Mentimeter

Training for International Staff to Support High-Quality Student Mobility

Series of Online Seminars

December 10th, 17th and January 21st and 28th

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DECEMBER

fesc Framework for Erasmus Staff Competences

Co-funded by the Erasmus+ Programme of the European Union

Before we start

This seminar is **recorded**

Write your questions in the **Q&A**

Write your comments in our **Chat**

Framework for Erasmus Staff Competences

About today

Thursday 17th December 2020

Learning fast: a transition from Change to Crisis Management	
10:00 10'	Introduction to online seminar #2 Christina Bohle, University of Marburg Viktoriya Terzieva, European University Foundation
10:10 45'	Erasmus+ Project Management in the current circumstances + Q&A Beate Korner, EU03 Cooperation Projects at the German Academic Exchange Service (DAAD)
10:55 40'	Change Management + Q&A Frederic De Decker, Ghent University
11:25 5'	Closing the training Christina Bohle, University of Marburg Viktoriya Terzieva, European University Foundation
End of online seminar #2	

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What have you taken from seminar 1?

"New abbreviations I have not known before"

"That I use more skills in my job than I realised."

"Tools that I think will be quite useful in the future"

"Motivation"

"The excellent competency framework"

"Understanding FESC and what is behind it"

"Cooperation possibilities between IRO and ESN."

"The importance to give value to our work"

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Your expectations from the Training

1st Learn how to adapt better to new, changing work requirement

2nd Improve my communication skills to reach my target groups

3rd Learn how to handle stress and crisis situations in project management

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Name elements that you see as relevant when defining the quality of student mobility?

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ERASMUS+ Project Management

in the current circumstances

What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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going digital

Strategy? Ha ha ha ha ha ha!

Digitalisation

Flexibility

Blended mobility

working overtime

plenty of communication :)

Digital but no strategy

digital

77

What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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- Digitalisation
- Digital campus
- Flexibility, creativity ;)
- Digitalisation
- Keeping alternatives in mind
- Going digital
- Home office
- Always have a plan B and CDigitalizationFlexibility
- step by step :)

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What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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Extra communication with our students

Blended education

digitalisation

Digital

Creating a specific space for working in my house during the lockdown

digitalisation

going digital

more direct communication with students; going digital, lots of Zooms...

Digitalization

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What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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more personal support than ever

Communication!

digitalization

More frequent communication with students

Communication - more close communication with students and government.

Working from home, moving all meetings online, restructure project budget. create new online events for the cancelled offline ones

digitalisation

flexibility and close communication

Use of webinars and invent strategies to better communicate, both inside the office and outside

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What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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blended mobility

digitilazation

working from home, going paperless

flexibility, digitalisation

Flexibility

flexibility

digitalisation of grant payment processes, much more frequent use of surveys to assess our students' situation and decisions regarding their ongoing/upcoming mobilities

Blended mobility

Digitalization, flexibility

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What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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distance communication, using new tools and social media

Flexibiliy

online meetings

Digitalisation

ensure to continue regular communications with colleagues and stake holders

Digitalisation

Much flexibility

online meetings, office hours, presentations

Online teaching; digital versions of papers (such as financial contracts, confirmations of stay)

77

What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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Digitalization

Rearranging certain work structures. combining specific knowledge regarding programs etc.

Krepiny students informed almost as good as during regular times

Set timelines,

Work together, different departments

Flexibility

online consultation sessionsblendid teaching digitalisation

Lots of online meetings via ZOOM

Online meetings with staff colleagues and studentsRemote connection to office equipmentCloud resources

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What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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Controlling my work time, using digital tools for meetings and cooperation

move everything from face-to-face to electronic communication including administration of documents

online meetings, seminars, events

clear information and communication

online courses

Digitalization of some procedures

Digital

personal approach to each Erasmus student problem

remote work more present on line, calling students, applying for mobility instead of them to make it easier

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What successful strategies have you applied to adapt the internal procedures to the crisis situation of 2020?

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flexibility with some procedures

Students planned for a Non-erasmus mobility, did un Erasmus mobility

Did not change, just discussed how to travel, stay safy etc dig signatures

an even tighter contact to the students. a change of language of communication to an even more ephatic one - al in the same boat -vibe

unpredictability of the situation

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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- Lack of acceptable technological tools
- virtual teaching
- Uncertainty about the development of the crisis.
- Lack of flexibility
- Government restriction
- Lots of internal department who wanted a say in decisions
- IT-problems
- lack of information, situation changing quickly
- lack of IT tools

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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slow decision making.

Lack of time

The decision making process of the 'upper level' was sometimes really slow

no strategy, problem with not enough equipment for staff to go fully digital on home office

working at home all the time and online working

new tools to figure out how they work

Difficulty in contacting students

Commnication among team and wider contacts

accessibility, deadlines

What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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Universtiy Governance does not understand the importance of digitalizing mobility management

other departments not very well adapted

Lack of flexibility

Lack of information

personal interaction

Technical issues

virtual classes

Slow communication and absence of on-site exchange

too much work, not enough staff

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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ever changing situation, lack of flexibility

Ever changing regulations

unclear measures changing almost every day (government, management of university..)

IT problems

Different communication channels students / IROs

data securityaccess

int. students being overwhelmed by remote studying - and hence dropping out of programs.

Lack of digital and it tools

uncertainty - unable to give solid guidance where things have felt so unknown

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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- Team communication
- cultural barriers and lack of flexiblity
- lack of information
- government restrictions, virtual teaching and evaluations
- lack of personal contact with colleagues and students
- Lack of communication between central and faculty international office
- Incomplete knowledge of digital issues
- lack of flexibility of university admin
- Couldn't get the contact, i needed

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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technological ability

working all day

Sudden stop of mobility, no travelling, managedto receive incoming students

Access to each other - used phone to solve lack of personal contact instead of mails, issues of anxiety re future

Lack of time

slow decision making

bureaucracy

Full agendas because prio was surfing daily life

lack of information

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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conditions were changing very quickly

Lack of flexibility

lack of flexibility

strict internal and governmental rules, lack of flexibility and trust in home office

Miscommunication

Digital procedures

lack of information

Lack of time, flexibility

the contact with students and academic staff

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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technical problems, lack of information

Constant changes in regulations and no clear strategy

slow decision making process, getting in contact with students, IT issues

lack of flexibility in regards to changing work structures.

Lack of face-to-face exchange with colleagues

late answers from some colleagues with responsabilities

clear communication flows between central and facuty level

bureaucracy,

Difficulties to ba accepted as home worker by the public we deal with

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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Addition administration with Forcera majeure applikations esp

technical issues, unclear and unimmediate in person communication

Lack of digital tools and equipment at home; some procedures took much more time to do from home; inevitably missing some information not being in constant contact with the collegues

Very hard to get immediate answer, the institutional bureaucratic burders made it reaaly hard (everything has to be on paper in 2020...), zero communication between inside the university departments

Lack of contacts with students

quite recently the split from east to west. As the east is already back to normal, the west still struggles and the east wants to commence as before, something we can not yet guarantee

Government does not take resposibility for decision

Delayed corporate comminication about regulations for mobility

Fix minds

What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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too many rules (from NA and always changing)

A lot of stress

lack of information and digtal tools

unexpected-everything

lack of communication , too many regulations which were changing all the time

students not always quickly responsive, signing and stamping papers, contacting other administrative staff instead of the students sometimes difficult,

internal bureaucracy

lack of felxibility complicated administration regarding implementation of the programme

contacts with students

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What barriers have you met while adapting the internal procedures to the crisis situation of 2020?

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buraucracy

digital

contacts with students

Software problems, flexitimes, internal regulations and adapt to work on line.

bureaucracy

Digitalization

Less than 30 ECTS for one of our students

rules

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What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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digital skills

social media management

Management of remote meeting

faster online communication

Digital "immigrant" experience and competences

That those meetings could have just been emails :D but it improved my digital skills

The crucial importance of relationships

digital knowledge

the value of home office - and that this model can work on a large scale

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What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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remote work

fast adaptation to changes

Work can be done from anywhere. It is important to meet in person fur successful project management

How much I appreciate my colleagues :)

digital skills

the different online meeting portals

Virtual exchange

Online procedures/signatures etc

We will perhaps keep the online meetings

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What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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- Microsoft Teams
- Digital is becoming important, procedures are important
- remote work
- better work/life balance
- digital skills
- Online meetings with students
- That online communication works better via chat more than e-mail
- anything could happen
- digital tools

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What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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changing fast is possible: we should keep this skill apart from covid-19 emergency

digital skills

inclusion granted by blended mobility among students

better time management

ability to adapt fast

Importance of communication

So much time spent at home! Resilience

That it is possible to shift quickly and be flexible from one moment to the other

Partly work at home in the future

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What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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Efficient online meetings, but also its limitations in terms of personal contact

Digital teaching and learning

faster communication and flexibility

patience in communicating, digital skills, how to (successfully) work from home

Distant work is possible

Anticipation and skills to adapt project on a daily basis

Need of better top down coordination

The importance of clear and transparent communication.

Flexibility

What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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flexible working, digital skills and the ability to be paper-free!

Digital meetings and discussions

Both Fysica land digital activities running parallel

Importance of digitalisation.

Online meetings

How effectively I could work from home; digital skills

online events

transparency and more personal support, digital information sessions

Using virtual meetings tools

What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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Improve digital skills, many new online resources that can be used also, doing digital events for international colleagues/students (they attract much more participants than can come in person)

digital skills

Online meetings via Teams

More readiness and flexibility for change.

digitalisation online toolsE-Learning

the importance of having a great work team

That we can work remotely. I will save this tradition - some day of week work remotely.

Microsoft Teams

time management

What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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how to handle extremely anxious students

Use new software

need for an online documentation/signatures, resign from paper

online communication and online events management

Being able to attend meetings with partners/colleagues around the world on the same day + conferencess

Online meetings are very helpful and easy to organize

Online conference attendance. Expand and learn more digital skills.

to use other tools/procedures

how easier and much more effective it is to collect and sign documentation digitally, we will surely continue to accept Erasmus+ grant agreements and documents in such a manner

What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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acting and reacting fast and flexible in everchanging circumstances

work from anywhere is good as work at the office

Shortsen inbound travel iver the dat is not always necessary, certain parts of my work is more effective due to digitalisation, but not as inspiring as before.

using more webinars etc

COVID 19 showed how easy students took the change to digital formats and even "digital imigrants" addepted pretty quick. Before COVID19 people saw this as a huge obstacle, now it is no longer one.

digital skills

Knowing I can rely on my colleagues ❤️

A better worklife balance

How flexible advisors, administrators and lecturers have become. Hopefully we will be able to maintain this flexibility.

What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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Partly work in the office and home brings better timemanagement and more balance in work and private life.

The covid situation helped rethinking processes and made some processes more efficient.

nothing is impossible

The adaptation to the new skills, the motivation, my flexibility and positive view of this situation to learn about . Most of them will keep in our organization to enhance our procedures.

that I can work remotely for many issues, but the face-ti-face is indispensible for internationl work, I have to reinforce my digital skills but not be excessively using them, moderation is advisble in everything, cooperation with colleagues importan

The well received possibility of online classes.

Digital communications has its benefits

digital skills, the real important elements of our international exchange programs (especially real mobility), but also the potential of virtual formats

That online learning works just fine

What did COVID-19 teach you that you would not have expected? What will you keep after the pandemic?

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I think I learned to communicate better online

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What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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Remote meetings

digitalization, remote access

digitalization

Training for staff on change management. Communication of change to digitial processess to stakeholders and students

more clear communication

flexibility to policy changes

better internal communication

Coordination among offices

we need a crisis management team /contact

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What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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Better and transparent communication among administrative areas (no internal wars)

more digital tools

Define processes and secure quality of documentation

Training staff and possibility to grow human ressources in case of emergency more easily

Clear communication

To think more deeply to longterm strategies, not just reactions

Keep Staff and students motivated and positive, giving instant support

long term planning in crisis situations

A clear strategy

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What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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digitalization

transparency, transparency, transparency

we need to keep the quality of online classes the same as face to face

establish a clear procedure on risk management and quality assurance

QA of online learning

Motivational strategy sounds great!

revising QA procedures and improving internal communication

training the teaching staff and the institutional staff on digital formats

switch to online education, meetings, work..

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What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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better internal communication

communication challenges both with students and staff

amount of online meetings and more flexibility in strategy

resigning from paper documents (it's also a problem at the govt level) assuring digital capacities of the teaching aspects

Everything. There are no mutually agreed and written procedures, everything gets done via informal relationships, zero transparency, zero digital environment

Improve communication, digitalization of procedures

Adapt new strategies, training staff to prepare themselves to crisis situations

More communication and tools

remoting access

What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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Appropriate training for staff, good communication internally but with students as well, a good strategy

Digitalization

communication

Digital skills and remote communication

quality digital instruments

Documentation about the policy regarding crises,

better internal communication

More simple internal processes in order to actfaxt

Not forget the phsychologic effects and well-being

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What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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more flexible ways of mobiltiy need new ways of recognition

very slow decision-making, more complex and slow paperwork

Internal training for staff regarding digitalization and how to make use of it

Time management

Digitalisation Tools

Clear communication channels. Upskilling on various platforms.

Better communication and coordination between different services. How to give a proper and immediate response to the entire studetn body on time and be more involved in govermnetal decisions that concern the higher education sector.

There are some problems with student assessment

Better internal communication and training teach staff in digital education.

What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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Communication, training, recognition and processes

Clear straregy, quicker response to changes

motivational strategies

quickness, transparency, be prepared to use new digital skills and adapt to the new students' needs

Look at valuable substitution for compulsary mobility for study programmes

Digital communication, digital access

Training staff on change management. Improve digital and soft skills . Also communication training

New digital tools, new trainings, less bereacracy

Flexibility

What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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attitude towards remote working, communication across offices, readiness for crisis situations (including administrative issues, training of teachig staff)

to organize distance work at home, get a needed access to work computer and local network

Digitalization of ALL the procedures and better organize the new working methodologies (working form home)

better communication

Implementation of virtual and blended mobility, crisis management at the institutional and project level

proper training of staff for the digital world

Provide staff with equipment. Digital skills training. Flexibility in many aspects

Visibilaty of the international office and communication. Next to that training of the international staff.

the form of home office to be accepted as the normal way of working

What are the most urgent challenges that need to be tackled at your institution regarding the topics of change management and quality assurance?

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Change our processes

reacting to changed circumstances more quickly and flexible

To prepare for all the changes

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Change Management

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Training for International Staff to Support High-Quality Student Mobility

Online seminar #1 | Setting the Scene: Introducing a Framework for Erasmus Staff Competences – offering a tool to ensure the qualification of IRO staff
Date: 10.12.2020 | Time: 10:00-11:30 CET

Online seminar #2 | Learning fast: a transition from Change to Crisis Management
Date: 17.12.2020 | Time: 10:00-11:30 CET

Online seminar #3 | Reaching Out: How to communicate and perform effectively at work?
Date: 21.01.2021 | Time: 10:00-11:30 CET

Online seminar #4 | Getting On: Career development and soft skills
Date: 28.01.2020 | Time: 10:00-11:30 CET

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Thank you for joining us!

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