



European Student Card

Business Needs Forum with European Universities Alliances

A European Student Card to make it easier to be a mobile student
recognise your student status
across Europe
facilitate access to student services

#EuropeanStudentCard

Erasmus+
Enriching lives, opening minds.

Higher Education

Erasmus+

Prepared for the Directorate-General for Education, Youth, Sport and Culture by :

NTT DATA

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EUROPEAN COMMISSION

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CONTEXT

The **European Student Card (ESC) Governance Model was created to support decision-making and to follow up on ESC adoption needs**. The model aims to ensure the correct deployment of the ESC, and to involve and consult key stakeholders to gather relevant insights on the deployment, usage, stakeholder needs, as well as future developments of the ESC.

The Business Needs Forum is part of the Users' working groups, a key part of the Governance model to capture the needs and feedback from key stakeholder groups.

The **first session of the Business Needs Forum kicked off on February 7, 2024, with 20 participants representing eight different European Universities alliances** that are part of the governance model, and other institutions implementing the European Student Card, including: EC2U, EU-CONEXUS, CIVICA, EDUCA, FOR-EU 1 and EPICUR, FORTHEM, and CHARM-EU . Furthermore, the session was organised and led by NTT DATA, the lead contractor from the Lot 2 consortium .



Objectives and content of the document

This document includes **the outcomes and key highlights from the Business Needs Forum conducted with European Universities alliances representatives that are part of the ESC Governance Model**.

If you would like to know more about the ESC Governance Model, click here: <https://erasmus-plus.ec.europa.eu/european-student-card-initiative/card/governance>



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MEETING OVERVIEW

2.1. Meeting Agenda

The main purpose of the Business Needs Forum was to **gather feedback from the participants on the improvements implemented in the new European Student Card Router (ESC-R)**, and on their **business needs when offering access to services through ESCs**. More concretely, the agenda of the meeting included the following points:



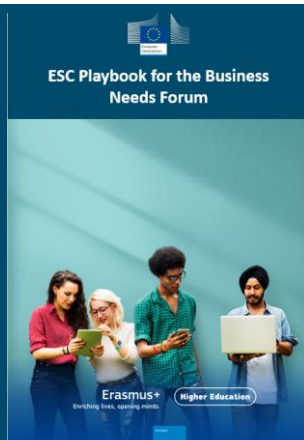
1. Introduction
2. Discussion and demo of the new ESC-R
3. Discussion on the services offered through ESCs
4. Next steps

The following sections provide a summary of the main points discussed during the meeting and the input gathered from participants.

2.2. Internal documentation shared before the session

Before the session, NTT DATA shared some relevant documentation for internal coordination with the participants:

- **ESC Business Needs Forum Playbook:** includes relevant information about the ESC, how it benefits students and higher education institutions, and the main purpose of the Business Needs Forum.
- **Data Privacy Statement:** outlines how the participant's personal information was used, stored, and protected during and after the workshop.
- **Informed Consent:** this requires the participant's signature to indicate that the purpose of this session was explained to them and that they agreed to take part in the consultation.



Business Needs Playbook

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MEETING SUMMARY

3.1. Discussion on the new ESC-R

The discussion focused on **gathering feedback on the features, functionalities, and user-friendliness of the improved ESC-R, which is currently being migrated to the European Commission's cloud.** For this purpose, the session had three main components: 1) a demo of the ESC-R, 2) testing the features and functionalities of the ESC-R, and 3) providing feedback and potential improvements to the ESC-R. The questions during the discussion were the following:

- *The ESC-R seems easy to use and navigate (Rating from 1-5)*
- *The functionalities included in the ESC-R satisfy my needs as a higher education institution that manages ESCs. (Rating from 1-5)*
- *What are the features and functionalities of the ESC-R you would most use?*
- *Are there any ESC-R features/functionalities that you think are unnecessary or that you would rarely use?*
- *Do you foresee that you will manage student cards from the ESC-R?*
- *What are your expectations for future updates or upgrades to the ESC-R?*



INPUT GATHERED

- More than half of the participants agreed that the ESC-R seemed easy to use and navigate.
- Some participants encountered challenges regarding identification in the ESC-R since each higher education institution chose the name with which it was registered. In addition, participants shared the challenges they face with incoming exchange students who have cards in other languages that require additional time to translate and verify.
- Half of the participants think that the functionalities included in the ESC-R satisfy their needs as higher education institutions managing ESCs.
- Participants shared that the features/functionalities of the ESC-R they would use the most include registering students, registering student cards, and managing users of their higher education institution. On the contrary, they do not see the need to delete or update data on student cards through the ESC-R because the card already has an expiration date.
- The participants foresee they will manage student cards using their card management system connected to the ESC-R through the API key or manage them directly from the ESC-R via other methods (not specified).
- Some participants expressed concerns about data protection and GDPR compliance when using the ESC-R.
- New features/functionalities in the ESC-R that would improve user experience were highlighted, including integration of the ESC with other European platforms (e.g., digital credentials), live API validation, extending the ESC to faculty staff, adding photo identification to support virtual cards, adding issuing and expiry date, and adding the name of the student and home university.
- General comments included an interest to see more involvement of public service providers and broad implementation of the ESC for it to be an Erasmus+ mobility tool and to strengthen the involvement of public service providers.

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MEETING SUMMARY

3.2. Discussion on the services offered through ESCs

This part of the session aimed to gather inputs on **how the services are offered through student cards and the ESC by higher education institutions and the potential obstacles encountered**. The questions discussed with the participants were the following:

- *What obstacles do you think your higher education institution will encounter when offering services through an ESC?*
- *Could you specify the format of the cards with which students access services in your higher education institution?*
- *Which offline and online services would you like to offer through ESCs?*
- *If yes, how do you think these could be addressed?*
- *Do you have any other feedback or suggestions that have not been covered?*



INPUT GATHERED

- The majority of the participants are issuing physical cards for their students to have access to services. Some higher education institutions have encountered technical obstacles (mostly regarding compliance with GDPR) when implementing digital cards.
- Some of the obstacles that higher education institutions encountered when trying to offer services through the ESC include interoperability challenges and incompatibility of system infrastructures, complications in the integration of services (i.e., library), challenges getting the campus management systems to implement the API, etc.
- Some higher education institutions highlighted on- and off-campus services they would like to offer through ESCs, including the use of physical and digital library repositories, booking sports facilities, access to dorms, access to health insurance, discounts, cafeteria access, on campus payment and printing services, amongst others.
- Participants emphasised that some student service providers might be reluctant to link services to digital ESCs since the verification methods of students, QR Code scanning could be more secure.



Help and Technical Support for Stakeholders

If you have any technical questions regarding the ESC:



Please first check our [frequently asked questions page](#) in the ESCI Website



If you don't find the answer to your question, contact the ESC support through our helpdesk: ESC.support@nttdata.com

Join the ESC now:



<https://erasmus-plus.ec.europa.eu/european-student-card-initiative/card>



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