

Student Services Matrix for Each Case Study

STUDENT SERVICES AT THE UNIVERSITY OF NOVI SAD

	All Faculties	Faculty-Specific	University Level	External Agencies	Student Gov't
1. Student Recruitment		Individual professors	Education Fair Website		
2. Admissions					
3. Orientation		Official meeting at the beginning of AY			
4. Student Records/ Registration/ Academic Counselling	Student Service Secretary of the Department	Information Systems Diploma Supplement			
5. Financial Aid			Merit Awards	Student Centre	
6. Student Housing and Dining		Outsourced Dining Services		Student Centre – main student cafeteria, residence halls	
7. International Programmes		Int'l student exchanges	International Office		
8. Student Life and Activities				Student Cultural Centre of Novi Sad	
9. Student Counselling					
10. Career Advising					
11. Student Government	Student Association and Student Union		Student Vice-Rector (a student) Student Association and Student Union		
12. Student Associations	Specialised student organisations	Specialised student organisations	A. of Hungarian students A. of Roma students A. of Disabled Students "Balkan Idea" and AEGEE Cultural, artistic and sports associations		
13. Alumni Association			First Alumni Assembly 2003, AA in process		
14. Other			Educational Affairs and Public Relations Office		

STUDENT SERVICES AT THE UNIVERSITY OF ZAGREB

	All Faculties	Faculty-Specific	University Level	External Agencies	Student Gov't
1. Student Recruitment	Website		Website Publications		
2. Admissions			Central System (?)		
3. Orientation		Faculty orientation			
4. Student Records/ Registration/ Academic Counselling	Student Office/ Secretariat (Educational Administration)	Information Database (faculty-specific)			
5. Financial Aid			Merit Awards	Student Centre - scholarships	
6. Student Housing and Dining		Outsourced Dining Services		Student Centre – main student cafeteria, residence halls	
7. International Programmes	Int'l Programmes and Mobility Coordinator	Int'l Programmes and Mobility	International Relations Office – services for international students	<i>Student Information Centre (SIC)*</i>	
8. Student Life and Activities		On-line Forum Student Info Centre Student Ombudsman		Student Centre – cultural activities	
9. Student Counselling		Informal Professor- Student Counselling	Student Counselling Service (based at Dept of Psychology)		
10. Career Advising				<i>Student Information Centre (SIC)*</i>	
11. Student Government	Faculty Student Council		University Student Council	Student Centre – houses the office of the SG	
12. Student Associations	Formal/Informal Associations	Formal/Informal Associations	International Student Organisations		
13. Alumni Association	Alumni Affairs Coord. (member of academic or admin staff)		Alumni Association Committee		
14. Other	Faculty Committees (e.g. complaints)	Sport events, field trips, summer school	University Computing Centre		

* The Student Information Centre (SIC) is an NGO, not formally connected to the University of Zagreb.

STUDENT SERVICES AT BABES BOLYAI UNIVERSITY

	All Faculties	Faculty-Specific	University Level	External Agencies	Student Gov't
1. Student Recruitment	Website		Website Organised at University Level		
2. Admissions			http://www.ubbcluj.ro/admitere/admitere.htm (only in RO – to check)		
3. Orientation	At the beginning of AY – organised by Tutor				
4. Student Records/ Registration/ Academic Counselling	Faculty Secretariat Tutor Advising System		IT system [http://www.ubbcluj.ro/studenti/facilitati.htm] Enrolment Statistics from the Rectorate - which office produces those (ask Camellia)?		
5. Financial Aid		Faculty extra-budgetary sources	Social Service		
6. Student Housing and Dining			Social Service Admin Committee of the Residence Complex		
7. International Programmes	Informal at the faculty level; Soctrates Coordinator		Centre for International Cooperation (CIC)		
8. Student Life and Activities	Dean, Head of Dept. Tutor	Faculty extra-budgetary sources			
9. Student Counselling	Tutor		Expert Centre (EC)		
10. Career Advising			Career Centre (est 2005)		
11. Student Government	Student Prefects/Faculty		Student Prefects/University		
12. Student Associations	Formal/Informal Associations (NGOs)	Formal/Informal Associations (NGOs)	No info on website (in construction)		
13. Alumni Association			Alumni Association		
14. Other			Centre for University Development (CDU) Centre for Quality Assurance		

STUDENT SERVICES AT THE UNIVERSITY OF DEBRECEN

	All Faculties	Faculty-Specific	University Level	External Agencies	Student Gov't
1. Student Recruitment			Website		
2. Admissions					
3. Orientation			Freshmen's Ball		
4. Student Records/ Registration/ Academic Counselling	Registry Office Head of Registry NEPTUN system Deputy Dean for Teaching or Academic Affairs		NEPTUN System Central Office		
5. Financial Aid			Student Welfare Office + Committees		Student Committee on state-funded scholarships
5. Student Housing Dining Services	Outsourced at Faculties		Student Welfare Office + Committees Debreceni Universitas Co.	Debrecen Universitas Co.	
7. International Programmes	International Offices at each School		Center for External Relations		
8. Student Life and Activities			<i>Pont Iroda</i> Service Centre University Days Dorm Week	Debrecen Campus Co. (DC Kht) Debrecen Universitas Co.	
9. Student Counselling			Psychological Counselling Service		
10. Career Advising			<i>Pont Iroda</i> Service Centre Career Fair	Debrecen Campus Co. (DC Kht)	
11. Student Government	Student representatives of each faculty		Student Union		
12. Student Associations			11 Organisations and Associations; http://www.unideb.hu/ index.php?IC=hu		
13. Alumni Association					
14. Other			Quality Assurance Office University Library		