

# Implementing EWP: Copenhagen Business School

“All our students use EWP for their OLAs, even if we cannot exchange them yet”

Location: Frederiksberg, Denmark

Students: 20,843 (2021)

EWP Stats (02/2023)

IAs approved: 53.73%

LAs (out) approved: 64.25%

LAs (in) approved: 70.18%

System: QS MoveOn

Solbjerg Plads. © Bjarke MacCarthy/CBS

The EWP project, part of the European Student Card Initiative, is a prime example of European cooperation. A multi-stakeholder collaboration aiming to simplify the administrative procedures and reduce the burden on Higher Education Institutions, and students by digitally exchanging information, boosting student and staff mobility for all.

Institutions participating in the Erasmus Programme play a crucial role in the process of connecting to the Erasmus Without Paper network, either via the EWP Dashboard, their in-house system or via a third party system.

During the years to come, the EWP+ consortium aims to provide further support HEIs. But we also want to highlight the accomplishments and success stories from HEIs that are already able to enjoy the benefits of the European Student Card Initiative.

Today, we are visiting the Copenhagen Business School, which is connected to the EWP network for both inter-institutional agreements and online learning agreements via QS MoveON. We are meeting with Jesper Høegh Madsen, who is the Institutional Erasmus Coordinator and responsible for the EWP Implementation at CBS.

## State of play

### Is your institution approving IIAs via Erasmus?

Jesper: Yes, we are. I am the person who is guiding that process and signing them on a regular basis. Last November, we reached out via e-mail to all partners, confirming that we want to renew IIAs via EWP. However, since we need an IIA agreement before we can send students, we are working on getting all IIAs approved beforehand, but will have the email agreement in place, in case our partners are not able to approve the IIA via EWP.

### Is your institution approving LAs via Erasmus?

Jesper: yes, we are signing learning agreements exclusively via our third-party provider system, which is MoveOn. We say we only accept EWP learning agreements unless the partner is not connected. As I mentioned, there's a few of them. Hopefully they will be connected soon. For incoming students, it's up to the partner to determine how we approach it. The primary fo-

cus is that students do not suffer from any interoperability issues.

### How has the interaction been with your provider/EWP support staff?

Jesper: We have been using MoveOn as a mobility system since 2014. We tried the EWP Dashboard, but MoveOn was the natural choice. I feel they are on top of keeping up with new rollouts. The onboarding was quite easy as well, since all our data was already in the system. MoveOn organizes a lot of webinars and test runs. They are including the community in the whole process, which is the proper approach.

Still, there are always areas in which you wish for more support or that things could have been done differently. One example is the lexicon used in MoveOn. The translation or wording is not always tailored towards students (who have less knowledge about the whole Erasmus process). In general, they are quite easy to contact, which is already a positive from what I understand.

### How do you see the state of EWP evolving at your institution?

Jesper: I joined the university in 2018, one of my first engagements was actually The EWP conference in Ghent. After that, it took a while before we started using EWP for LAs and IIAs. Last year, all students started to fill out their learning Agreement online. Even if we can't share their OLA with the partner via EWP, they go through the process via the MoveOn tool. This familiarises students and us with the correct flow, and adds the data in our system.

### How well informed do you feel the staff of your institution is about EWP?

Jesper: There is only one faculty and we have made the decision to manage the learning agreement for the students at the IRO and not the study programmes. It would take a lot of time to bring all colleagues into the whole process. Also, at our university, there is a separate process where students apply for pre-approval for courses. We use their pre-approval from our internal process to approve the LAs, and guide students through the whole process, this is just an easier approach for us.

## Success factors and experiences

### What was the biggest challenge for establishing your EWP-connection? How did you overcome it?

Jesper: The main challenge is that many partners are not connected. Another issue is the loss of data when a partner change systems. It is not that it is a lot of work, but there is enough work in most IROs as it is (laughs).

In hindsight, I think starting with IIAs was not the most fitting approach for the higher education community. The old way (using PDFs) was very straightforward and was not the most complex area of the mobility process. It is something that could have been initiated once all the rest was working properly. It would have avoided a lot of negative sentiment towards the operationalisation process of EWP.

### What were some of the success factors that supported the implementation at your HEI?

Jesper: The Danish National Agency was very firm in their message: get started with EWP as soon as possible. As a result, when we meet twice a year, all HEIs can discuss EWP coming from a similar position. That is very important and makes those meetings much more useful.

Also, the fact that we urge students to initiate LAs via EWP, even if we cannot exchange them with a specific partner. We try to make sure as much data ends up in our system. This helps us, it helps the students and you do not postpone something that will need to be done in the future anyway.

### Do you have tips for your colleagues on how they can better benefit from EWP?

Jesper: Get on the system, it is as simple as that, even though in practice that is not always the case. Try to use EWP and get as much data in your system as possible. If I could go back in time, I would have applied this approach not only to the LAs, but IIAs as well. Send them all out, and if they do not reach their destination, try to fix the issues.

Another tip I learned from a colleague, is to use the EWP Stats Portal to see if your partner is ready to exchange IIAs and/or LAs. This can save you a lot of time and is a very useful tool.

## Vision on digitisation

### Why do you think it is important to connect to the EWP-Network for the university?

Jesper: It is part of the Erasmus programme, and that alone should be enough for HEIs to connect to the EWP Network. Additionally, it enables the automation of certain process. It brings data related to the Erasmus mobilities together in one place, which again makes certain actions a lot easier and faster to execute. This can be something simple like sending an automatic reminder directly from our mobility system to all students who still have to get their LA approved.

One area we are very much looking forward to, is nominations. This is where EWP and automation can be the biggest gamechanger. When you do not have to use thirty different systems anymore to process your nominations, we will all be a lot less tired (laughs).

### What new priorities do you feel EWP should tackle in the future?

Jesper: The extending of the deadlines resulted in HEIs procrastinating their onboarding. One approach could be to set a hard deadline for being connected to EWP, and be more lenient about the deadline for having a fully working system.

Something else is the workload created by EWP. Operationalising both IIAs and OLAs at the same time was too much for many institutions. Separating processes and taking things step-by-step would be a better approach moving forward. Only when something works should HEIs be able to move to the next phase.

### What factors would make EWP impact even more positively on students?

Jesper: I mentioned earlier that the language used as part of the mobility process is very complex. This makes it difficult for students to understand what is expected of them. If we want to place more responsibility in the hands of students, this is an area we could improve in as a community. Before students can properly manage their mobility through an app or mobility software, they need to be able to understand all the information that is necessary to get approval for the different steps and additional facilities that are often available.

