

# How do CHARM-EU administrate their educational programmes?

Learn about the **Joint Virtual Administrative Office (JVAO)**

## What is the JVAO?

CHARM-EU has developed an innovative joint **Master's in Global Challenges for Sustainability**, delivered across 5 European partner universities.

Staff and students work within and across our universities and are supported by a team of administrators, the **JVAO**.

This **inter-institutional office** works on administrative, organizational and financial affairs in a European University Alliance.

## How is the JVAO structured?

**Five offices** in each of our partner universities with CHARM-EU staff on site. These offices are connected virtually. Each partner office is responsible for a key CHARM-EU responsibility:

Even though each of these tasks is the responsibility of a different university, all officers work on all 5 tasks hand-in-hand, as a unique, **joined**, and **united** office



REGISTRATION



EDUCATION



SERVICES



BOARDS



MOBILITY

## What are the tasks of the JVAO?



**Contact point** for current and prospective students, staff, and third parties



**Student communication:** Websites, newsletters and timetables



**Advising** CHARM-EU Boards and Work Packages



**Addressing emergencies,** external events, and unforeseen circumstances



**Student administration:** Admission, enrolment, registration, orientation, assessment, mentors support, grants and appeals, timetables & technical (system) support



**Educational programmes:** Classroom logistics, technical support, support for field trips



**Mobility administration:** Information on housing and local services, BIPs and Erasmus+



**Implementing procedures,** policies and rules and regulations

## Who do the JVAO work with?

- Teaching staff
- Mentors
- Assessors
- Current students
- Prospective students
- CHARM-EU boards
- External stakeholders
- Their own local universities.