



جامعة بيروت العربية
BEIRUT ARAB UNIVERSITY



Tempus

National Tempus Office-Lebanon
Higher Education Reform Experts

Seminar on Students Services in Higher Education

- Improving the Learning Environment -

Beirut Arab University (BAU)
Debbieh, Lebanon, 28 November 2013

I. Introduction

Reforming and modernising higher education is to a large extent related to the reform of curricula, the adoption of new learning and assessment methodologies based on clearly articulated learning outcomes, to centring the learning process on the student and to the implementation of a good quality assurance system. However, an in-depth look at the educational and learning process shows clearly the central role and the strong impact of the learning environment characterised firstly by the students' services on the quality and efficiency of the learning process. Following the study visit in King's College London in January 2013, the Tempus HERE Lebanon is calling for raising awareness about the importance of students' services and their impact on improving the learning process.

This seminar is therefore organised in cooperation with Beirut Arab University and with the support of UNICA and the Tempus Programme. It is a part of a series of seminars started in 2012 covering so far the following topics:

- Writing learning outcomes (Ministry of Education and Higher Education, June 2012)
- Credit systems (Antonine University, October 2012)
- Internal quality Assurance (Lebanese University, April 2013)

At King's the Lebanon Tempus-HERE were introduced to an excellent, well thought of, clearly organised and, precisely documented students' services system. This system covers the most detailed sides of what a higher education institution could offer to its students and, is managed by a team of professionals operating as a solid entity with a clear role distribution. As explained during the visit, a good driver for fostering the students' services at King's was the 9k issue, tuition fees increasing to 9k pounds. This made the UK institutions reflect, rightfully, on what to offer more or better to the students as services.

As far as the Lebanese context is concerned, and based on an appreciation of the central role of students' services in the learning environment, it seems worth developing and leveraging on those services to further improve the learning conditions. This seminar has been developed in this spirit and at the end of it an attendee will be able to:

- Describe the students' services and their benefits from the perspective of King's;
- Describe and discuss the students' services in several Lebanese universities;
- Argument about the priorities to be given to different services;
- Propose improvements of the students' services in his/her own institution.

II. Scope of the seminar

The training seminar is divided in several parts.

Students' Services at King's

Centred on a Keynote presentation by Ms. Stephanie Griffiths, this part aims at introducing the students' services as practiced and organised at King's College. This will provide a vision of how such services would permit to improve the learning environment of the students.

Students' Services in the Lebanese Higher Education

The description of students' services as offered in the Lebanese institutions is covered by this part. A presentation of the services offered to the students in the host institution, the Beirut Arab University is first provided. Then, practices from other Lebanese universities are presented. Moreover, the major findings to date from the Tempus project MEDAWEL "Integrating a Holistic Approach to Student Services for increased Student Wellbeing" axed on this theme will be described. This aims to exchange good practices.

Vision from the Tempus-HERE

In this part the Tempus-HERE team will provide its own vision of the students' services and what are the priorities in those services in the Lebanese context. This vision is based on the crossing of the opportunities and constraints regarding the students' services and how they could be optimally used for a better learning environment.

Participative activities from the attendees

The training seminars organised by Tempus-HERE used to include working sessions where the attendees divided in small groups will try to experiment one or more ideas presented during the seminar. In the present case, the attendees will try to answer and argue on a very limited questions related to priorities in students' services and the best way to offer them. Moreover, a survey will be conducted before the seminar and its results will be discussed in the presentation by Tempus-HERE.

III. Agenda of the seminar

09h00-09h30: Registration

09h30-10h00: Welcome notes (NTO, DGHE, BAU)

10h00-11h00: Keynote: Students' Services at King's College London

Stephanie Griffiths, Acting Head of Counselling, Counselling, Welfare and Health, Centres, King's College London

11h00-11h30: **Coffee break**

11h30-11h45: The students' services in BAU

Soubhi Abou Chahine, Dean of Students Affairs

11h45-12h00: Major findings from MEDAWEL Tempus project

Maha Baz, Students Services Office

12h00-12h30: Students' services for better learning environment,

Chafic Mokbel, Pierre Gedeon, Mazen El-Khatib, Tempus HERE

12h30-13h30: **Lunch break**

13h30-14h30: Presentations of other Lebanese experiences:

AUB case by Dr. Hala Muhtasib, Chairperson, Enrollment Management Unit

UOB case by Dr. Tony Gergess, Dean of students

14h30-15h30: Working groups

15h30-16h00: Working group presentations

Conclusions by DGHE and KCL