



EUROPEAN STUDENT AFFAIRS CONFERENCE 2023

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

July 5-7, 2023 in Neustadt (Germany)

Draft Conference Programme

Times have changed forever in student services. The multiple crises of Covid19, economic repercussions of the war in Europe, rising energy prices and inflation, as well as climate change have exposed students, higher education institutions and student services to profound change. These are challenges for student services that we have not seen since the end of the Cold war.

Student and campus life has changed considerably with more online-learning and off-campus living. Students' well-being has suffered from financial and economic difficulties, mental-health problems, and social challenges. In this situation, student services must bridge the gap between rising costs and lack of funding.

How are student services adapting to this situation? How can we impel change for positive transformation and strategic management? What kind of new concepts, scenarios or innovative ideas can we develop for the near future in student residence halls, in dining services, in counselling and mental health and other services for students? What kind of strategic change management is necessary to transform the social infrastructure in higher education for the future?

The European Student Affairs Conference 2023 is organised by DSW and its European partners, and provides student perspectives, expert knowledge, peer discussions and good-practices on these volatile, rapidly changing times for student services across the continent.

WEDNESDAY, JULY 5, 2023

8:00-10:00 Arrival and conference registration

10:00 **WELCOME AND OPENING**

- Welcome by Andreas Schülke, Executive Director of the STW in Anterior-Palatinate
- Welcome by Matthias Anbuhl, Chairman of the Board of DSW
- Digital Round of Introduction and participants' expectations (Sven Engel, DSW)

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

- Prof. Beate Schücking, DSW-President and former Rector of University of Leipzig
- Carlotta Eklöh, Student Representative (fzs) from Germany and Member of the DSW Advisory Board – invited
- Dominique Marchand, Cnous-President (France) – invited
- N.N., European Students Union (ESU) – to be confirmed
- Prof. Witold Pawlowski, Vice-Rector of Student Affairs, Lodz University of Technology, Poland



- Discussion and contributions from the audience

Moderator: Matthias Anbuhl, Chairman of the DSW Board

12:00 **COMMUNICATION PHASE & Flying Lunch**

Participants are invited to continue the discussion and to discover the most pressing challenges and urgent student needs in Europe at different tables with a flying lunch.

- Lunch Table 1: Shaping change in student services in Germany (DE-EN informal translation)
- Lunch Table 2: Shaping change in student services in France (EN-FR informal translation)
- Lunch Table 3: Shaping change in student services in Poland (EN-PL informal translation)

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

Workshop 1 – Plenary	Workshop 2 – English Only	Workshop 3 – English Only
Strategic Change Management	Managing Human Resources	Managing Communication
Wolfgang Rettich (Director of STW Darmstadt): What type of strategic change management is necessary in order to develop student services for the future?	Susan Schrader (Director of STW Schleswig-Holstein): Innovations in Human Resources – How to find, motivate and keep competent staff (to be confirmed)	Jana Judisch (Director of Communication, STW Berlin): Orchestrating Change – Innovative Communication in a Large Public Administration (to be confirmed)
N.N., European contribution (to be confirmed)	N.N., European contribution (to be confirmed)	N.N., European contribution (to be confirmed)

15:00 Shuttle-Bus to Hambach Castle (in two groups) with 30min-break at the hotel

15:00 -18:00 **Hambach Castle: Symbol of German Democracy**

16:30 Introduction to the castle: Relevance for the development of democracy in Germany, followed by guided tours through the castle (in small groups)

17:30 **Guest Address & cocktail reception**

- Andreas Schülke, Executive Director of STW Anterior-Palatinate
- Clemens Hoch, Minister for Science and Health in Rhineland-Palatinate – to be confirmed
- N.N., Representative of the State Rectors Conference – to be confirmed

18:30 Dinner with student culture program
Approx. 22:00 Shuttle-bus to the hotel (in two groups)

THURSDAY, JULY 6, 2023

8:30 Shuttle-Bus to the conference venue

9:00 SHAPING CHANGE: MANAGING TRANSFORMATION IN STUDENT SERVICES – PARALLEL WORKSHOPS

Workshop 4 – Plenary	Workshop 5 – English only	Workshop 6 – English only
Countering the Student Housing Crisis (I)	Transformations in Dining Services (I)	Responding to Rising Demands for Psychological Counselling
<p>Christian Chazal (Director of Crous de Lyon): Building 100.000 new places in residence halls – Experiences and remaining challenges in a French Government program</p> <p>N.N. (Director of STW): First Glance at the “Young Living” Program of the Federal Government (to be confirmed)</p>	<p>Séverine Deliessche (Ass. 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 (draft title)</p> <p>N.N. (Director of STW): A meal for 2 ½ Euros? Experiences from North-Rhine-Westfalia (to be confirmed)</p>	<p>Annika Demming (Dept. Director of Psychological Counselling Services, STW Cologne): New concepts and new money – developing online-counselling tools to meet rising demands (draft title)</p> <p>N.N., European contribution (to be confirmed)</p>

10:00 SHAPING CHANGE: MANAGING TRANSFORMATION IN STUDENT SERVICES – PARALLEL WORKSHOPS

Workshop 7 – Plenary	Workshop 8 – English only	Workshop 9 – English only
Countering the Student Housing Crisis (II)	Transformations in Dining Services (II)	Responding to Changing Needs in Social Counselling
<p>Andreas Wagner (Director of STW Trier): Climate Change and Sustainability – technical innovations in student housing (draft title)</p>	<p>Annabel Hurst, Cardiff University: Menus of Change – A principled approach to nutrition, flavour and environmental stewardship in university catering services (draft title)</p>	<p>Linda Wilken (Director of Counselling Services, STW Hannover): Responding to growing needs in social and psychological counselling (draft title)</p>

11:00 Coffee Break

11:30 **OPEN SPACE WORKSHOPS**

In this round of workshops, conference participants are invited to 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? What do others think about this?

Workshop 10 – Plenary	Workshop 11 – English Only	Workshop 12 – English only
Open Space: Student Housing	Open Space: Dining Services	Open Space: Counselling and Mental Health Services
Ideas for new spatial concepts, new models of construction & renovation, new forms of management & operations, social inclusion and interaction, etc. – open exchange of innovative ideas	Change and Transformations in student restaurants and cafeterias: new demands, new offers, new use of space, innovative ideas – open exchange of innovative ideas	Change and Transition towards comprehensive, targeter and efficient counselling and mental health services – open exchange of innovative ideas

13:00 Lunch

14:00 Bus Tour to Landau – main offices of STW Anterior-Palatinate

14:30 **CAMPUS TOUR: STUDENT SERVICES FACILITIES OF STW ANTERIOR-PALATINATE**
Study visit of student services facilities in small linguistic groups (each group visits A, B, and C)

A: STUDENT RESTAURANTS AND CAFETERIAS IN LANDAU

Short introduction by Mr Andreas Dubiel, Head of Dining Services and guided tour of facilities with the following contents:

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

B: SOCIAL & PSYCHOLOGICAL COUNSELLING SERVICES

Short introduction by Mr Kleinecke, Head of the Counselling Department on the following contents:

- Social counselling (counselling in conflict situations, studying with a child/pregnancy, counselling on social benefits, etc.)
- Student finance counselling (vouchers for dining, MensaKids, scholarships, social benefits, discounts, etc.)
- Psychological counselling (support with adequate time management, exam nerves, personal life crises, etc.)

C: STUDENT HALLS OF RESIDENCE

Short introduction by Mr Nebel, Head of Housing Department and guided tour of the residence hall “Quartier Vauban” and shortstop at the residence hall “Maximilianstrasse” with the following contents:

- 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

- 17:30 End of the Campus Tour / free time in Landau
Shuttle-Bus to Neustadt (30 min drive in two groups, later group has time for a walk)
- 19:30 **Wine-Tasting & Dinner (Barbecue)**
Discover the specialties of the wine-growing region of Anterior Palatinate
- 22:00 Return to the hotels by bus

FRIDAY, JULY 7, 2023

- 8:30 Shuttle-Bus to the conference venue
- 9:00 **NEW TOOLS FOR CHANGE – parallel workshops**

Workshop 13	Workshop 14	Workshop 15 – English only
Reforming Student Financial Aid	Shaping Digitalization of Student Services	Diversity Management
<p>Bénédicte de Percin (Director of Student Life, Cnous) : Reforming financial aid in France – transforming scholarships into an efficient and effective tool for better access to higher education (draft title)</p> <p>Bernhard Börsel (Director of Financial Aid, DSW): Reforming financial aid in Germany – how to support more students with more money? (draft title)</p>	<p>Jean-Paul Roumegas, Project Leader at NTT Data: The European Digital Student Services Infrastructure (EDSSI) – Potential for student services (draft title)</p> <p>Peter Höring, Project Leader at STW Karlsruhe: Implementing a digital housing reservation platform (draft title)</p>	<p>Jan Pedd (Diversity Manager, STW Berlin): Implementing Diversity in a large Student Services Organisation – Experiences from the Field (to be confirmed)</p> <p>N.N., European contribution (to be confirmed)</p>

10:30 COMMUNICATION PHASE & Coffee Break

Participants to the Coffee Tables are invited to make international contacts and exchange experience in the respective student services fields. Please prepare a 1min-elevator-pitch: Who am I? What am I looking for? How can we cooperate?

- Table 1: International contacts in Student Housing Services
- Table 2: International contacts in Dining Services
- Table 3: International contacts in Counselling and Mental Health Services

11:30 CONFERENCE CONCLUSIONS

- Matthias Anbuhl, Chairman of the DSW-Board
- Prof. Witold Pawlowski, Vice-Rector of University of Technology in Lodz
- Student Representatives (to be confirmed)
- Virginie Catherine, Executive Director of Crous Normandy (Invitation to the next Conference 2024 in Caen) – to be confirmed
- Andreas Schülke, Executive Director of STW Anterior Palatinate
- Discussion & digital feedback from the plenary
- Online-Evaluation

13:00 Light lunch

14:00 END OF CONFERENCE

- Shuttle bus to the hotels
- Check-out and departure
- Optional journey to Heidelberg for the optional additional day (extra costs, registration necessary)

Optional Cultural Program – Excursion to Heidelberg

Limited number of places available (with priority to overseas and long-distance guests), registration via conference registration form, additional costs of 180,- Euro per person (this includes train trip to Heidelberg, one hotel night in Heidelberg, one dinner)

FRIDAY, JULY 7, 2023

16:00 Departure for Heidelberg

17:00 Check-in to hotel (in walking distance to the centre)

18:00 Welcome to Heidelberg – by Tanja Modrow, Executive Director of STW Heidelberg (to be confirmed)

19:00 Dinner



SATURDAY, JULY 8, 2023

- 9:00 Guided Walking Tour of Heidelberg – the old town and the university with Christian Willensbacher, STW Heidelberg
- 13:00 Lunch in the student restaurant „zeughaus-Mensa im Marstall“ - operated by STW Heidelberg, Buffet (to be confirmed)
- 14:00 Departure

