How French CROUS is working

François Pradal
CNOUS - France

The Crous
the French Network for Student Affairs and services

Gent, March 4, 2020 - Stuvo

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**Cnous-Crous**

**Milestones**

- Before world war 2 student initiatives and a few state actions
- Decree 1955 birth of the current network
  
  EPA, public body, board importance of students
  
  150,000 students / 9000 accommodated
  
  access conditions: age, income, success, agreed HEI
  
  accompany the quick devlp of HEI
  
  creation of variety of services: restoU, Cité U, social fund, foreign st welcoming
  
  1985 1,5 M students / 115 000 accommodated
- 1987 new decree
  
  strengthen network
  
  Simplify conditions (only agreed HEI)

- 2016 new decree: HER law 2013, clusters of HEI, Crous operator of student affairs policy, broad public (young workers, faculty)

- Future…. Better steering, coordination
KEY figures 2016
1 network
27 institutions
12 700 employees
2.6 million students
1 national training centre

Social and financial support
693,708
Grantholders in 2015/2016
Over € 2 bn State funding for grants awarded on social criteria

Specific aids and grants
48,854 beneficiaries
€ 44,6 M Aids in 2016

University canteens
65 Million Meals served each year
€ 3,25 National meal ticket price at all university restaurants

170,000 Accommodations with meals for the 2016 academic year

Accommodation
3,050 Rooms renovated in 2016
3,136 New accommodations units built in 2016

Social services
Over 85,000 students were assisted by social services

Campus life
Culture
Creative student competitions
65 Cultural venues

Student initiatives
Over 1000 Student projects funded by the Crous each year within the Culture-Actions programme

Civic service
Over 460 Volunteers joined the Crous network since the start of the academic year 2015

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1. SOCIAL AND FINANCIAL SUPPORT
SCHOLARSHIPS

- Awarded on social criteria according to family resources
- A simplified procedure = paperless/online
- A fast-track procedure for a response before the summer
- Accelerated payment at the beginning of the year

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SCHOLARSHIPS AWARDED ON SOCIAL CRITERIA

<table>
<thead>
<tr>
<th>Year</th>
<th>Files processed</th>
<th>Difference</th>
<th>Global amount of applications</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>971,603</td>
<td></td>
<td>1,043,298</td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td>974,002</td>
<td>+2,399 (+0.24%)</td>
<td>1,050,955</td>
<td>+7,657 (+0.73%)</td>
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</tbody>
</table>
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**DISTRIBUTION TO GRANTHOLDERS ON SOCIAL CRITERIA BY ANNUAL AMOUNT OF GRANTS FOR 2015 and 2016**

<table>
<thead>
<tr>
<th>Grant on social criteria</th>
<th>Annual amount (euros)</th>
<th>Number of grant holders</th>
<th>Number of grant holders (%)</th>
<th>Number of grant holders</th>
<th>Number of grant holders (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
<td>2016 (%)</td>
<td>2015</td>
<td>2015 (%)</td>
<td></td>
</tr>
<tr>
<td>Level 0</td>
<td>-</td>
<td>24 953</td>
<td>3,7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 0 bis</td>
<td>1 009</td>
<td>209 509</td>
<td>30,46</td>
<td>175 128</td>
<td>25,7</td>
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<tr>
<td>Level 1</td>
<td>1 669</td>
<td>102 505</td>
<td>14,3</td>
<td>103 612</td>
<td>15,2</td>
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<tr>
<td>Level 2</td>
<td>2 513</td>
<td>53 577</td>
<td>7,79</td>
<td>54 067</td>
<td>7,9</td>
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<tr>
<td>Level 3</td>
<td>3 218</td>
<td>53 371</td>
<td>7,76</td>
<td>54 447</td>
<td>8,0</td>
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<tr>
<td>Level 4</td>
<td>3 924</td>
<td>50 346</td>
<td>7,32</td>
<td>51 570</td>
<td>7,6</td>
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<tr>
<td>Level 5</td>
<td>4 505</td>
<td>91 947</td>
<td>13,37</td>
<td>92 539</td>
<td>13,6</td>
</tr>
<tr>
<td>Level 6</td>
<td>4 778</td>
<td>82 008</td>
<td>13,32</td>
<td>81 709</td>
<td>12,0</td>
</tr>
<tr>
<td>Level 7</td>
<td>5 551</td>
<td>44 558</td>
<td>6,46</td>
<td>43 053</td>
<td>6,3</td>
</tr>
<tr>
<td>Total</td>
<td>687 821</td>
<td>100,0</td>
<td>681 078</td>
<td>100,0</td>
<td></td>
</tr>
</tbody>
</table>


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### 2. ACCOMMODATION
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40 000 PLAN: STUDENT HOUSING, A PRIORITY FOR the FRENCH GOVERNMENT

- 2012-2017
  - Goal:
    - Reduce the shortage of student housing and improve student’s living conditions
    - Increase of nearly 25% the accommodation units managed by the Crous

CURRENT POLICY

60 000 PLAN : main priority

- 2017-2022
  - Goal: construction of 60,000 new student accommodation units
    - 20,000: already planned
    - 23,000: waiting for building lands, given by the State

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167,000 Crous accommodation units available at the start of the academic year 2016

5,300 New accommodation units built in 2016

2,406 Renovated accommodation units in 2016
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**NEW HOUSING UNITS - CONSTRUCTIONS**

The network efforts focus on the construction of new buildings according to the 40,000 new housing units plan.

New accommodation units built or managed by the Crous.

<table>
<thead>
<tr>
<th>Year</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
<th>2026</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>4,024</td>
<td>4,034</td>
<td>3,980</td>
<td>4,086</td>
<td>2,584</td>
<td>4,028</td>
<td>2,550</td>
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</table>

**Pottiers**

New hall of residence "Colomb"  

**Rennes Bretagne**

New hall of residence "Tour Michel Denis"

**Orléans-Tours**

New hall of residence "Rabelais"

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**RENOVATED UNITS - REHABILITATIONS**

The network efforts focus also on the rehabilitations of housing to improve the comfort of rooms and apartments as well as the energy efficiency of buildings.

**Lille Nord-Pas-de-Calais**

Rehabilitation of the buildings "R" and "S" of the hall of residence "Camus"

**Limoges**

Rehabilitation of the hall of residence "Camille Guérin"

**Strasbourg**  

Rehabilitation the hall of residence "Galla"
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**ACCESSIBILITY**

- Financing of works for public access buildings (PAB/ERP) (university restaurants)
- 2008-2016: government funding of €38.60 M including €3.70 M in 2016
- By the end of 2017: PAB/ERP of 18 Crous accessible for all
- By 2019: PAB/ERPs of 28 Crous will be accessible for all

**ENERGY SAVING**

The Crous take the environment and sustainable development into account

3 priorities:

- Raise user’s awareness, support changes in consumer’s behaviour, undertake small works
- Improvement of the management of the housing stock
- Improvement of the existing building stock (constructions and rehabilitations)
At Crous Lyon: 982 places from 1 to 6 bedrooms apartments

Each student who chooses to share his flat has in his apartment:
• a private locked space (room with a desk)
• common spaces (living room, kitchen, bathroom, WC)

Positive results:
Over 38.8% of the students continued the experiment for the academic year 2017/2018.

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EXPERIENCING FLAT SHARING

Cooperation between the Crous and several partners

Example: Crous de Lyon / Community Centre for Social Action (CCAS)

• 11 residences for seniors managed by the CCAS (social services of the municipality) of Lyon opened to students for renting
• Large studio which measures from 20 m² to 30 m² on the 7th and 8th floor, fully furnished
• Rent: € 220 utilities included

• The student agrees to carry out between 2 and 4 hours of volunteer work per month by organizing workshops of his choice or by accompanying the residents when they are going out

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INTERGENERATIONAL HOUSING
ONLINE HOUSING APPLICATION

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LOKAVIZ, THE STUDENT HOUSING PLATFORM
STUDENT RENTAL GUARANTEE

LA CLÉ

WHY NOT CLÉ VISALE?

ANOTHER RENTAL GUARANTEE RECENTLY OPENED TO STUDENTS

HOUSING ASSISTANCE

- Housing allowance for rent of the family assistance fund (CAF, Caisse d’allocation familiaire)
  - APL
  - ALS
- Aids for financing a security deposit
  - Loca-Pass
- Aids of guarantee for rent
  - La Clé
  - Visale
ACCESS TO CROUS ACCOMMODATION

• French social grant holders (DSE)
• Campus France grant holders (agreement with Cnous)
• Students in Erasmus+ mobility (agreement University/Crous)
• Foreign students free movers (if availability, on social criteria)
Upcoming: adding a main housing tab regrouping all services regarding housing including « My student accommodation » (i.e. national housing platform)
The 1st National Tradeshow of Student Housing

May 14 & 15, 2019 at the Corum® of Montpellier

3. UNIVERSITY CATERING
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KEY FIGURES

- €3.25 meal tickets price at university restaurants in 2016/2017
- 65 Million meals served each year
- 700 university restaurants and canteens

BULK PURCHASE FOR FOOD

- Framework agreement
- Public tender
- Fresh fruits, vegetables and fish supplied chain used by the Crous to encourage short distribution chains and to rely on local suppliers
  - 600 tonnes of French pork distributed
  - 4 M eggs brandmarked “Bleu blanc Coeur”
  - 1.400 tonnes of French poultry
  - 1.500 tonnes French (unfortunately not Belgium!) fries
  - 50 tonnes “AOP” cheese
  - 280 tonnes of sustainable sourced fish

→ National purchasing platform: one market for all
→ Improve nutritional and environmental quality
• 1st edition in 2016
• National show for professionals of the university catering
• More than 60 professionals make visitors taste their products and share their expertise.
• 2 days of meetings, conferences and discussions on the quality of products, producer-to-consumer schemes, the organic sector for sustainability, nutrition education, public health issues, etc.
• Next edition: in May 2020 in Nancy

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IZLY, ELECTRONIC PAYMENT SOLUTION

New method of payment for students and administrative staff. Partnership with the BPCE bank.

Three ways of usage:
- The Izly contactless card
- Students ID card (with the mention Izly)
- The Izly by Crous app

Izly can be used in all restaurants and cafeterias of the Crous in France as well as to for services on campus (copy, vending machines...)

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4. CAMPUS LIFE

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SITE POLICY & CULTURAL LIFE

• Stronger cooperation with HEI, regional authorities, students, associations, cultural organizations...
  • New HEI structuration (association, federation, merger)
  • "Site contracts"
  • Regional master plan to improve the quality of student life
  • Framework agreement between Cnous and the CPU (Conference of University Presidents)
  • "Campus life" experimentations / 6 projects chosen
    • Avignon: the campus city
    • Amiens: Campus on the move
    • Nice: Ucampus
    • Villetaneuse: 1 tear @UP13
    • Besançon: the student, an involved citizen
    • Brest: Hub of student solidarity
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MISSIONS

• Support for student initiatives via the Culture-action$ program
• Implementation of an active cultural policy through the management of cultural venues and the organization of cultural events and competitions
• Awareness programmes (preventive health care, sustainable development ...) in student living spaces
• Implementation of the MOOC “creating and developing student associations”
• Revitalization of life in halls of residence

→ In order to succeed in these missions, the network welcomed over 460 civic service volunteers since 2015

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CULTURAL OFFER

• Contribute that students create arts
• Get an access to cultural life in their city
• Support student initiatives and engagement
• Support student’s creativity
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CULTURAL STRUCTURES

• Propose a programming shaped for the young generation
  – A network of theatres and exhibition rooms

• Allow the access to cultural offer to the largest number of students
  – Get exclusive offers in theatres
  – Art workshops proposed for free or at low cost

Under the action of the Crous of Dijon – CRÉDITS – Crous de Dijon
Finale régionale Musiques de R.U. 2015 à Grenoble – CRÉDITS – Antoine Cocher

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Culture-actionS FUND

37

38
5. ONLINE TOOLS AND SERVICES
52,000 temporary job offers per year which are compatible with student’s studies
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BED AND COURS

Online platform enabling students and staff of HEI to book Crous accommodation for short stays

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AN EXTENDED RANGE OF DIGITAL SERVICES

- Grenoble: Izly loyalty program and implementation of a student multiservice card
- Lille Nord-Pas-De-Calais: Implementation of a call centre
- Lorraine: Online appointments
- Toulouse-Occitanie: 100% Izly
- Implementation of a student services hotline: +33 806 800 131

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Innovations & new trends

- Green Monday and sustainable food and accommodation
- 4 Crous merged in 2: Normandie and Bourgogne Franche Comté
- CVEC contribution for campus and student affairs
- Grants paid at fixed date, before 5th of each month
- Bulk purchase organisation from catering to housing
- Observatories of student housing and student habits
- Campus Home