



ERASMUS MUNDUS

Promotion of European Higher Education – Action 3

Projects on SERVICES FOR INTERNATIONAL STUDENTS / DOCTORAL CANDIDATES

In order to facilitate student and doctoral candidates' mobility, higher education institutions should offer the necessary facilities to incoming students such as international offices, academic counselling and logistical facilities. The Action 3 projects below propose tools that will facilitate international students' access to joint programmes and improve the quality of services offered to them. Furthermore, they explore different methods aiming at integrating students from different cultural and religious backgrounds and providing material for intercultural learning or web based information services. Action 3 projects may also focus on enhancing the services provide to specific target groups such as students and doctoral candidates with special needs.

FEATURED PROJECTS

- **EDUCOACH (2012-2015)**
Personal Online Advice for Study-in-Europe Orientation
- **Urban Lab+ (2012-2015)**
International Network of Urban Laboratories - Understanding urban dynamics, identifying future planning strategies, and strengthening education and research capacities
- **tuBEMATES (2012-2014)**
Boost Erasmus Mundus, europeAn higher educaTion and Employability through video Sharing community
- **EM-Idea (2011-2014)**
Bringing the Erasmus Mundus community together to disseminate, exchange and act
- **LEAN-CC (2011-2013)**
Linking European, African and Asian Academic Networks on Climate Change
- **European Campus (2008-2011)**
Enhancing overseas student mobility
- **WISHES (2008-2011)**
Web-based Information Service for Higher Education Students
- **EMA-4-Moodle (2008-2011)**
Erasmus Mundus 4 for Moodle
- **ENATIS (2008-2010)**
Enhancing attractiveness through international student Services
- **FASTQUAD (2007-2010)**
Facilitating students' mobility service including quality insurance dimension

This information sheet is one of a series that show Action 3 outcomes in particular regions of the world, or on specific themes. You can find the whole series at:

http://eacea.ec.europa.eu/erasmus_mundus/results_compendia/selected_projects_action_3_achievements_activities_en.php

Please note that venues or dates of events are subject to change; checking the project's website for latest details on events is recommended.

EDUCOACH

Personal Online Advice for Study-in-Europe Orientation (2012-2015)

Coordinated by	StudyPortals B.V., Netherlands
Coordinator contact	Joran Van Aart (email: joran@studyportals.eu)
Website	http://educoach.org/
Partners	Belgium, Estonia, Jordan, Ukraine, United States

EduCoach will improve for 2 year and 7 months international study orientation through online, personal advice delivered fully virtually, through Live chat, Voice/video Conferences, and Interactive Webinars, from highly qualified experts on all aspects from the initial exploration phase to the practical matters days before departure. It will **help millions of prospective students and PhD candidates who are considering study and research in Europe.**

This project will satisfy the information need that has so often been identified as **key barrier to mobility** and ultimately boosting quality and volume of student flows. EduCoach is optimally designed to understand and respond to the very needs of the respective target groups: in-depth, in their local language, and by the most suitable experts in the field. The innovative counselling services will all be offered at the right place and time: seamlessly integrated with StudyPortals.eu, Europe's leading study choice platform that already helps millions of students in their international study choice.

Outcomes

- **personal online counselling tools:** Live Chats and Voice/video Conferences, available in English, Russian and Arabic, will improve orientation of prospective students on an individual basis;
- **Interactive Webinars:** empowering alumni, student associations, universities, national institutes and companies to inform orienting students in a targeted, personal and thus effective way;
- **thematic knowledge base:** thematic articles with condensed information on the most common topics across all counselling sessions, making all information exploitable for orienting students on massive scale;
- **Recruitment Best Practice Guide for HE promoters:** condensing and publishing all expertise around student recruitment and the use of new generation communication tools for HE promotion. The guide will put forward recommendations on how to improve recruitment and communication with students in different parts of the world.

Events

[Kick-off meeting](#), 08-09 November 2012, Eindhoven (The Netherlands)

[Consortium meeting](#), 18-19 March 2013, Brussels (Belgium)

[Consortium meeting](#), 15-16 October 2013, Kiev (Ukraine)

[Consortium Meeting](#), 2014, Amman (Jordan), date to be confirmed

Urban Lab+

International Network of Urban Laboratories - Understanding urban dynamics, identifying future planning strategies, and strengthening education and research capacities (2012-2015)

Coordinated by	Technische Universität Berlin, Germany
Coordinator contact	Peter Herrle (email: habitat.unit@tu-berlin.de)
Website	http://www.urbanlabplus.eu/
Partners	Italy, Switzerland, United Kingdom, Chile, China, India, South Africa

Urban Laboratories are dedicated to inter- or trans-disciplinary research and learning, putting an emphasis on hands-on collaborative **research and education**, and bringing together the disciplinary **resources of the academy with the practical spheres of architecture, urban design and planning**. Composed of a total of eight established Urban Laboratories the 3 years project URBAN LAB+ aims to expand currently established laboratory approaches by **creating a platform for dialogue and cooperation** that will allow different partners in Europe as well as from major regions of urban growth – in South Africa, Asia, and Latin America – **to expand and intensify their knowledge** and therewith **to strengthen their educational capacities**.

Outcomes

- **joint symposia** in Europe and **workshops** in the Global South partners' universities, devoted to the urban laboratory approach for **promoting Global Education and research** in the built environment disciplines in Europe;
- faculty **exchange and mobility**, including PhD and Master students' in joint research, education and hands-on projects (in particular by extending existing networks;)
- **implementation of new joint courses** in existing urban Master programs and facilitating Master thesis work within the network;
- **annual printed and online publications** as well as **e-learning tools**, providing high visibility and contributing to an increasing impact in both the third countries and in Europe.

Events

[Inaugural Symposium of the International Network of Urban Laboratories](#), 21-23 March 2013, Berlin (Germany)

[Cluster-meeting "Practice-orientation"](#), November 2013, Johannesburg (South Africa)

[Cluster-meeting "Intercultural Approach"](#), November 2013, Mumbai (India)

[Cluster-meeting "Interdisciplinarity"](#), December 2013, Santiago de Chile (Chile)

dates to be confirmed

tuBEMATES

Boost Erasmus Mundus, Europe An higher education and Employability through video Sharing community (2012-2014)

Coordinated by	UNIVERSITAT DE BARCELONA, Spain
Coordinator contact	Begoña Gros (email: bgros@ub.edu)
Website	http://www.tubemates-project.eu/
Partners	Austria, France, Italy, Japan, Thailand, Vietnam

The 2 years project is aimed at enhancing both the visibility and attractiveness of the European Higher Education (EHE). It promotes and disseminates the added value of Erasmus Mundus (EM) transnational experience among students of European and Asian Higher Education Institutions (HEIs). In order to pave the way to new 'Erasmus for All' programme, tuBEMATES wants to **create a community where students can share impression and expectation on EM experiences as a unique channel where communication and information will be circulated with the immediate effectiveness of self-produced video and trailers**. Secondly, Employers and Business representatives will be invited in taking action and called to express their impressions about their own hosting experiences.

tuBEMATES aims to cope with EU Higher Education weaknesses and **set a strategy to promote EM transnational studies focusing on EM students experience through multimedia tools/channels**.

Outcomes

- development of a **Video Sharing Community to support EM students in capitalizing mobility experience and increasing employability chances** and to disseminate HE Best Practices/successful stories;
- realisation of **video made by EM Students** about their **experience**;
- organization of an **EU Workshop** and a **Final Conference** in Hanoi aiming at **improving attractiveness of EHE and EM**.

Events

[Kick-off meeting](#), 31 January – 1 February 2013, Rome (Italy)

EU Workshop /Europe and Asia: How to stimulate mobility and collaboration? Information on Cluster Europa-Asia Synergies, Information on new Programme Erasmus+, 19/20 September 2013, Barcelona (Spain)

[Final Conference](#), October 2014, Hanoi (Vietnam), date to be confirmed

FRINDOC

Framework for the Internationalisation of Doctoral Education (2012-2015)

Coordinated by	European University Association, Belgium
Coordinator contact	Thomas Jorgensen (email: thomas.jorgensen@eua.be)
Website	http://www.eua.be/FRINDOC.aspx
Partners	Italy, Norway, United Kingdom China, South Africa,

The 3 years project FRINDOC aims at providing a comprehensive overview of good practices and valuable experiences for universities. The project will develop a framework containing a **statement of good practice on internationalisation** and an **online tool for universities to aid planning and implementation of internationalisation strategies for doctoral education**. It will be a comprehensive strategic tool for planning, promoting and supporting mobility in doctoral programmes enabling universities to attain a united picture of strategic goals, capacity and possibilities to implement the right structures for their particular profile. In addition it will promote Europe as an attractive regional partner and enhance its international visibility.

Outcomes

- Statement of good practice;
- Online tool;
- Induction seminar;
- Evaluation seminar;
- Launch event.

Events

Kick-off meeting, 7 December 2012, Brussels (Belgium)

Steering committee meeting, 13 June 2013, Brussels (Belgium)

EM-Idea

Bringing the Erasmus Mundus community together to disseminate, exchange and act (2011-2014)

Coordinated by	University Bordeaux I, France
Coordinator contact	Prof. Boas Erez (email: boas.erez@math.u-bordeaux1.fr)
Website	www.em-concilium.eu
Partners	Belgium, France, Italy, Lithuania, Spain, Sweden Canada, Kenya, Serbia, Uruguay

The EM-Idea Consortium wishes to create the conditions such that the Erasmus Mundus Community at large can jointly exploit, explain and discuss its involvement in the Erasmus Mundus programme, so as to find ways to strengthen and improve it. This **3 years project's** objectives are to:

- **Bringing the community of EM coordinators together;**
- **Helping stakeholders** of joint programmes;
- Creating an independent, non-profit association of coordinators of EM-like joint programmes, called **Erasmus Mundus Concilium**.

The project's main geographical targets outside Europe are Africa, Northern and Latin America, and Europe's neighbouring countries.

Outcomes

- **Survey of tools and services available** to coordinators of international cooperation programmes;
- Organisation of at least **six (regional) conferences** throughout Europe to bring together the EM community around structured exchanges;
- Project for the **Erasmus Mundus Concilium's policy statement**, by-laws, first business plan and first programme of activities;
- **Creation of the 'Erasmus Mundus Concilium'**.

Events

A series of 6 conferences in Europe will be organised:

November 2011 (Belgium)

March 2012 (Sweden)

July 2012 (Lithuania)

September 2012 (Serbia)

March 2013 (Spain)

Summer 2013, Bordeaux (France)

Conference in Latin America (venue and date to be confirmed)

LEAN-CC

Linking European, African and Asian Academic Networks on Climate Change (2011-2013)

Coordinated by	Erasmus University Rotterdam I.H.S./R.H.V.
Coordinator contact	Stelios Grafakos (email: grafakos@ihs.nl)
Website	https://www.ihs.nl
Partners	Italy, Lithuania, The Netherlands Indonesia, Philippines, South Africa

LEAN CC is a 2 years project that intends to reach the following objectives:

- Enhance dissemination of knowledge towards **improving awareness of climate change issues** across different sectors and actors within Non - EU countries of the partner HEIs;
- Gain knowledge and improving access to academic programmes within EU HEIs that fit clearly with non – EU countries' needs;
- **South-North and South-South sharing of knowledge** and capacity enhancement through information exchange, e-platform, real-time seminars, conferences and development of a pilot e-course.

Outcomes

The main outcomes of the project are the following:

- the development of an **E-platform**, in the form of a E-portal-website
- **two promotional seminars**
- the development of an **E-course with three modules** on climate change

Events

Kick-off meeting, 16-17 November 2011, Yogyakarta (Indonesia)

Promotion Seminar 1, 28-30 June 2012, Manila (Philippines)

Promotion Seminar 2, 03-05. April 2013, Johannesburg (South Africa)

Closing conference, 16.-17.September 2013, Venice (Italy)

European Campus

Enhancing overseas student mobility (2008-2011)

Coordinated by	Network of Universities from the Capitals of Europe – UNICA, Belgium
Coordinator contact	Kris Dejonckheere (email: project@unica-network.eu)
Website	http://project.europeancampus.eu/
Partners	Belgium, Estonia, France Argentina

European Campus is a 2 years and 3 months project with the main goal of developing an [Information Platform](#) that provides students from all over the world with the necessary information to enroll in an International Master Programme in the European Higher Education Area. It aims to improve information provision by encouraging universities to use an online [Master Template](#) which offers master coordinators the opportunity to provide both **formal** (from e.g. European Higher Education Institutions) and **non-formal information** (from e.g. European Student Organizations) related to international & Erasmus Mundus programmes. The European Campus Platform expects to present information in using new online technologies.

The main activities of the project were to:

- engage universities in the EHEA to use an online information standard to obtain a more coherent presentation within and beyond the EHEA;
- development of a platform that gathers formal information (from e.g. European Higher Education Institutions) and non-formal information (from e.g. European Student Organizations) in a fast and automated way;
- collection and dissemination of experiences (stories, photos, movies) of former mobility students in the EHEA.

Outcomes

- make the mobility experience in the EHEA richer and more successful and encourage more students from all over the world to study in the EHEA;
- strengthen cooperation between universities and student organizations in their common goal to foster and enhance global student mobility;
- the [European Campus Notebook](#) that includes testimonies of mobility experiences;
- an [Information Platform](#) and an online [Master Template](#) that provide students and master coordinators with important information on International Master Programmes in Europe;
- [the European Campus café](#): the Consortium celebrated the project with an event in Brussels on 27 January 2011;
- [Story Competition](#): The project gave the opportunity to all the students to share their own experience of studying abroad on the European Campus platform

Events:

[Third Satellite meeting and workshop EM Action 1](#), 11 January 2011, Brussels (Belgium)

[Final Steering Committee meeting](#), 28 January 2011, Brussels (Belgium)

WISHES

Web-based Information Service for Higher Education Students (2008-2011)

Coordinated by	Universität Paderborn, Germany
Coordinator contact	Leena Suhl (email: suhl@dsor.de)
Website	http://www.eu-wishes.eu
Partners	Austria, Belgium, Cyprus, Czech Republic, Spain Russian Federation, Turkey

WISHES is a 3 years project that aims to promote European study and work offers to potential students and recent graduates. The information and **community portal WISHES** interlinks higher education institutions (HEIs), students and enterprises and provides them with information tailored according to their expressed needs. Thus in result, WISHES enables **HEIs** and **enterprises** to effectively promote their study and work offers worldwide and free of charge and **students** to retrieve reliable information to find their dream job / university abroad.

Outcomes

WISHES realizes the following outcomes to match its main target groups virtually and face-to-face

- **Set up and operate the [WISHES mobility portal for studying and working abroad](#)** as an effective networking and recruitment tool;
- Create an [on-line community](#) that provides links to International students' organisations and an interactive forum;
- [On-line publication of a virtual library](#) that contains information material created during the project such as factsheets for Universities and Businesses;
- **Organize WISHES Networking Days** to sustainably initiate further cooperation in the European higher education area supported by ICT.

Events

Analysis workshop, 20 December 2009, Liege (Belgium)

EAIE (European Association for International Education) Conference 2009, 16-19 September 2009, Madrid (Spain)

IT workshop, 16 July 2009, Linz (Austria)

[WISHES Conference and Users' Meeting 2011](#), 17-19 May 2011, St. Petersburg (Russia)

EMA-4-Moodle

Erasmus Mundus 4 for Moodle

(2008-2011)

Coordinated by	Groupe des Ecoles des Télécommunications, France
Coordinator contact	Thomas Semmler (email: Thomas.semmler@telecom-bretagne.eu)
Website	http://recherche.telecom-bretagne.eu/ema4moodle/index.php?lang=en_utf8
Partners	France, Germany, Slovakia Russian Federation

The aim of this project is to facilitate **international mobility for European and non-European students** by offering **tools** that will help them overcome these difficulties. Over 2 years and 6 months the project developed tools such as specifically adapted **on-line language courses** and **intercultural education material** that facilitate the integration of international students (EU and non-EU) into new study environments. The courses are made available to students and other university users, via **the "Moodle" platform**.

In order to help, teachers and course developers, as well as students the EMA-4-Moodle project also developed a **Moodle language lesson template**. The template facilitates course creation and use by offering a standardised lesson structure based on a large variety of didactic activities available within the Moodle system.

Outcomes

The following project outcomes can be further applied, adopted and used by other groups of students, teachers and higher educational institutions:

- A [Moodle language course template](#);
- A [French language course](#) at level A2 for foreign students containing 250 language exercises, intercultural activities, links to cultural websites, dictionaries and other communication tools;
- A multi-media [German interactive language course](#) that offers 25 hours of on-line work to intermediary students;
- A complete [multi-media Russian online course](#) that takes students through the various orientation stages of integration into the new educational system in Russia;
- An online multi-media and interactive Slovak language course for level A1.

Events

[France-Russia Symposium](#), 28 April 2010, Novosibirsk (Russia)

International Conference on Youth and Adult Education and Lifelong Learning, Yerevan (Armenia)

eLearn Expo, June 2010, Moscow (Russia)

International Conference on Education, 2010, Samos (Greece)

[Congrès UPLEGESS](#), May 2011, Montpellier (France)

[International Educational Technology Conference 2011](#), 25-27 May 2011, Istanbul (Turkey)

ENATIS

Enhancing attractiveness through international student Services (2008-2010)

Coordinated by	Academic Cooperation Association, Belgium
Coordinator contact	Bernd Wächter (email: bernd.waechter@aca-secretariat.be)
Website	http://www.aca-secretariat.be/index.php?id=415
Partners	Denmark, United Kingdom

Over the period of 1 year and 7 months, the ENATIS project focused on the following specific objectives:

- to **discover the support needs of non-European degree students**;
- to provide recommendations on how to meet those needs in strategic and organisational terms;
- to propose **guidelines of good practice for international student support at European level**.

Outcomes

The project has the following outcomes:

- a comprehensive report on students' support needs, the impact of services on student decision making and the strategic approaches and organisation of support at the institutional level; [International Student Support in European Higher Education. Needs, Solutions, and Challenges](#) (ISBN 978-3-932306-99-0), June 2010 by Lemmens;
- a [leaflet with good practice guidelines](#), targeted at institutional leaders, international officers at institutions, and national and European level higher education decision makers;
- a seminar on the theme of international student support.

Events

Seminar '[Taking Care of the Brains: Principles and Practice in International Student Support](#)',
19 March 2010, Brussels (Belgium)

FASTQUAD

Facilitating students' mobility service including quality insurance dimension (2007-2010)

Coordinated by	Pierre Mendès France University -Grenoble II (France)
Coordinator contact	Pierre Bailly (email: pierre.bailly@upmf-grenoble.fr)
Website	http://inter.nstu.ru/erasmus/index.shtml
Partners	Finland, Italy, Romania, Spain, Russian Federation

This is a 3 year project that was developed in order to facilitate student mobility and more specifically contribute towards an **easier access to European Higher Education** especially for **students coming from the Russian Federation**. Workshops and seminars as well as experts visits were organised in order to analyse how to set up mobility facilitating services and how to develop guidance for improving students' mobility. In addition the project developed a methodology of evaluation and quality assurance that guaranteed the level of acquired competences.

Outcomes

The activities resulted in the following outcomes:

- introduction of mobility facilitating services to the partner Universities: international academic mobility flows were organised;
- a database that allows academic staff to co-supervise mobility programmes;
- "Applicant Documentation and Instruction Kit", a standardised kit for students.

Events

[How to manage mobility programmes](#)

Seminar - May 2008, Saratov (Russian Federation)

[Managing the modalities of double diplomas](#)

Seminar - November 2008, Saint-Petersburg (Russian Federation)

[What is the meaning of evaluation and quality assurance concepts?](#)

Workshop – April 2009, Yekaterinburg (Russian Federation)

[Final Conference](#)

FASTQUAD results & outcomes – September 2010, Novosibirsk (Russian Federation)