



Welcome to Student Journey Mapping

Boudewijn Grievink & Kirk Doyle



Content

- Welcome & introduction (10 min)
- Student Journey Mapping: why & how? (10 min)
- A real life cases: University of Stuttgart (10 min)
- Exercise: a first taste of mapping a student journey: the current situation (25 min)
- Plenary feedback round (10 min)
- Student Journey map round 2: improve the process (25 minutes)
- Plenary: how to go from idea to practice (15 minutes)
- Reflections & wrap up (15 minutes)

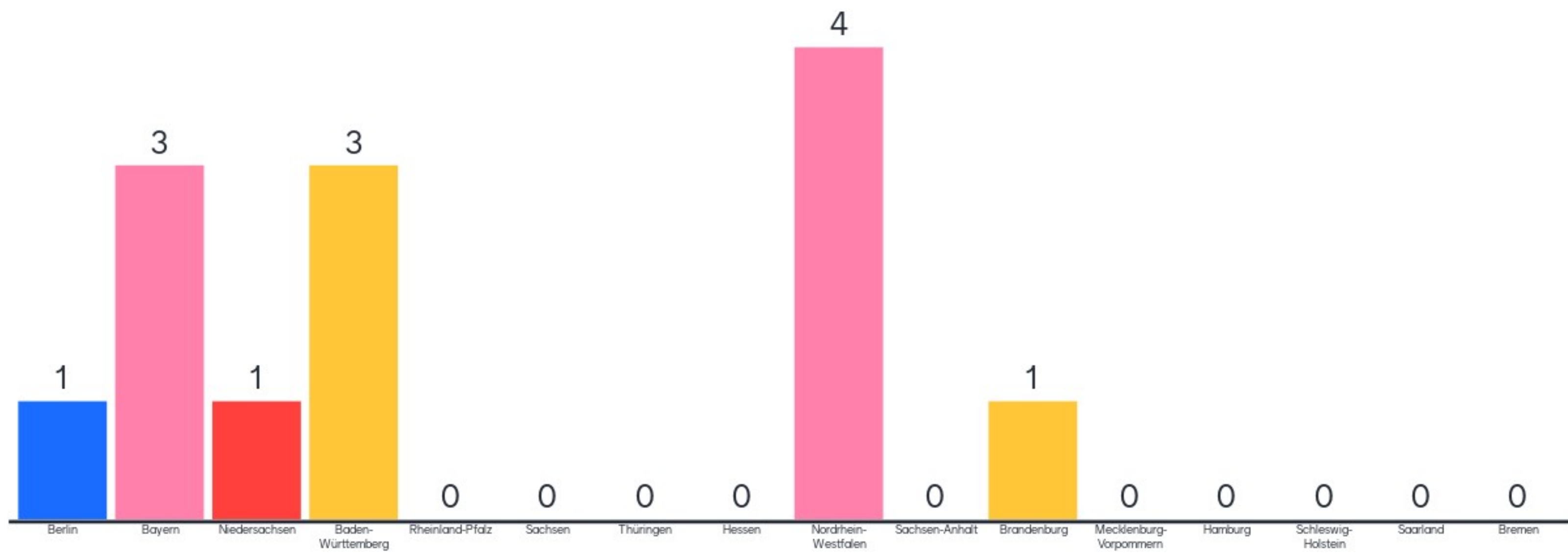




Scan the QR code with your smartphone to join in

or go to menti.com and use the code Then click on the "thumbs up" symbol to show us it is working for you.

Which State are you from?

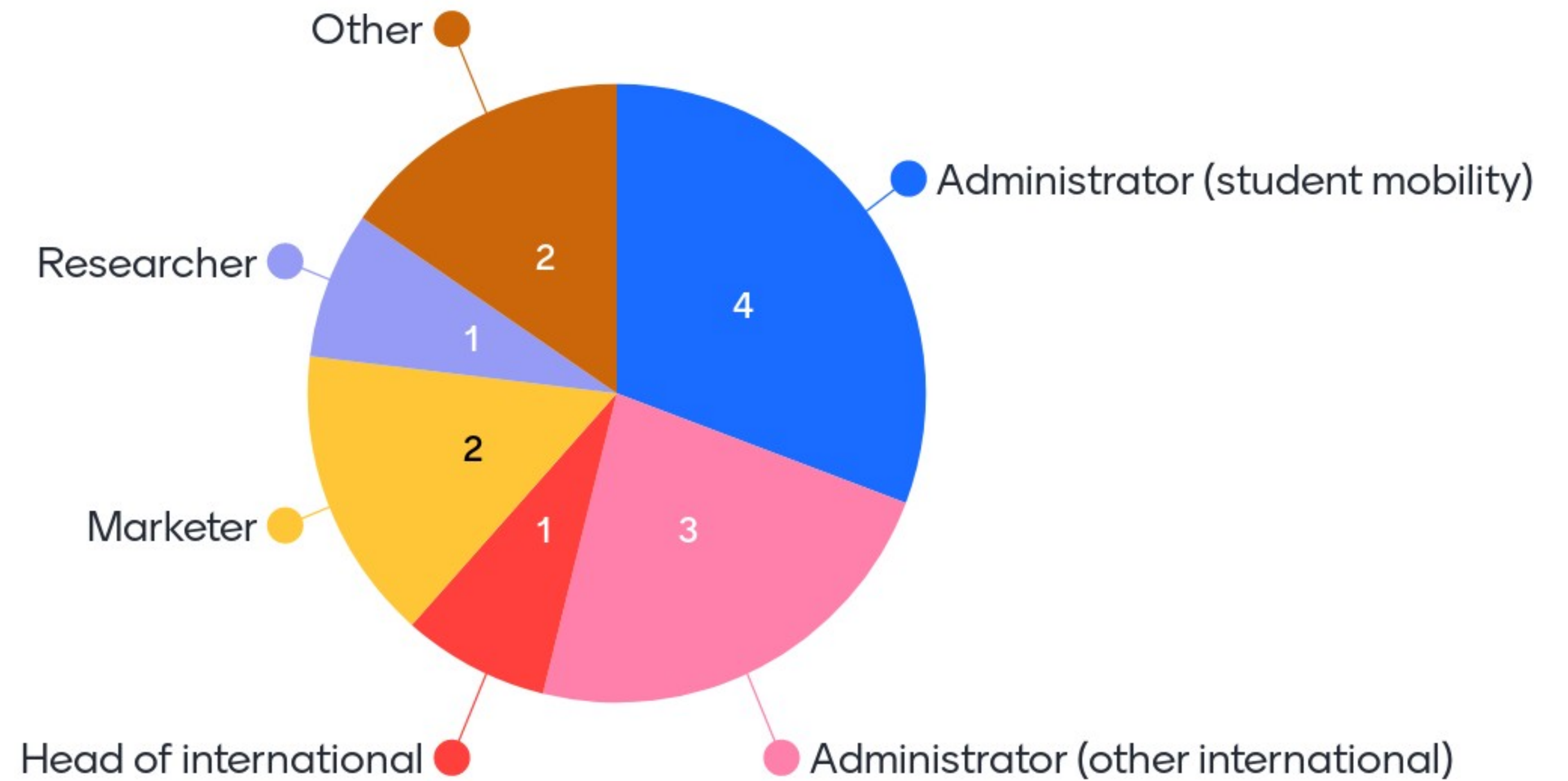




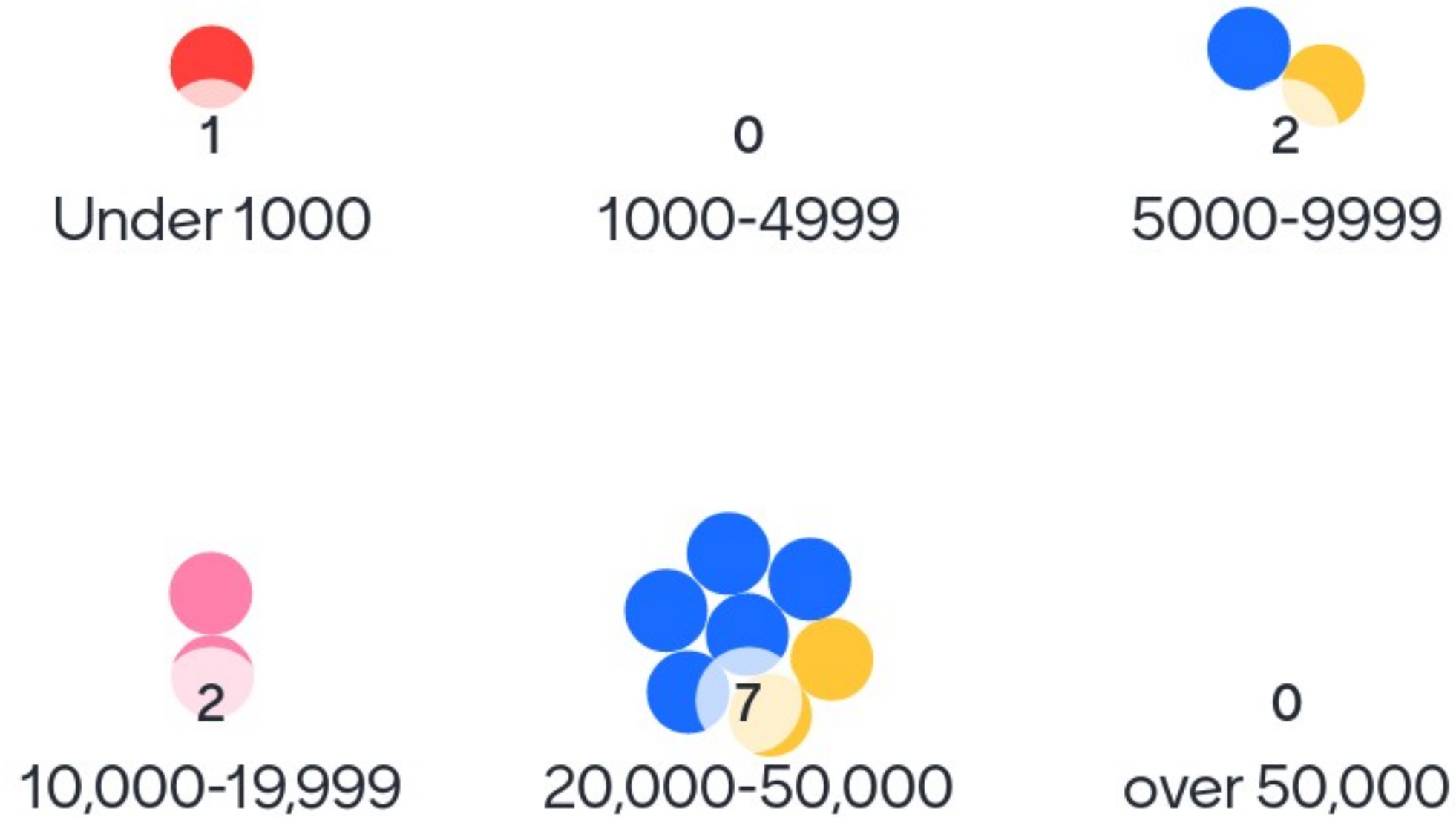
What type of institution are you from?



What is your role at your institution?



How many students are enrolled at your institution?

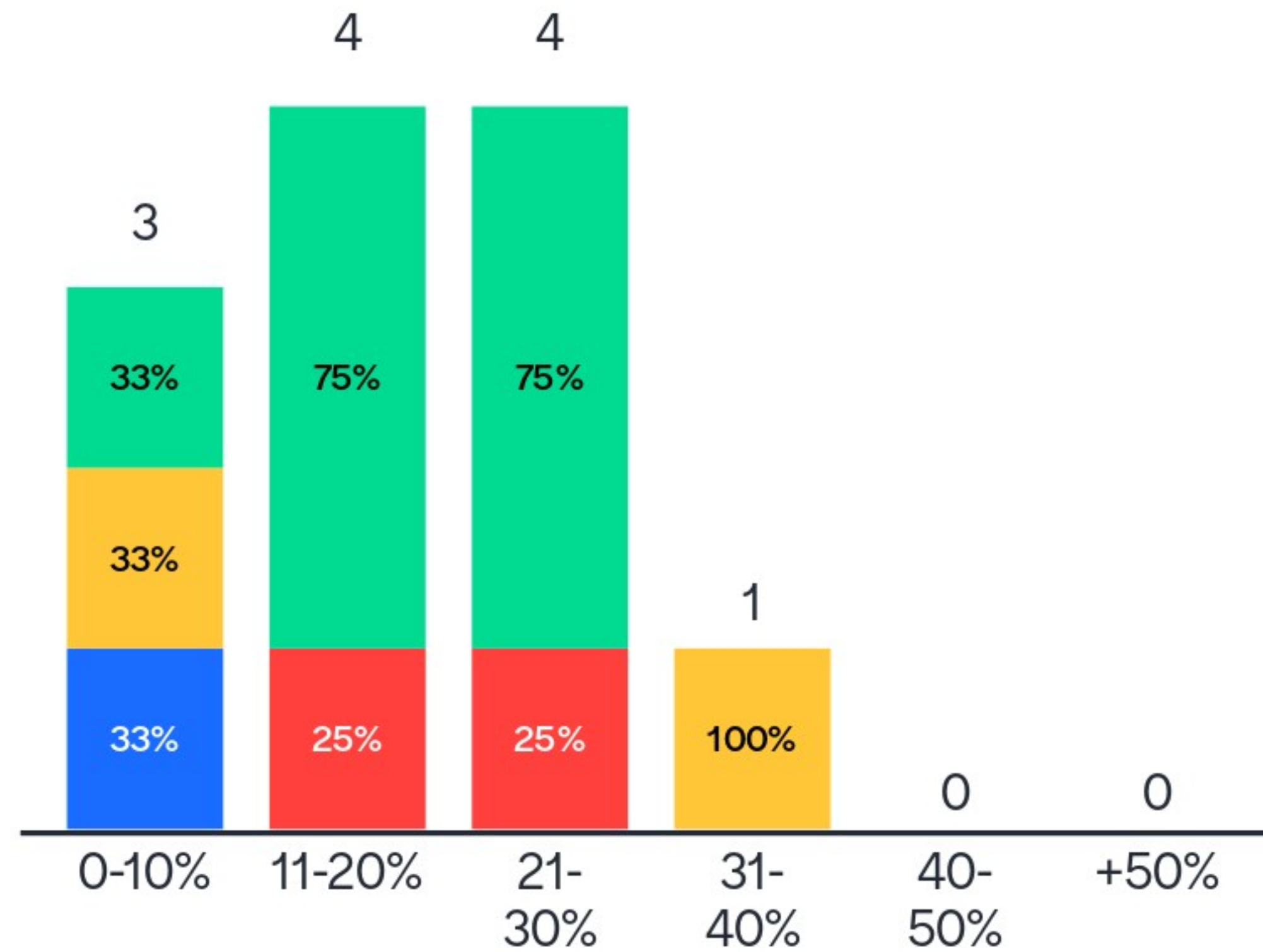


What type of institution are you from?

- Universität
- Fachhochschule
- Technische Universitäten
- Other



What proportion of your students participate in mobility programs



How many students are enrolled at your institution?

- Under 1000
- 1000-4999
- 5000-9999
- 10,000-19,999
- 20,000-50,000
- over 50,000

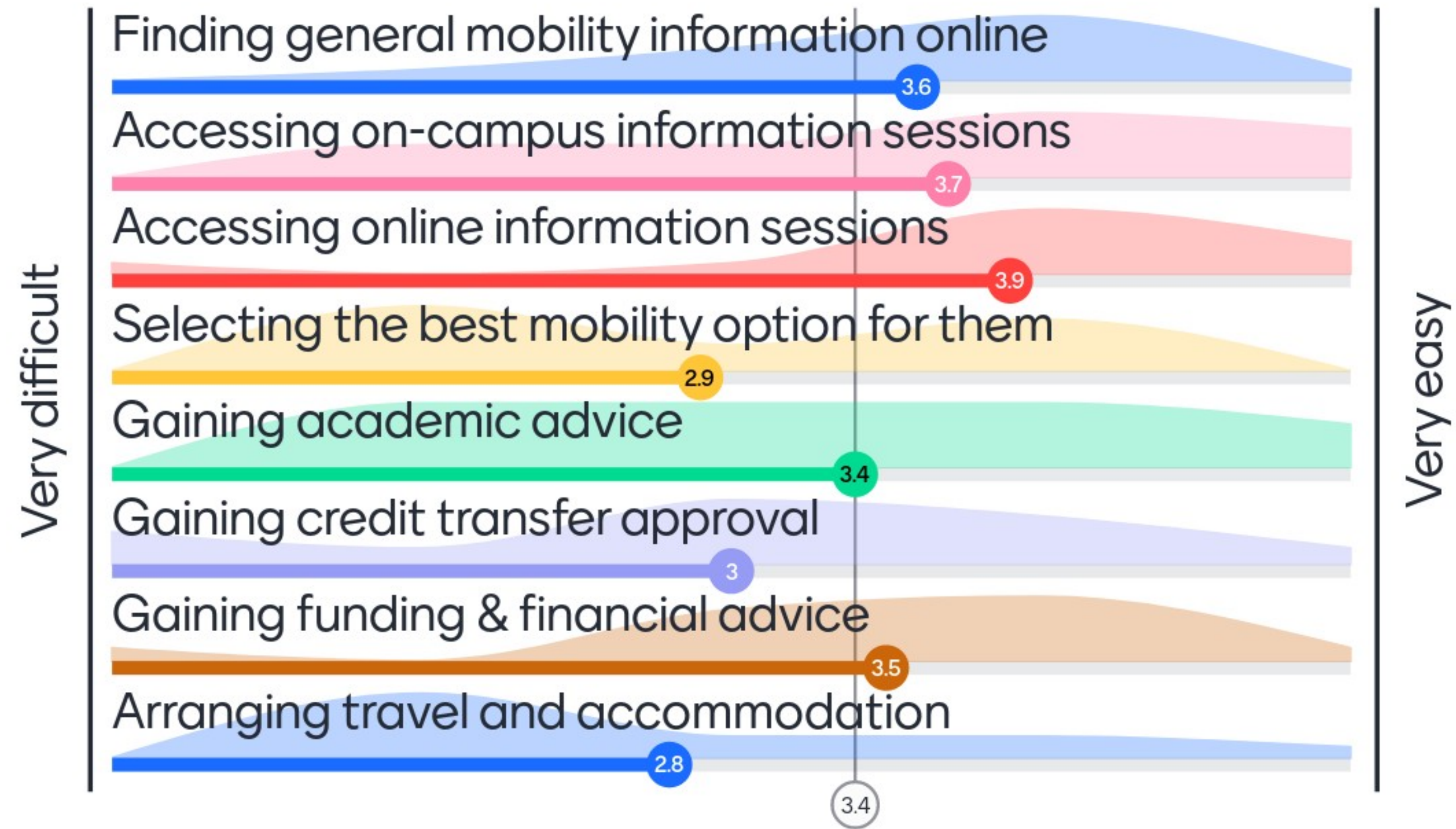




In one or two words, describe the main challenges for outbound student mobility at your institution?

language barriers
fear of going abroad
recognition
lack of awareness
lack of interest
time
language
teacher training
cost
comfort zone
credit transfer
lack of awareness
prolongation of studies

How easy (or difficult) are these parts of the mobility "journey" for students at your institution?



Now let's talk about Student Journey Mapping



Student Journey Mapping

- **Why?**

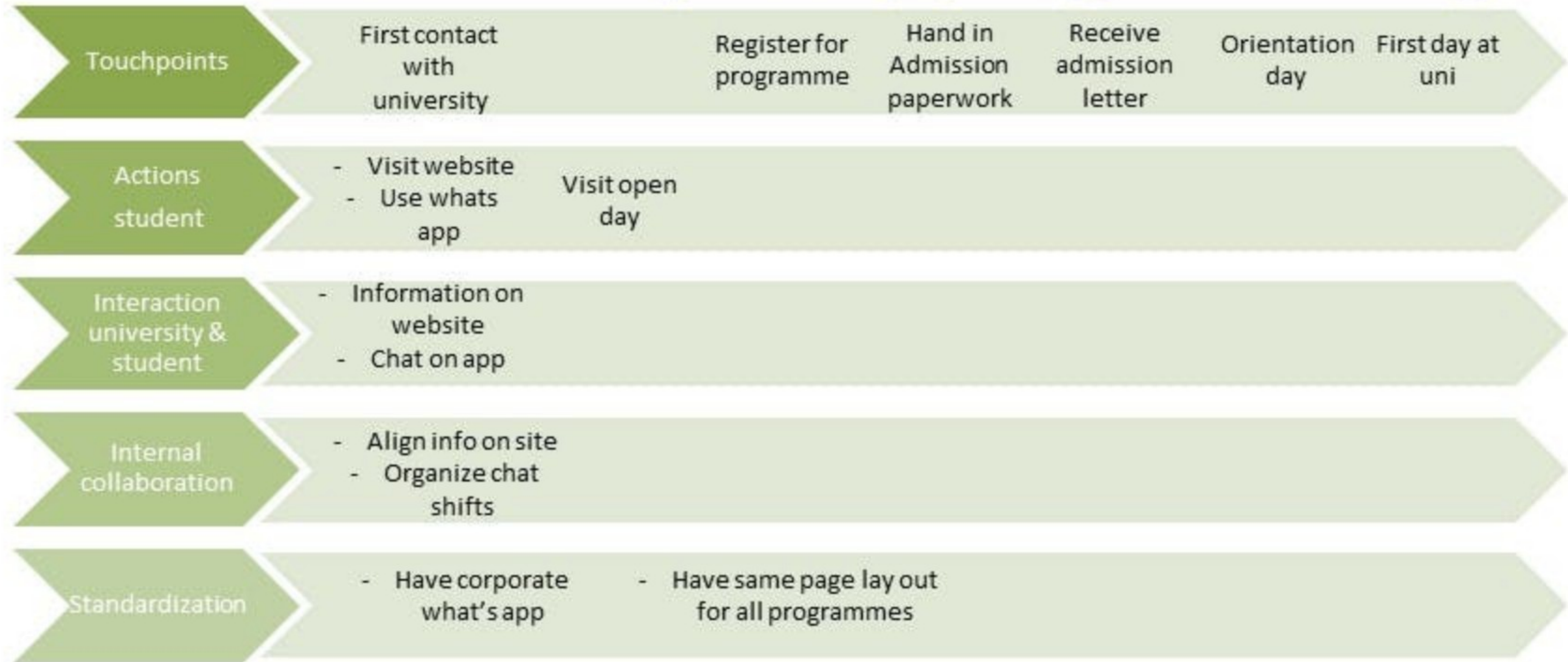
- Changing student population & needs
- Big organizations: where to start?
- Identify issues from a user perspective rather than an organization based perspective
- Hands on approach: identify low hanging fruit
- Overcome resistance for change

- **How?**

- Demand driven approach: based on touch points
- Inclusive approach that allows for co-creation
- Systematic and multidisciplinary approach
- Invite everyone involved



Student Journey Mapping - example



**TELL ME
AND I FORGET
TEACH ME
AND I REMEMBER
INVOLVE ME
AND I LEARN**

BENJAMIN FRANKLIN

Case Study - University of Stuttgart

Max is an Electrical
Engineering and IT student
from Stuttgart, who would like
to go on exchange.

...maybe to **Sweden**

Here is his
journey to
make it
possible

Uni-Stuttgart – Before mobility...

1. Visit the **international office website** / and faculty's website
2. Go over the **program and partner list**
3. Visit the **partner websites**
4. Attend an **information session**/event (by international office and faculty)
5. Make an appointment with the **academic advisor**
6. Fill out the **application form** for exchange
7. If successful, open account in **Mobility Online** (platform for student exchange)
8. **Apply** at the partner university
9. Clarify questions regarding **accommodation, language courses, orientation program** etc., directly with your host university.
10. Clarify **insurance cover** abroad
11. Get pre-approval for **credit transfer** (Learning Agreement Before Mobility)
12. Implementation of the **OLS language test** (online)
13. Upload the **Erasmus+ documents** in Mobility Online (enrollment certification of the University of Stuttgart, result of the 1st OLS language test, Learning Agreement)
14. Submission of the original **Grant Agreement**

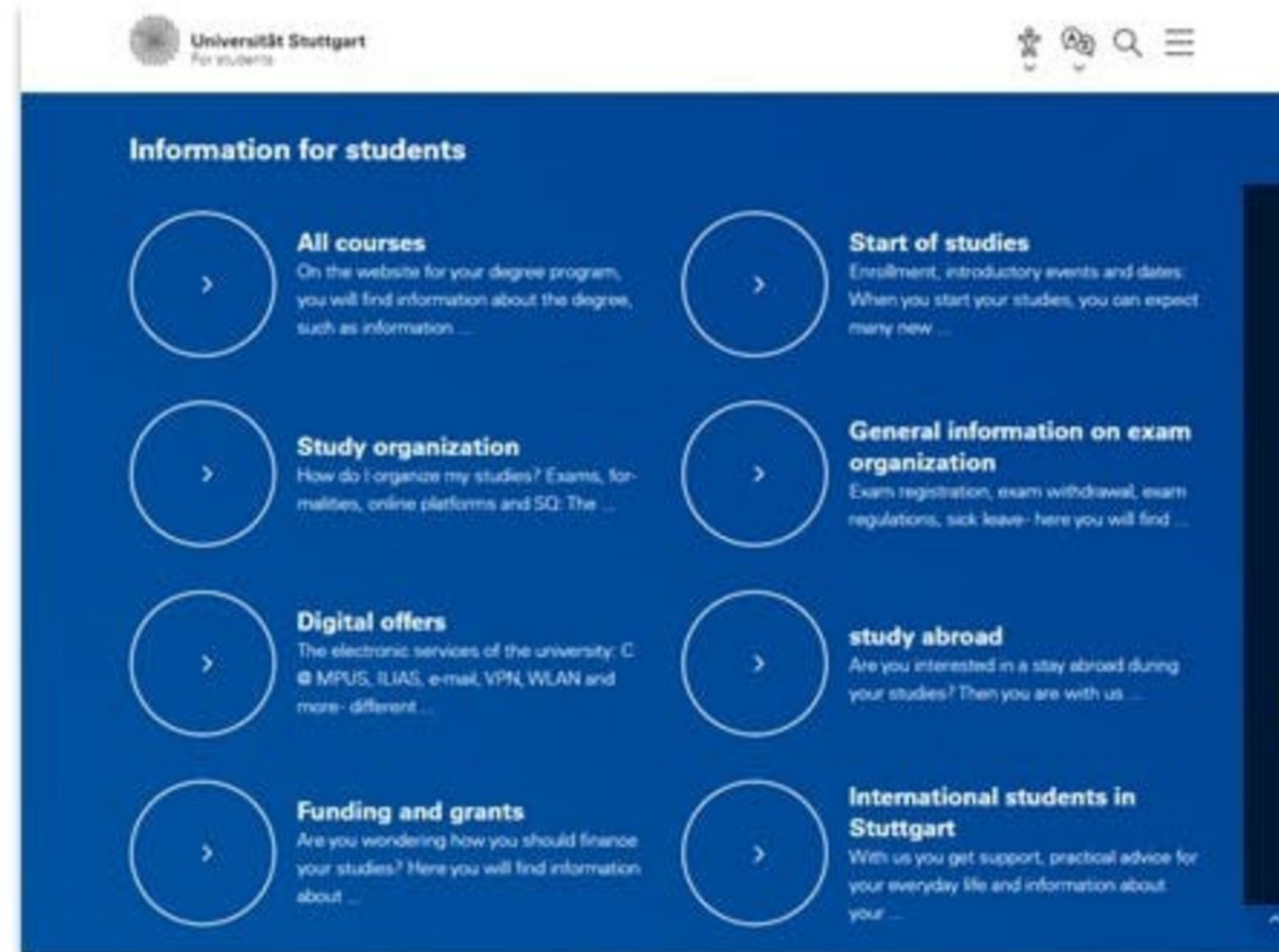


Uni-Stuttgart – Before mobility...



Uni-Stuttgart – Getting information

Visit the
international office
website / and
faculty's website



The screenshot shows the 'Information for students' section of the University of Stuttgart website. It features a grid of eight circular icons, each with a right-pointing arrow, leading to various information pages. The pages are: 'All courses', 'Start of studies', 'Study organization', 'General information on exam organization', 'Digital offers', 'study abroad', 'Funding and grants', and 'International students in Stuttgart'. Each page has a brief description of the information it provides.

Universität Stuttgart
For students

Information for students

- All courses**
On the website for your degree program, you will find information about the degree, such as information...
- Start of studies**
Enrollment, introductory events and dates. When you start your studies, you can expect many new ...
- Study organization**
How do I organize my studies? Exams, formalities, online platforms and SO. The ...
- General information on exam organization**
Exam registration, exam withdrawal, exam regulations, sick leave- here you will find ...
- Digital offers**
The electronic services of the university: C @ MPUS, ILIAS, e-mail, VPN, WLAN and more- different...
- study abroad**
Are you interested in a stay abroad during your studies? Then you are with us ...
- Funding and grants**
Are you wondering how you should finance your studies? Here you will find information about ...
- International students in Stuttgart**
With us you get support, practical advice for your everyday life and information about your ...

Where do I
start?
It takes Max
three clicks
from the
homepage to
get here



Uni-Stuttgart – Getting information

Visit the
international office
website / and
faculty's website

Max finds the
*Austauschm
öglichkeiten*
page – Is that
the page he
needs?



Universität Stuttgart
Für Studierende

Gruppenberatung
Die Gruppenberatung ist Ihr erster Schritt auf dem Weg ins Ausland.

- Austauschmöglichkeiten**
Wir freuen uns, dass Sie sich für einen Studienaustausch interessieren. Wählen Sie Ihr Wunschziel aus ...
- Doppelabschlüsse**
Studierende der Universität Stuttgart haben die Möglichkeit, die Abschlüsse von zwei Universitäten zu ...

Planung und Vorbereitung
Um sicher zu gehen, dass Sie vor Ihrem Auslandsaufenthalt an alles denken, informieren Sie sich ...

- Partnerhochschulen weltweit**
Sie haben die Chance, die passende Partneruniversität für sich zu finden und sich über weitere ...
- Finanzierung**
Um einen finanziell abgesicherten Aufenthalt im Ausland zu garantieren, sollten Sie sich frühzeitig ...



Uni-Stuttgart – Getting information

Visit the
international
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and faculty's
website

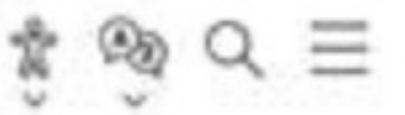


Go over the
program and
partner list



Max can't find a link for European countries, so perhaps Sweden is in the *Erasmus+* page

Universität Stuttgart
Für Studierende



Erasmus+

Im Rahmen der Austauschprogramme der Universität Stuttgart haben Sie die Möglichkeit für ein Semester ...



Afrika

Im Rahmen der Austauschprogramme der Universität Stuttgart haben Sie die Möglichkeit, für ein ...



Asien und Russland

Im Rahmen der Austauschprogramme der Universität Stuttgart haben Sie die Möglichkeit, für ein oder ...



Lateinamerika

Im Rahmen der Austauschprogramme der Universität Stuttgart haben Sie die Möglichkeit, für ein oder ...



USA und Kanada

Im Rahmen der Austauschprogramme der Universität Stuttgart haben Sie die Möglichkeit, für ein oder ...



Australien

Im Rahmen der Austauschprogramme der Universität Stuttgart haben Sie die Möglichkeit, für ein ...



Bewerbungsverfahren

Sie möchten sich für ein oder zwei Austauschsemester bewerben. Finden Sie heraus, wie das ...



FAQ

Wir beantworten für Sie die wichtigsten Fragen zur Bewerbung und zum Auslandsaufenthalt.



Uni-Stuttgart – Getting information



The Erasmus+ page has a helpful video



Uni-Stuttgart – Getting information

Visit the
international
office website /
and faculty's
website



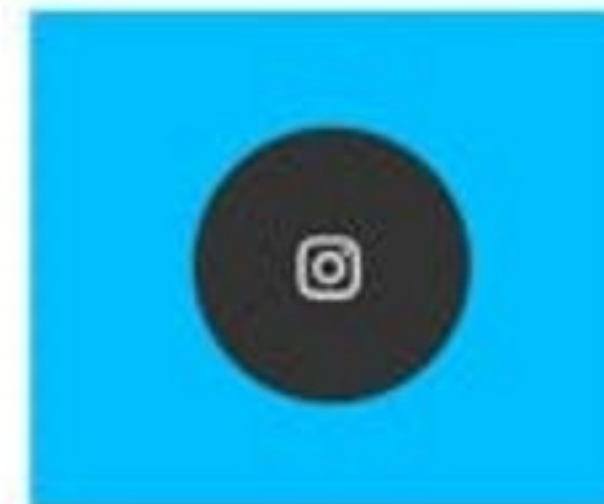
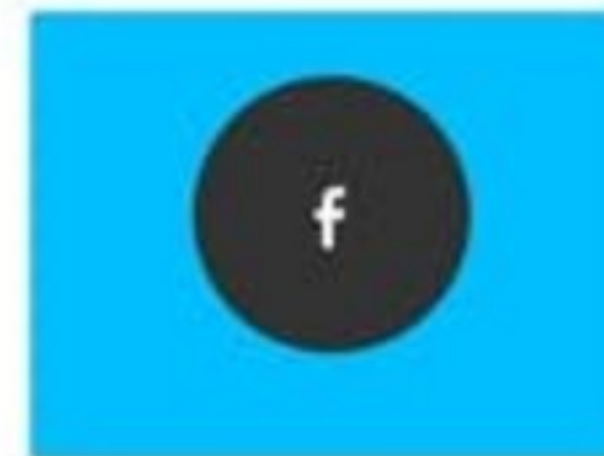
Go over the
program and
partner list



University of Stuttgart
For students

All information about the partner universities in the Erasmus+ program

- > Architecture
- > Building and Civil Engineering
- > Chemistry
- > Energy-, Process- and Bioengineering
- > Computer Science, Electrical Engineering and Information Technology
- > Aerospace Engineering and Geodesy
- > Engineering Design, Production Engineering and Automotive Engineering
- > Mathematics and Physics
- > Faculty of Humanities
- > Management, Economics and Social Sciences



**Max finds a
list of
universities
for his study
area**



Uni-Stuttgart – Getting information

Visit the international office website / and faculty's website



Go over the program and partner list

05 - Fakultät für Informatik, Elektrotechnik und Informationstechnik					
Land	Stadt	Partnerhochschule	Fachrichtung	Level	Fachkoordinator Uni Stuttgart
Malta	Malta	Università Ta' Malta	Maschinelle Sprachverarbeitung, Computer-Linguistik	Bachelor, Master	Arstein, Stefanie
Niederlande	Amsterdam	Universiteit van Amsterdam - Faculty of Science	Maschinelle Sprachverarbeitung, Computer-Linguistik	Bachelor, Master	Arstein, Stefanie
Niederlande	Eindhoven	Technische Universiteit Eindhoven - Department of Mathematics and Computer Science	Informatik und Softwaretechnik	Bachelor, Master	Schneider, Katrijn
Norwegen	Oslo	Universitetet i Oslo	Informatik und Softwaretechnik	Bachelor, Master	Schneider, Katrijn
Norwegen	Trondheim	Norges Teknisk-Naturvitenskapelige Universitet	Elektro- und Informationstechnik	Master	Müller, Catherine
Polen	Gliwice	Politechnika Śląska	Elektro- und Informationstechnik	Master	Müller, Catherine
Polen	Poznan	Politechnika Poznańska	Elektro- und Informationstechnik	Bachelor, Master	Müller, Catherine
Polen	Poznan	Politechnika Poznańska	Informatik und Softwaretechnik	Bachelor, Master	Schneider, Katrijn
Rumänien	București	Universitatea 'Politehnica' din București (UPB)	Elektro- und Informationstechnik	Bachelor, Master, PhD	Müller, Catherine
Schweden	Gävle	Högskolan i Gävle	Elektro- und Informationstechnik	Master	Müller, Catherine
Schweden	Göteborg	Chalmers tekniska högskola	Elektro- und Informationstechnik	Master	Müller, Catherine
Schweden	Linköping	Linköpings universitet - Faculty of	Elektro- und Informationstechnik	Master	Müller, Catherine



...and Chalmers University is on the list
Catherine Müller is the Fachkoordinator



Uni-Stuttgart – Getting information



CHALMERS The Student Portal

Studies Student Life Careers and Jobs Contact

Search course, person, etc.

På svenska

Login to get access to all services [Login](#)

Start > Studies > Incoming student

Studies

- The academic year - dates and times
- Incoming student
 - For students admitted to...
 - Plan for your first...
 - Practical information...
 - First time at Chalmers...
 - CRC - Chalmers International...
 - Committee
 - Incoming exchange students 2021

A warm welcome to Chalmers and Gothenburg!

Good news - it looks like Engineering and IT students can go to Chalmers University. Max visits the Chalmers U. website to learn more

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I APPROVE

Uni-Stuttgart – Getting information



A Gruppenberatung looks like a good idea



Universität Stuttgart
Für Studierende

Gruppenberatung

Die Gruppenberatung ist Ihr erster Schritt auf dem Weg ins Ausland.

...and there are Online-Sprechstunden

Sprechzeiten im Dezernat Internationales

Neu: Persönliche Sprechstunden

Anmeldung



Uni-Stuttgart – Getting information



Katja Schuster
is the
Hochschulkoordinatorin
Erasmus+
- she looks friendly!



Contact



Katja Schuster

Institutional coordinator, Program coordinator Europe

[Profile page](#)

[+49 711 685-68553](tel:+4971168568553)

[Write e-mail](#)

[Office hours \(online\)](#) (Mon + Wed 10 a.m. to noon (and upon request))



Uni-Stuttgart – Getting information



CHALMERS The Student Portal

Studies Student Life Careers and Jobs Contact

Search course, person, etc.

Login to get access to all services [Login](#)

Start > Studies > Incoming exchange students 2021 > Mandatory registration for Exchange students

Registration for Exchange students

Mandatory registration

Chalmers applies self-service online registration in Ladok for all admitted students on every course, each semester.

Step 1. Before you register

New students must first receive the **Chalmers computer account (CID)** and Chalmers password.

- We will send out an email around **Tuesday 8 June 2021**, with dates, activations codes, and further information to all incoming exchange students.
 - If you have not received these e-mail messages, you have the following options:
 - Visit our IT Helpdesk online in Zoom, or on campus, and bring your passport or other valid ID card.
 - If you can't come to our campus, please contact IT Support by e-mail or phone, for further assistance.

Step 2. Complete your mandatory registration (registration opens in August)

- Click on [Ladok for students](#).
- Click **Choose university**. Choose **Chalmers** and click **Proceed to Login** and fill in your CID and Chalmers password (see **Step 1** above).
 - Please note that it can take a while after you use the MyAccount portal for the first time, until Ladok

Exchange application, Mobility Online and Chalmers U. Registration



Uni-Stuttgart – Before mobility...



Uni-Stuttgart – Before mobility...

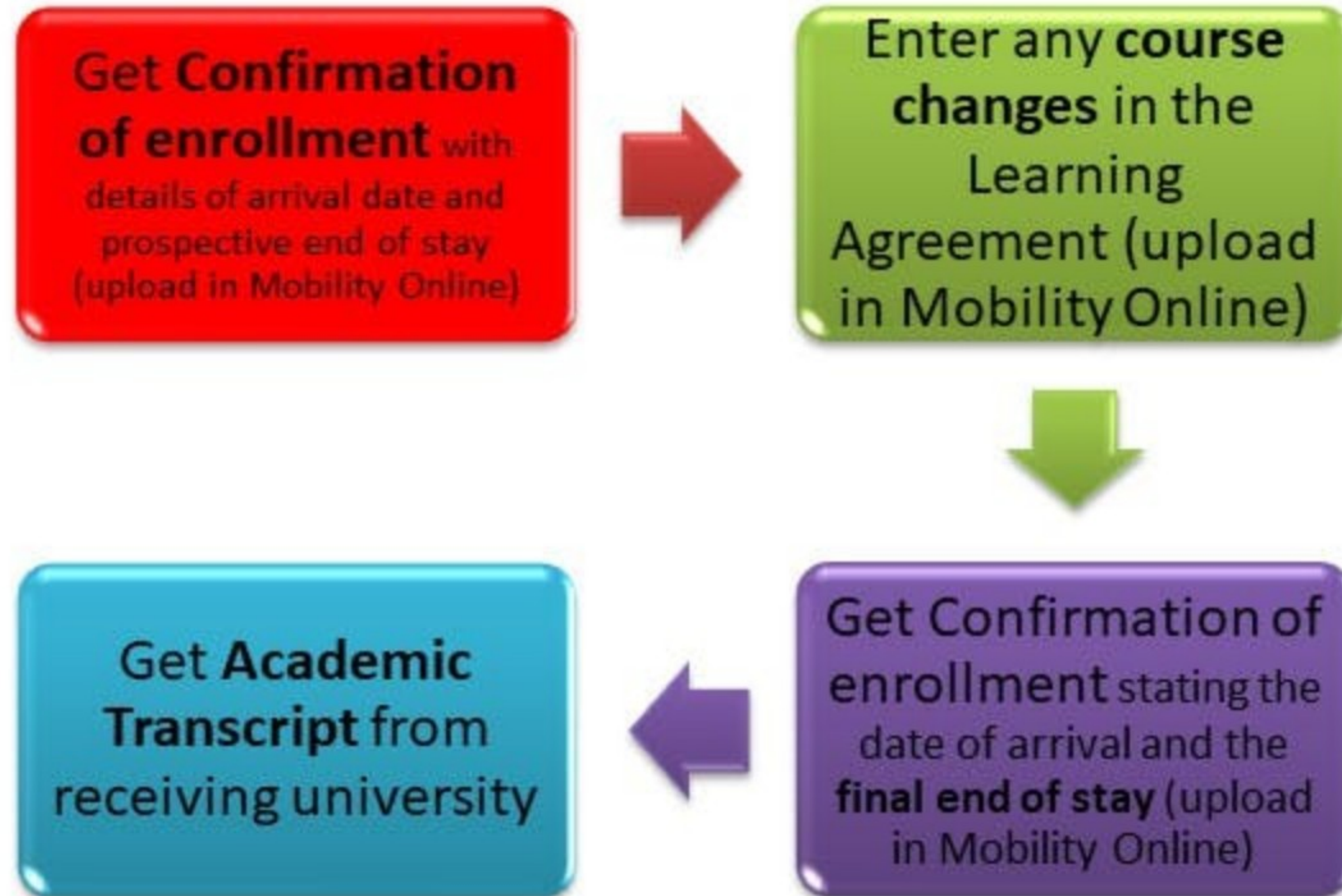


Uni-Stuttgart – During mobility...

1. Get **Confirmation of enrollment** with details of arrival date and prospective end of stay (upload in Mobility Online)
2. Enter any **course changes** in the Learning Agreement (upload in Mobility Online)
3. Get Confirmation of enrollment stating the date of arrival and the **final end of stay** (upload in Mobility Online)
4. Get **Academic Transcript** from receiving university



Uni-Stuttgart – During mobility...



Uni-Stuttgart – After mobility...

1. Upload all requested documents in Mobility Online
2. Get **recognition of credits** earned abroad in the subject area:
 - Make appointment with the **dean of studies**
 - Bring **Learning Agreement** and **Transcript** of Records from receiving university
 - Bring **request for recognition** and have it **signed by the dean of studies**
 - Send request for recognition to **examination office**



Uni-Stuttgart – After mobility...

Upload all
requested
documents in
Mobility Online



Get **recognition of credits** earned abroad in the subject area:

- Make appointment with the **dean of studies**
- Bring **Learning Agreement** and **Transcript** of Records from receiving university
- Bring **request for recognition** and have it **signed by the dean of studies**
- Send request for recognition to **examination office**



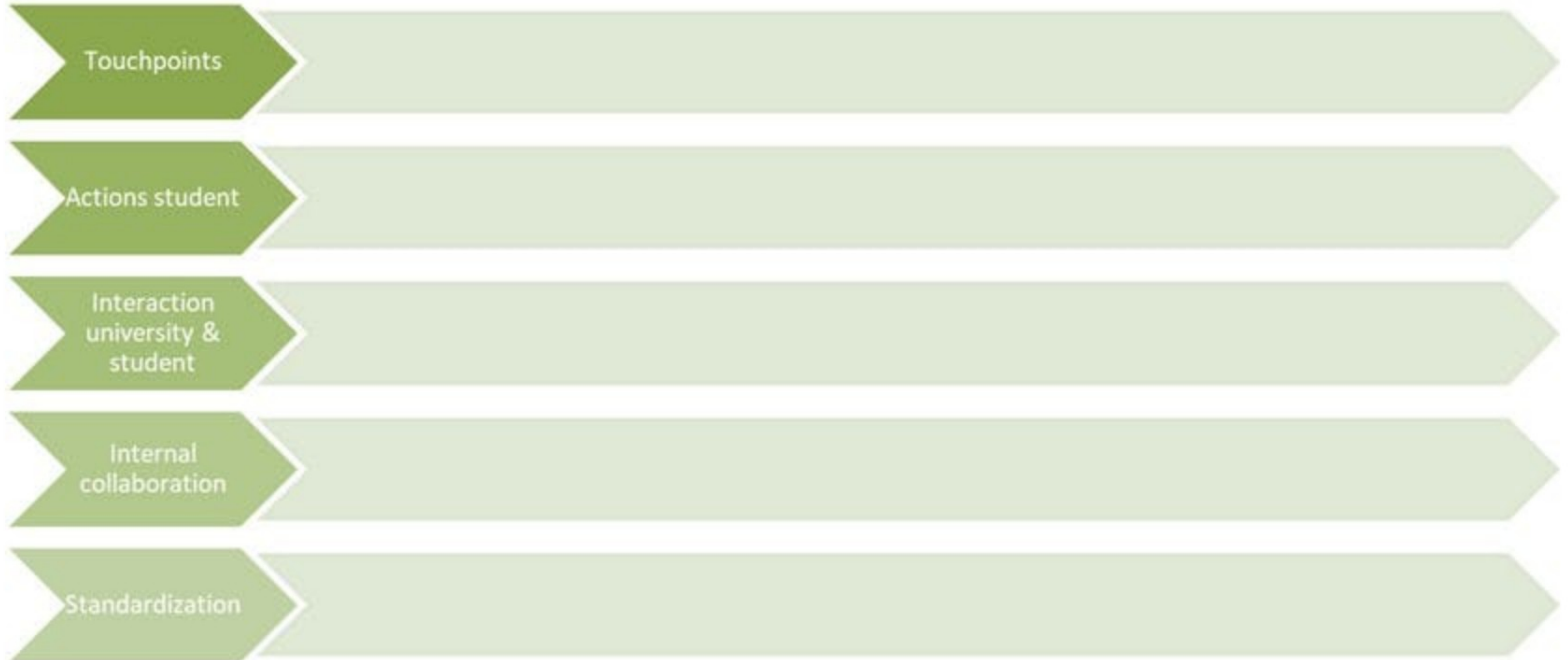
Uni-Stuttgart – Key challenges

- **First contact** with international office / international coordinators at faculties
- **Language barriers**: Most outgoing students are interested in English speaking countries
- Semester dates of Partner Universities may **clash with examination dates**
- **Recognition**
- Fear of **prolongation of studies**



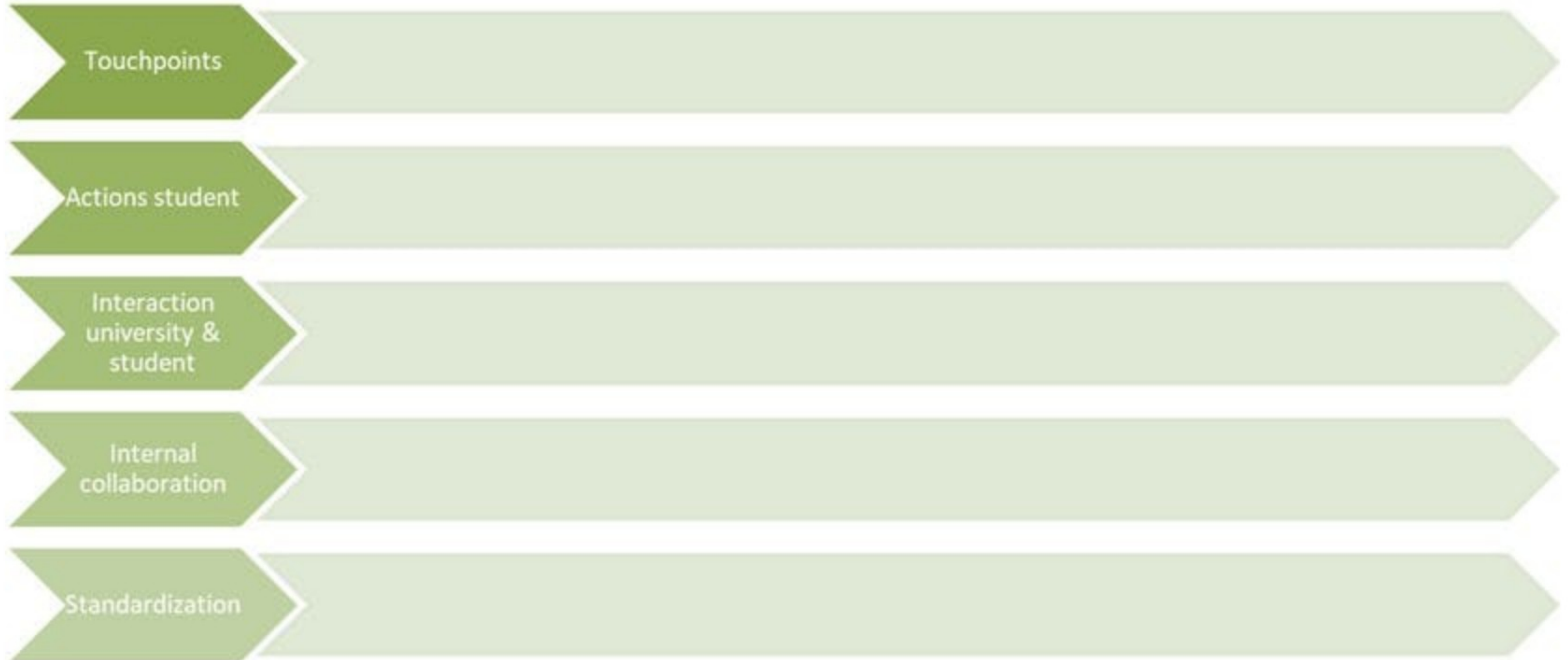
Assignment: Make Max's Map

- Identify:



Assignment: Make Max's *ideal* Map

- Identify:





Ways to Improve the Student Journey

- Create an online resource
- Develop guides for study areas with specific requirements
- Set up a peer mentor program
- Invite staff to become mobility ambassadors
- Develop more "fit-for-purpose" partnerships





Ways to Improve the Student Journey

- Co-create content with students
- Co-create content with partner institutions
- Streamline approval processes
- Set up pre-approved credit arrangements
- Help students self-select more easily



What are the actions you can take (tomorrow, within 6 months, in the next year) to enable a better student journey?

standardization of remote examinations

peer mentor program at faculty level

To finally get started with the database project (using a "quick fix" solution like the one you mentioned)

Social events for Incoming and future outgoing students (cooking, etc)

Create a webinar (or something like a Dropbox where interested students have access) in which we upload information on the exchange programs

implement ambassador programme create partner university list by study area

create a video road map showing the different stops the students needs to "go through" their student journey (for incoming

improving homepages bundle information checklist &

Container Modules for stays abroad (improve recognition)



BEGIN.



Thank you for joining us today!

Boudewijn Grievink

Katapult

e: b.grievink@ptvt.nl

www.wearekatapult.eu

Kirk Doyle

Australian Catholic University

e: kirk.doyle@acu.edu.au

www.acu.edu.au



Ergebnisse der Gruppenarbeiten in drei Breakoutrooms

