

# UNIVERSITY OF TWENTE.

**ERASMUS+ LOOKING BACK  
ERASMUS+ LOOKING AHEAD**

INGE BROEKMAN | INSTITUTIONAL ERASMUS COORDINATOR

12 DECEMBER 2019

# PRESENTATION

1. Exchange
2. Erasmus+
3. Looking back
  - A. **PROCESS**
  - B. finance
4. Conclusions
5. Looking ahead

# 1. EXCHANGE

# EXCHANGE

## Why?

- Vision of creating global citizens 'Vision 2020'.
- Policy on student and staff mobility.
- Open minor semester as of 2013.

## How?

Erasmus+ as one of the instruments.

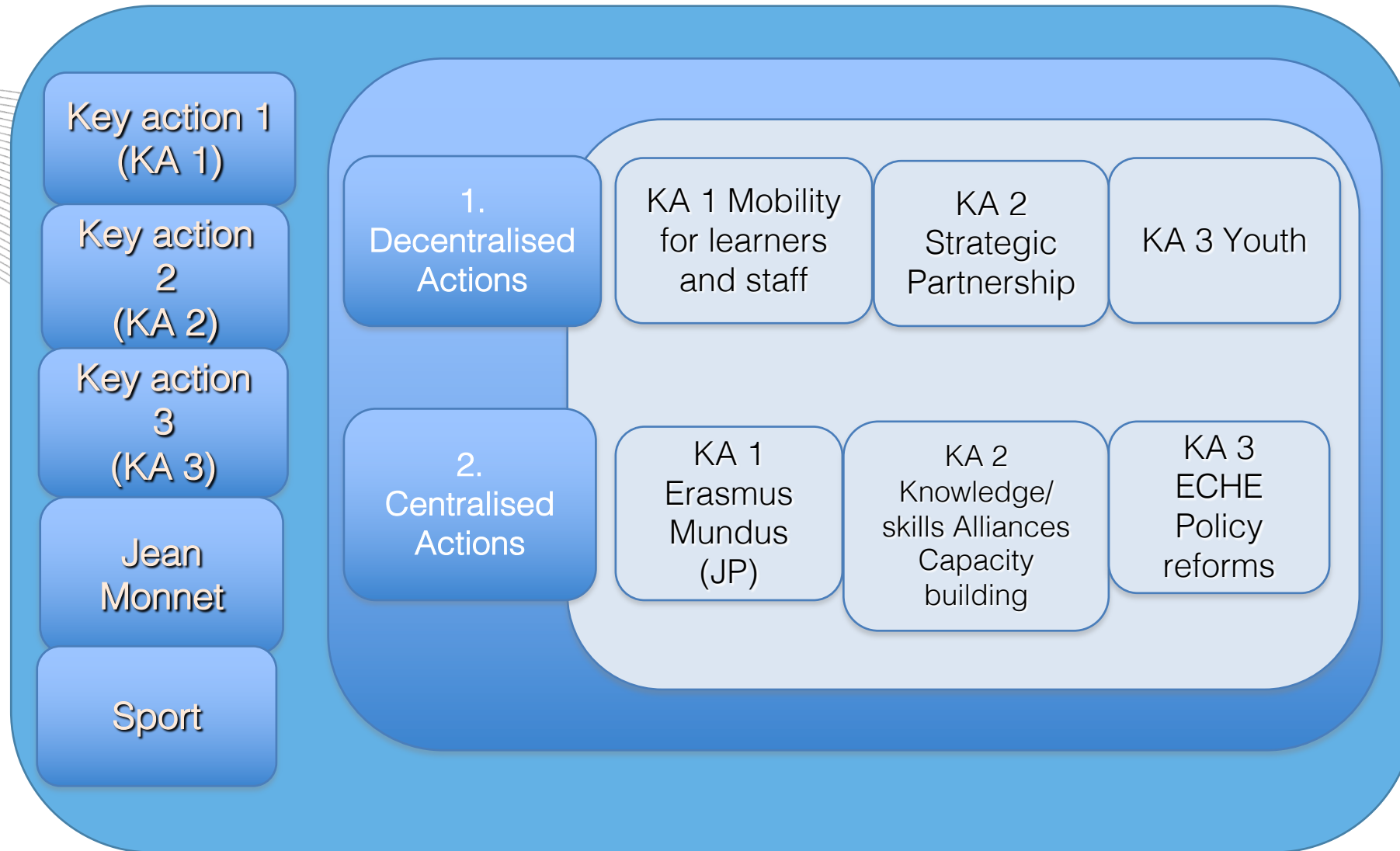
## 2. ERASMUS+



UNIVERSITY  
OF TWENTE.

# THE ERASMUS+ PROGRAMME: AN OVERVIEW

2. Erasmus+





# THE ERASMUS+ PROGRAMME: PREREQUISITE

2. Erasmus+



**ERASMUS CHARTER FOR HIGHER EDUCATION 2014-2020**

*The European Commission hereby awards this Charter to:*  
UNIVERSITY OF TWENTE

**The Institution undertakes to respect the following principles:**

- + Respect in full the principles of non-discrimination set out in the Programme and ensure equal access and opportunities to mobile participants from all backgrounds.
- + Ensure full recognition for satisfactorily completed activities of study mobility and, where possible, traineeships in terms of credits awarded (ECTS or compatible system). Ensure the inclusion of satisfactorily completed study and / or traineeship mobility activities in the final record of student achievements (Diploma Supplement or equivalent).
- + Charge no fees, in the case of credit mobility, to incoming mobile students for tuition, registration, examinations or access to laboratory and library facilities.

The Institution further undertakes to:

**- When Participating in Mobility Activities -**

**Before Mobility**

- + Publish and regularly update the course catalog on the website of the Institution well in advance of the mobility periods, so as to be transparent to all and allow mobile students to make well-informed choices about the courses they will follow.
- + Carry out mobility only within the framework of prior agreements between institutions. These agreements establish the respective roles and responsibilities of the different parties, as well as their commitment to shared quality criteria in the selection, preparation, reception and integration of mobile participants.
- + Ensure that outgoing mobile participants are well prepared for mobility, including having attained the necessary level of linguistic proficiency.
- + Ensure that student and staff mobility for education or training purposes is based on a learning agreement for students and a mobility agreement for staff validated in advance between the home and host institutions or enterprises and the mobile participants.
- + Provide assistance related to obtaining visas, when required, for incoming and outgoing mobile participants.
- + Provide assistance related to obtaining insurance, when required, for incoming and outgoing mobile participants.
- + Provide guidance to incoming mobile participants in finding accommodation.

**During Mobility**

- + Ensure equal academic treatment and services for students and staff and incoming mobile participants.
- + Integrate incoming mobile participants into the Institution's everyday life.
- + Have in place appropriate mentoring and support arrangements for mobile participants.
- + Provide appropriate linguistic support to incoming mobile participants.

**After Mobility**

- + Accept all activities indicated in the learning agreement as counting towards the degree, provided these have been satisfactorily completed by the mobile student.
- + Provide incoming mobile participants and their home institutions with transcripts containing a full, accurate and timely record of their achievements at the end of the mobility period.
- + Support the reintegration of mobile participants and give them the opportunity, upon return, to build on their experiences for the benefit of the Institution and their peers.
- + Ensure that staff are given recognition for their teaching and training activities undertaken during the mobility period, based on a mobility agreement.

**- When Participating in European and International Cooperation Projects -**

- + Ensure that cooperation leads to sustainable and balanced outcomes for all partners.
- + Provide relevant support to staff and students participating in these activities.
- + Exploit the results of the projects in a way that will maximise their impact on individuals and participating institutions and encourage peer learning with the wider academic community.

**- For the Purposes of Visibility -**

- + Display this Charter and the related Erasmus Policy Statement prominently on the Institution's website.
- + Promote consistently activities supported by the Programme, along with their results.

*On behalf of the Institution, I recognise that implementation of the Charter will be monitored and that violation of any of the above principles and commitments may lead to its withdrawal by the European Commission.*

Link: Erasmus Policy Statement of the University of Twente

Mr. Victor van der CHIES  
President of the Executive Board  
Local representative  
NL ENSCHED01

20886-ESP-1-2014-1-NL-ERPMAS-ECHE

## FOCUS ON KA 1 MOBILITY FOR LEARNERS AND STAFF

- Erasmus Mundus: double / joint master degrees
- Erasmus ICM / International Credit Mobility / 'KA107'
- ...
- Erasmus inter European mobility / 'KA103'
  - Process
  - Finances





# 3A. LOOKING BACK | PROCESS

# PROCESS

1. Charter (ECHE)
2. Agreements (IIA's)
3. Mobility organization (faculties, CES)
4. Finances (to apply, to implement, to report)
5. How do we do at UT?

Evaluations: process from student perspective!



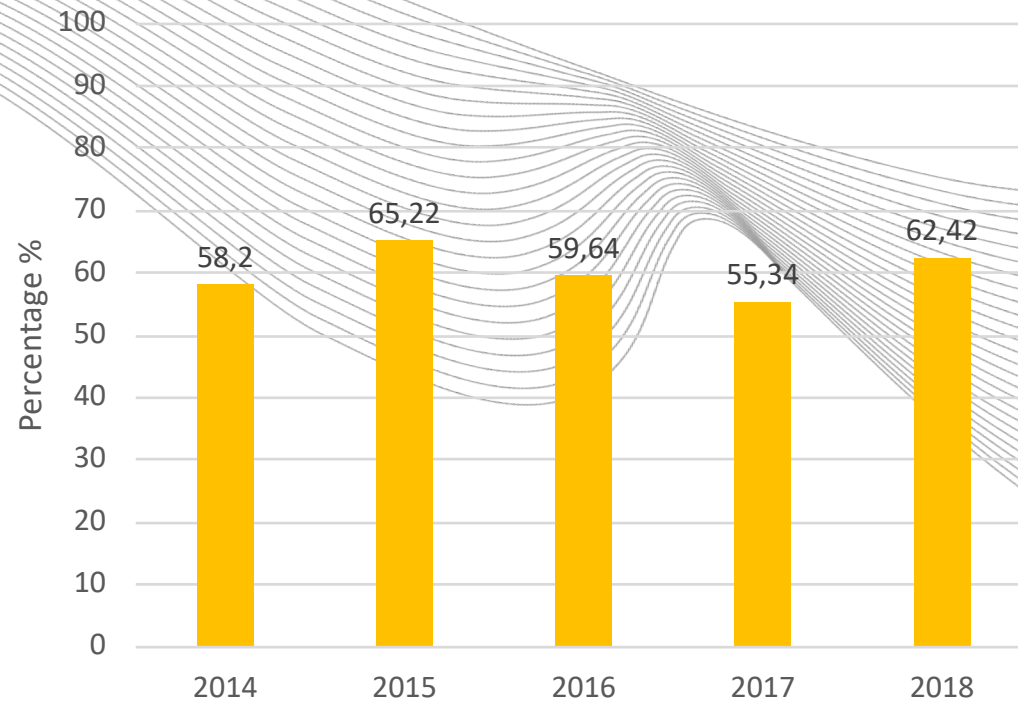
Blue: outgoing students



Yellow: incoming students

# Quality of the course catalogue | Opinion of **incoming** students for courses

Question: Was the receiving institution's course catalogue complete?

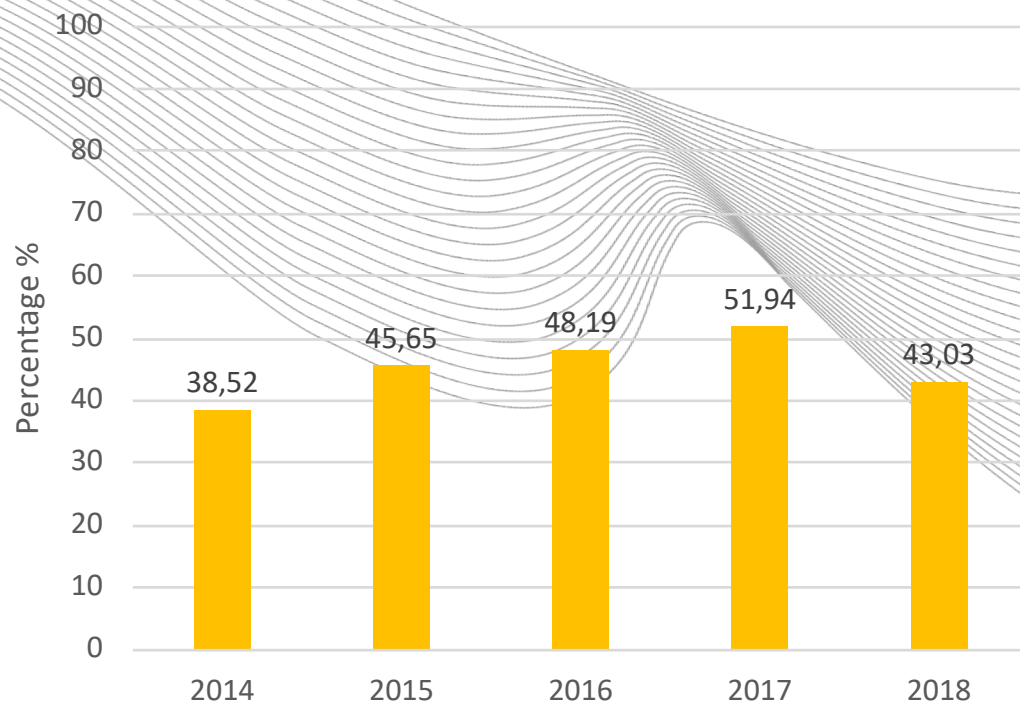


% of students who felt that the course catalogue was complete

Academic year	Number of students that answered this question
2014 (14-15)	122
2015 (15-17)	138
2016 (16-18)	166
2017 (17-19)	206
2018 (18-20)	165

# Quality of the course catalogue | Opinion of **incoming** students for courses

Question: Was the receiving institution's course catalogue up-to-date?

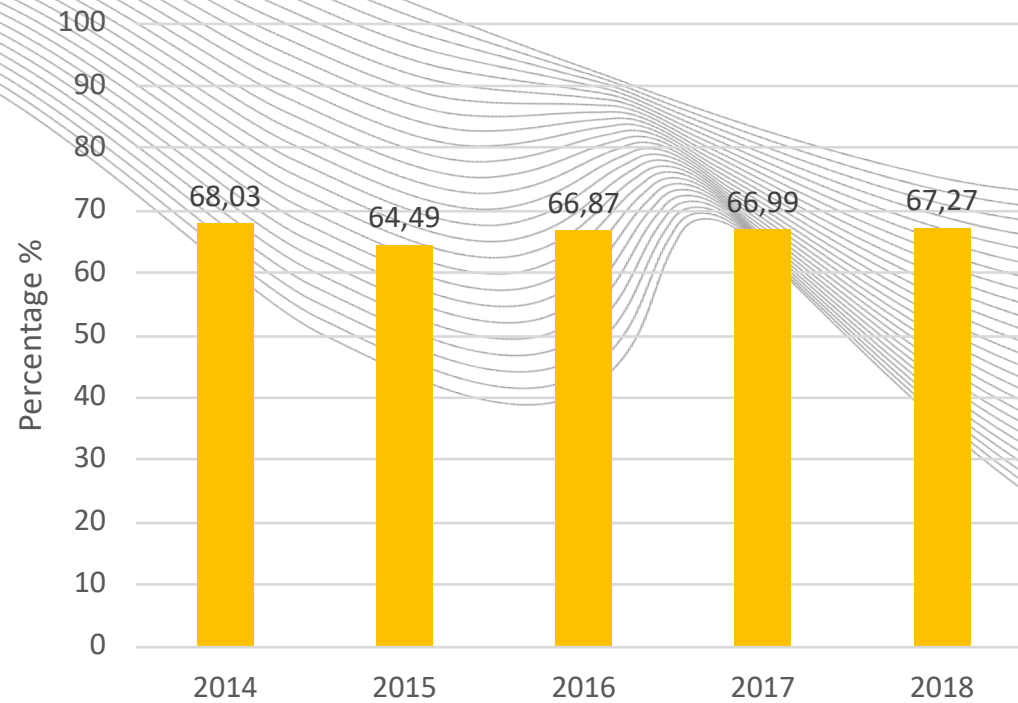


% of students who felt that the course catalogue was up-to-date

Academic year	Number of students that answered this question
2014 (14-15)	122
2015 (15-17)	138
2016 (16-18)	166
2017 (17-19)	206
2018 (18-20)	165

# Quality of the course catalogue | Opinion of **incoming** students for courses

Question: Was the receiving institution's course catalogue available in time?



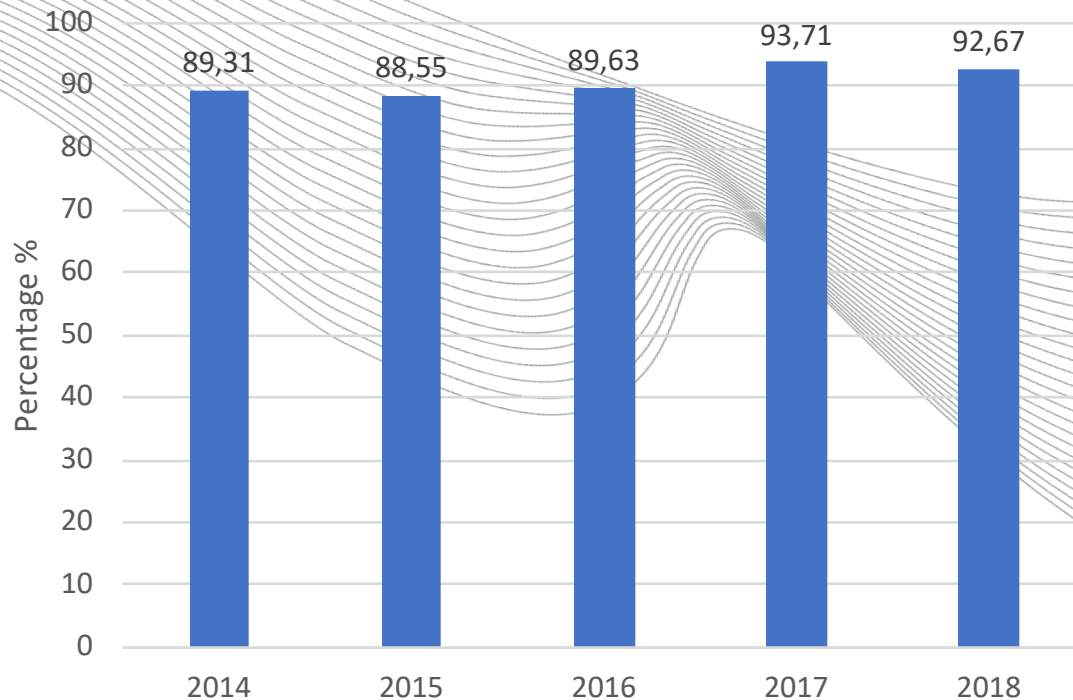
Academic year	Number of students that answered this question
2014 (14-15)	122
2015 (15-17)	138
2016 (16-18)	166
2017 (17-19)	206
2018 (18-20)	165

% of students who felt that the  
course catalogue was  
available in time



# Learning agreement | Opinion of **outgoing** students for courses

Question: Was your Learning Agreement signed by all parties before the start of the mobility?



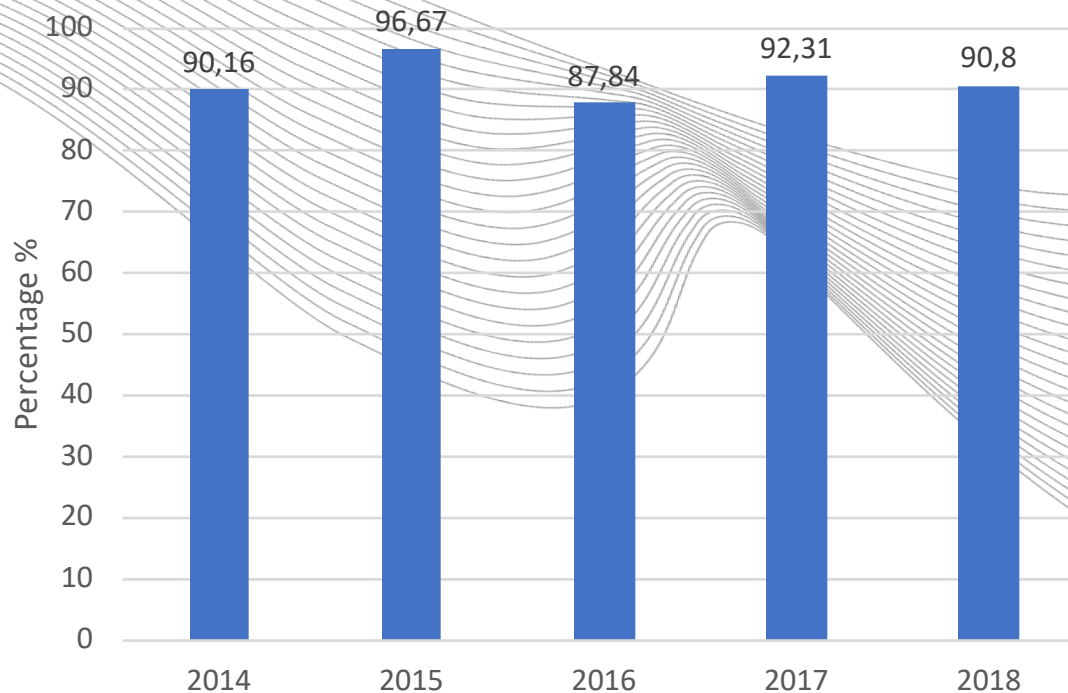
% of students whose learning agreements were signed prior to their mobility period

Academic year	Total # mobilities in project	Total SMS	*
2014 (14-15)	231	145	131
2015 (15-17)	264	166	166
2016 (16-18)	257	169	164
2017 (17-19)	282	178	175
2018 (18-20)	315	208	197

\* Number of students that submitted a final participant report

# Learning agreement | Opinion of **outgoing** students for traineeships

Question: Was your Learning Agreement signed by all parties before the start of the mobility?



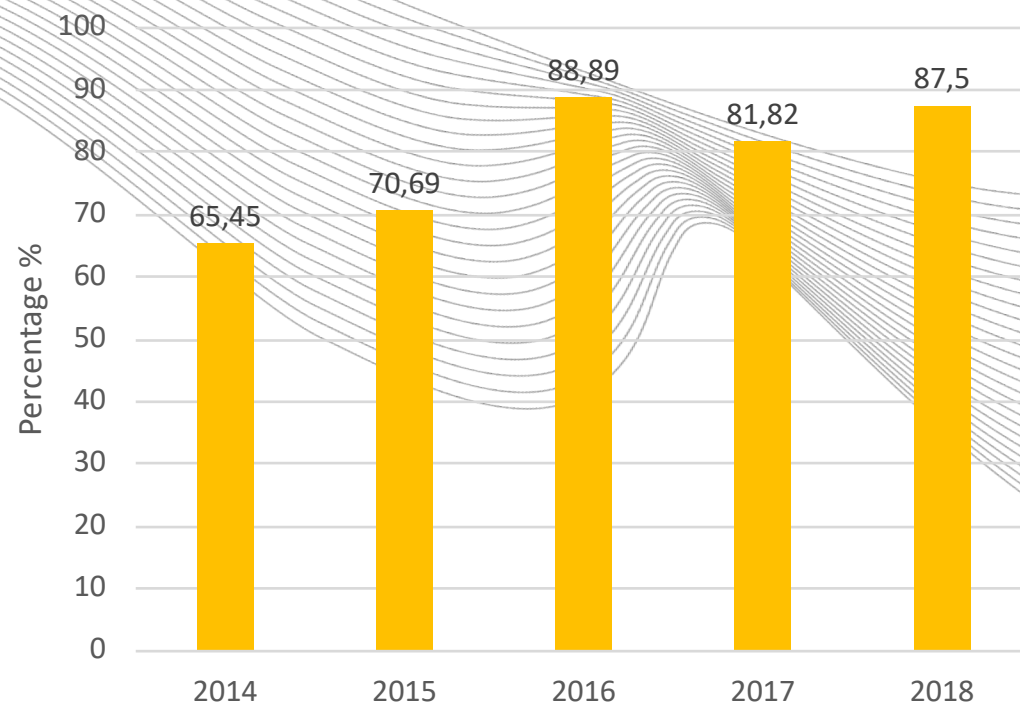
% of students whose learning agreements were signed prior to their mobility period

Academic year	Total # mobilities in project	Total SMT	*
2014 (14-15)	231	81	61
2015 (15-17)	264	90	90
2016 (16-18)	257	83	74
2017 (17-19)	282	98	91
2018 (18-20)	315	99	96

\* Number of students that submitted a final participant report

## Assistance with issues related to visa | Opinion of **incoming** students

Question: How satisfied were you with assistance related to visa issues provided by your receiving institution?

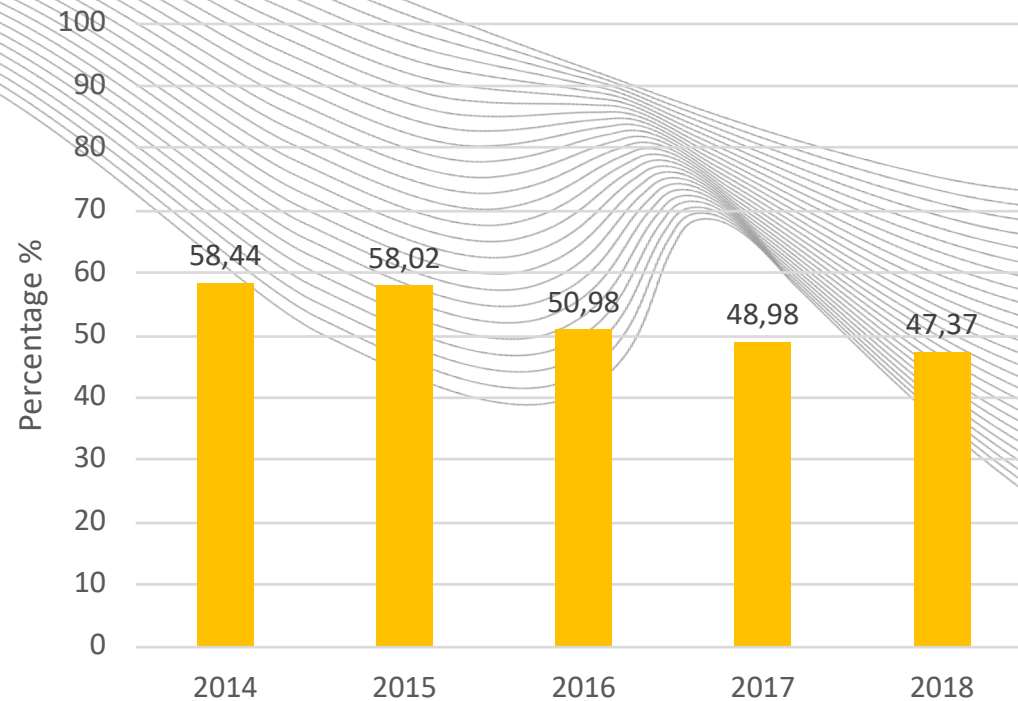


Academic year	Number of students that submitted a final participant report
2014 (14-15)	55
2015 (15-17)	58
2016 (16-18)	18
2017 (17-19)	22
2018 (18-20)	30

% of students who were rather satisfied or very satisfied with support by the receiving institution(s) relating to visa issues, when required

## Assistance with issues related to insurance | Opinion of **incoming** students

Question: How satisfied were you with assistance related to insurance issues provided by your receiving institution?



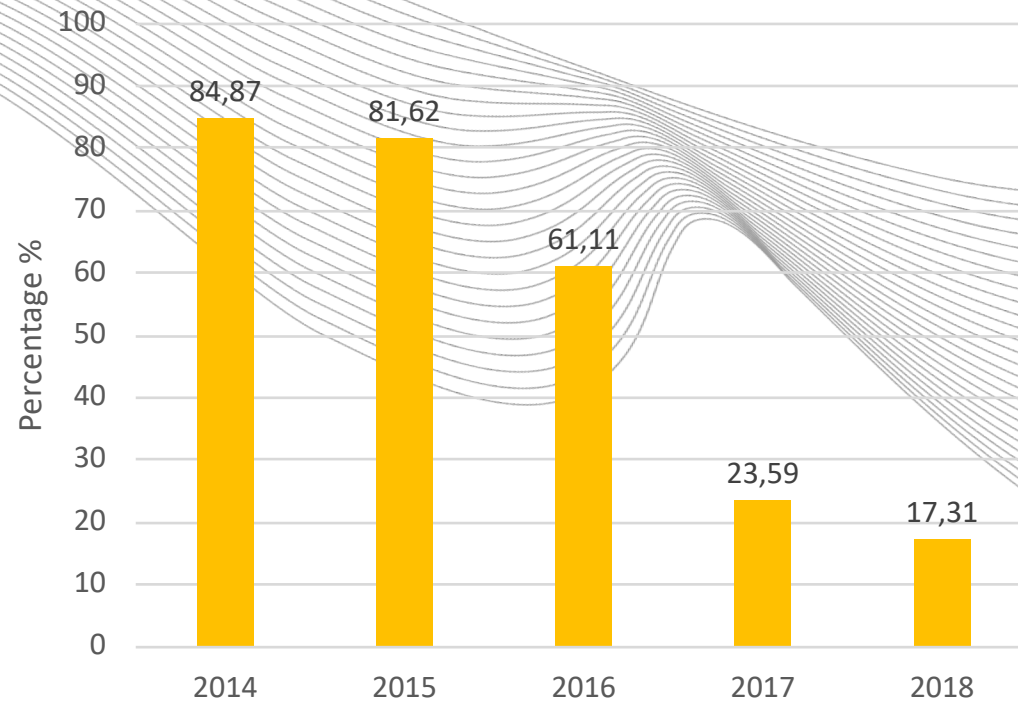
Academic year	Number of students that submitted a final participant report
2014 (14-15)	77
2015 (15-17)	81
2016 (16-18)	102
2017 (17-19)	98
2018 (18-20)	187

% of students who were rather satisfied or very satisfied with support by the receiving institution(s) relating to insurance issues, when required



## Satisfaction on accommodation | Opinion of **incoming** students

Question: How satisfied were you with the *guidance* you received by the receiving institution on how to find an accommodation?



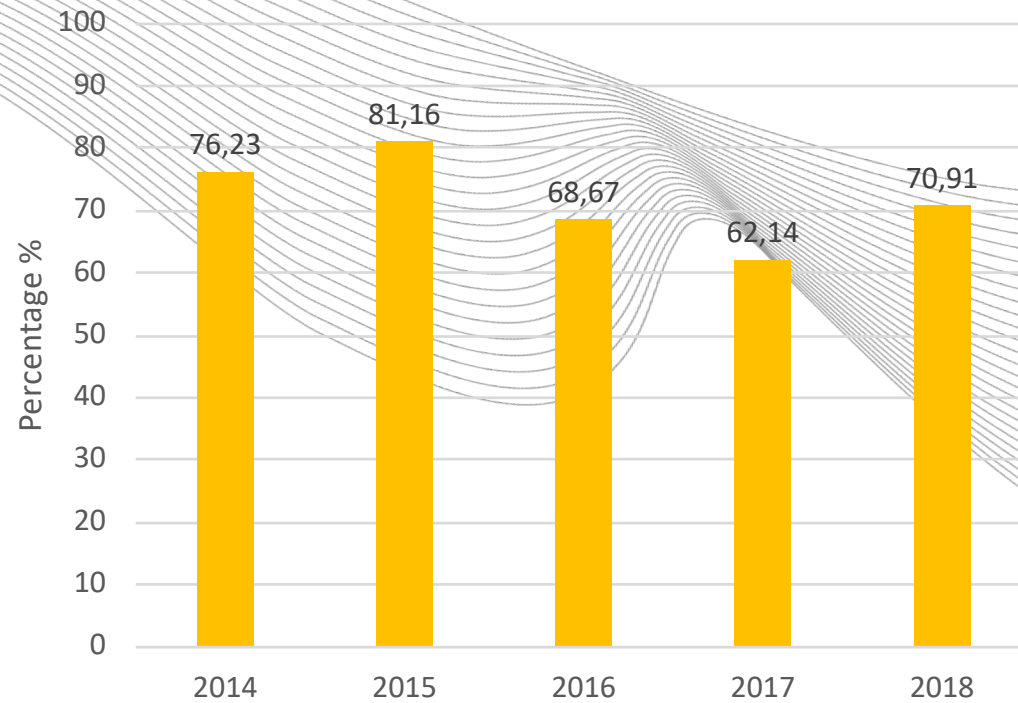
Academic year	Number of students that submitted a final participant report
2014 (14-15)	119
2015 (15-17)	136
2016 (16-18)	162
2017 (17-19)	195
2018 (18-20)	301

% of students who were rather satisfied or very satisfied with guidance by the receiving institution(s) related to finding accommodation



# Satisfaction on accommodation | Opinion of **incoming** students

Question: How satisfied were you with your accommodation [*itself*]?

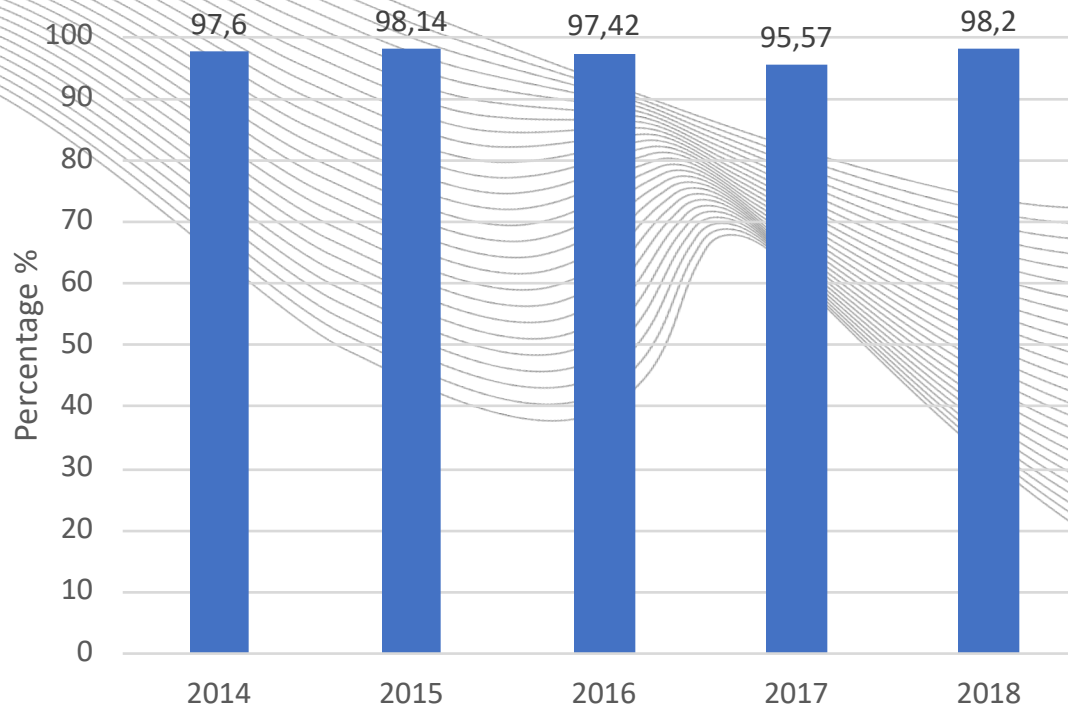


% of students who were rather satisfied or very satisfied with accommodation

Academic year	Number of students that submitted a final participant report
2014 (14-15)	122
2015 (15-17)	138
2016 (16-18)	166
2017 (17-19)	206
2018 (18-20)	314

# Feedback on finances | Opinion of **outgoing** students for courses

Question: Did you receive the payments on time, in line with the dates mentioned in your Grant agreement?



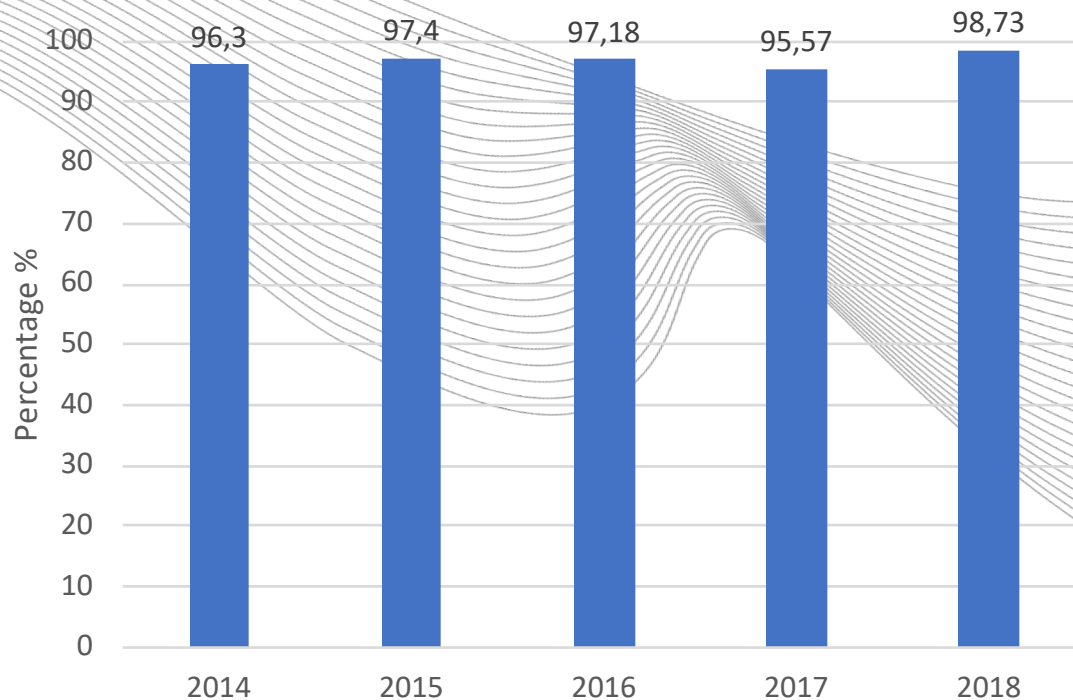
Academic year	Total SMS	*
2014 (14-15)	145	125
2015 (15-17)	166	161
2016 (16-18)	169	155
2017 (17-19)	178	158
2018 (18-20)	208	171

\* Number of students that submitted a final participant report and that received an EU grant

% of students who stated that they received the EU grant payments in time, in line with the dates mentioned in the grant agreement

## Feedback on finances | Opinion of **outgoing** students for traineeships

Question: Did you receive the payments on time, in line with the dates mentioned in your Grant agreement?



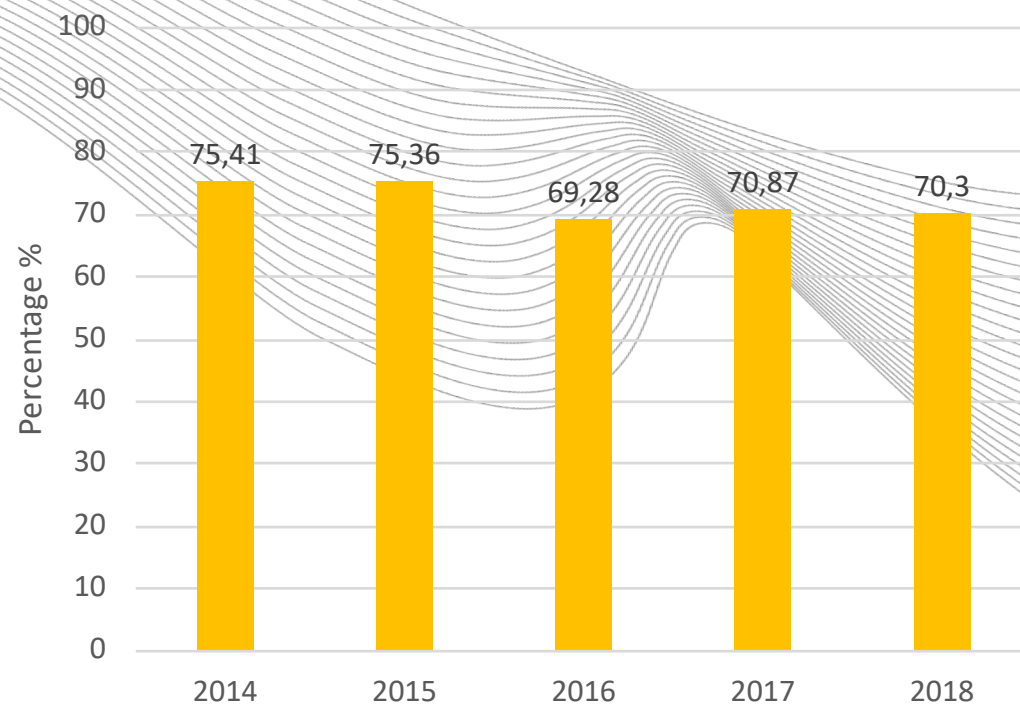
Academic year	Total SMT	*
2014 (14-15)	81	54
2015 (15-17)	90	77
2016 (16-18)	83	71
2017 (17-19)	98	83
2018 (18-20)	99	88

\* Number of students that submitted a final participant report and that received an EU grant

% of students who stated that they received the EU grant payments in time, in line with the dates mentioned in the grant agreement

# Equal treatment and integration | Opinion of **incoming** students

Question: Was equal treatment ensured by your receiving institution during your participation in the programme?

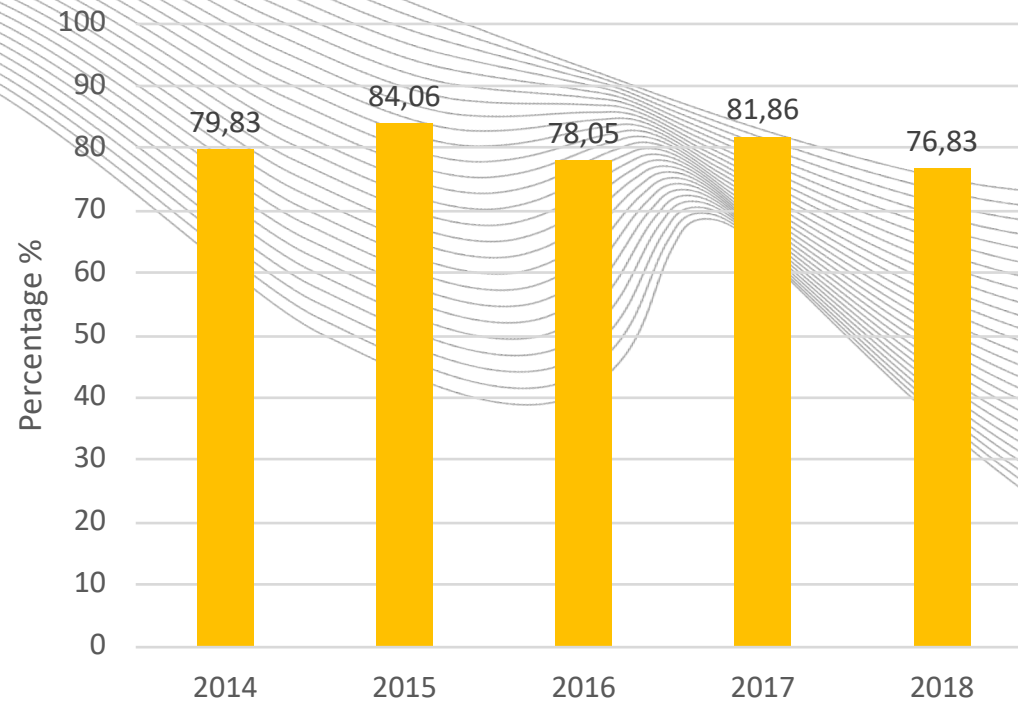


% of students who stated that equal academic treatment by the receiving institution(s) was ensured

Academic year	Number of students that submitted a final participant report
2014 (14-15)	122
2015 (15-17)	138
2016 (16-18)	166
2017 (17-19)	206
2018 (18-20)	314

# Equal treatment and integration | Opinion of **incoming** students

Question: How would you consider your degree of integration at your receiving institution in the everyday life of your receiving institution?



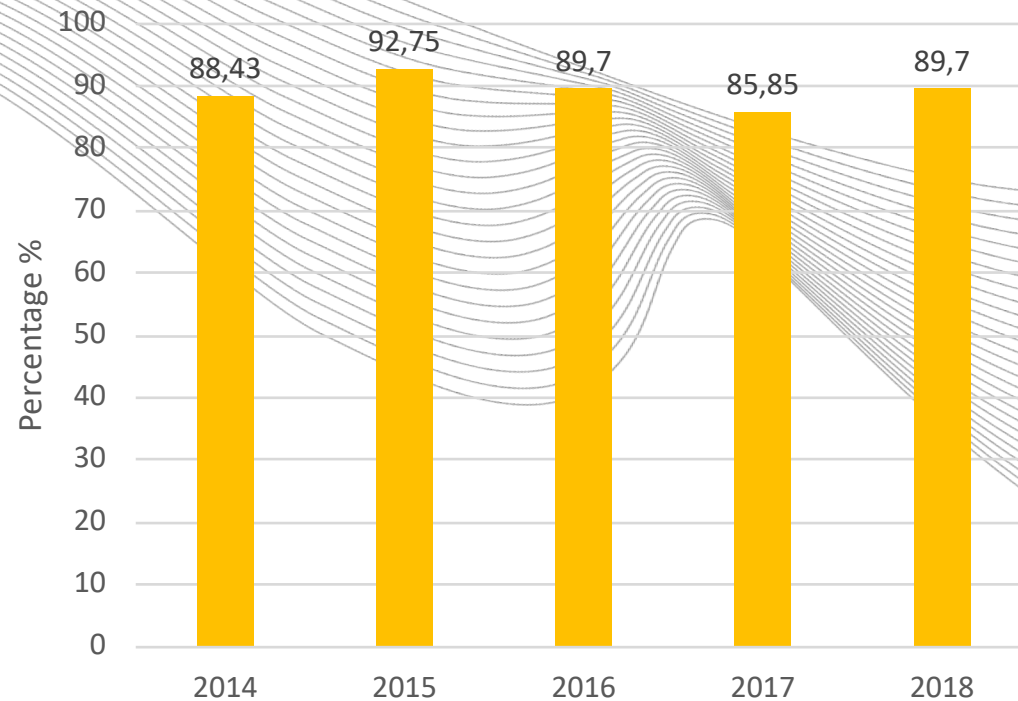
Academic year	Number of students that submitted a final participant report
2014 (14-15)	119
2015 (15-17)	138
2016 (16-18)	164
2017 (17-19)	204
2018 (18-20)	311

% of students who stated that their integration into the receiving institution(s)'s everyday life was good or very good



# Mentoring and support | Opinion of **incoming** students

Question: How satisfied were you with the support provided by your sending institution?

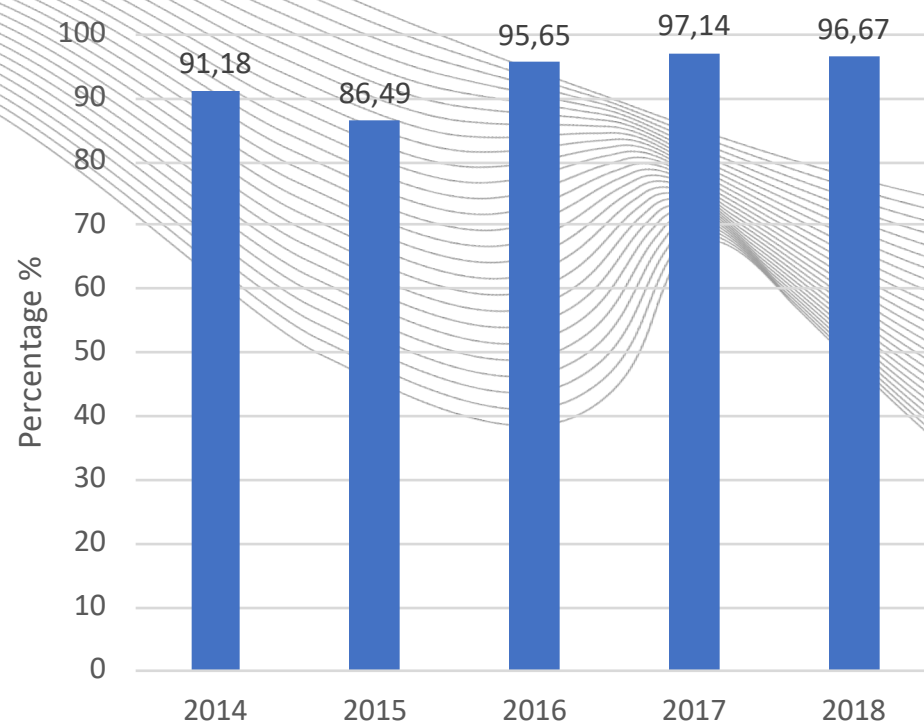


Academic year	Number of students that submitted a final participant report
2014 (14-15)	121
2015 (15-17)	138
2016 (16-18)	165
2017 (17-19)	205
2018 (18-20)	314

% of students who were rather satisfied or very satisfied with the academic mentoring and administrative support arrangements in place at the receiving institutions(s)

# Recognition | Opinion of outgoing students for courses

Question: Is the recognition process for your mobility period finalised?



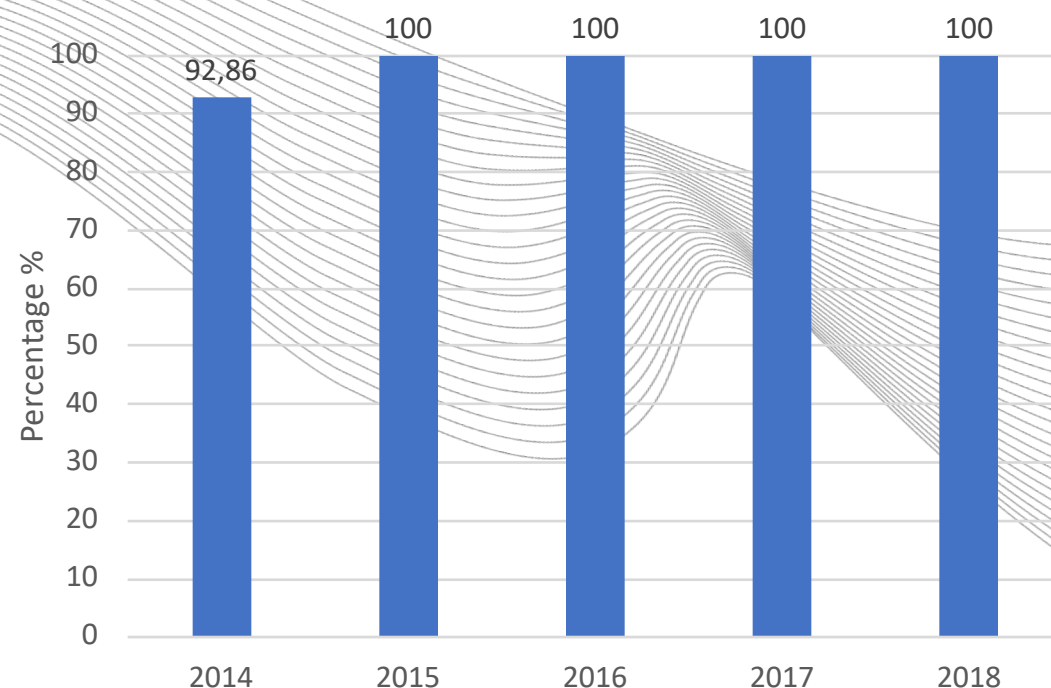
% of students who got full recognition at the time of their report submission

Academic year	Total # mobilities in project	Total SMS	*
2014 (14-15)	231	145	34
2015 (15-17)	264	166	37
2016 (16-18)	257	169	92
2017 (17-19)	282	178	105
2018 (18-20)	315	208	124

\* Number of students that submitted a final participant report and where the recognition process is finalised

# Recognition | Opinion of outgoing students for traineeships

Question: Is the recognition process for your mobility period finalised?



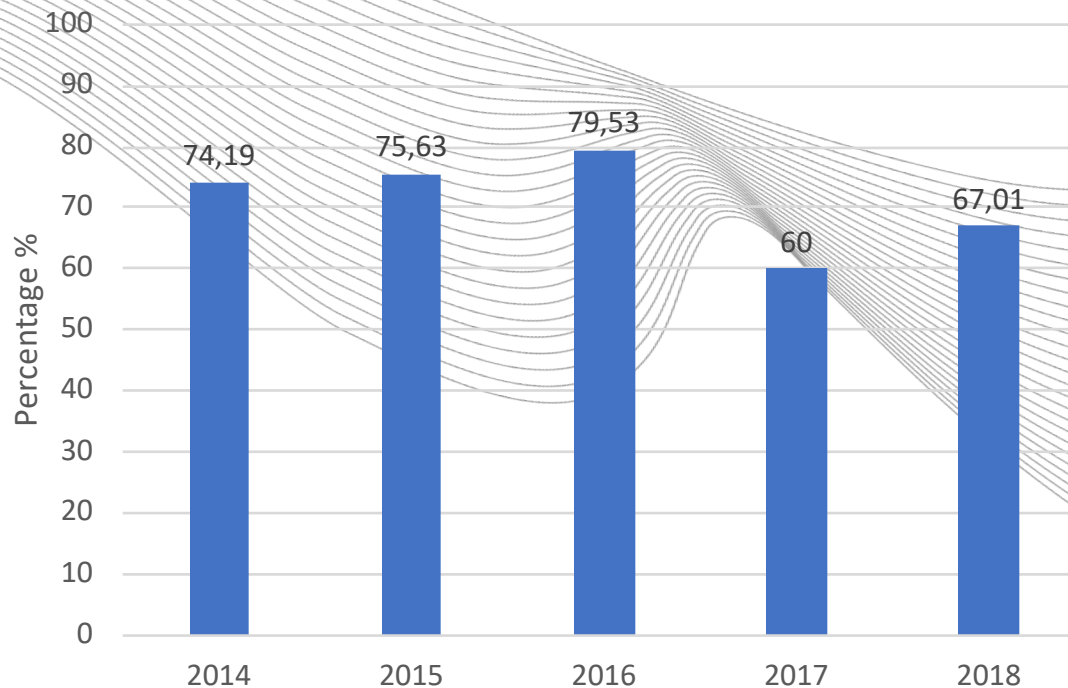
Academic year	Total # mobilities in project	Total SMT	*
2014 (14-15)	231	81	14
2015 (15-17)	264	90	23
2016 (16-18)	257	83	18
2017 (17-19)	282	98	19
2018 (18-20)	315	99	32

\* Number of students that submitted a final participant report and where the recognition process is finalised

% of students who got full recognition at the time of their report submission

## Assistance with issues related to insurance | Opinion of **outgoing** students for **courses**

Question: How satisfied were you with assistance related to insurance issues provided by your sending institution?



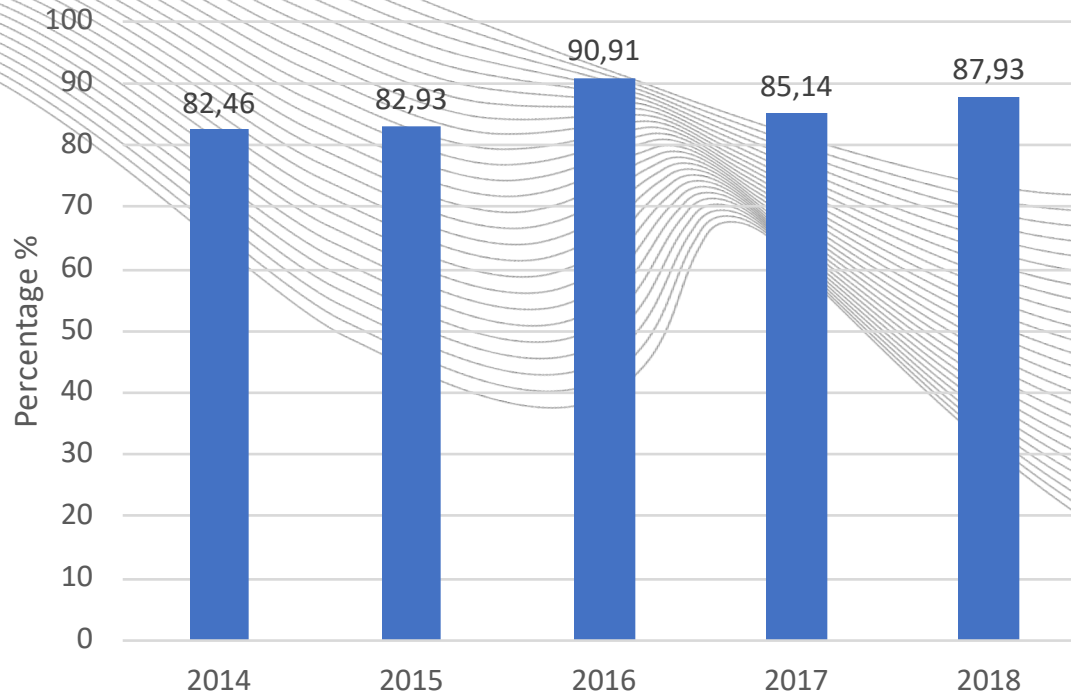
Academic year	Total SMS	*
2014 (14-15)	145	93
2015 (15-17)	166	119
2016 (16-18)	169	127
2017 (17-19)	178	90
2018 (18-20)	208	102

\* Number of students that submitted a final participant report and for which the question is relevant

% of students who were rather satisfied or very satisfied with support relating to insurance issues, when required

## Assistance with issues related to insurance | Opinion of **outgoing** students for **traineeships**

Question: How satisfied were you with assistance related to insurance issues provided by your sending institution?



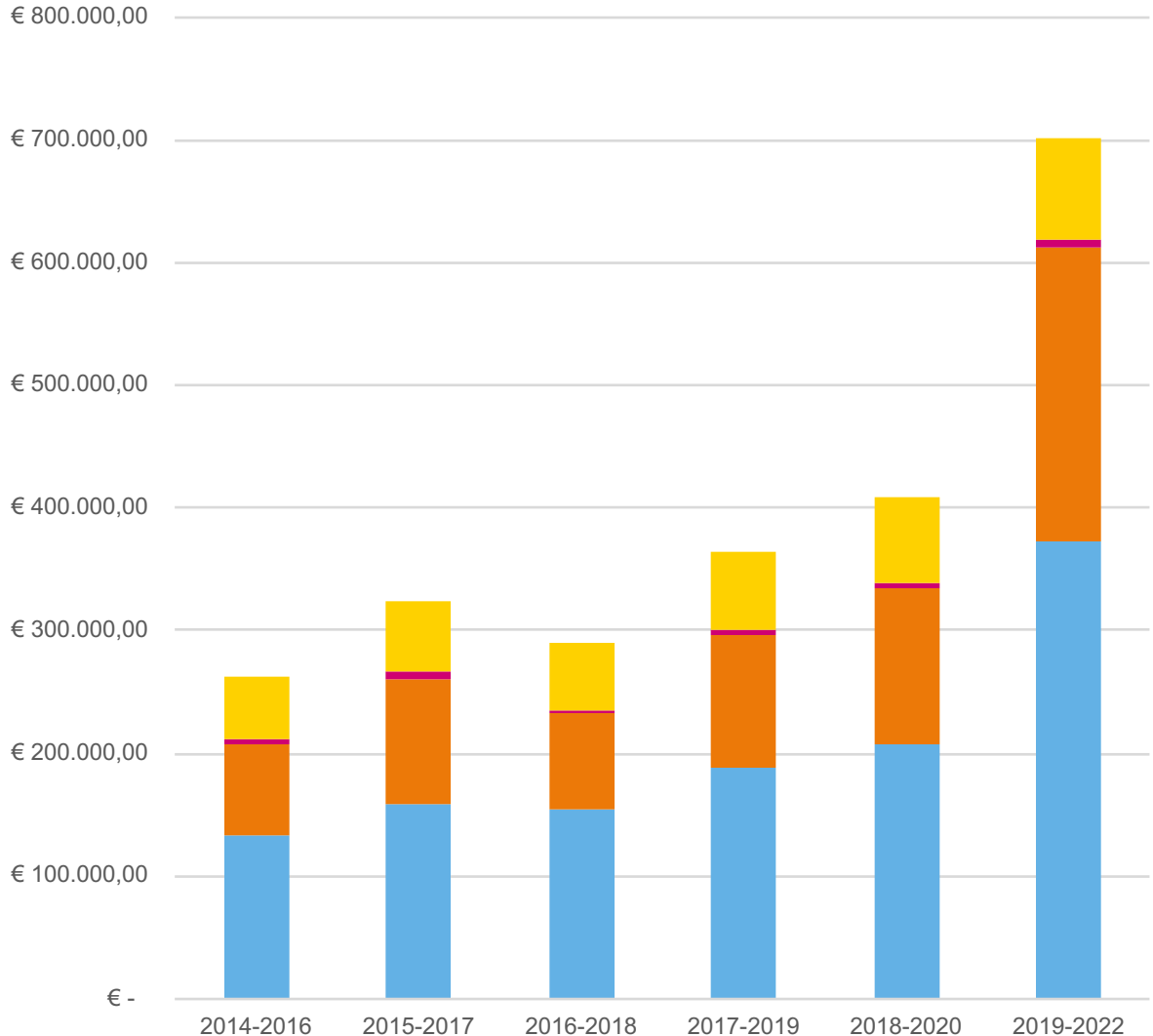
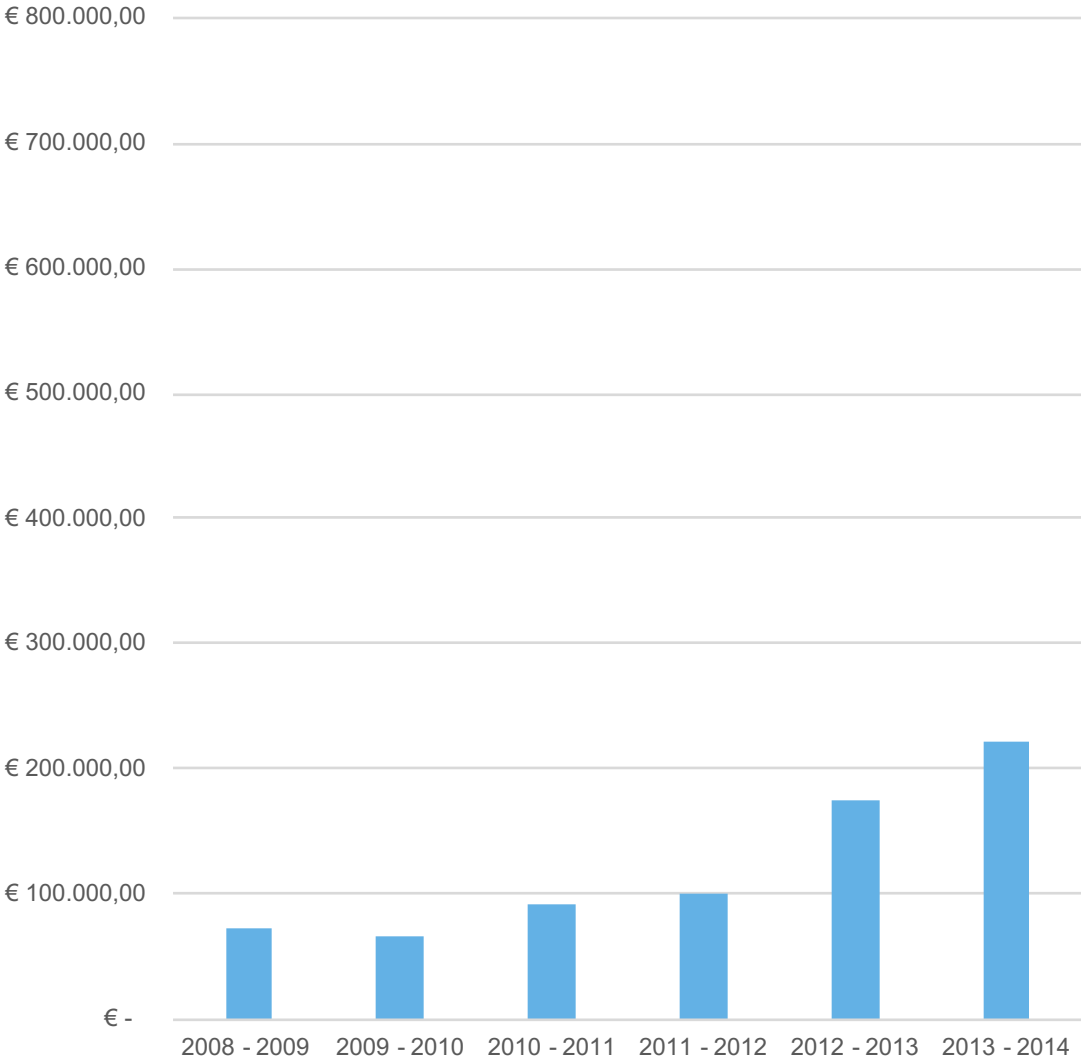
Academic year	Total SMT	*
2014 (14-15)	81	57
2015 (15-17)	90	82
2016 (16-18)	83	66
2017 (17-19)	98	74
2018 (18-20)	92	67

\* Number of students that submitted a final participant report and for which the question is relevant

% of students who were rather satisfied or very satisfied with support relating to insurance issues, when required



# 3A. LOOKING BACK | FINANCES



103 awarded study 103 awarded trainee 103 awarded staff 103 awarded OS

## INCREASE OF BUDGET

Background, or, how to do that:

- Adding UT budget to the programme (pre-financing)
- Evaluation by the NA based on proper planning and estimation
- (Intentions) to improve processes and using student feedback

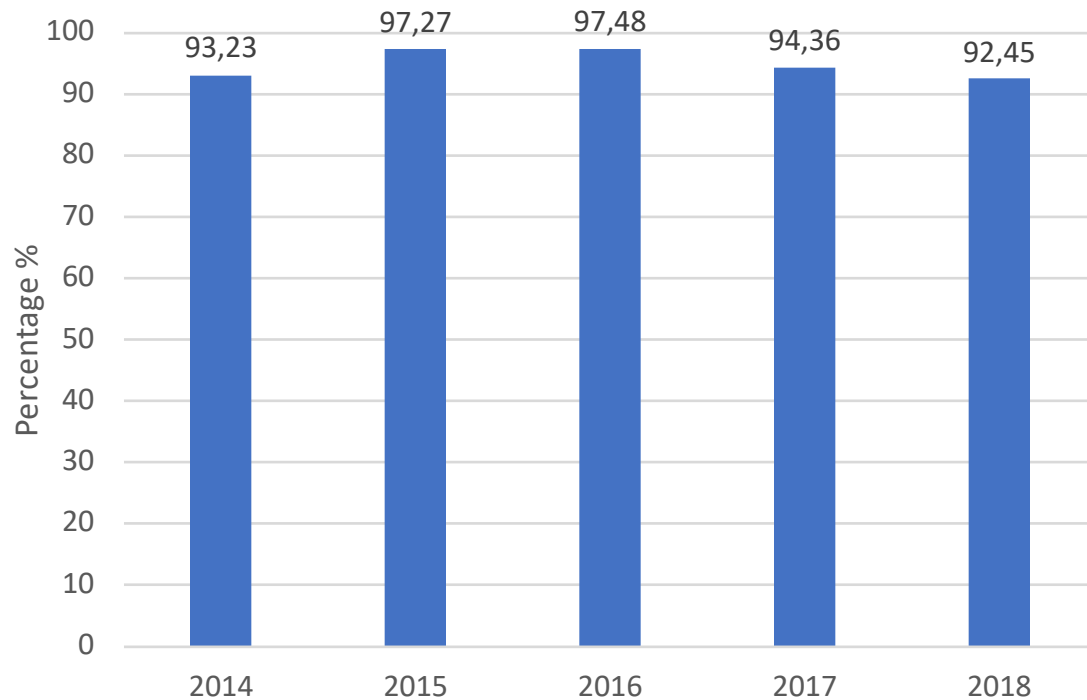
To keep in mind, importance of:

- Realistic estimation upcoming mobility calls
- Continuation of pre-financing
- Sharing initiatives in ECHE fields

# 4. CONCLUSIONS

# Overall satisfaction of outbound participants

How satisfied are you with your Erasmus+ mobility experience in general?



% of students who were very satisfied or rather satisfied with their mobility experience in general

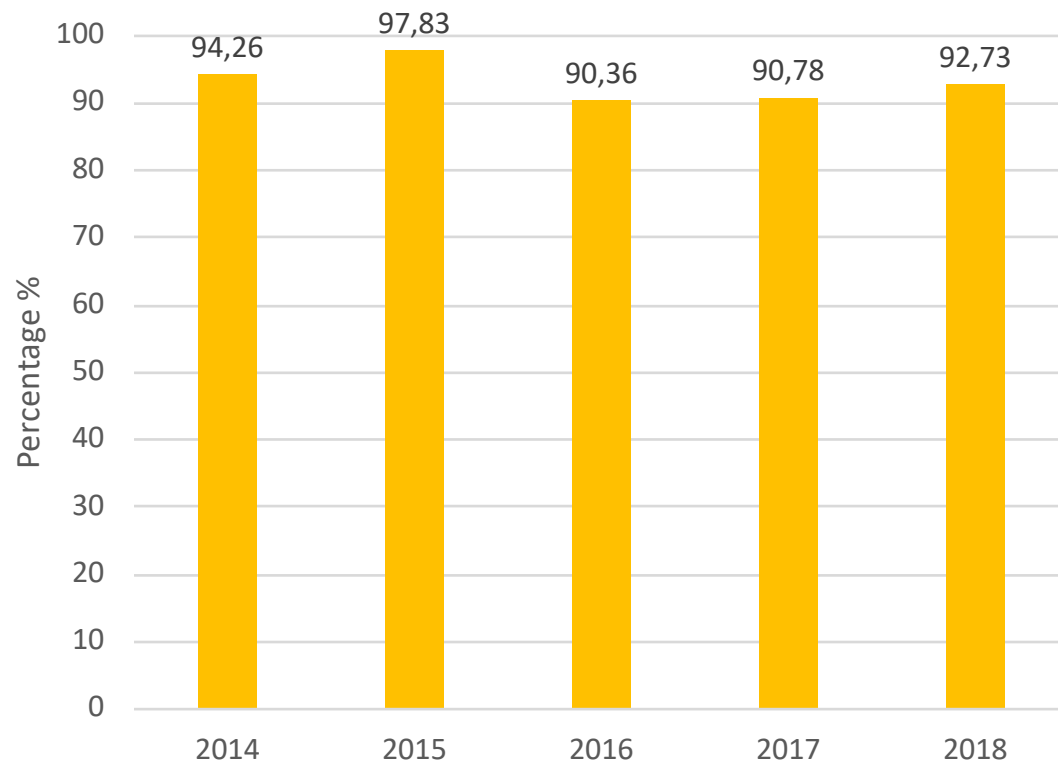
Academic year	Total SMS + SMT	*
2014 (14-15)	226	192
2015 (15-17)	256	256
2016 (16-18)	252	238
2017 (17-19)	276	266
2018 (18-20)	307	293

\* Number of students that submitted a final participant report



# Overall satisfaction of inbound participants

How satisfied are you with your Erasmus+ mobility experience in general?



Academic year	Number of students that answered this question
2014 (14-15)	122
2015 (15-17)	138
2016 (16-18)	166
2017 (17-19)	206
2018 (18-20)	314

% of students who were very satisfied or rather satisfied with their mobility experience in general

## CONCLUSIONS COMBINING PROCESS AND FINANCES 2014-2020

- We are at the right track!
- Outgoing students tend to evaluate processes better than incoming students
- Important to keep improving, looking at the data:
  - course catalogue ('pressure point')
  - housing
  - insurance
- Staff mobility seems under-developed, or at least not fully used.

# 5. LOOKING AHEAD

## AFTER THE HOLIDAY BREAK...

2020, the year of:

- The final call for projects under the current charter
- New charter application (2021-2027):
  - Embedding in institutional policy
  - Yearly review Erasmus Policy Statement
  - Green Erasmus+ / Sustainability
  - Inclusive, dissemination
  - Civic engagement
  - Digitalisation
  - Automatic recognition
  - Blended short mobility