

HIGHER EDUCATION SUPPORT PROGRAM
CENTRAL EUROPEAN UNIVERSITY

2007/2008 Workshop Series
Higher Education Policy and Management

7 – 10 April 2008

Integrated Student Services

Rositsa Bateson, Vice President for Student Services, Central European University

Professor John Taylor, Centre for Higher Education Management and Policy, University of Southampton

Host and Venue

Central European University

Nador u. 9, H-1051
Budapest, Hungary
Tel: +36-1/3270000
<http://www.ceu.hu>

Accommodation

CEU Conference Center

Kerepesi út 87, H-1106
Budapest, Hungary
Tel: +36-1/3273150
<http://www.ceucenter.hu/>

19 March 2008

Dear Colleague,

In preparation for your participation in the **Integrated Student Services** Workshop (7 – 10 April 2008) of the HESP/CEU Series in Higher Education Policy and Management, attached you will find a detailed program along with suggested reading materials. We are very much looking forward to meeting you and to having an interactive seminar dedicated to student support services.

As you may be aware, the topic of student services has not attracted much attention in the context of the larger reform processes in higher education in Europe—namely developments in the context of the Bologna process—until very recently. While Student Services are highly developed and sophisticated units in higher education institutions in North America and in the United Kingdom (and throughout countries that follow the Anglo-American tradition), higher education traditions in continental Europe have been slower to identify this area as an institutional objective for improvement. Concerns about adequate student support emerged initially in the framework of international student mobility and recruitment, and although the topic is now coming to the forefront of institutional management and quality assurance, there is relatively little research and published results on the implementation of a comprehensive student services program. Our discussion will therefore draw on literature sources and best practices from the United States and the United Kingdom, and will examine the particular case of the Central European University which has implemented a US-style integrated student services program, adapted to the local requirements and student needs.

We hope that this workshop will help us create an informal support network and serve as the basis for further discussion among us. To facilitate this, we welcome your active participation and willingness to share your own thoughts and experiences.

Looking forward to your visit and with very best wishes,

Rositsa Bateson
Vice President for Student Services
CEU

Professor John Taylor
Centre for Higher Education Management and Policy
University of Southampton

PROGRAM

SUNDAY, 6TH APRIL

ARRIVAL OF PARTICIPANTS

Welcome pack at the Reception

CEU Conference Center,
Kerepesi út 87, H-1106,
Budapest, Hungary
Tel: +36-1/3273150

MONDAY, 7TH APRIL

- 9:00 Meeting at the Reception of CEU Residence Center (Kerepesi) and travel to CEU Main Campus
Celine Barlet
- 9:45 – 10:15 Coffee break
- 10:15 – 11:15 **Welcome and introductions**
Room Z311
(Zrínyi utca 14, 3rd floor)
Rositsa Bateson and Professor John Taylor
- 11:15 – 13:00 Administrative matters / Reimbursement
Room Z311
(Zrínyi utca 14, 3rd floor)
Celine Barlet
- 13:00 – 14:30 Lunch (not organized)
- 14:30 – 15:45 **In service of the students – implications for institutional management**
Room Z311
(Zrínyi utca 14, 3rd floor)
Introduction of the main topics to be covered by this workshop
- 15:45 – 16:00 Coffee break
- 16:00 – 17:00 **Tour of the university and CEU Library**
Faculty Tower,
1st floor

TUESDAY, 8TH APRIL

- 9:30 – 11:00
Room Z311
(Zrinyi utca 14,
3rd floor)
- Trends in Higher Education: globalization, massification, the Bologna process**
This session will review the changing purposes and expectations of higher education institutions, the increased roles of multiple stakeholders, and the role of the state
- 11:00 – 11:15
Coffee break
- 11:15 – 12:30
Room Z311
(Zrinyi utca 14,
3rd floor)
- The Role of the Students (changing student characteristics, changing expectations)**
This session will focus on the changing relationship between students and universities, in a historical perspective, reviewing dominant university traditions and the influence of the Bologna process
- 12:30 – 14:00
Lunch (not organized)
- 14:00 – 15:30
Room Z311
(Zrinyi utca 14,
3rd floor)
- Student Services – concept, definitions, history**
This session will introduce the main concepts about student services and will examine the lack of student services in continental Europe, in a comparative perspective with the Anglo-American tradition
- 15:30 – 17:00
Reading Time

WEDNESDAY, 9TH APRIL

- 9:30 – 11:00
Room Z311
(Zrinyi utca 14,
3rd floor)
- Contextualizing Student Services: the case of the Central European University**
Introduction to the specific example of the CEU Student Services Program
- 11:00 – 11:15
Coffee break
- 11:15 – 12:30
Room Z311
(Zrinyi utca 14,
3rd floor)
- Multiple Roles of Student Services: Who do they “serve”?**
This session will focus on the dual nature of student services as an organized program for the benefit of the students and of the university, emphasizing integrated student services as a management model
- 12:30 – 14:00
Lunch (not organized)
- 14:00 – 15:30
- Visits to individual CEU student services units.**
Optional: admissions, student records, financial aid, student life, alumni affairs and career services, psychological counseling
During this session participants will be able to visit the student services units and discuss organization and operations with the unit heads. A sign-up sheet will be available.
- 15:30 – 17:00
Reading Time

THURSDAY, 10TH APRIL

- 9:30 – 11:00
Room Z311
(Zrínyi utca 14,
3rd floor)
- Student Research and Institutional Research – in support of strategic planning, management and self-evaluation**
With Valentina Dimitrova-Grajzl (CEU Institutional Research Officer)
This session will introduce the topic of institutional research and, more specifically, research into student characteristics, expectations and institutional statistics in support of management decisions and strategic planning; the CEU Student Survey 2007 will be presented and discussed
- 11:00 – 11:15 Coffee break
- 11:15 – 12:45 **Travel reimbursement : group visit to the bank**
Celine Barlet - Please bring your passport -
- 12:45 – 14:00 Lunch (not organized)
- 14:00 – 15:30
Room Z311
(Zrínyi utca 14,
3rd floor)
- Being "student-oriented" in different institutional cultures**
In this session each participant will be asked to reflect upon policies and practices of their own institutions: To what extent are they student-oriented? What could be done to enhance, improve, introduce student services in each context?
- 15: 30 – 15:45 Coffee break
- 15:45 – 17:00
Room Z311
(Zrínyi utca 14,
3rd floor)
- Closing discussion and participant feedback**
- 17:45 – 20:30 **Dinner - Trofea Grill Restaurant:** (Margaret Bridge on Buda side – Margit Krt. 2)
At 17:15 after the session, we leave together from Room Z111.

FRIDAY, 11TH APRIL

DEPARTURE

LIST OF READING MATERIALS

In service of the students – implications for institutional management

Learning Reconsidered. A Campus-wide Focus on the Student Experience. (2004). Washington, DC: The National Association of Student Personnel Administrators (NASPA) and American College Personnel Association (ACPA). [WWW]
http://www.naspa.org/membership/leader_ex_pdf/lr_long.pdf

Trends in Higher Education: globalization, massification, the Bologna process

Trends V: Universities Shaping the European Higher Education Area. (2007). By David Crosier, Lewis Purser and Hanne Smidt. European University Association. [WWW]
http://www.eua.be/fileadmin/user_upload/files/Publications/Trends_V_universities_shaping_the_european_higher_education_area.pdf (30 January 2008)

Scott, P. (1992). Mass Higher Education in Europe: Implications for Student Mobility and International Education. *EAIIE Occasional Paper*. Amsterdam: European Association for International Education

Rothblatt, S. and Wittrock, B. (1993). Introduction: universities and 'higher education'. In: Rothblatt, S. and Wittrock, B. eds. *The European and American university since 1800*. pp. 1-15. Cambridge: Cambridge University Press

The Role of the Students (changing student characteristics, changing expectations)

Bateson, R. and Taylor, J. (2004). Student Involvement in University Life - Beyond Political Activism and University Governance: a view from Central and Eastern Europe. *European Journal of Education*, Vol. 39, No. 4, pp. 471-483

Contextualizing Student Services: the case of the Central European University

Central European University Website:

About CEU: <http://www.ceu.hu/about>

Admissions and Financial Aid: <http://www.ceu.hu/admissions>

Online Orientation: http://web.ceu.hu/online_orientation.html

Student Life: <http://www.ceu.hu/studentlife>

Alumni Affairs and Career Services: <http://www.ceu.hu/alumnicareer>

Bateson, R. (2008). CEU Student Services Organizational Chart

Characteristics of Excellence in Higher Education: Eligibility Requirements and Standards for Accreditation. (2006). Middle States Commission on Higher Education. Philadelphia, PA [WWW]
<http://www.msche.org/publications/CHX06060320124919.pdf>

Multiple Roles of Student Services: Who do they “serve”?

Bateson, R. (2008). Student Services as an Integral Part of the University Core. Chapter from dissertation.

Developing an Internal Quality Culture in European Universities. (2005). Report on the Quality Culture Project 2002-2003. European University Association. [WWW]
http://www.eua.be/eua/jsp/en/upload/QC1_full.1111487662479.pdf (25 June 2006)

Developing an Internal Quality Culture in European Universities. (2005). Report on the Quality Culture Project, Round II – 2004. European University Association. [WWW]
<http://www.eua.be/eua/jsp/en/upload/QCII%20Report%2030.03.05.1115967574238.pdf> (25 June 2006)

Student Research and Institutional Research – in support of strategic planning, management and self-evaluation

Suslow, S. (1972). *A Declaration on Institutional Research.* Tallahassee, FL: Association for Institutional Research. [WWW] <http://www.airweb.org/page.asp?page=82>

Saupe, J. (1990). *The Functions of Institutional Research.* 2nd Edition Tallahassee, FL: Association for Institutional Research. [WWW] <http://www.airweb.org/page.asp?page=85>