

Student services across Europe

Submitted by: *ELSN*

Considering that

- student services are of paramount importance for the well being and the full and proper use of any forms of higher education on the part of Europe's citizens;
- student mobility is highly dependent on the availability and quality of proper services at a guest university;
- students have a better knowledge of what their needs are and are able to fruitfully contribute to the provision of such services;

Seeing that

- the provision of student services is highly fragmented between European countries and, inside that countries, among state, private actors and other forms of associations;
- the possibility of students to participate in the decision making in regard to the provision of student services is similarly unequally distributed among the systems of provisions;
- there is no centralized source of information about the availability and quality of student services in universities across Europe;
- there is no established catalogue of criteria regarding a minimum level of quality providers should respect in the provision of student services;
- in some European countries the grants for students provided by state are not sufficient to cover living costs;

Calls

- on national organizations to provide for equal co-determination between state and student representatives in the decision-making regarding the provision of student services;
- on ECSTA to become more active in establishing an European dimension of student services and creating, with the contribution from student organizations, a European-wide quality criteria catalogue regarding minimum levels regarding student services;
- on universities to inform themselves on who provides student services and to engage in quality assurance on the services offered by third parties to assure an appropriate level of quality and communicate those results to ECSTA;
- on student organizations to also engage in quality assurance, especially in case the universities themselves provide student services, and communicate those results to ECSTA;

- 40 • on ECSTA and the universities to establish a centralized source of information
- 41 regarding the availability and quality of student services;
- 42 • on European countries to provide for an uncomplicated possibility for medical
- 43 insurance for all students, independently of their financial possibilities;
- 44 • and on European countries to provide for grants adequate to cover the national
- 45 costs of living.