer intensive courses at the Summer Campus.</p> <p>The SUL also offers e-learning solutions in languages: 7speaking offers a web-based immersion solution for language learning (German, English, Spanish, French and Italian). The platform is accessible to students and staff of the University. The advantage of such a platform is that you can follow your progress. Step by step, you validate listening, reading, grammar and vocabulary activities. All of this is linked to current articles or videos chosen according to your interests. Training for the TOEIC certification is also offered for English.</p>		

The Voltaire Project is an online training tool to improve your spelling. It is reserved for students at the University of Nantes.

This service also provides students with tools to find out their language level. Knowing your language level and difficulties is an important step in the learning process. The aim of an assessment is to make a neutral and precise diagnosis of your current language knowledge. The tests allow you to position yourself on the CEFR (Common European Framework of Reference for Languages) scale, which includes 6 levels ranging from A1 (beginner) to C2 (proficiency). Free tests are available to help students carry out a self-assessment.

The University of Nantes is an examination centre for 14 certifications in 7 languages: German, English, Chinese, Spanish, French, Italian, Portuguese. Sessions are organised on a regular basis.

Most of these official certifications are recognised by the Compte Personnel de Formation (CPF): CLES, CELI, CELPE-Bras, HSK, TOEFL, TOEIC, TCF TP, TCF DAP, DELF, DALF, IELTS, Linguaskill, EsPro BULATS, Goethe Test Pro and Bright Test.

- **Oline Linguistic Support, OLS**

All participants in the Erasmus+ programme (studies and internships), whether or not they receive a grant, are required to test their language skills online before and after their mobility on the European Commission's Online Linguistic Support (OLS) platform.

The test must be carried out in the language of study/work used during the mobility. The languages available on the OLS platform are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

This platform offers online language courses. The OLS platform provides students with access to online language courses funded by the European Union under the Erasmus+ programme. Available 24/7 and accessible from your computer or mobile device, these online language courses are a real opportunity to improve your language skills and make the most of your mobility. The courses available on the OLS platform remain accessible for up to two months after your return from mobility.

All students who score B1 or below in the first language test are automatically enrolled in the online language courses.

Students with a score of B2 or above can also apply for access to language courses in the language of study/work, or in the language of the host country (if this language is one of the languages offered by the OLS platform).

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Linguistic support	Communication during events and on the website		X	X						X					
BM	Linguistic support	SUL, evening classes and summer camps			X	X	X		X	X	X		X			X
BM	Linguistic support	SUL, e-learning solutions			X	X	X	X	X	X	X	X	X	X	X	X
BM	Linguistic support	SUL, certifications			X	X	X	X	X	X	X	X	X	X	X	X
BM	Linguistic support	OLS, test						X	X	X	X	X	X	X	X	X
DM	Linguistic support	OLS, language courses			X	X	X	X	X	X	X	X	X	X		

University of Nantes		
Mobility Phase	Service	Objectives
Before Mobility / During Mobility	Scholarship	Providing financial support to outgoing students
Actions and brief Description		
<ul style="list-style-type: none"> - Organization of financial support application procedures - Communication about the schemes and procedures - Supporting students in their applications - Collecting the necessary documents and paying students 		
<p>At the University of Nantes, there are 3 different procedures for study mobility within Europe, study mobility outside Europe and internship mobility. All procedures concerning mobility are done via Mobility Online.</p> <p>For European study mobility, selections are made within each faculty/school. Students apply between December and April, the exact timetable is specific to each faculty/school. Each faculty/school nominates students to the partner universities. Then, the students selected and accepted for a mobility can apply for financial aid. The timetable is set by the Europe and International Office. The applications are first examined by the faculties/schools to see if they are in order or not. Then the files are checked by the Outgoing Mobility Unit, which</p>		

determine which type of grant will be offered to each student according to the criteria defined in the rules for the allocation of financial aid for international mobility. Then, the amounts of the grants are discussed and decided during the Grant Award Commission (*Commission d'attribution des aides financières à la mobilité internationale*) which gathered: the team of the pole outgoing mobility, the Vice-President of the University of Nantes to the Formation and to the free educational Resources, the Vice-President Europe and International and the Vice-President of students. Following these commissions, students are notified of the amount of their grants the Outgoing Mobility Unit.

As regards study mobility outside Europe, the Outgoing Mobility Unit is involved from the time the students are selected until they are notified by the Grant Award Commission (*Commission d'attribution des aides financières à la mobilité internationale*).

For traineeship mobilities, there is no selection process. The procedure for applying for financial support is the same as for study mobilities.

For study mobilities, there are 2 application cycles per year for student financial aid.

A primary one for first semester or full year mobilities and a secondary one for second semester mobilities.

The first one takes place between December and July of the year before the mobility and the second one between September and December.

For traineeships, there are 5 application cycles per year between January and April.

There are five financial aids for international mobility, each grant is awarded according to different criteria by the Grant Award Commission:

- Erasmus+, support from the European Union
- Grant for International Mobility, *AMI*, from the Ministry of Higher Education, Research and Innovation
- Envoléo, grant from the Pays de la Loire Region
- Jules Verne, scheme from the University of Nantes
- Grant for student mobility from the City of Nantes

Thanks to Mobility Online, applications for these 5 grants are centralized.

All the necessary documents for this financial support are available on the University of Nantes website and collected by the outgoing mobility unit via Mobility Online.

Payments are also made by the Outgoing Mobility Unit at different times.

For Erasmus, payments are made in two stages. 70% of the amount allocated is paid to the student when the outgoing mobility unit receives the certificate of arrival attesting that the student has arrived. The remaining 30% is paid at

the end of the mobility, when the student's file is complete, according to the actual dates of mobility.

For AMI, payments are made between October and November for first semester or annual mobility, once students have provided their final notification of a grant based on social criteria. Payments are made upon receipt of the student's certificate of arrival in the second semester.

For Jules Verne, students receive their grant in one instalment once they have submitted their certificate of arrival.

The Envoléo grant is paid directly by the Pays de la Loire Region.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Scholarship	Financial support application for study mobility				X	X	X				X	X	X	X	
BM	Scholarship	Financial support application for internship mobility				X	X	X	X	X	X	X	X			
DM	Scholarship	Payments			X	X	X		X	X	X	X	X	X	X	

DURING MOBILITY

University of Nantes		
Mobility Phase	Service	Objectives
During Mobility (DM)	Mobility Documents	Supporting and advising students on the mobility documents required in order to have financial support and credits' recognition
Actions and brief Description		
<ul style="list-style-type: none"> - Change in the Learning Agreement - Extension or reduction of the mobility - Force majeure procedure 		
<ul style="list-style-type: none"> • Change in the Learning Agreement <p>Changes in the Learning Agreement have to be made within the 30 days after the start of mobility. Students can ask for modifications to be checked and</p>		

validated by the academic coordinator of the faculty. Students have to upload their updated documents duly signed on Mobility Online.

- **Extension or reduction of the mobility**

An extension or reduction of the mobility duration can be asked to the academic coordinator, if relevant for academic reasons. The number of spots into the agreement is checked by the administrative coordinator and the extension of stay has to be validated by the host university as well. Students have to fill in a form and upload the form duly signed on Mobility Online. Then, the European and International Office can recalculate the grants (a new grant award decision is taken by the Grant Award Commission).

- **Force majeure procedure**

In case of force majeure, students have to report immediately to their university coordinator.

A specific procedure has been set up by French Erasmus+ Agency to deal with COVID force majeure.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Mobility documents	Change of Learning agreements			X	X	X		X	X	X					
DM	Mobility documents	Extension/reduction of mobility duration			X	X	X	X	X	X						
DM	Mobility documents	Force majeure			X	X	X	X	X	X	X	X	X	X	X	

University of Nantes		
Mobility Phase	Service	Objectives
During Mobility (DM)	Assistance in case of accident	Help for students in needs
Actions and brief Description		
- Individual support		
Students have to report to the academic and administrative coordinator at faculty level. The European and International Office and the local international service will help the student one a case-by-case approach		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Assistance in case of accident	Individual support			X	X	X	X	X	X	X	X	X	X	X	

University of Nantes		
Mobility Phase	Service	Objectives
During Mobility (DM)	Counselling	<p>Support students about their academic and professional orientation</p> <p>Support students with their mental and physical health</p>
Actions and brief Description		
<ul style="list-style-type: none"> - Counseling for students about academic and professional orientation, choice of academic path in relation to professional project - Specific counseling during the sanitary crisis linked to COVID-19 - Counseling for students about their mental and physical health 		
<ul style="list-style-type: none"> • Counseling for students about academic and professional orientation, choice of academic path in relation to professional project: Service Universitaire d'Information et d'Orientation (SUIO) <p>The SUIO is at the service of all students at the University of Nantes.</p> <p>Students can use their resources or request an individual interview to</p> <ul style="list-style-type: none"> • reflect on their orientation • build their training path • validate their professional objectives • successfully enter working life <p>They organise a monitoring on the job market, on the jobs of the future and on fashionable training courses. They carry out surveys on former graduates of the University in order to be able to communicate on their career path and make testimonies available online on their website. They have an online documentary resource platform as well as a career centre.</p> <p>This is a web platform that gives me privileged access to: internship and job offers, presentations of partner companies, job videos, events, resources and advice articles, live video chats with recruiters</p>		

- **Specific counseling during the sanitary crisis linked to COVID-19 : creation of a dropout prevention unit during the sanitary crisis linked to COVID-19**

A dedicated email address and phone line were set up during the health crisis to allow teachers, administrative staff and students themselves to report dropout risks.

Once a situation was reported, SUIO staff contacted the students to listen to their difficulties, find solutions with them and support them in implementing these solutions.

- **Counseling for students about their mental and physical health: Student Health Service (SUMPPS)**

The Student Health Center provides health check-ups for students as well as a wide range of free, fully confidential medical and social services and support for students with disabilities.

A team of doctors, psychiatrists, psychologists, dietician, social workers, nurses and secretaries is on call to provide:

- A friendly welcome, a listening service, emergency care
- GP surgery on appointment for undergraduate students
- Special appointments (students with disabilities, etc.)
- Special surgeries (contraception, dietary advice, psychiatric and/or psychological help)
- Checking, up-date and advice on vaccines
- Other services (relaxation, first-aid training, stop-smoking help, etc.)
- Social services (active listening, advice, housing, grants, form filling)

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Counseling	Counseling for students about academic and professional orientation			X	X	X	X	X	X	X	X	X	X		
DM	Counseling	Counseling for students about their mental and physical health			X	X	X	X	X	X	X	X	X	X		
DM	Counseling	Specific actions / COVID Crisis			X	X	X	X	X	X	X	X	X	X		

AFTER MOBILITY

University of Nantes		
Mobility Phase	Service	Objectives
After Mobility (AM)	Credit's recognition	Recognise the activities and credits earned abroad into the academic career
Actions and brief Description		
<ul style="list-style-type: none"> - Collecting learning agreements - Organising of jury within the faculties / schools following the transcripts 		
<ul style="list-style-type: none"> • Collecting Learning Agreements <p>Students from the University of Nantes who go on a study mobility programme, in Europe or outside Europe, must fill in a pedagogical contract or study contract allowing them to identify and validate the courses that will be taken in the partner University and the corresponding courses in their training in the University of origin so that the students, the partner University and the University of origin agree on the pedagogical content. This is to facilitate the recognition of credits on the student's return.</p> <ul style="list-style-type: none"> • Organising of jury within the faculties / schools following the transcripts <p>After the reception of the transcripts of the students from the partner University, the transcription of grades is validated by the "jury" of degree, which is required to award the diploma. The jury is organised in each faculty / school.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Credits-recognition	Collecting Learning Agreements				X	X			X	X	X	X			
AM	Credits-recognition	Organising jury						X	X	X				X	X	X

University of Nantes		
Mobility Phase	Service	Objectives
Before / During / After Mobility	Assistance in academic matters	Supporting students in case of an issue linked with the mobility
Actions and brief Description		
- Individual support		
The referent in the faculties / schools (academic and administrative staff) are always available by phone or email in order to help students in academic matters related to services linked to their mobility before / during / after mobility.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Assistance in academic matters related to services	Individual support														
DM					X	X	X	X	X	X	X	X	X	X	X	X
AM																

University of Nantes		
Mobility Phase	Service	Objectives
Before / During / After Mobility	Assistance in matters related to services	Supporting students in case of an issue linked with the mobility
Actions and brief Description		
- Individual support		
The Outgoing mobility Unit and the referent in the faculties / schools are always available by phone or email in order to help students in matters related to services linked to their mobility before / during / after mobility.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Assistance in matters related to services	Individual support														
DM					X	X	X	X	X	X	X	X	X	X	X	X
AM																

University of Nantes			
Mobility Phase		Service	Objectives
After (AM)	Mobility	Reimbursement of expenses	Supporting students financially
Actions and brief Description			
<ul style="list-style-type: none"> - Paying students at the end of their stay after checking the documents - No system of reimbursement of additional costs to the grant funding system, except during the COVID-19 health crisis 			
<ul style="list-style-type: none"> • Paying or reimbursement students at the end of their stay after checking the documents <p>At the end of the mobility, after the completion of all administrative procedures and documents, the European and International Office calculates the final grant awarded to the students (base on the real duration of the mobility). If the effective mobility is shorter than planned, and if the students have received overpayment, the European and International Office asks for reimbursement (letter is sent to the student, and to our financial office, in charge of reimbursement collection).</p> <ul style="list-style-type: none"> • No system of reimbursement of additional costs to the grant funding system, except during the COVID-19 health crisis <p>During the health crisis, the University of Nantes mobilized the Jules Verne envelope, which is an envelope of the University of Nantes usually dedicated to participate in the financing of the mobilities of students who are not eligible to any other grant, in order to be able to participate in the exceptional transport costs related to the health crisis. Each file was studied on a case-by-case basis according to the documents collected. Flat-rate contributions were established according to objective criteria defined by the University's Grant Award Commission.</p>			

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Reimbursement of expenses	Reimbursement procedure			X	X	X	X	X	X	X	X	X	X	X	X

University of Nantes		
Mobility Phase	Service	Objectives
After Mobility (AM)	Certificate for post-graduate credits	Not implemented

Appendix 7 – University of Semmelweis

WP 6.6 EUniWell Service Agenda (ESA)

Semmelweis University (Nóra SCHREIBERNÉ SERES)

Services for outgoing students, AS-IS.

Semmelweis University, Directorate of International Relations – International Mobility Office (IMO)		
Human Resources		Material Resources
Permanent Staff: 3 <ul style="list-style-type: none"> • Institutional Erasmus coordinator; • Incoming coordinator; • Outgoing coordinator 	Each Faculty has a coordinator who are responsible for the subjects (academic matters). They are mostly registrars and are responsible not only for the exchange students, but also the full-time students as well. As for the IIAs, the deans make the decision mostly after checking the curriculum.	

BEFORE MOBILITY

Mobility Phase	Service	Objectives
Before Mobility (BM)	Orientation	-Providing information about possibilities to enable students to choose the best mobility type and the most suitable date of their mobility (which year they can go abroad) - Advice, support in the preparation of application, stay abroad
Actions and brief Description		
<ul style="list-style-type: none"> • Presentation (live or online) prior to the application is open • International Days event • Presentation solely to first year students about international mobility opportunities • Erasmus+ booth in freshman camp • ‘Students help students’ support system • Detailed website with up-to-date information • Newsletters/information/ reminders are regularly distributed through our online e-learning systems (Neptun+Moodle) • Student-friendly office hours 		
Administrative structure The Erasmus+ program has a centralized 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 recognition and grant transfer. Subject recognition is the responsibility of respective Faculties, carried		

out by registrars, who are dealing with all students' subject recognition according to the university's regulation. 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, and are responsible for the dissemination of the program. IMO announces Erasmus+ application notice and guide subsequent to the approval of Rector.

Two application periods are available depending on the mobility type. One is in February, when students can apply for SMS (study) program for the autumn/spring semester or a full academic year. The second one is in April-May, when eligible students can apply for the SMP (training) program. Everyone may apply through the MobilityOnline system, which is managed by IMO. The same structure with a specific point system is valid for both type of applications. Students may gain points for scientific activities, publication, membership in the Students' Scientific Association, presentation in conference, their average, language knowledge, social activities, membership in student associations and extracurricular work (e.g.: voluntary work at hospital). The point-system was developed together with the Faculties and students' associations. The applicants upload all certificates and application documents to the online system, they do not need to hand them in paper format. Following the end of the application period, the IMO reviews all applications (whether applicants have uploaded all necessary data and documents) in the online system, and they notify applicants and the Faculties about the result of applications. The students are notified of their ranking they were given at the application. The IMO organizes a distribution meeting for those students, who have won the SMS study scholarship, where they can choose which host university, they would like to spend their Erasmus studies at. With the help of MobilityOnline, IMO overviews the eligibility of applicants and creates a ranking list. During the distribution meeting, students can decide where they would like to spend their Erasmus+ stay choosing from a list of universities. The student with the highest score gets to pick first. The student with the second highest score then chooses from the remaining places, and so on. Thereafter the IMO staff nominate students to partner universities, as well as inform them about the next steps via email, and notify them about the future possibilities, decline options. During this time, IMO organizes a meeting to make sure that students are aware of every necessary step. Occasionally, it organizes meetings between students as well, so that previous applicants of the program can share experiences with new applicants.

Following the SMP application, students are informed about the Erasmus+ application result. Here, the ranking list is important only when there are more applications than the available institutional grant. In this case, we can decide based on the points, who can receive the scholarship and who will be put on a waitlist. We send them links, where they can find more information about recognition, necessary steps, insurances, etc..

Our main goal with the Orientation is to provide students with all information about the mobilities to help them decide what type of mobility would suit them

best and in which year it is the best for them to apply. We use different kind of platforms (online, offline) to address, inform and encourage students.

Events

Erasmus+ booth at freshman camp

- once a year, end of August
- for first year students only
- the events' objective is to draw the attention of new students to the Erasmus+ program as an option in their further studies

Presentation for first year students about possibilities of international mobilities at each Faculty

- in September, during orientation days, when Regulations and Campuses are introduced by Faculties
- for first year students only
- The event's objective is to introduce all mobility opportunities to the students (when it is advised for them to start to organize their application, so they can prepare in advance and collect points consciously

International Days

- once a year, around November,
- for all students,
- This event is organized by student associations and they invite IMO every year to present the available international mobilities including Erasmus+. IMO has a separate 'booth' at this event. We advise the student associations to have one of the previous Erasmus+ students prepare a presentation about their own Erasmus+ experiences.

Presentation (live or online) prior to opening the application and after it is closed

- for those students who are eligible to apply
- min. 4 times per year (SMS - Hungarian, English; SMP – Hungarian, English)
- We focus on the application process: introduction of the most important deadlines, steps of application, explanation of tricky parts, guidance to the use of the online application system, presentation of the most important parts on the website (FAQ, Application notice and guide; letter about Erasmus+ experiences; list of the partner universities), sharing our experience about the application process and what we heard from the students.

Presentation (live or online) after the application is closed

- for those students who have won the scholarship
- We focus on the next steps to make sure that the requirements of the awarded mobility will be fulfilled

'Student helps student' support system

- IMO makes an effort to get in touch with students who have attended Erasmus+ mobility in the past and ask them to share their experience. On the Erasmus+ website, IMO collects students' reports on their Erasmus+ experience and recommendations (accommodation, recognition, living abroad). This year for the first time, IMO organizes an online event, where former Erasmus students shared their observations about subject recognition with the prospective Erasmus+ students.
- IMO acts as a mediator between incoming students and those outgoing students who will be Erasmus students in the incoming student's home university. This way they can give direct help to outgoing students.
- In case outgoing students request it, we can send them the email address of students who were in the same university in the past 2 or 3 years, so they can ask them about their mobilities.

Updated Erasmus+ website

- all steps, information about programs, FAQ, students' experiences are available

Newsletter/information and reminders are sent via our online internal system (Neptun)

Dissemination as an orientation

- Article about Erasmus+ (results, good practices, useful information)

Office hours, emails, phone services

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Orientation	Presentation (live or online) focusing on the application	Dec	Mar				X	X	X	X					
BM	Orientation	Application	Feb	May						X		X	X			
BM	Orientation	Information during International Days	Nov	Nov			X									
BM	Orientation	Erasmus+ booth in Freshman camp	Aug	Aug												X
BM	Orientation	Presentation for first year students about the possible International mobilities	Oct	Oct	X											
BM	Orientation	newsletters/information and reminder via our online internal system (Neptun)	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
BM	Orientation	student-friendly office hours (everyday except Friday)	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
Before Mobility (BM)	Mobility documents	Ensuring that students have all relevant documents
Actions and brief Description		
<ul style="list-style-type: none"> • Mobility documents available on our website for each type of mobility (Learning Agreements, Certificates) • Other documents: <ul style="list-style-type: none"> • checklists; • online application (certification uploaded by students to check eligibility for the scholarship); • Letter of Award (students can apply for the recognition of their Erasmus+ studies with this document before they go abroad); • Transcript of records; • Official nomination 		
<p>This service ensures that students receive all the necessary forms, documents that are needed to make sure that their mobility will be completed before they go on their Erasmus+ mobility abroad. We provide most of the documents on our website. After we announce the results of the E+ application, we send the website link, where they can read more about following steps and where they find a printable check-list making sure students do not forget anything. In the same e-mail we send them another link, where they can find more information about recognition (website of Faculties, useful information from their registrar) and about necessary documents (Learning Agreements for Studies/Traineeship). In these documents we put some further explanation to ensure that the student will fill it in the correct way. During this time, we nominate the students, who are copied in the message along with the host University coordinator, so that students know whom they can contact at the host university. From this point students can ask the host university's coordinator directly about the deadlines, applications, accommodation possibilities (dormitory) and the curriculum.</p> <p>Documents that are not available on our website need to be requested from us or the Faculty's registrar individually.</p> <p><i>Letter of Award</i></p> <p>The students can request it from IMO via e-mail. Mainly SMP students request it to prove to hospitals, companies that they will spend their semester/academic year abroad within the Erasmus program. We prepare it in two languages, because sometimes it is necessary to send it to the registrar as</p>		

well (depends on the Faculties) because they apply for a specific timetable to our university.

Transcript of Records

Transcript of Records may be requested from the students' registrar at each Faculty in person because it should be verified by the registrar with a signature and a stamp).

Grant Agreement

IMO sends it to each student one by one, after they have forwarded us the Learning Agreement signed by all parties, thus providing us with warranty. We view it as good practice, because this way students are encouraged to deal with the LA at a very early stage to be able to receive the grant. Previously, a lot of students forgot the LA and only came to sign the Grant Agreement before they left Hungary. These students realized only then that their LA was not signed, which meant that they would not receive the grant until they have it signed.

Other relevant documents

These documents are requested by the host university (language knowledge certificate, application form). Language certificate: if the student has a language exam, we sign the papers, in case they do not, the Department of Languages for Specific Purposes tests their knowledge, and notifies us about the result.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Mobility documents	SMP - Autumn semester/spring semester/full academic year	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
BM	Mobility documents	SMS - Autumn semester/spring semester/full academic year	Sep	Aug	X	X			X	X	X					X

Mobility Phase	Service	Objectives
Before Mobility (BM)	Provide assistance to students with disabilities	Safeguard that students with disabilities can have the same access to mobilities as other students
Actions and brief Description		
<ul style="list-style-type: none"> 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 Providing extra funds for their needs 		

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.

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. Moreover, we help them to find the right person at the host institution who can help them, because they will need special attention during their mobility. We inform them about the extra grant that they can apply for. So far, we have not had many students with disabilities spending their Erasmus+ abroad.

Extra funds for their needs

Erasmus+ program provides extra fund for students with disabilities. We assist them in preparing the application in order for them to receive the applied funds. We inform them that if they receive any support from Semmelweis University, they will receive it during their mobility as well.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Assistance to Students with disabilities	All listed	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
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Before Mobility (BM)	Accommodation Abroad	Support them to be able to find accommodation
Actions and brief Description		
<ul style="list-style-type: none"> Students helping students 		
<p>The email addresses of former Erasmus students are sent to future Erasmus students who are going abroad to the same university. We ask them to send us a report on their Erasmus+ experience, including how they found accommodation. These reports are available on our website.</p> <p>We always advise students to try to contact the local ESN and ask the International Office of the Host University about dormitories and to check their website. Most of them have a dedicated platform on their website where they provide information about accommodation.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Accommodation Abroad	Students help students	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
Before Mobility (BM)	Tutoring	Provide information to the prospective exchange students by other (mentor) students
Actions and brief Description		
<ul style="list-style-type: none"> Part of the orientation: <ul style="list-style-type: none"> invite former exchange students to share their experiences. It enables future exchange students to learn about opportunities and ask questions Following the announcement of application results, direct contact is made between former exchange students and prospective exchange students, as well as between incoming students and prospective outgoing students on the basis of universities in both case Experience reports can be found on our website written by students 		
<p>We do not organize any tutoring for outgoing students but we do try to help them to get the most useful information about their exchange program prior to application and following the application.</p>		

During orientation, we share the students' mobility experiences by inviting former exchange students to our events.

Following the announcement of the results of the application, exchange students may ask those students' contact information who spent their mobility at the same university that they plan to visit. This way we connect the prospective students with former exchange students. We organize an informative online meeting for them, where they can ask specific questions and receive recommendation.

We seek the help of ESN (Erasmus Student Network) to help organize events for outgoing and incoming students to meet. During the pandemic we just sent the incoming contact to the prospective outgoing students based on the universities. For example: if we accept any exchange student from Florence, we give their email address to those outgoing students, who are nominated to Florence. The incoming students can explain their own teaching system, can give tips, and so on.

Another way to help outgoing students is through reports as we mentioned previously. We ask former exchange students to send us a report about their Erasmus+ experience. This report gets uploaded to our website.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Tutoring	Students help students	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
Before Mobility (BM)	Linguistic Support	Prepare students linguistically for the exchange program
Actions and brief Description		
<ul style="list-style-type: none"> Obligatory: OLS language test and language courses Optional: Language courses organized by the Department of Languages for Specific Purposes Optional: Language Club organized by the Students' Association 		
<i>OLS - language test and language courses</i> Prospective exchange students who sign the grant agreement get access to the OLS language test in the teaching language of the host university. In some cases, the language of instruction at the host university is English, even though the official language of the country is a different language. In this case, students may request to fill out the test in that language. During the mobility they can		

attend OLS online courses. At the end of the mobility, they need to fill the OLS test for the 2nd time, where they can check the improvement of their language knowledge. The OLS language test is obligatory, the courses are optional and it depends on the students whether they would like to attend them.

Language courses at Semmelweis University

The Dept. of Languages for Specific Purposes organizes language courses dedicated to outgoing students in case they request it prior to the start of their mobility.

There are language courses which are available during the lecture period that any student can attend. Courses are available in medical, pharmaceutical, dental medical and health care in English, German, French, Spanish, Italian and Russian. Terminological courses in medical, pharmaceutical, dental medical and health care language. <https://semmelweis.hu/szaknyelv/en/schedule/>

Language Club

The Language Club is coordinated by the University's Students' Union. At the Club, students teach students not just the language but they introduce their own culture to help each other to improve their intercultural communication and competences as well. The Students' Union works as a mediator, they manage applications of teachers' and students' and allocate them in groups.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Linguistic Support	OLS	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
BM	Linguistic Support	Language courses at Semmelweis University	Sep	May	X	X	X			X	X	X	X			
BM	Linguistic Support	Language Club	Sep	Jun	X	X	X			X	X	X	X			

Mobility Phase	Service	Objectives
Before Mobility	Scholarship	Providing financial aid for outgoing students
Actions and brief Description		
<ul style="list-style-type: none"> Erasmus+ Scholarship Extra grant for the SMS students provided by the University 		
<i>Erasmus+ scholarship:</i> Depending on the type of mobility, the scholarship and its payment will vary. After the students collect all the necessary documents (signed Learning Agreement, precertification of credit recognition, insurance), we send them the Grant Agreement. The Grant Agreement is signed by the student, the Head of		

the Directorate of International Relations on behalf of the Rector, and a financial countersigner. Only then can the transfer request be prepared. This is the same for all mobility types.

The amount of grant depends on the destinations:

1. Group: Denmark, Finland, Ireland, Iceland, Liechtenstein, Luxembourg, Norway, Sweden, United Kingdom 520 €/month
2. Group: Austria, Belgium, Cyprus, France, Greece, Italy, Malta, Netherlands, Portugal, Spain 520 €/month
3. Group: Bulgaria, Estonia, Croatia, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia, FYR Macedonia, Czech Republic, Turkey, Hungary and Serbia 470 €/month

The traineeship (SMP) mobility grant is 100 €/month more than the study mobility (SMS) grant.

Other than this grant, students may apply for extra support (depending on the students' social background). The scholarship is calculated according to the exact dates of mobility defined in the Grant Agreement.

The mobility grant is paid in two instalments:

In the first instalment, students on study mobility receive the amount of grant for the first 145 days, and when the date of the end of their mobility is fixed, we change the Grant Agreement accordingly, prior to the expiration of the Agreement. This is needed, because SMS students cannot calculate the end of their exams exactly when they sign the Grant Agreement for the first time.

Students on traineeship mobility (SMP) receive 80% of their grant first, and after they finish the mobility (they hand-in the certificates and fill in EU Survey, OLS, Experience Report) we transfer the remaining 20 %.

Extra Funds provided by the University:

For SMS students, the University provides extra support at the end of their mobility. This is not part of the Erasmus+ fund, rather comes from own budget to encourage students to spend a semester abroad.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Scholarship	Erasmus+ Scholarship	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
BM	Scholarship	Extra fund for the SMS students provided by the university	Sep	May	X					X	X					X

Mobility Phase	Service	Objectives
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Before Mobility (DM)	Insurance certificates	Informing students about insurances
Actions and brief Description		
<ul style="list-style-type: none"> Information about insurances 		
<p>We inform our students, who have been awarded a scholarship that they need insurance in order to travel abroad. This is also stated in the scholarship contract. A European Health Insurance Card is compulsory for all mobilities. For SMP, it is also compulsory to have liability insurance. We offer some possibilities on our website where they can do this.</p>		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
BM	Insurance certificates	Information	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

DURING MOBILITY

Mobility Phase	Service	Objectives
During Mobility (DM)	Mobility Documents	Support the students if they need to change some subjects / extend their mobility / change the duration or cancel the mobility
Actions and brief Description		
<ul style="list-style-type: none"> Change of the LA (During the mobility) Extension of mobility Cancellation of the mobility (partly due to force majeure) 		
<p><i>Change in the Learning Agreement (LA)</i> Changes to the 'During the mobility' part of the LA can be organized by email, we do not ask for the original documents.</p> <p><i>LA for Studies:</i> When students fill in the 'Before the mobility' part of the Learning Agreement for Studies, they set up a preliminary study plan. When they arrive at the partner university, in most cases they realize that they cannot include some of the subjects written in 'Before the mobility' part of the LA due to following reasons: timetable conflict, repetitive studies. At this stage, it is possible to register themselves for more subjects (electives, language course, new subjects), too. In both cases, they need to fill in the 'During the mobility' part of the LA, which happens according to the rules of the partner university. First, we</p>		

ask the students to discuss it with the coordinator of the partner university. If they approve it, we will support the student in gaining recognition for the new subject at our university. Only in case pre-recognition is approved, do we sign the 'During the mobility' part of the LA.

LA for Traineeship:

The process of switching LA for Traineeship is much simpler. The students discuss the extension/change in the LA, then the host institution approves (signs the LA), after which we sign it. In this case, students organize the recognition themselves, they do not ask for our help.

Extension:

Students who wish to extend their mobility must inform us by e-mail 15 days before the end of their scholarship contract. This is also stated in our scholarship contract. We cannot accept any changes after the expiry date of the Grant Agreement. They need to send us the 'During the mobility' part signed by the partner institution, and we send them the changed Grant Agreement to sign. In case of SMS: a line will be added to the mobility section under 'LA for Studies' where we can insert the new dates. Signing the Agreement, the partner university approves the new dates as well, so that we do not need to ask any extra signed documents from them.

Cancellation of mobility:

Students may have to give up mobility. They must inform us in writing, and we will delete their mobility from our system and encourage them to try to organize a new mobility. Due to the COVID-19 pandemic, we have had to deal with many force majeure requests. The International Mobility Office and our National Agency provides a lot of information on the force majeure procedure and necessary documents.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
DM	Mobility Documents	Change in the LA	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
DM	Mobility Documents	Extension	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X
DM	Mobility Documents	Cancellation mobility	Sep	May	X	X	X	X	X	X	X	X	X	X	X	X

AFTER MOBILITY

Mobility Phase	Service	Objectives
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After Mobility (AM)	Credits' recognition	Recognition of activities, credits and marks achieved during mobility
Actions and brief Description		
<ul style="list-style-type: none"> Requests to the Credit Transfer Committee 		
<p>Prior to the students leaving for abroad to study, they need to request credit recognition at the Faculties. Each Faculty has its own Credit Transfer Committee. Credit recognition process is carried out according to the Semmelweis University Organizational and Operational Regulations – Study and Examination Regulations.</p> <p>According to the Regulations:</p> <p>“During credit recognition, for any passed subject if the correspondence (match) is at least 75%, the substitution shall be accepted. If the same indicator is less than 75%, the committee competent in credit recognition may approve the substitution after considering the circumstances, in particular the role of the subject played in the achieving of training objectives, and may also request the opinion of the course leader. In accordance with the nature of credit recognition, the educational-research unit shall recommend the same decision for students being in the same situation. If the match is less than 75%, instead of credit recognition it is possible to recognize as achieved and waive certain requirements of the subject. In such a case the student will be required to take a special examination before the examination period or during the examination period. Such subjects shall be registered to by the Registrar’s Department for the specific student, but the latter is also required to report to the teacher responsible for the subject of the difference examination within 10 working days of decision receipt. The credit recognition decision shall be taken by the committee competent in credit recognition, also taking into account the proposals of the Program Leader (coordinator) or course leader.”</p> <p>Students receive an official document of the result of their credit recognition before they start their studies abroad. Once they have received the “After the mobility/Transcript of Records” form from the host university, students must reapply for the recognition of the credits and marks they have earned and will receive an official letter of recognition. This part of the process is automatic already.</p>		

Faculties are responsible for the recognition of credits earned abroad and not the International Office. Students shall contact their subject coordinator or their registrar regarding recognition. The two official Committee decisions should be sent to the institutional E+ coordinator too, and we will include them in the students' documents.

In case of traineeship, students request recognition of working hours. Prior to the start of their traineeship, they fill in the request to do their practices abroad and hand it to their registrar together with the letter of accreditation and signed letter of acceptance. At the end of the traineeship, they hand in the "After the mobility" form and a Certificate that proves the exact working hours completed abroad to their registrar.

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Credits' recognition	-	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
After Mobility (AM)	Assistance in academic matters	Support students in the academic matters related to their mobility
Actions and brief Description		
<ul style="list-style-type: none"> Requests to the Credit Transfer Committee 		
In our case, this service is part of the 'Before mobility'. It may only differ if they fail the exam abroad. In this case, they need to request to be able take the exam at our university with the help of the registrar. If they are granted permission, they can apply for the exam themselves.		

Phase	Service	Action	Plan Start	Plan End	SEP	OCT	NO	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
AM	Assistance in academic matters	-	Sep	Aug	X	X	X	X	X	X	X	X	X	X	X	X

Mobility Phase	Service	Objectives
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After Mobility (AM)	Reimbursement of expenses	
Actions and brief Description		
<p>If someone did not fulfill the terms of the contract, they may need to pay back part of the grant. The students are informed about this, and it is stated in their Grant Agreement as well.</p> <p>In case of traineeship mobilities students receive only 80% of the grant upfront. After the mobility, students are obliged to give us certificates and are asked to fill in questionnaires (EU-Survey; OLS; report of the experience). When everything is handed in, we transfer the remaining 20% of their grant.</p> <p>The university offers extra support for students who participate in SMS, but only after they have finished their mobility.</p>		