



The VICTORIOUS Project: what digital services does your University offer to exchange students?

Dear colleague,

The VICTORIOUS Project is building up a picture of digital services and support for European students that will help guide European policy-makers, and assist individual European universities to enhance quality in this fast-developing area.

These questions are amongst those being addressed by us:

- What digital services and support do universities give to **visiting students** and do they differ from those offered to their own students?
- What digital services and support do universities offer to **their own students** when they are away on Erasmus or other exchanges/visits?
- Do universities now offer, or expect soon to be able to offer, **‘virtual exchanges’** to students of other universities, and how well prepared do they consider they are to offer these exchanges?

You can find out more about this EU-financed Coimbra Group project and our findings to date at <http://www.victorious-project.org> or alternatively from the Coimbra Group website: <http://www.coimbra-group.be/victorious/> The preliminary results of our recent student survey are available online now.

We should be very grateful if, with your colleagues, you would answer a total of just 19 questions in our survey below, and in return we will send you a printed copy of the *Victorious Report* when it becomes available in early 2007. This report will contain the results of our European student survey, our pilots of ‘service solutions’ and the results from this university survey.

Any answers you give us are strictly confidential: nothing in our report will allow you or your university to be identified; no comparisons will be made between universities; no league tables will be produced.

If you think you can help us, please either complete the survey yourself (perhaps consulting colleagues by email, phone or in person) or distribute it to those who may be able to complete individual single-page sections. Please ask your colleagues to return their completed sections with their names and addresses **directly to us** unless you wish to collate all responses yourself. There are brief instructions on the next page.

Please return the survey from your university by 31st October 2006, via email, post or fax to the address on the last page.

We thank you for your time and support in advance,

Yours sincerely,

Ms Inge Knudsen, Director, Coimbra Group Office, Brussels, Belgium

Professor Jeff Haywood, School of Education, University of Edinburgh, UK

The 3 steps you need to take to send us your university's response to our survey:

1). Complete the survey

Please place an **X** in the appropriate boxes in each of the Tables below to indicate the current situation in your university. We would welcome any further explanation about your answers in the space provided after each Table. **Here are some examples to guide you:**

Example 1: Table 1: Library services

1	Visiting students have access to the same range of electronic library materials (e-journals, e-books, databases etc) than our own students	X	Visiting students have access to a more limited range of electronic library materials (e-journals, e-books, databases etc) than our own students	<input type="checkbox"/>	Visiting students have no access to electronic library materials (e-journals, e-books, databases etc) other than public web pages	<input type="checkbox"/>
----------	---	----------	---	--------------------------	--	--------------------------

Further explanation of access or range of library services which can be used by visiting students including degree of local provision:

We simply hadn't thought of the problem...OR.. It would be expensive to implement OR Our own students don't have some of these services e.g. we have no specific section for e-journals but if we did we would provide the same level of service

2. Fill in your name and address (each section may have a different contributor so there is one for each – if one person completes all sections one name and address is sufficient)

3. Return the survey in one of the following ways (as single sections or as whole survey)

a) Email the Word, PDF or scanned document to Denise Haywood at denise.haywood@ed.ac.uk

b) Post a printout of the document to

Denise Haywood
Higher & Community Education
School of Education
University of Edinburgh
Edinburgh EH8 8AQ, UK

c) Fax a printout of the document to:

Denise Haywood, Higher & Community Education, University of Edinburgh +44 131 651 4101

Please ensure that we have a contact name and address to which to mail the VICTORIOUS Reports when they are produced in early 2007.

Library services

For exchange/visiting students **COMING TO YOUR UNIVERSITY:**

1	Digital library materials, including e-journals and databases		
	They have access to the <i>same range</i> of electronic library materials as our own students <input type="checkbox"/>	They have access to a <i>more limited range</i> of electronic library materials than our own students <input type="checkbox"/>	They have <i>no access to</i> electronic library materials other than through public web pages <input type="checkbox"/>
2	Online access to digital library materials...		
is usually given to them <i>before their arrival</i> at the university <input type="checkbox"/> is given to them <i>on (or soon after) arrival</i> at the university <input type="checkbox"/> is given to them <i>some longer time after arrival</i> at the university <input type="checkbox"/>
3	Library help available electronically for use at a distance: phone, email, chat, web forms etc		
	They have the same access to a <i>full range of library help and support</i> as our own students <input type="checkbox"/>	They have access to a <i>more limited range of library help and support</i> than our own students <input type="checkbox"/>	They have <i>no access to library help and support</i> at a distance other than through public web pages <input type="checkbox"/>
Further explanation of access or range of library services which can be used by visiting students including degree of local provision			

Access to **YOUR** University's library services for **YOUR** own students while away on an exchange with/visit to another university:

4	Digital library materials, including e-journals and databases		
	They have continuing online access to the <i>same range of services</i> as they had before they left <input type="checkbox"/>	They have online access to a <i>more restricted range of services</i> than they had before they left. <input type="checkbox"/>	Compared with before they left, they have <i>little or no access to digital library materials</i> <input type="checkbox"/>
5	Library help available electronically for use at a distance: phone, email, chat, web forms etc		
	They have access to a <i>full range of library help and support</i> <input type="checkbox"/>	They have access to a <i>more limited range of library help and support</i> <input type="checkbox"/>	They have <i>no access to library help and support</i> at a distance other than through public web pages <input type="checkbox"/>
Further explanation of any library services for own students while away on visits to other universities including degree of local provision			

Name:

University & address:

IT/Computing Services

For exchange/visiting students **COMING TO YOUR UNIVERSITY:**

6	Access to PC rooms, laptops, printers, wireless etc		
	They have access to the <i>same range of facilities</i> as our own students	They the same range of facilities as our own students but <i>under special conditions OR they have access to a restricted range of facilities</i>	They have <i>little or no access to such facilities</i>
7	Access to IT services: email, internet, chat, software for academic work etc		
	They have access to the <i>same range of IT services</i> as our own students	They have access to a <i>more limited range of IT services</i> than our own students	They have <i>little or no access to IT services</i> that are used by local students
8	Blended learning: face to face + IT help and support: email, chat, web forms etc		
	Like our own students, they have <i>access to a full range of IT help and support</i> made available electronically blended with face-to face learning	They have access to a <i>more limited range of IT help and support</i> than our own students	They have <i>no access to IT help and support</i> other than through public web pages
Further explanation of access or range of IT/Computing services which can be used by visiting students including degree of local provision			

Access to **YOUR** University's digital services for **YOUR** own students while away on an exchange with/visit to another university:

9	Access to centralised IT services: email, internet, chat, filestores, Virtual Private Networks (VPN) and other software for academic work etc		
	They have information available to enable them to check <i>easily and in one place</i> the digital facilities and services of the university that they can continue to use while away on an exchange/visit.	Some information is available to enable them to check <i>easily and in one place</i> the digital facilities and services of the university that they can continue to use while away on an exchange/visit.	There is <i>little or no systematic provision of information about digital services and facilities</i> that they can continue to use while away on an exchange/visit.
10	Blended learning: face to face + IT help and support: email, chat, web forms etc		
	They have access to a <i>full range of IT help and support</i> that can be made available electronically for use at a distance	They have access to a <i>more limited range of IT help and support</i> that can be made available electronically for use at a distance	They have <i>no access to IT help and support</i> at a distance other than public web pages
Further explanation of any IT services for own students while away on visits to other universities including degree of local provision			

Name:

University & address:

E-learning services

For exchange/visiting students **COMING TO YOUR UNIVERSITY:**

E-learning services: virtual learning environment, online tests, podcasts, learning materials, multimedia etc			
11	They have access to the <i>same range of services</i> as our own students	They have access to a <i>more limited range of services</i> than our own students	Unlike our own students, they have <i>little or no access to these services</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further explanation of any e-learning services for visiting students including degree of local provision			

Access to **YOUR** University's digital services for **YOUR OWN** students while away on an exchange with/visit to another university:

E-learning services: virtual learning environment, online tests, podcasts, learning materials, multimedia etc			
12	They are able to access the <i>same range of services</i> as before they left for the visit	They have access to a <i>more limited range of services</i> than before they left for the visit	They have <i>little or no access</i> to these services while they are away on a visit
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further explanation of any e-learning services for own students while away on visits to other universities including degree of local provision			

Name:

University & address:

International Office (IO) or other equivalent offices (e.g. European office or Erasmus mobility office)

For exchange/visiting students **COMING TO YOUR UNIVERSITY:**

Easy and centralised access to information about digital services			
13	There are links or a web page on the IO website to information available to enable them to check easily and in one place <i>all the digital facilities and services</i> of the university before exchange/visit	There are links or a web page on the IO website to information available to enable them to check easily and in one place <i>most of the digital facilities and services</i> of the university before exchange/visit	<i>No links or web page</i> on the IO website giving information <i>about digital services and facilities of the university</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further explanation of any International Office support for visiting students with their use of digital technologies in the University			

Access to **YOUR** University's digital services for **YOUR OWN** students while away on an exchange with/visit to another university:

Easy and centralised access to information about digital services			
14	There are links or a web page on the IO website to <i>information which is available to enable them to check easily and in one place all the digital facilities and services</i> of the university that they can continue to use during an exchange/visit	There are links or a web page on the IO website to <i>some information available</i> to enable them to check the digital facilities and services of the university that they can continue to use during an exchange/visit	<i>No links or web page</i> on the IO website giving information <i>about continuing digital services and facilities of the university</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further explanation of any International Office support for own students in use of digital technologies while away on visits to other universities			

Name:

University & address:

Student Record Office/Registry

For exchange/visiting students **COMING TO YOUR UNIVERSITY:**

15	General information about ECTS credits		
	They can see the ECTS credits <i>assigned to every course before they make their choice</i>	They can see <i>general information</i> about ECTS and courses <i>but not specific details about each course</i>	There is <i>no information available</i> to visiting students about ECTS credits and courses
16	Access to credits acquired		
	When visiting students return to their home university, they will be able to <i>see online their ECTS credits from courses taken at our university</i>	When visiting students return to their home university, they will be able to <i>request from us information about the ECTS credits from courses taken at our university</i>	<i>No information is given to visiting students about ECTS</i> credits for courses taken at our university during an exchange or visit
17	Option to matriculate/enrol with the university online before arrival		
	Before they arrive at our university, most visiting students will generally have received their matriculation information and be able to matriculate/enrol online	Before they arrive at our university, most visiting students will generally have received their matriculation information but there is no option to matriculate/enrol online	No matriculation/enrolment information is given to visiting students before they arrive in our university.
Further explanation of any Student Record Office activities that make local students aware of ECTS credits for their courses or availability of online matriculation/enrolment			

Access to **YOUR** University's digital services for **YOUR OWN** students while away on an exchange with/visit to another university:

18	Easy access to ECTS credits for individual students		
	While at another university, <i>our</i> students <i>will be able to see</i> (and hence show to staff there) the ECTS credits for courses already taken at <i>our</i> university	While at another university, <i>our</i> students <i>will be able to request information</i> (and hence show it to staff there) about the ECTS credits for courses already taken at <i>our</i> university	No information is given to <i>our</i> students about ECTS credits for courses already taken at <i>our</i> university
Further explanation of any Student Record Office activities that make local students aware of ECTS credits for their courses			

Name:

University & address:

Virtual exchanges

There is increased interest in the possibility of students who are unable to take part in physical exchanges being able to undertake ‘virtual exchanges’ by joining courses and participating in the academic community of other universities via digital technologies while still remaining members of their ‘home’ universities. This would involve more than just taking a distance education course and would involve some degree of ‘immersion’ in the experience of being at the university, at least in digital forms. Joint courses are one form of this, with access to the digital facilities of both universities, and social plus academic discussion areas, enhanced by multimedia.

Virtual exchanges			
19	We are <i>already planning or implementing virtual exchanges</i> in some form, however limited <input style="width: 50px; height: 20px; margin-left: 10px;" type="text"/>	We are <i>aware of the possibility of virtual exchanges but have not begun any planning</i> towards offering them <input style="width: 50px; height: 20px; margin-left: 10px;" type="text"/>	We are <i>not yet aware of this possibility and no discussion has taken place</i> in the university about offering them <input style="width: 50px; height: 20px; margin-left: 10px;" type="text"/>
Further explanation of any developments or planning with respect to the provision of virtual exchanges by your university			

Name:

University & address:

Thank you very much for completing this survey. We appreciate your efforts.

Now please return the survey in one of the following ways (as single sections or as whole survey)

a) Email the Word, PDF or scanned document to Denise Haywood at denise.haywood@ed.ac.uk

b) Post a printout of the document to

Denise Haywood
Higher & Community Education
School of Education
University of Edinburgh
Edinburgh EH8 8AQ, UK

c) Fax a printout of the document to:

Denise Haywood, Higher & Community Education, University of Edinburgh +44 131 651 4101

Please ensure that we have a contact name and address to which to mail the VICTORIOUS Reports when they are produced in early 2007.