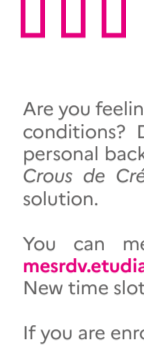
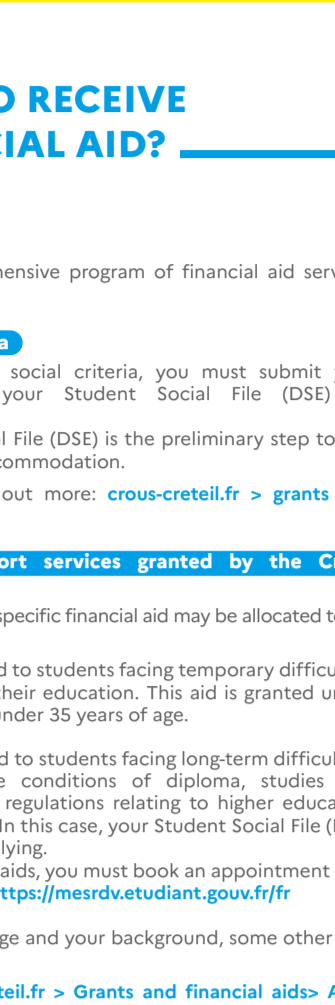


## Welcome, students! The Crous is here for you.



### HOW TO RECEIVE FINANCIAL AID?

The Crous provides a comprehensive program of financial aid services including need-based grants.

#### Grants based on social criteria

To receive a grant based on social criteria, you must submit your application by completing your Student Social File (DSE) on [messervices.etudiant.gouv.fr](http://messervices.etudiant.gouv.fr)

Completing your Student Social File (DSE) is the preliminary step to any application for a grant or an accommodation.

> Eligibility conditions / Find out more: [crous-creteil.fr](http://crous-creteil.fr) > [grants and financial aid](#)

#### What are the other support services granted by the Crous social services?

To address personal situations, a specific financial aid may be allocated to you. This aid comes in two forms:

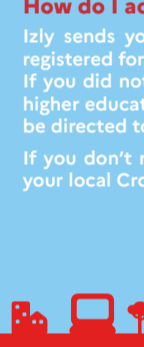
> **the one-off aid (ASAP)** granted to students facing temporary difficulties that constitute an obstacle in their education. This aid is granted under certain conditions to students under 35 years of age.

> **the annual aid (ASAA)** granted to students facing long-term difficulties. The student must meet the conditions of diploma, studies and nationality established by the regulations relating to higher education grants based on social criteria. In this case, your Student Social File (DSE) must be completed before applying.

To benefit from either of these aids, you must book an appointment with the social services via the link <https://mesrdv.etudiant.gouv.fr/fr>

Based on your situation, your age and your background, some other aids may be granted to you.

> Find out more on [crous-creteil.fr](http://crous-creteil.fr) > [Grants and financial aids](#) > [Am I entitled to some other aids?](#)



### HOW CAN I BE ASSISTED? CONTACT THE CROUS SOCIAL SERVICES

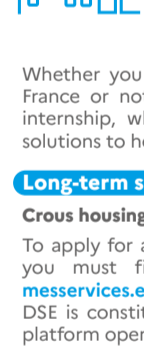
Are you feeling down because of temporary difficulties or challenging living conditions? Do you need financial help? Whatever your academic or personal background is, whatever your social and family situations are, the *Crous de Créteil* social services can support you and help you find a solution.

You can meet a social worker by booking an appointment on [mesrdv.etudiant.gouv.fr](http://mesrdv.etudiant.gouv.fr)

New time slots are regularly set up online.

If you are enrolled in Gustave Eiffel University, go directly to the *Maison des Etudiants* to meet the university social workers or secretaries of the *Service d'Action sociale* (Student Support Services).

Students with disabilities or social emergencies are encouraged to contact the social services via [social@crous-creteil.fr](mailto:social@crous-creteil.fr)



### HOW CAN I BE SUPPORTED? HEALTH AND WELLNESS

If you are experiencing poor health or poor mental health, do reach out to us. We have designed a set of resources to help you:

> You can have free counseling sessions via [santepsy.etudiant.gouv.fr](http://santepsy.etudiant.gouv.fr)

> Cnaé is a hotline for students who are experiencing abuse, harassment or discrimination. It is both a support and reporting system. Call **0 800 737 800**. The line is free and confidential, available from 10 am to 9 pm on weekdays and from 10 am to 2 pm on Saturdays. You can also write to: [cnaes@enseignementsup.gouv.fr](mailto:cnaes@enseignementsup.gouv.fr)

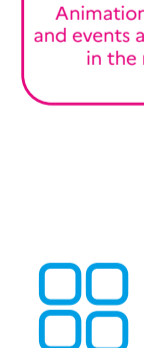
You can learn more on [www.etudiant.gouv.fr/fr/cnae](http://www.etudiant.gouv.fr/fr/cnae)

> The website [ecouteetudiants-iledefrance.fr](http://ecouteetudiants-iledefrance.fr) is available and free of charge.

> After meeting a Crous social worker, you may be directed to **ACCA**, a professional mental health support provider.

> The University Health Services (SSU) also offer health and mental health counselors who will provide free advice, support and resources.

> The Crous social services are designed to guide and inform you. Check out our webpage.



### THE CROUS DINING PROGRAM

Catering is one of our main missions. With almost **40 catering facilities in the academy**, we serve about **3 million meals every year**. Quality being a top priority, we work in partnership with *Mon Resto Responsable* that provides healthy and sustainable food. We are also in the process of developing homemade recipes that promote the health of our students, community, and planet.

In constant search of evolution and innovation, the Crous deploys new restaurant concepts, the aim of which is to meet the students' needs any time of the day.

#### Crous & go'

**Crous & go'** offers take-away catering: **hot and cold snacks, pastries and sweets** at all hours.

#### Crous Cafet'

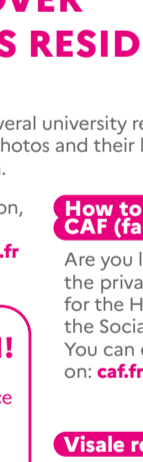
**Crous Cafet'** offers **light meals, drinks** but also **hot meals** to eat on the spot or to take away.

#### Crous Resto'

**Crous Resto'** offers a **complete and balanced meal** at the social price of **€3.30** (check your eligibility with the social services).

#### Crous Break'

**Crous break'** are vending machines on campus to complete our catering offer.



#### What is Izly?

Izly is the contactless payment solution on campus.

You can pay with your smartphone via the Izly app by generating a QR code, or with your student card.

#### Why choose Izly?

> It's more convenient: no need for cash

> It's faster: less waiting at the checkout

> It's more secure: your banking and personal data are protected

#### What can you pay with Izly?

> Your meals in the Crous restaurants and cafeterias

> Your services on campus (photocopiers, vending machines, laundry, etc.)

#### How do I activate my account?

Izly sends you an e-mail to the personal address you used when you registered for [messervices.etudiant.gouv.fr](http://messervices.etudiant.gouv.fr). If you did not provide a personal address, you'll receive an email on the higher education institution email that was created for you. You will then be directed to [Izly.fr](http://Izly.fr) to activate your online account.

If you don't receive an activation email, please contact the Izly staff of your local Crous restaurant or go to [Izly.fr](http://Izly.fr) for further assistance.

### STUDENT LIFE AND CAMPUS LIFE

#### Culture-Actions

Culture-Actions is designed to support students' projects and initiatives in the fields of sports, culture, solidarity, civic engagement, eco-friendly actions...

To apply for financial support, the loan of equipment or to book a room, you must submit your application.

> Find out more: [bit.ly/Culture-Actions](http://bit.ly/Culture-Actions)

#### Artistic projects

Are you both a student and an artist? We strongly encourage you to register for our 7 national art competitions offered each year in the following categories: music, theatre, short film, photo, dance, short story and comic strip. Academic and national juries will distinguish the winners and support their talent.

> Find out more: [bit.ly/Concours-Creation-Etudiante](http://bit.ly/Concours-Creation-Etudiante)

The **Student and Campus Life Contribution (CVEC)** aims to improve the living conditions of students in the following fields: health, prevention, sports, culture, social support and hospitality.

> Find out more: [cvec.etudiant.gouv.fr](http://cvec.etudiant.gouv.fr)

**Don't hesitate to subscribe to our Instagram account** to learn about the events, animations and competitions organized throughout the year.

> You can also contact us: [vie.de.campus@crous-creteil.fr](mailto:vie.de.campus@crous-creteil.fr)

[culture@crous-creteil.fr](mailto:culture@crous-creteil.fr)



### HOUSING

Whether you have a scholarship or not, whether you are coming from France or not, whether you are on an exchange program or doing an internship, whether you have a disability or not, below are different solutions to help you find an accommodation.

#### Long-term student accommodation

##### Crous housing

To apply for accommodation in the Créteil academic district (77, 93, 94), you must first put together your Student Social File (DSE) on [messervices.etudiant.gouv.fr](http://messervices.etudiant.gouv.fr) for the upcoming academic year. Once your DSE is constituted, you can apply for housing as soon as the dedicated platform opens. You will be alerted for the start of the housing campaign on [crous-creteil.fr](http://crous-creteil.fr) as well as on social networks.

##### Accommodation in the private sector

**Lokaviz** website also offers accommodation in private homes. The **Lokaviz** housing label guarantees decent housing.

> Find out more: [messervices.etudiant.gouv.fr](http://messervices.etudiant.gouv.fr), under heading "**Finding accommodation in a private home**".

#### Short-term student accommodation

Are you doing an internship and looking for short-term accommodation? Faster and easier, it allows you to find every Crous catering options on your campus, to take a look at the menus, to check out the list of university residences as well as the various services offered by the Crous.

> Find out more: [courts-sejours.lescrous.fr](http://courts-sejours.lescrous.fr)



### DISCOVER CROUS RESIDENCES

*Crous de Créteil* manages several university residences across the academy. You can check out the list, photos and their location on [crous-creteil.fr](http://crous-creteil.fr) in the **Accommodation** section.

To book your accommodation, go to: [trouverunlogement.lescrous.fr](http://trouverunlogement.lescrous.fr)

#### How to receive financial aid from CAF (family allowance fund)?

Are you living in a Crous residence or in the private sector? You may be eligible for the Housing Assistance (AL) fund or the Social Housing Allowance (ALS). You can estimate your rights and apply on: [caf.fr](http://caf.fr)

#### RESIDENCE FUN!

Living in a student residence means connecting with the other students.

Animations, workshops, and events are regularly held in the residences.

#### Visale rental deposit

**Visale** is a completely free deposit service for all students under 30 years of age (scholarship holders or non-scholarship holders, tax-independent students) looking for accommodation in the private sector or in university residences. Check your eligibility on [visale.fr](http://visale.fr)

### CROUS MOBILE

Students are strongly encouraged to download the Crous Mobile app. Faster and easier, it allows you to find every Crous catering options on your campus, to take a look at the menus, to check out the list of university residences as well as the various services offered by the Crous.



Available on all platforms



### CONTACT US

#### By phone

If you have questions about your scholarship or the student and campus life contribution (CVEC), you can book a **telephone appointment** on [messervices.etudiant.gouv.fr](http://messervices.etudiant.gouv.fr) in the **"Make an appointment with the Crous" section**. You can also **contact the telephone platform** open Monday to Friday from 9 am to 5 pm on **09 72 59 65 00**.

#### By e-mail

If you have questions about your scholarship, the CVEC or housing, you can send us a message via the assistance form located at the bottom of the page of platform [messervices.etudiant.gouv.fr](http://messervices.etudiant.gouv.fr)

Finally, if you are struggling, particularly financially, you can book an appointment with a social worker via the link <https://mesrdv.etudiant.gouv.fr/fr>

### Join us

The *Crous de Créteil* mission is to improve the living and study conditions of all the students of the Créteil academic district (77, 93 and 94 departments). We strongly recommend that you follow us, the Crous, on social networks to be looped in all our events and important news.



Crous.creteil



crous\_creteil



@Crous\_creteil



CROUS CRETEIL

Find all the useful links on our linktree: [linktr.ee/crous\\_creteil](http://linktr.ee/crous_creteil)