OVERVIEW OF STUDENT SERVICES AT EU PARTNERS

1. TECHNICAL UNIVERSITY OF CRETE, GREECE

They offers to their students following student services:

- IT & Communications
- Library and Information Centre
- Career Office
- Liaison Office
- Language Research & Resources Centre
- Legal Counsellor
- Public & International Relations
- Psychological Support
- Park for the Preservation of Flora and Fauna
- Academic Affairs

**IT & Communications Services (Telecommunications, Networking and Computing Infrastructure Directorate)**

The Directorate of Telecommunications, Networking and Computing Infrastructure designs, implements and operates the main IT & Communication services of the University, as well as the necessary infrastructure. It offers high class ICT services to the academic community such as electronic mail, internet access, telephony, development and support of tailor-made software applications for e-government and e-learning. It operates the broadband data network of TUC, which interconnects to the Greek Research and Technology Network (GRNet), and the Pan-European Research and Education Network (GEANT) through high speed optical paths. The Directorate is also responsible for the development of facilities like computer rooms, videoconference rooms, PBX centers, data centers etc.

Technical University of Crete is the first Greek university to have included such activities into its administrative organizational structure. The establishment of the Directorate was a dire necessity as well as a significant innovation, mainly because it promoted the ICT infrastructure of the University in a single and unified manner, which in turn provided the means for their most effective development and operation as well as for an economy of scale.

**Library and Information Centre**

The main mission of the Library and Information Centre of the Technical University of Crete is to boost and support all educational and research activities of the University, to provide specialized information to the broader national and international scientific community and to participate actively in educational and cultural activities. It also supports the administrative work of other university units and provides information to non-university users.
The major core of the library's collection includes loan material. All TUC members as well as the students of the Technological Institute of Crete and residents of Chania can sign up as users. The Library uses the GEAC-Advance automated system for managing and accessing its material. The Online Public Access Electronic Catalogue (OPAC) is accessible via internet for browsing the library collection without visiting its facilities on campus.

**The Career Services Office (CSO) of the Technical University of Crete (TUC)**

The main mission of this service is to offer systematic information to TUC students and alumni on:

- postgraduate studies
- successful career planning
- employment opportunities in private or public enterprises as well as self-employment opportunities.

More particularly, the Career Services Office aims to:

- provide information and counselling to TUC students and alumni on postgraduate studies, scholarships and financing of studies;
- provide counselling on resume writing and interviewing techniques;
- provide guidance on career planning and job search techniques;
- provide information on TUC students and alumni on available job positions and job placements;
- inform firms and organizations on the TUC students’ profiles and TUC alumni scientific training;
- inform the university community on the professional status and employment of graduate engineers and trends in the job market;
- develop and support links with educational institutions and organizations in Greece and abroad.

The Career Office offers free services to all TUC students and alumni while at the same time it guarantees the non-disclosure of their personal data and the right to equal access to information.

The services of the CSO are free for all students and alumni of the University. The Career Services Office's action and function mode is determined by a specific code of ethics, whose final content is written, approved and accepted by all the Greek Career Services Offices.

They offer: Career Counselling, Educational Guidance, Occupational Guidance, Career resources Library, Data Bases Free.

**Liaison Office**

The Technical University of Crete is a birthplace of innovation where ideas are developed
into innovative products and services aiming to meet the needs of society. The Liaison Office acts as a link between TUC researchers and the business world in an effort to promote the research activities, results and creative work of the researchers and to make this work available to the public.

**Language Centre**

The Language Centre at the Technical University of Crete is the root of a network of language programmes for all departments of the university; namely, Production Engineering & Management, Mineral Resources Engineering, Electronics & Computer Engineering, and Environmental Engineering. Foreign language courses at the Technical University of Crete are mandatory. Students must successfully complete four semesters of either English or German. One meeting a week is given to in-class instruction. Students are then at liberty to exploit the resources at the centre, which include web-based activities, paper-based worksheets focused on reading, grammar, and vocabulary refinement, commercial multimedia packages, a video and DVD library, and an opportunity for one-on-one guidance or tutoring by an instructor.

**Legal Counsellor**

The Legal Counsellor is responsible for:

- the legal assistance of the Rectorate and services of the Technical University of Crete by writing reports, making recommendations, delivering opinions and generally by providing legal services and advice either in writing or by assisting sessions.

- defending the rights and interests of the Technical University of Crete before all courts and protecting and supporting them extra-judicially;

- reviewing the legality of all acts issued by the Rector of the Technical University of Crete pursuant to the law;

- the legal assistance, by authorization of the Rector, of members of the Technical University of Crete for matters arising from the exercise of their duties.

**Public & International Relations**

The Public & International Relations Department is actively involved in many activities in order to promote in the most effective manner both the educational as well as the research profile of the Technical University of Crete in Greece and abroad. It is the University’s most essential link to the rest of the world, the international scientific community as well as local community, scientific or otherwise.

The Public & International Relations Department is responsible for the administration and management of EU student exchange and work placement programmes Lifelong Learning Programme (Erasmus & Leonardo da Vinci).
Counselling & Psychological Support Office

The main mission of this Office is to assist and support students in handling effectively any problems that might arise during the period of their studies. The Counselling & Psychological Support Office is here to help students cope with these problems either through individual and group counselling or via the internet.

Students who choose individual counselling are given the opportunity, through individual meetings, to get to know and understand themselves, to develop their skills, to improve their interpersonal relations and generally, to get help on making the right decisions on matters in which they are interested and which concern them.

On the other hand, group counselling exploits the dynamics of a group to help the members of the group express their concerns, share them with the rest of the group and benefit from their support; at the same time, the members of a group develop social and interpersonal skills and the feeling of how important it is to belong to an academic community. Discussion topics for these groups usually include: interpersonal relations and the relation of the two sexes, communication, stress and ways to cope with it, assertiveness etc.

Online counselling is also available through this website, where basic information and advice is offered to any visitor of the university community.

Park for the Preservation of Flora and Fauna

At a time when living organisms are disappearing at an alarming rate, especially through habitat destruction, the Park for the Preservation of Flora and Fauna of the Technical University of Crete, which extends to 30 hectares, constitutes a small but important area where native plants and co-existing animals are protected and can develop without human intervention.

It is hoped that the Park for the Preservation of Flora and Fauna of the Technical University of Crete, beyond its direct objectives, will serve as an example for other public and private organizations, as to the importance of initiatives to protect the environment.

Academic Affairs

The Directorate of Academic Affairs is responsible for academic matters such as admission and registration of students to the university, issuing of student ID cards, student accommodation at the university, meals at the university restaurant, transportation, scholarships and awards, health insurance, university textbooks and notes, students with disabilities, academic calendar etc. The Directorate of Academic Affairs consists of the following Departments: Studies Department, Publications & Printing Department, Student Affairs Department.

2. UNIVERSITY OF MARIBOR, SLOVENIA

At the University of Maribor, they offers following student services:

- University Computer Centre
University Sport Centre

The University sport centre Leon Štukelj has several sport halls for indoor sport activities. They are primarily used by the students who have mandatory physical education classes and also to the recreational sport activities organised by the student union of the university. The following sports can be exercised in the building: basketball, handball, volleyball, indoor soccer, badminton, squash, table tennis, climbing, martial arts, aerobics, dance and fitness.

Technology Transfer Office – TechnoCenter

The TechnoCenter (TC) at the University of Maribor provides many services intended to promote and support technology and knowledge transfer. It was established with the goal of contributing to regional and national economic development. TC helps its clients transfer innovations or new technology to business practice and get financial support from national or EU funds. With its broad influence, TC helps connect its clients with potential partners, to evaluate the market value of a particular invention and successfully licence or sell this innovation on the market or establish spin-off companies. The main goal of TechnoCenter is to establish a strong, vivid link between the University and economy and to contribute to higher competitiveness in Slovenia and abroad.

The Business Incubator

The Venture Factory and the Net Spin-off are a university business incubators. Two of the primary common goals of these organizations are to connect the UM with the economy and to
enable a quicker transfer of innovations into business practice. In this way, the UM is setting the foundations for a successful transformation of knowledge into practice and is creating added value for the economy. Its main objectives is to help realize entrepreneurial initiatives that emerge from the UM and its faculties. Therefore it is largely intended for the academic or research sphere at the faculties of the UM and students of the UM. It is also intended for companies and technology centers interested in the entrepreneurial application of ideas and programs which originate in the Net Spin-off Incubator. Cooperation with company clusters, experts and innovators is very much welcomed as well. They also offers:

- The University business portal (Venture Factory web portal). It offers a careers information centre, information on educative business seminars, a market for ideas and a meeting point for members.

- The Microsoft Innovation Centre and Business accelerator program. With this program, the Microsoft innovation Centre and its partners seek to upgrade the existing initiatives such as Microsoft ImagineCup and prepare participants for different business competitions.

- Start:up Slovenia. An all-Slovenian competition for start-up companies offers opportunities for start-up companies to present themselves and compete with their business models, to connect with potential investors, get professional support, financial rewards and publicity.

- ITIME business accelerator. Its goal is to upgrade innovative ideas from the field of information technology by offering advice and ideas from successful individuals and to present them in front of potential investors.

- TECOS is a Slovenian tool and die development centre, whose main objective is to support the Slovenian tool making industry by taking advantage of its own knowledge and equipment. Tool making markets are becoming increasingly demanding, thus tool making companies must be one step ahead of the competition. They have to invent new products, come up with new ways of producing them and establish their own trends. TECOS helps them to do just that. Close collaboration with Slovenian universities and scientific, research and professional institutions, enables TECOS to resolve all tasks and problems better and faster. TECOS offers mediation in establishing contacts with foreign partners, acts as a connection point between its members, organizes annual meetings and gives opportunities for company presentations and networking. Although it was predominately established by state institutions, it does not receive any funding from the state budget. Thus all its income is made on the market

**The Scientific Park**

The Science Park has the high importance and value of the project for the state and the region. This centre is today still in the implementation phase, but once completed, it will function as an organization whose main goal will be to increase the welfare of the community by promoting the culture of innovation and competitiveness of member companies and the institutions of knowledge. It will stimulate and manage the flow of knowledge and technology between the university and science or research institutions, companies and the market. Through the incubation of its start-up member companies, it will establish conditions for growth and faster spin-off processes.
International Relationships

At the University of Maribor, the care for research and researchers is of up-most importance, as well. The University of Maribor promotes EURAXESS, by which it supports researchers’ mobility and their international career development. For student international exchange network they have: EU exchange programme –ERASMUS, CEEPUS, Scholarship holders within the national programme for Slovenes abroad (without Slovenian citizenship).

3. UNIVERSITY OF UDINE, ITALY

The University of Udine offers to their student’ large number of student services:

- Job Placement Office
- Career Guidance
- Tutoring
- Psychological consultancy
- Disabled student services
- Sports, Arts, and Entertainment Services
- ERDISU (Regional agency for the right to University study)

Job placement office

The job placement office is a point of centralized reference for students, academic tutor, offices inside the athenaeum, companies, corporations and external organizations for the correlated activities to the organization and the carrying out of curricular apprenticeship and post-degree activities, of the students and the graduates at the University of Udine.

Career guidance

It is a service for those students that intend to enroll at the University of Udine, in order to provide a support both on didactic general information and on the relative services of consultancy for the choice of course of studies.

Tutoring

It is a service finalized to assist the enroled students at the university along the whole career of studies removing the obstacles to a profitable frequency of the courses and favoring the active participation to the university life.

Psychological consultancy service

It is a qualified service of guidance and tutoring for the university choice and also represents a listening place and supporting for all the students that had to be in difficulty in the course of studies undertaken.
Disabled student services

The service, activated in 1999, tries to satisfy the requests of disabled students to allow them an active participation in university life. Each Faculty provides specific contacts to ensure the full participation of the students with disabilities. Service assistance to disabled students of the University of Udine coordinates and organizes the following services, disbursed in line with the available human, financial and instrumental resources: exemption from tuition fees and contributions to university students with grave disability. They also have transport service for travel between university centres.

Service of personal accompanying of the students, by volunteers, within the main university campuses. The availability of the service is subject to the assignments of volunteers from the Office for National Civil Service. Intermediation service between students, faculty, and contacts for the organization of exam equivalents in relation to the type of disability. Intermediation service between students and teachers to organize meetings between them. Service of spreading of information concerning the accessibility of locations with the possible supply of illustrated guides (in electronic format). Support study service for visually impaired students. Loan of laptops with installation, screen readers if requested. Retrieval of texts from the libraries of the University. The University provides for full exemption from the registration fee and contributions, to university students with gone disabilities (recognized percentage of not less than 66%).

Sports, Arts, and Entertainment Services

The CUS, Centro Universitario Sportivo, offers university students an university collaborators, the possibility to participate in a wide variety of sports in the facilities at PalaCus “A. Giumanini”.

ERDISU (Regional agency for the right to University study)

The ERDISU of Udine is the Regional Body for supporting the right to higher education. The main principles that lay the foundations for the Italian education system, and, in particular, higher education, are presented in the Italian Constitution. The concept of the right to higher education has been modified over the years, reaching beyond the scope of basic assistance which consisted of scholarships, accommodation and canteen services thus widening its intervention areas. It has become increasingly necessary not only to provide services and financial assistance on the basis of precise merit and income criteria thus allowing deserving but financially disadvantaged students to pursue the highest levels of education, but also to promote opportunities that help all students to integrate into academic and social life.

As regards the provision of study grants from the ERDISU and possibilities of accommodation in the Student’s Residence.

The Regions could choose among direct management, devolution of competences and creation of regional bodies or regional agencies. The regional tax for the right to higher education, which amounts to 100 Euros. Students pay when enrolling for every academic year, yet those who are awarded a scholarship or are eligible in final rankings are exempt. The tax levy is entirely intended to finance the study grants.
4. MIDDLESEX UNIVERSITY, UNITED KINGDOM

They offers to their students following services:

- Programme advice and guidance
- Learning resources services
- Learner development unit
- Academic Writing and Language
- Student Learning Assistants
- Numeracy
- Support for Dyslexic Students
- Employability section
- Work placement services
- Financial Support
- Careers and development services
- Counselling service
- Disabled Student Support
- Money, Welfare and International Advice Service (MWIAS)
- Volunteering Programme Service
- Alumni Associations
- Learning Environment
- E-Learning
- Student Office
- International student and student exchange services

Programme advice and guidance

Middlesex Student Advisers are available for one-to-one consultations on all campuses. They are helping when it comes to making tough decisions about studies. They can provide administrative and regulatory advice (e.g. on programme regulations, deferrals, interruptions, placements) with a general level of advice provided on welfare issues. They can also help to deal with assessment-related queries and problems.

Student Advisers work closely with academic staff and also with staff from other student services (Money, International & Welfare, Counselling, Careers, Disability Support, English Language and Learning Support).

Learning resources services

Learning resources and support are provided by the University's Learning Resources service. Learning Resources comprises library services, student computing and audio-visual services. Each campus provides these services in a Learning Resource Centre (LRC). They give opportunity to see Library catalogue on the internet. To provide the whole University with the information and learning support services and products and resources to underpin and promote
teaching, learning (both directed and self-managed), research and associated activities, and to develop new approaches and maintain services which meet the needs of students and staff.

**Learner development unit**

The ability to write essays and reports, give presentations and participate in academic discussions are some examples of the types of communicative skills, which they offer. They are helping to get a headstart through theirs workshops, courses, one-to-one tutorials, and online materials to practice with.

**Academic Writing and Language**

The Academic and Language Team helping students in linguistics and communication in the academic context. They work with students on writing and the use of language, as well as on other common academic activities (like organising ideas for a presentation, understanding a complex academic text, or deciding which sources to use for a report). They run free courses of voluntary workshops on various topics, like: Academic Writing for MUBS, Critical Reading, Thinking & Writing for HSSc, Seminar Skills, Pronunciation, Postgraduate Writing, Academic Grammar and Vocabulary development.

**Student Learning Assistants**

Student Learning Assistants (SLAs) are 2nd/3rd year students identified by their academic tutors as highly motivated, capable learners with excellent communication skills. These students are there to support other students in their studies. You may see them helping out in lectures, labs, tutorials, or seminars.

**Numeracy**

Numeracy/maths support at Middlesex is available on every campus and can take the form of confidential one-to-one tutorials, small group workshops or full class teaching. The aim of this service is to enable all students to understand and excel at all aspects of maths in their studies by providing and/or directing students to appropriate, top quality resources and guidance. Numeracy tutors also specialise in supporting students with dyslexia or those students where English is a second language. The service also addresses the need for help with professional/employer's numeracy tests and has been particularly successful in this area.

**Support for Dyslexic Students**

The Dyslexia Support Service co-ordinates a comprehensive range of services and facilities aimed at supporting the efforts of undergraduate and postgraduate students across the university campuses and subject areas. These include initial screening and assessment; individual dyslexia/SpLD support tutorials; assistance with applying for Disabled Students’ Allowances to provide funding for support and assistive software; on-line resources; memos to assessors; group workshops and ongoing advice about issues relating to dyslexia and other SpLDs.
Employability section

In these section, they give advices to students, on which way to improve themselves, for getting a job. They suggest:

Volunteering (These will improve students chances of employability), Attending Careers Events (will prepare students how to write CVs and cover letters, as well as giving essential insight into career areas that may be considering), Careers Service’s (for getting a part time jobs).

Work placement services

Before they have even completed their course many Middlesex students do a work placement, assisted by their placement officers and their specialised knowledge and contacts. Their students can gain experience and skills in chosen field on short internships, voluntary work or even a year-long placement.

Financial support

In this section, we can find applications and application guidelines for these schemes, which are administered by the Student Financial Support Office. They offer to students a wide variety of financial support options to help them fund or part-fund their education. These include: Access to Learning Fund, Bursaries, Fee support for part-time students, Scholarships, Receiving student loans and grants.

Careers and development services

Middlesex University’s Careers Service aims to provide a range of quality and impartial information and guidance to assist Middlesex students and graduates in their career planning and job seeking. We also work with academic departments to support the development of students employability and promote links with employers.

Through a combination of workshops, one-to-one advice and employer events they help students focus their ambitions on realistic career goals, become a candidate employers cannot refuse and conduct efficient and productive job searches. Their services are available throughout student’ time at Middlesex and beyond, giving student’ support whenever they need it.

They want to develop student’ abilities, broaden experience and help them leave course ready for a career in theirs chosen field. They provide help in finding relevant work while at University through placements and a separate service to help support student’ in finding a career when it's time to graduate. Their dedicated teams can help student’ to:

- Get work experience while at university
- Prepare student’ for a career after university
- And even spend a year abroad as part of study
**Counselling service**

Confidential counselling is available on all major campuses - usually by appointment - to students and staff with personal and emotional problems that may be interfering with their work and participation in university life. Counsellors also work with groups, for example to prepare for examinations, and are involved with staff consultancy and training. The Counselling Service offers: one to one counselling sessions, group workshops, addressing such issues as dealing with stress, starting at the University, and learning support (including study blocks and assessment), consultation and referral services, input into the curriculum, staff training and consultancy.

**Disabled student support**

The Disability Support Service provides advice and support to students with disabilities. It's services include (but are not restricted to):

- Advice on course-related study needs
- Undertaking assessments for students applying for the Disabled Students Allowance
- Arranging special provision during examinations (e.g. note-takers)
- Liaising with tutors and funding authorities

There are a comprehensive range of services and facilities aimed to support the efforts of students at the University. These include:

- Initial screening and referral
- Assessment of needs
- Technical skills training
- Memos to assessors
- Loan of equipment
- Specialist learning support

**Money, Welfare and International Advice Service (MWIAS)**

The Money, Welfare and International Advice Service (MWIAS) is here to help students deal with any financial, practical or legal difficulties - from health and housing problems, to parenting and personal safety issues - that may arise students while they are studying at Middlesex. Advisers are available for private consultation and offer personalised advice to students, to accommodate for their distinct needs.

The MWIAS also run workshops which are relevant to specific groups of students. The MWIAS deals with a range of subjects, including:

- Student loans and grants
- Fee assessments queries
- Welfare benefits
- Debt and money management
Volunteering Programme Service

There are several reasons why student’s may volunteer - in many instances to enhance employability prospects – to gain valuable work experience, build their CV and skill-set and to add to their interview profile. Volunteering affords enormous benefits to everyone - a sense of personal development and of having contributed to something that is really worth while, it can be truly life-changing.

Alumni Association

The Middlesex University Alumni Association exists to foster lasting ties between Middlesex and its world-wide network of former students and staff. It offers a variety of benefits, including a host of professional and social networking opportunities, regular communication via our bi-annual magazine, and many discounted offers. They are currently working on more proactive involvement from their alumni with current students.

Learning environment

Every campus has a learning resource centre with university libraries, computing equipment, language centres and audio-visual facilities. They provide all the materials student need - and their specialist staff will help the students to use them effectively. The library is searchable via the library catalogue.

E -Learning

Their students routinely use a range of new technologies to help them learn. These include online presentations with soundtracks, podcasts, theirs own system OASISplus, discussion boards and other innovations that allow them to stay up to date with course material, communicate with teaching staff and one another. Their dedicated e-learning team is always exploring new ways of learning. For instance they have developed online learning in environments such as Second Life as well as developing learning e-portfolios and wikis to help students manage their education.

Student office

Every campus has a student office, which is student’s first port of call for questions about administration and academic regulations.

International student and student exchange services
They value their international students and aim to support them from application to graduation. Before applying, their regional offices can help advise international student’ on courses and visa applications.

All theirs students have the chance to spend a year studying abroad as part of their degree course, no matter what they choose to study. Student’ can opt to do this for a single term, or a whole year and they offer a better choice of partners in all subjects than similar universities. They believe a year at a foreign university will broaden experience of their student’, put them at ease in new cultures and build theirs confidence for the future.

**Middlesex University Student Union**

Student Union in their programme offers:

- Welfare & Academic (An area dedicated to offering students independent information, advice and referral on all aspects of university life).
- Magazine & Radio (Vehicles of communication with fellow students, the University and the wider community at large).
- Events & Activities (Large number of activities, campaigns and events throughout the year including society, cultural & social event nights, charity fundraisers etc.).
- Student Representation programme

**5. AUSTRIAN NATIONAL UNION OF STUDENTS AT BOKU**

Reasons and benefits for being part of NU BOKU:

- Socialising (students and university management)
- Managerial and political experience
- Learning by doing (Experience)
- Participation in academic development
- Fun and community
- Additional semesters for study grant

National union of students at BOKU offers:

- Advice for Students – They provide advice for: The enrolment, Problems in study programs, Problems with exercises, Problems with graduation, Problems in the social sector
- Communication service – Channels and tools between students and academic management (Meetings, Working Groups, E mail, Committees, Informal Meetings/Talks)
- Students Advisory Service – Services for school leavers and prospective students
- Alumni - Jobs and career planning, services for graduates and alumni (in German)
- Student services: Brochures, Calendar, Exam questions, Copy card, Events (Discussions, Workshops)
- Information (Magazines, Homepage)
• Library service via internet site
• Center for education - Aim of the Center of Education is the coordination of all aspects and areas of teaching at BOKU. They provide following:

**Boku E learning Centre**

E-learning can not substitute established learning practices, but at BOKU we believe that it can lead to fundamental changes in education.

BOKU is promoting the approach of *blended learning*: new media are not intended to replace traditional ways of teaching and learning, but to support face-to-face education. A virtual learning environment (VLE) can be used to update learning content and excercises on the fly, offer and grade exams easily, and to promote new skills.

**Center for International relationships**

Center for International (international relations, language courses, students exchange, partner universities, development co-operation, etc.) and external relations (continuing education (in German)).

**Center for IT Services**

Center for IT Services - accounts for students, e-mail for students, computer courses, education information system BLIS, abstracts of thesis.