

Erasmus going digital

Les Crous

CNOUS

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La transformation numérique en sein des Crous (2015-2020)

Mettre l'étudiant au cœur des processus numériques en garantissant :

- **L'équité sociale**
- **La simplicité et la rapidité de traitement**
- **L'adéquation aux pratiques des usagers « digital native »**
- **En favorisant la logique de guichet unique**
- **En prenant en compte de la mobilité**

Une transformation

- **Met à rythme soutenue (selon les Crous)**
- **Avec une revue à profondeur des processus**
- **Avec la précaution de ne pas « déshumaniser » trop fortement la relation avec l'étudiant**
 - **Mutualisation des centres de support à l'étudiant entre Crous avec expérimentation des « Chat ou call bots)**

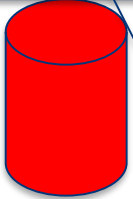


MesServices.etudiant.gouv

Les services majeurs

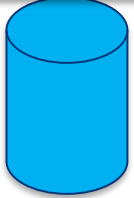
Guichet unique
- Près de 2,5M de comptes étudiant actifs (par an)

IZLY : monétique restauration



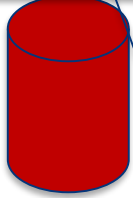
Accès à la restauration
- Près de 1,5M de comptes étudiant actifs (par an)

Contribution vie étudiante



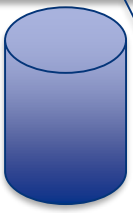
CVEC
Près de 2,2M de dossiers par an

Logement



Demande et étudiants logés
- Plus de 0,7M de demandes par an
- Plus de 0,2M de étudiants logés par an

Bourses et aides



Bourses et aide
Plus de 1,2M de dossiers par an



Mais aussi (et cela peut intéresser tout étudiant international

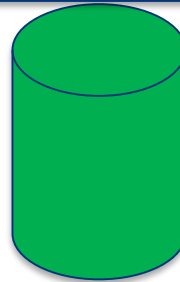
- **Le logement chez les particuliers (Lokaviz)**
- **Le job étudiant (Jobaviz)**
- **Les partenariats avec des acteurs variés (association, startup,...) qui proposent des services à l'étudiant compatibles aux valeurs mises en avant par les Crous (et la communauté ESR)**



INES



MesServices.etudiant.gouv



Guichet unique
- Près de 2,5M de
comptes étudiant actifs
(par an)

C'est quoi ?

- Une plateforme d'intégration de services qui favorise
 - La reconnaissance de l'étudiant et de son statut tout au long...
 - Le « dites le qu'une fois » avec la pérennité des informations qui simplifient le faire valoir des droits
 - L'intégration de tout nouveau service et sa mise à valeur auprès de l'étudiant
- Adossée au portail <http://etudiant.gouv.fr>



Follow us etudiant.gouv.fr [Registration](#) [Log in](#)

étudiant MyServices .etudiant.gouv.fr

REGISTER IN HIGHER EDUCATION

Parcoursup Aide à la mobilité Parcoursup **CVEC** Contribution vie étudiante et de campus

REQUEST A SCHOLARSHIP OR AID

Demande de dossier social étudiant (DSE) **Suivi du dossier social étudiant (DSE)** **Simulateur de bourse** **Aide à la mobilité master**

TO FIND ACCOMMODATION

En résidence Crous **Campus Paris-Saclay** **Chez un particulier** **Bed & Crous bouger / voyager**
Visale Votre garant

MANAGE YOUR HOUSING

Cité U

ACCESS OTHER SERVICES

Trouver un job étudiant **Prendre RDV avec le Crous** **Payer sur le campus** **Trouver un resto'ou ou une résidence**
Bons plans **humanroads** **Kip Up** **MYTROC.FR**
Orientation sco & pro La presse gratuite sur smartphone Le troc simple, rapide et gratuit
Concours Création étudiante

⚠ VIGILANCE ON YOUR PAYMENTS

We invite you to remain vigilant about your online payments:

- The acknowledgment of the CVEC is made only on the secure platform <https://cvec.etudiant.gouv.fr> and by no other channel.
- The payment of your reservation fees for a Crous accommodation is made only on the secure platform CitéU, and by no other channel.

♥ HOUSING APPLICATIONS 2019-2020

The initial 2019-2020 housing allocation is now complete. (Does not apply to "Campus Paris-Saclay")

If you are still looking for accommodation, you can log in to Find a Accommodation in Residence Crous to consult the complementary offer of Crous.

ℹ CHANGE OF INE

If you have already requested an EHR with your old INE, you will need to send your EHR, add a letter specifying your new INE and attach a proof of this identifier.

Your Crous will proceed to the modification of the identifier in your file.

ℹ UNIQUE EMAIL ADDRESS

AN email address = ONE user (and not a family)

NB: this is the reason why some files from PARCOURSUP can not be created automatically in MesServices, and you must change the email address in PARCOURSUP to continue your efforts.

♥ CVEC - CONTRIBUTION OF STUDENT LIFE AND CAMPUS




Focus sur le logement



Finding accommodation in a university residence

Navigation: Home > My accommodation Crous for this year > Find a home > Individual housing - CITE DE CUQUES

INDIVIDUAL HOUSING - CITE DE CUQUES




[See all pictures](#)

ACCOMMODATION DETAILS

[Add to my selection](#)

| | |
|--|--|
| Area : from 18 to 19.7 m ² | Beds : 1 single bed |
| Type of cohabitation : Alone | Rent : Only: 358.5 € Advance on royalty : 100 € |
| Equipment : Toilets, Shower, Sink + plate, Fridge | Transport / Parking : Bus, Paying Urban Parking |
| Address : rue de Cuques - 13621 Aix en Provence cedex 01 | Description : Accommodation reserved for students with DISABILITIES: motor, sensory, disabling diseases. The request for accommodation is subject to the return of the Handicap file accessible via the Aix-Marseille CROUS website (Housing section, Disability tab). |
| Description of the residence : Near the city center, the Faculty of Economics, law school, the university restaurant Les Cazolles | |

OTHER ACCOMMODATIONS FROM CITE DE CUQUES



INDIVIDUAL HOUSING
CITE OF CUQUES (rue de Cuques - 13621 Aix en Provence cedex 01)

| |
|------------------------------|
| Area : 10 m ² |
| Beds : 1 single bed |
| Type of cohabitation : Alone |



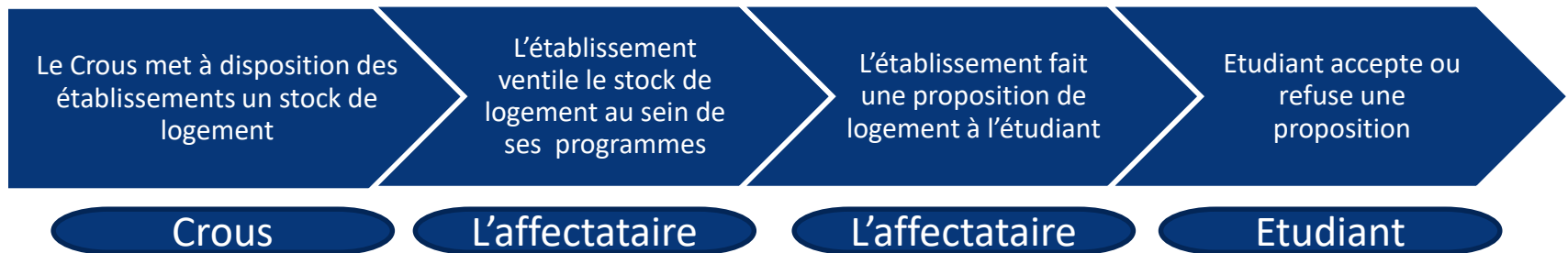
Le Logement Crous pour l'étudiant international

- **Le partenariat Crous / Etablissement privilégié (Tous Crous)**
 - Sous convention, un lot de logement (contingent) est mis à disposition de l'établissement
 - Logement mis à disposition de l'EI sur décision de l'établissement dans un processus numérique sans rupture
- **Le cas spécifique du plateau de Saclay**
 - Un centrale logement multi bailleur



L étudiant international

- Sur la base d'une convention Etablissement / Crous
- Mise à disposition de l'établissement d'un contingent de logements
- L'établissement -> Affectataire pédagogique




- Automatisation de tous les processus à l'identique de l'étudiant national (bail numérique, prise de rdv en ligne pour le prise des clés – accueil personnalisé)




La CVEC

The acknowledgment of the CVEC is made only on the secure platform <https://cvec.etudiant.gouv.fr>, and by no other channel



My Student Services (login) Menu

Acquittal is currently possible for the 2019-2020 academic year.
As a reminder, it is advisable to pay the CVEC as close as possible to your actual registration in the establishment and the training of your choice.



WHAT IS CVEC?

Each student in initial training at an institution of higher education must obtain, before registration, his attestation of payment of the Student and Campus Contribution (CVEC), by payment or exoneration.

[Learn more](#)

GET YOUR CERTIFICATE

Get your certificate in 2 minutes:

1. Sign in or create an account on [MesServices.Etudiant.gouv.fr](https://meservices.etudiant.gouv.fr)
2. Indicate your city of study
3. Acknowledge your CVEC, by payment or exemption
4. Get your certificate, to present to your school when you register

Discover the procedure in detail
Even if you are exonerated, you must follow the same procedure.

GET MY CERTIFICATE
year in progress 2019-20

CONSULT MY CERTIFICATE
academic year 2018-19

WHERE TO FIND YOUR CERTIFICATE

You can find your certificate directly in cvec.etudiant.gouv.fr, by logging in with your MyServicesStudents account. It is also available at any time via the main menu, by clicking on "My certificate".

In the event of a request for exemption or payment in cash in a Swiss Post office, an email will inform you as soon as your certificate is available: you can recover it according to the same conditions.

REQUEST A REFUND

You paid your CVEC while:

- Are you a scholar
- you enter a case of exemption
- you are enrolled in training that does not require the CVEC payment

- reimbursement of a certificate issued for the year 2019-2020: you can apply between 15/09/19 and 31/05/20, on this platform. Thank you for your understanding.
- reimbursement of a certificate issued for the year 2018-2019: refunds are no longer possible after May 31, 2018. You can no longer be refunded.

Click below to request your refund.

REQUEST A REFUND
OF MY CVEC 2019-2020

ALL YOUR QUESTIONS

I'm a fellow, do I have to pay?
A large number of scholarships are entitled to exemption. [Discover here the detail](#).

Which students are exempt?
Even exempt, you must obtain then present your certificate of acquittal.

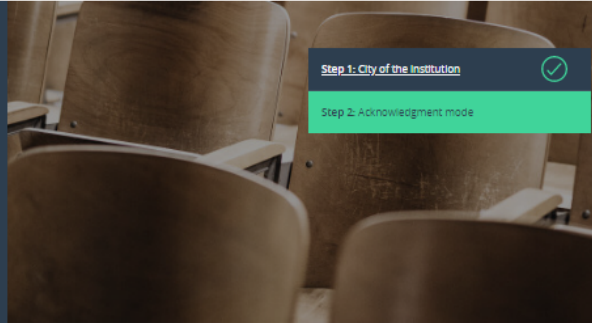
What to do with my certificate?
You must present it to your Institution of higher education at the time of registration.



You are here: Home > Obtaining an attestation (soquttal method)

MY CERTIFICATE

The Student and Campus Life Contribution (CVEC) is collected by the Crous. Each student enrolled in Initial training at an Institution of higher education must pay before enrolling in his Institution, by payment or exemption.



- Step 1: City of the Institution
- Step 2: Acknowledgment mode

TERMS OF ACKNOWLEDGMENT

There are three payment modalities of the CVEC:

- payment by credit card with immediate issue of the certificate;
- cash payment, at the counter of a post office in France (2 working days after payment for the issue of the certificate);
- payment by credit card by another person.

Attention: future scholars waiting for a scholarship notification

You must first pay the CVEC and then ask for reimbursement after obtaining your right to a scholarship for the academic year 2019-2020.

Once you have obtained your qualifying status, you will be able to claim a refund.

Refugees, beneficiaries of subsidiary protection, asylum seekers

You can apply for an exemption. If your request for exemption is accepted, a certificate will be issued.

To know all the details, see the explanations in [Me about my Cvec](#).

Online payment: credit card

Fast and secure, payment by credit card allows the immediate issue of your certificate of payment.



PAY ONLINE *Secure payment (3D Secure procedure Visa or Mastercard)*

Payment by someone other than me (by credit card)

You have the option to ask another person to pay the CVEC for you.

The chosen person must have been informed in advance of your intentions.

- You will then have to copy the payment link that will be displayed to you and send it to the person of your choice. The person will have 48 hours to accept or reject the payment.
- Beyond this time, the payment link is disabled. You will then have to choose another payment method or renew the transaction.
- If the person of your choice pays the CVEC for you, you will receive an email and will be able to download the certificate.

ASK A THIRD PARTY

Cash payment at La Poste office (Eficash)

By choosing this payment method:

- You immediately receive a payment notice to present at any La Poste office (Eficash). In addition to 91 €, you must pay a postal fee of 5 €.
- Within 2 working days after your payment, you will receive by email your proof of payment, to be presented to your establishment.

REQUEST A PAYMENT NOTICE

SUMMARY

MY CROUS

My CVEC will be managed by the CROUS of Paris.