

EUROPEAN STUDENT AFFAIRS CONFERENCE 2023

(formerly the Polish-German Colloquium on Student Services)

“Shaping change in student services - How can we transform crises and challenges into positive change?”

July 5-7, 2023 in Neustadt (Germany)

Conference Programme

WEDNESDAY, JULY 5, 2023

8:00-10:00 Arrival and conference registration

9:00 *Bus-Shuttle Hotel Palatina → conference venue*

10:00 WELCOME AND OPENING

- Opening by **Andreas Schülke**, Executive Director of the STW in Anterior-Palatinate
- Welcome by **Dr Günter Hoos**, Director of the Service Centers for Rural Areas (DLR)-regional authorities of Anterior-Palatinate
- Welcome by **Prof Beate Schücking**, DSW-President and former Rector of University of Leipzig - *per video link*
- Digital Round of Introduction and participants' expectations, **Sven Engel**, Director of International Relations, DSW

10:30 TRANSFORMATION OF STUDENT SERVICES IN CRISES – PERSPECTIVES FOR STUDENT SERVICES, HIGHER EDUCATION INSTITUTIONS AND STUDENTS IN DIALOGUE

- **Matthias Anbuhl**, Chairman of the DSW Board
- **Carlotta Eklöh**, Board Member of the Free Students Union (fzs) from Germany and Member of the DSW Advisory Board
- **Christian Chazal**, Director of Crous de Lyon and representative for the French student services network (Cnous)
- **Iris Kimizoglu**, Vice-President of the European Students Union (ESU)
- **Prof Witold Pawłowski**, Vice-Rector of Student Affairs, Lodz University of Technology

Moderator: **Petra Mai-Hartung**, Director of STW Berlin

12:00 COMMUNICATION PHASE – FLYING LUNCH

Shaping change in student services – what is the situation for student services in Europe? Participants are invited to continue the discussion and to discover the most pressing challenges and urgent student needs different round tables with a flying lunch.

- Round-Tables on current student services trends in Germany, France, Poland, Norway, Italy, Belgium, Ireland, the United Kingdom, and the United States

13:30 SHAPING CHANGE IN STRATEGIC STUDENT SERVICES MANAGEMENT
PARALLEL WORKSHOPS

Workshop 1 – English, French, German	Workshop 2– English Only
Strategic Change Management	Managing Communication
<p>Wolfgang Rettich, Director of STW Darmstadt: What type of strategic change management is necessary in order to develop student services for the future?</p> <p>Dr Koenraad Keignaert, Head of Department for Student Affairs and Services, University of Antwerp: Management of student services staff – how to balance professionalism, cooperation and diversity?</p> <p>Moderator: Alexandra Diestel-Feddersen, STW Mainz</p>	<p>Jana Judisch, Director of Communication, STW Berlin: Orchestrating Change – Innovative Communication in a large public student services administration</p> <p>Alessandro Ciro Sciretti, Italian National Association for Student Affairs (ANDISU) & President of EDISU Piemonte: Social networks and digital devices: new ways to communicate for student affairs organisations</p> <p>Moderator: Sven Engel, DSW</p>

15:00 *Bus-Shuttle → Hotel Palatina (30 min. break at the hotel)*

15:45 *Bus-Shuttle Hotel Palatina → Hambach Castle*

16:00-18:30 HAMBACH CASTLE – A CRADLE OF GERMAN DEMOCRACY

16:00-16:15 Introduction to the castle: Relevance for the development of democracy in Germany,

16:30-18:30 Guided tours through the castle (in small groups, approx. 30 minutes each group)

16:30 **Cocktail reception**

19:00-19:15 **Guest Address**

Dinner with student culture program “Fearless Voices”

- **Prof Dr Jendrik Petersen**, Chairman of the Board of STW Anterior-Palatinate, University
- **Dr Achim Weber**, Head of Department in the Ministry for Science and Health in Rhineland-Palatinate
- **Andreas Schülke**, Executive Director of STW Anterior-Palatinate

22:00 *Bus-Shuttle → Hotel Palatina*

THURSDAY, JULY 6, 2023

8:15 Bus-Shuttle Hotel Palatina → conference venue

**9:00-10:00 SHAPING CHANGE: MANAGING TRANSFORMATION IN STUDENT SERVICES
PARALLEL WORKSHOPS**

Workshop 3 – English, French, German	Workshop 5 – German & English (consecutive)
Countering the Student Housing Crisis (I)	Transformations in Dining Services (I)
<p>Christian Chazal, Director of Crous de Lyon & Cathy Gonzalez, Head of Culture Service and International Relations: Building 100.000 new places in residence halls – Experiences and remaining challenges in a French Government program</p> <p>Jürgen Huber, Director of STW Bonn: First Glance at the “Young Living” Program of the Federal Government – what are the challenges ahead?</p> <p>Moderator: Alessandro Sciretti, ANDISU</p>	<p>Séverine Delieusche, Deputy Director of Crous de Lille: A meal for just 1 Euro? Government subsidies and the consequences for restructuring, financing and managing dining halls in France</p> <p>Moderator: Sven Engel, DSW</p>

**10:15-11:15 SHAPING CHANGE: MANAGING TRANSFORMATION IN STUDENT SERVICES
PARALLEL WORKSHOPS**

Workshop 4 – English, French, German	Workshop 6 – English only
Countering the Student Housing Crisis (II)	Transformations in Dining Services (II)
<p>Andreas Wagner, Director of STW Trier: Residence halls of the future? Examples for technical, social and communication innovations in student housing</p> <p>Amalie Lunde, Director of the Student Service Foundation in Western Norway: Building New Student Residence Halls in Norway – Social and Environmental Aspects</p> <p>Moderator: Doris Schneider, STW Augsburg</p>	<p>Annabel Hurst, Cardiff University: Menus of Change – A principled approach to nutrition, flavour and environmental stewardship in university catering services</p> <p>Ichiro Nakamori, Managing Director & CEO of the Nat’l Federation of University Co-operative Associations (NFUCA) – Adapting to the Pandemic: Student Support Initiatives by Japanese University Co-operatives</p> <p>Moderator: Michael Postert, STW Karlsruhe</p>

11:15 Coffee Break

11:30 SHAPING CHANGE: RESPONDING TO CHANGING NEEDS IN PSYCHOLOGICAL AND SOCIAL COUNSELLING – PANEL PRESENTATION

- **Valérie Van Hees**, Coordinator of the Support Centre Inclusive Higher Education (SIHO, Belgium): Student mental health across Europe – towards a public mental health approach

- **Nollaig Ní Chárthaigh**, Mental Health & Wellbeing Project Officer, Atlantic Technological University (Galway) and **Clodagh Byrne**, Student Affairs Ireland/Trinity College Dublin: Responding to changing mental health needs – what are the challenges ahead?
- **Jana Kuppardt**, Director of Social Counselling & Social Counsellor, and **Christiane Bach**, Psychological Psychotherapist, STW Leipzig: Responding to growing needs in psychological, social and financial counselling – examples from Leipzig

Moderator: **Prof Witold Pawłowski**, Lodz University of Technology

13:00 COMMUNICATION PHASE – LUNCH

In an open format during lunch, participants can share questions, ideas or projects informally with their colleagues. Please prepare a 1min-elevator pitch to discuss with colleagues: What is my problem? What could be an idea for change in a respective field? What kind of experiences are available or can be helpful? How can we work together?

- *Round-Tables on Residence Halls, Dining Services, and Counselling Services*

14:00-17:00 CAMPUS TOUR OF STW ANTERIOR-PALATINATE

14:00-14:30 INTRODUCTION OF THE INSTITUTION

- **Andreas Schülke**, Executive Director of STW Anterior-Palatinate

SOCIAL & PSYCHOLOGICAL COUNSELLING SERVICES

Introduction by **Manfred Kleinecke**, Head of the Counselling Department with focus on:

- Social counselling (counselling in conflict situations, studying with a child/pregnancy, counselling on social benefits, etc.)
- Counselling on financial aid (vouchers for dining & children, scholarships, social benefits, discounts, etc.)
- Psychological counselling (support in time management, exams, resilience, personal life crises, etc.)

14:45 *Bus-Shuttle → Landau*

- Visit to the campus in small language groups (each group visits both locations)

15:00 STUDENT RESTAURANTS AND CAFETERIAS IN LANDAU

Short introduction by **Andreas Dubiel**, Head of Dining Services and tour of facilities with focus on:

- Philosophy, Dining concepts and future perspectives
- Actions & Innovation (e.g. Container kitchen)

Bus-Shuttle

STUDENT HALLS OF RESIDENCE IN SOCIAL RESPONSIBILITY

Short introduction by **Micha Nebel**, Head of Housing Department, guided tour of the residence hall “Quartier Vauban” and a short stop at the residence hall “Maximilianstrasse” with focus on:

- new user concepts and welcome culture
- occupancy and allocation process, tenants management, moving in and out process
- construction method & refurbishment, example of a new construction on top of an ALDI-supermarket
- particularities of student social housing

Bus-Shuttle

17:00-18:00 Free time in Landau

18:15 *Bus-Shuttle Landau Alter Messplatz → Neustadt/Staatsweingut*

19:00 WINE-TASTING AND DINNER (Barbecue)

Discover the specialties of the wine-growing region of Anterior Palatinate

22:00 *Bus-Shuttle → Hotel Palatina*

FRIDAY, JULY 7, 2023

8:10 *GROUP 1: Bus-Shuttle Hotel Palatina → conference venue*

8:40 *GROUP 2: Bus-Shuttle Hotel Palatina → conference venue*

9:00 NEW TOOLS FOR CHANGE – PARALLEL WORKSHOPS

Workshop 7 – English, French, German	Workshop 8 – English only
Reforming Student Financial Aid	Diversity Management (45 min)
<p>Bénédicte de Percin, Director of Student Life, Cnous (Vanves): Reforming financial aid in France – transforming scholarships into an efficient and effective tool for better access to higher education</p> <p>Byungil Bae, Chairman of the Korean Student Aid Foundation (KOSAF) and Yiwon Yoo, International Relations – Innovations in Financial Aid in South Korea</p> <p>Bernhard Börsel, Director of Financial Aid, DSW: Reforming financial aid in Germany – how to support more students with more money?</p> <p>Moderator: Matthias Anbuhl, DSW</p>	<p>Julian Nolte, Director of Human Resources and Institutional Development, STW Berlin: Promoting staff diversity in a large student services organisation – experiences from the field</p> <p>Moderator: Sven Engel, DSW</p>
	Shaping Digitalization of Student Services (45 min)
	<p>Emilie Le Corre, IT Project Leader, University of Normandy: The European Digital Student Services Infrastructure (EDSSI) & Project HOME – What are the new features for student services?</p> <p>Peter Höring, Project Leader at STW Karlsruhe: Implementing a digital housing reservation platform</p> <p>Moderator: Sven Engel, DSW</p>

10:30 COMMUNICATION PHASE – COFFEE BREAK

In another open format during coffee break, participants can share questions, ideas or projects informally with their colleagues. Please prepare a 1min-elevator pitch to discuss with colleagues: What is my problem? What could be an idea for change in a respective field? What kind of experiences are available or can be helpful? How can we work together?

- *Round-Tables on Financial Aid, Research in Student Affairs and Services, Diversity, Digitalization*

11:00 CONFERENCE CONCLUSIONS – PANEL DISCUSSION

- **Andreas Schülke**, Executive Director of STW Anterior Palatinate
- **Carlotta Eklöh**, Board Member of the Free Students Union (fzs) from Germany and Member of the DSW Advisory Board
- **Prof Witold Pawłowski**, Vice-Rector of Student Affairs, Lodz University of Technology, Poland
- **Iris Kimizoglu**, Vice-President of the European Students Union
- **Matthias Anbuhl**, Chairman of the DSW-Board

Moderator: **Bénédicte de Percin**, Cnous (Paris)

12:00 Light lunch

13:00 END OF CONFERENCE

- Online-Evaluation
- Shuttle bus to the Palatina Hotel

13:15 *GROUP 1: Bus-Shuttle → Hotel Palatina*

13:45 *GROUP 2: Bus-Shuttle → Hotel Palatina*

- Check-out and departure
- **Optional journey to Heidelberg** for the optional additional day for already registered participants (extra costs)
- **Please refer to the separate Programme**