

SEMINAR on Students Services in Higher Education

Improving the Learning Environment



Students' services for a better learning environment

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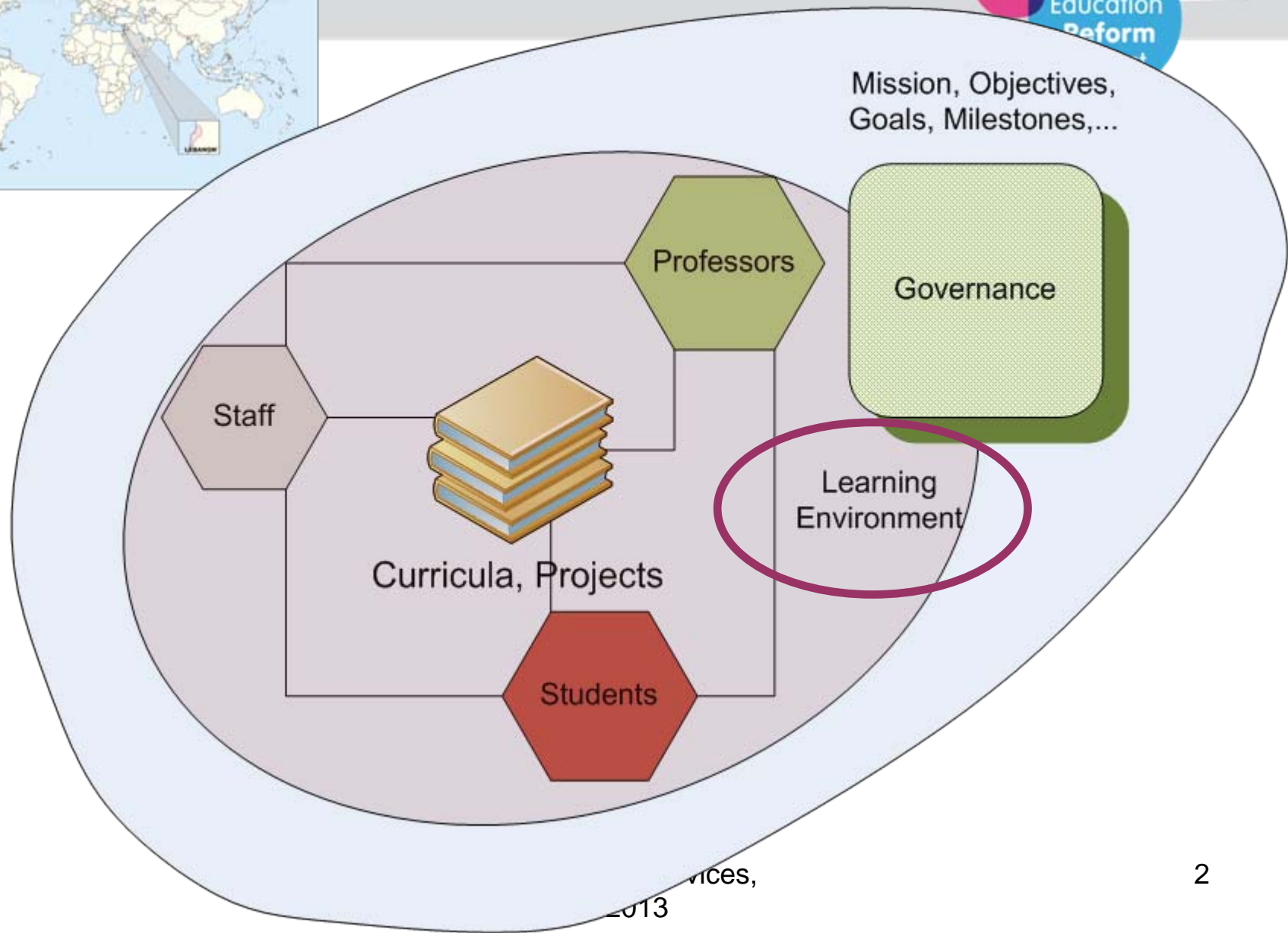
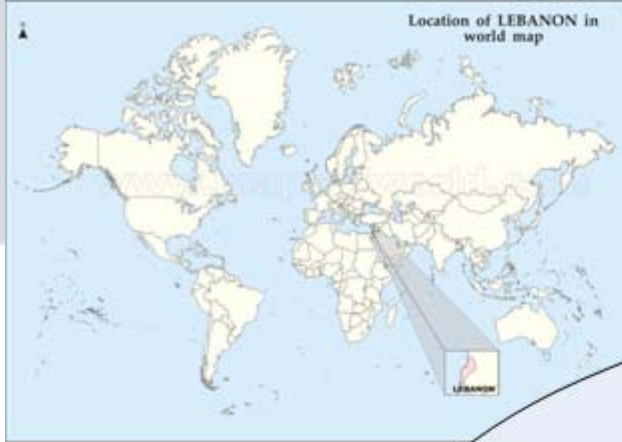
Beirut Arab University, BAU, 28 November 2013



Tempus



- > Introduction
- > Survey and findings
- > Discussions and perspectives



> What does it make it a good learning environment?

● The academic things

- Curricula, Learning Outcomes, Learning Methodologies, ...

● The non-academic things

- Campus, classrooms
- Library
- Orientation, tutoring
- Scholarships, assistantships
- Extra-curricular activities
- Health care
- Counseling

> All can be put under “Students’ Services”

- **What services are essential for a better learning environment?**
- **Who answer this question?**
 - Administration? Professors? Students?
 - Sharing good practices?
- **How to implement those services?**
 - What process shall be in place?

> A better understanding of the needs is a good starting point

- **Listening**
- **Engaging dialogue**
- **Experimenting**
- **Structural measures**

- **A survey to understand the existing context**

Survey and findings



- > Start date: 8 November 2013
- > End date: 26 November 2013
- > 35 participants from 17 institutions

Academic	12
Management	3
Registrar	4
Orientation	2
Students Affairs	9
Financial Aid	1
Alumni	1
Library	1
Other	2

Al Rassoul Al A'azam University Institute	1
AUB	2
AUST	2
AUL	1
LU	6
IUL	1
JU	2
LAU	2
LGU	2
LIU	2
MUBS	3
MUT	1
NDU	2
HCU	1
UPA	2
UOB	3
USEK	2

> Surface allocated to **Library**

- Responses from 7 institutions out of 17
- Between 250 and 500 m² with 2 much higher

> Opening hours

- In average from 8am to 5pm

Is it enough?

How to turn it into effective learning center?

> Scholarships

- Responses from 10 institutions out of 17
- Budget percentage between 2% and 40%

> Assistantships

- Replies from 10 institutions out of 17
- In average 10.3% of students receive assistantships (0.08% and 86%)

Shall have clear objectives

Survey and findings



- > Internet access is widely offered (100% of the respondents)
- > Wireless access too (89.3% of the respondents)

Access is here, need to check the utilization

Survey and findings



> Office for Orientation

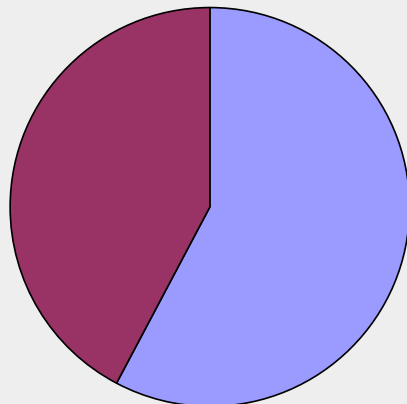
- 26 answered this question out of 35 with 80.6% of yes

> Number of employees in this office

- 10 institutions answered this question out of 17
- Average 5.5 with minimum 1 and maximum 17
- Best scenario is 2 to 1000 students

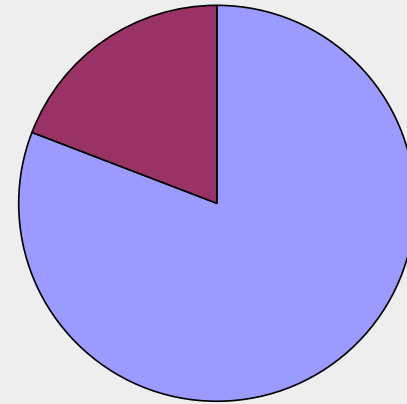
> 57.7% of respondents said that alumni participate in orientation

Do alumni participate in orientation activities?



■ Yes
■ No

Do you have a special office for orientation?



■ Yes
■ No

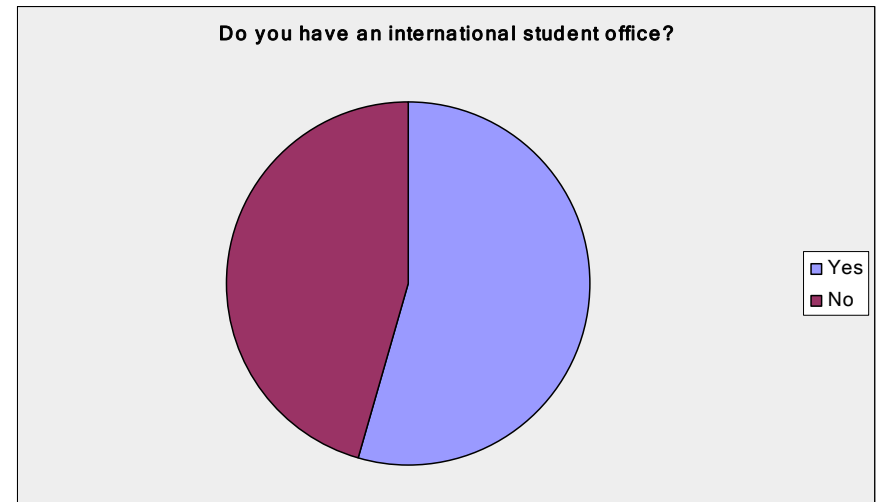
> Placement and Internships

- **In average 4.3% of students needed placement or internship in 2012-2013**
- **2.2% of which were assured by their proper institutions (52%)**

This point has to be tackled with care

> International students

- **Between 0.5% and 40% of the total students' cohort**
- **Only 54.5% of the institutions declared having an international Office**



Survey and findings



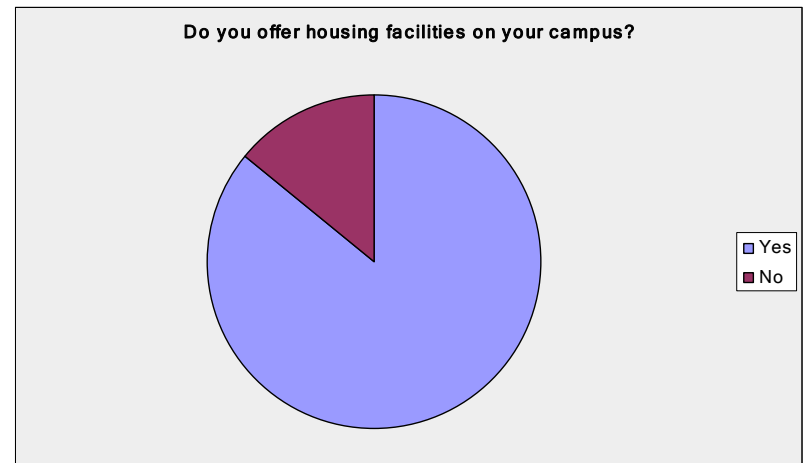
- > 73.9% of the institutions do have impaired students enrolled
 - However, it is like 1 or 2 students per institution

Survey and findings



> Housing facilities

- 85.7% of respondents declare offering housing facilities
- An average 344 room per institution (from 2 to 2000)
- Between 1 and 6 rooms for each 100 students



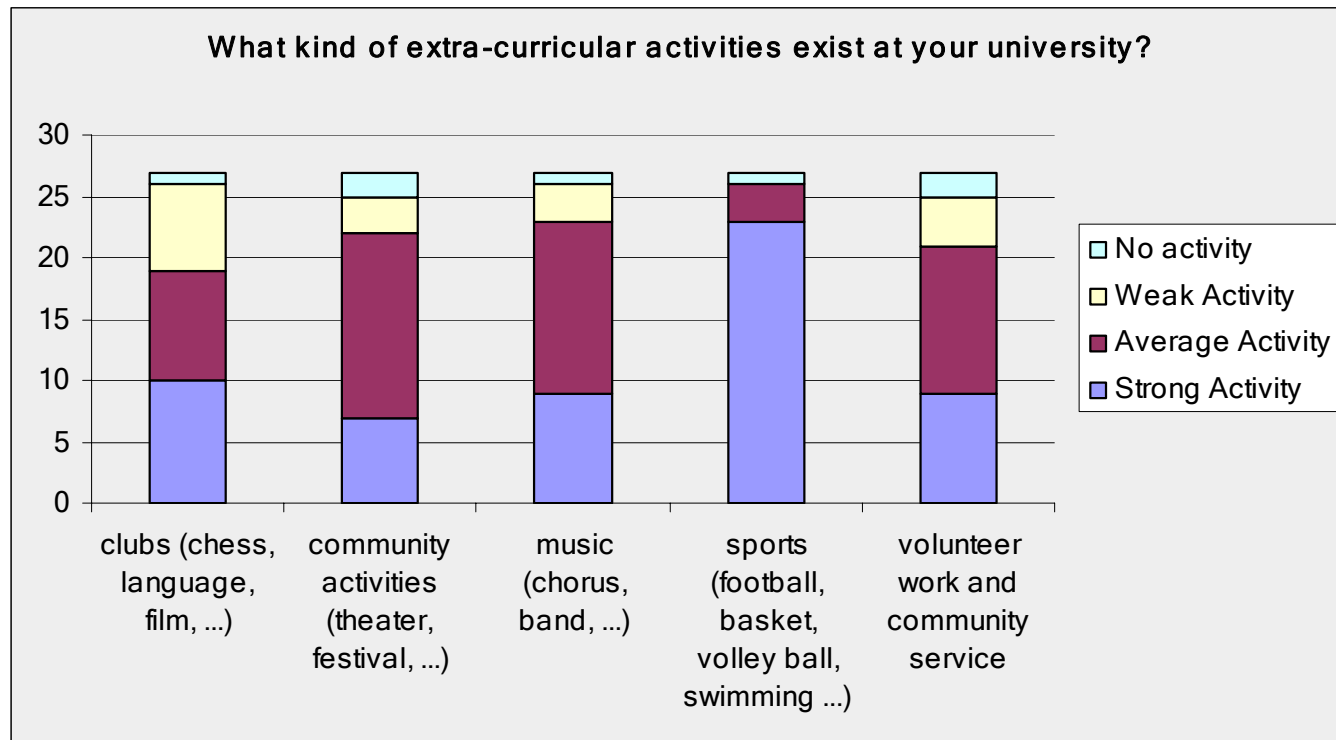
This might be an indicator of students remaining at home...

> Health care offices

- **89.3% declare having a health care office on main campus**
- **73.1% declare having a health care office on secondary campuses**

> Extra-curricular activities

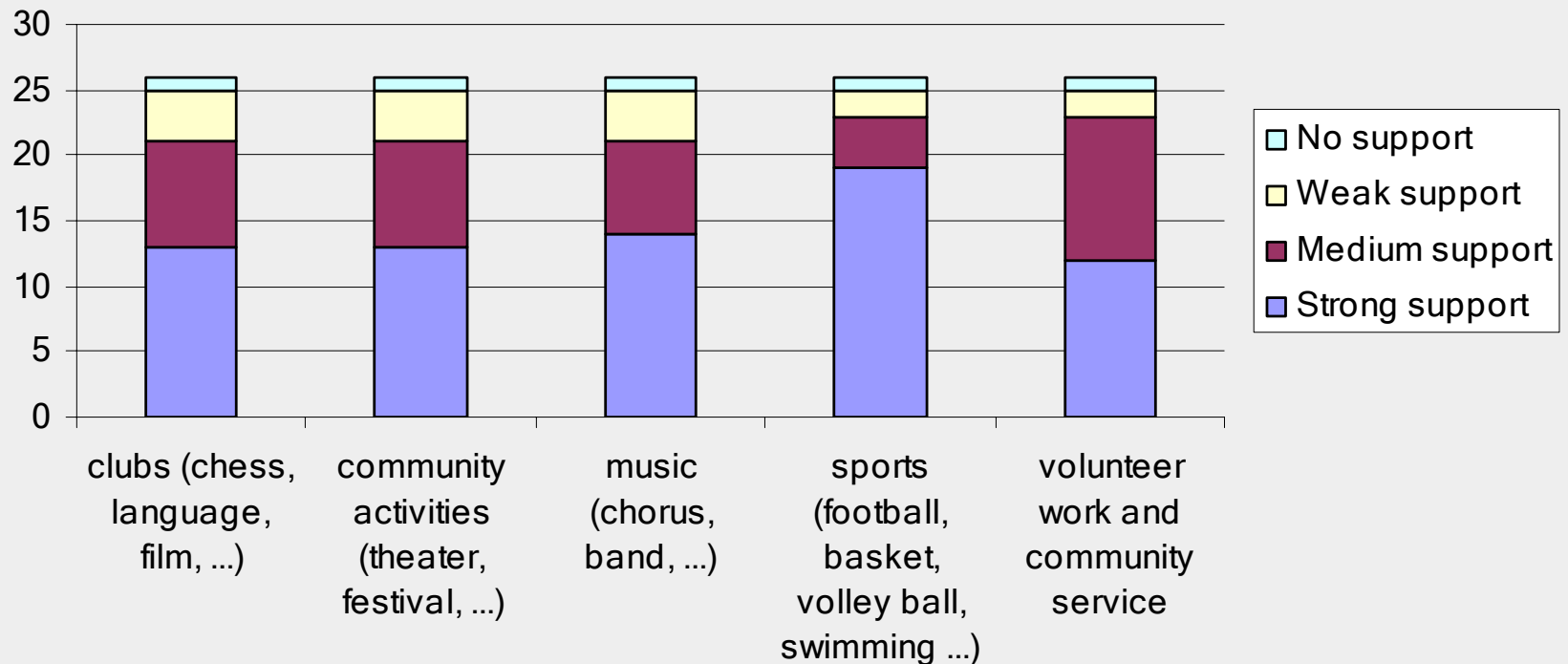
- In average 12% of the budget allocated to extra-curricular activities (between 1% and 40%)



Survey and findings



How you qualify the support provided by your university to the following extracurricular activities?



- > Although a quick survey, but good responding rate and several important findings
- > Major students' services components are here

- > It has been felt that presence on campus might be weak
 - **Housing facilities limited (probably most of students stay at home)**
 - **Opening hours of the Libraries**

While this is not an issue, but how to make the students best profit from the higher education experience?

- > Rather high level of scholarship and assistantship
 - This shows good efforts from the institutions
 - However, it might have some drawbacks!

Manage with care

How to make it profitable to all? by promoting excellence in learning and research?

Discussions and Perspectives



- > Counseling and tutoring might need to be improved
- > Healthcare services might be further developed
- > The presence of international students can enrich the learning environment

- > Limited placement and internships needs and offers
 - It might indicate limited interaction with local socio-economic tissue

How to improve?

What is the role of orientation?

What is a best practice to involve more the alumni?

- > Such a survey must be completed with other stakeholders
 - In particular the ones in the centre of the learning process; the students

It is important to establish/reinforce a process allowing the students to openly express their needs and to well listen to those needs

Thank you