



**RÉPUBLIQUE
FRANÇAISE**

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ESAC 2026

STUDENT ACCOMMODATION IN THE DIGITAL AGE

**STREAMLINED PROCEDURES, SHARED DATA,
SMART AND CONNECTED SERVICES**

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CNOUS

Student accommodation in the digital age

1- Streamline the procedures

Based on the 'Tell us once' principle and shared data



2- An enhanced user experience powered by AI

Integrating AI to automate tasks and improve service quality

3- Expanding the range of services available to residents

Opening up data from our Housing Information System to expand services for residents

The 'Tell us once' principle

Objectives

**To simplify procedures for users
by avoiding the need for them
to re-enter information or provide supporting documents that other
government departments already hold
through the automatic sharing of data
between government departments
via application programming interfaces (API)**

API for individuals

Personal data for Public administrations

The portal particulier.api.gouv.fr, managed by the State's Interministerial Directorate for Digital Affairs, provides a catalogue of APIs enabling public sector bodies to exchange data securely in order to simplify procedures for users.

Catalogue des API

Rechercher par nom, description ou fournisseur...

NOUVELLE VERSION

Statut étudiant boursier

Statut et échelon boursier d'un étudiant, délivrés par le Cnous.

Modalités d'appel :

- Identité pivot
- INE
- FranceConnect

Swagger

NOUVELLE VERSION

Statut élève scolarisé et boursier

Statut scolarisé d'un élève du primaire, collège ou lycée et statut boursier.

Modalités d'appel :

- Identité pivot

Swagger

VERSION BETA

Statut allocation d'éducation de l'enfant handicapé (AEEH)

Statut bénéficiaire de l'allocation d'éducation de l'enfant handicapé (AEEH).

Modalités d'appel :

- Identité pivot
- FranceConnect

In this context, the CROUS network:

- contributes to this ecosystem by providing data on students' grant status;
- uses data on students' enrolment status, made available by higher education institutions, in order to ensure the reliability of data processing and to minimise requests for supporting documents.

Streamline procedures for students

**To pool supporting documents
across the various departments within the CROUS network by setting
up a single, shared storage system
for the CNOUS IT systems
covering grants, accommodation and student and campus life
contribution (CVEC - paid by students)**

Streamline procedures for students

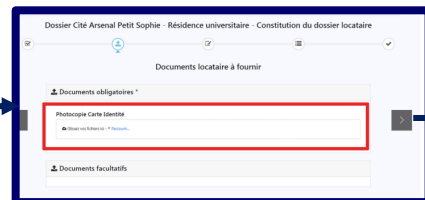
Scholarship application



Application for accommodation



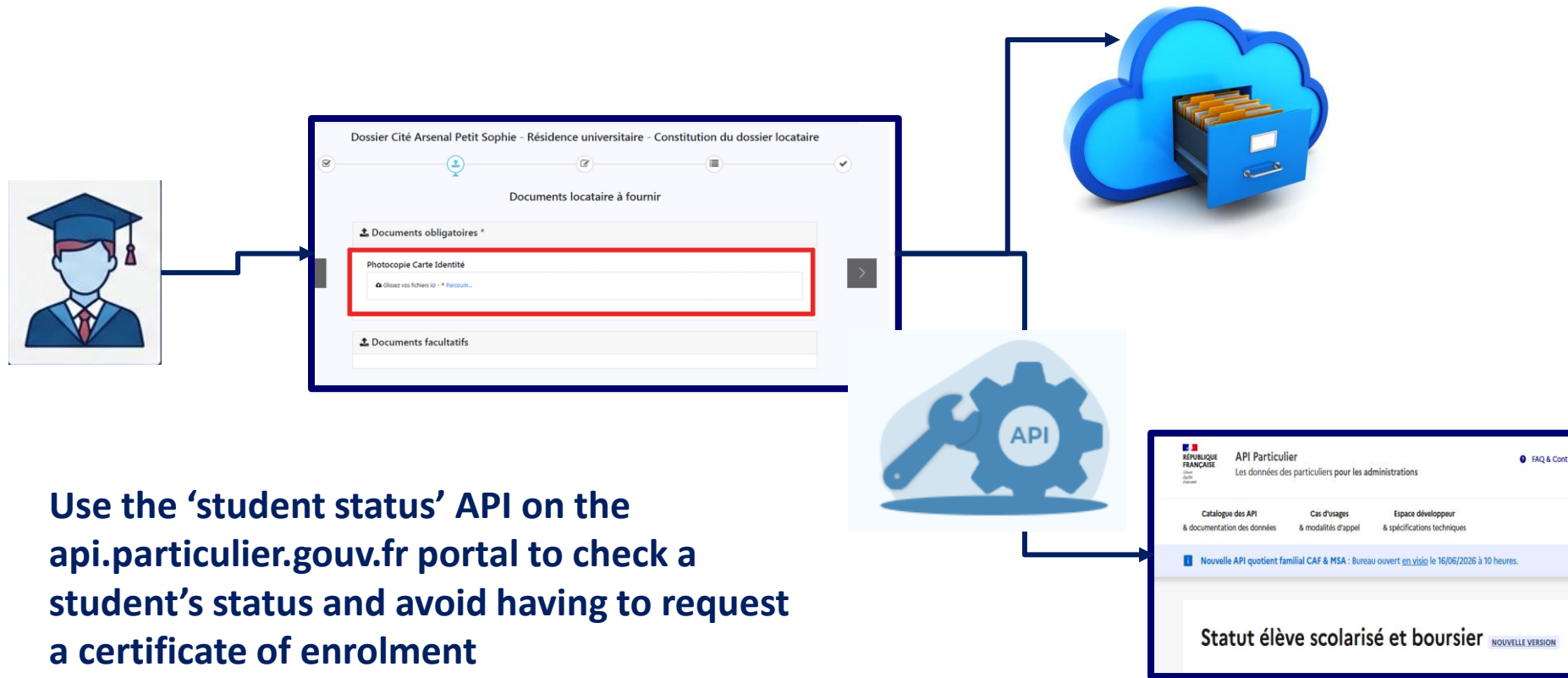
Tenancy application



A centralised
storage area for
supporting
documents



Streamline procedures for students



Streamline procedures for students

Old system

New system

For students

Documents to be provided on
multiple occasions
Data to be re-entered
Longer processing time

Fewer documents to provide
Fewer errors
Faster processing

For CROUS staff

Multiple checks
Data to be corrected

Fewer manual checks
Better data quality

Student accommodation in the digital age

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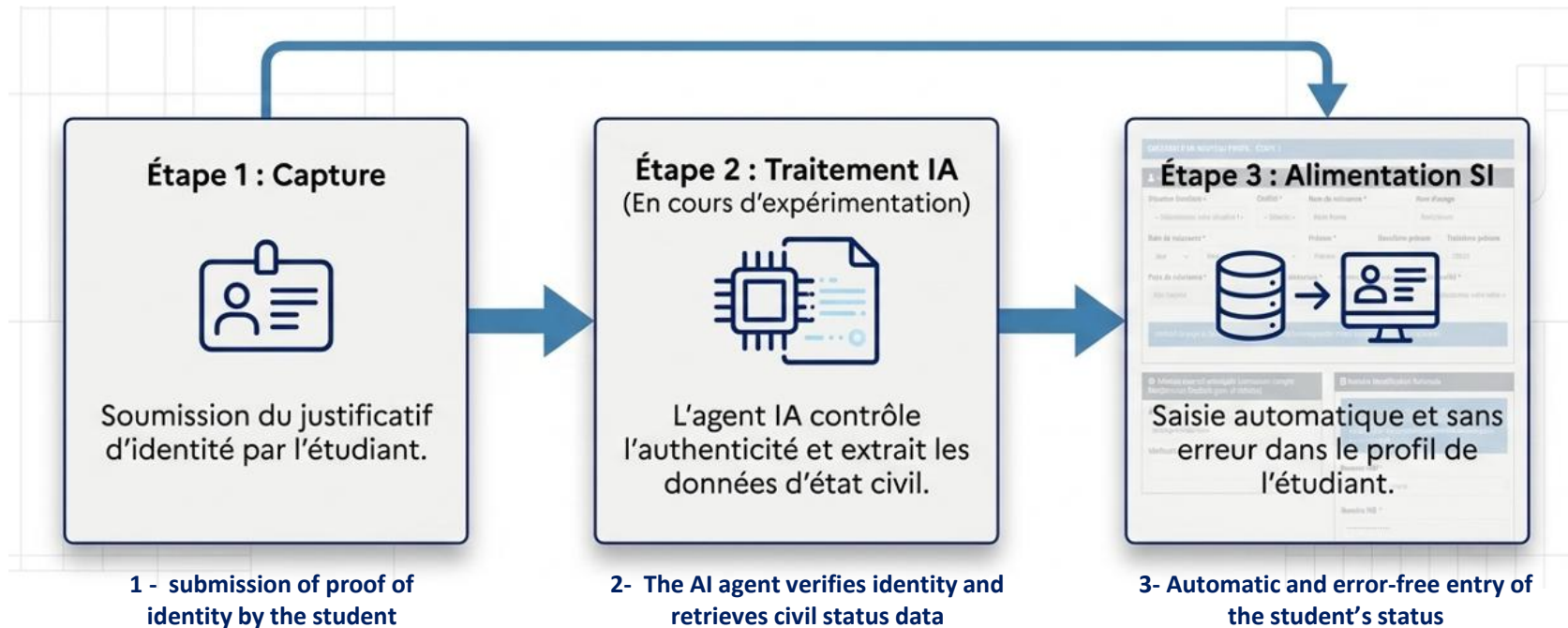
Integrating AI to automate tasks and improve service quality



3- Expanding the range of services available to residents

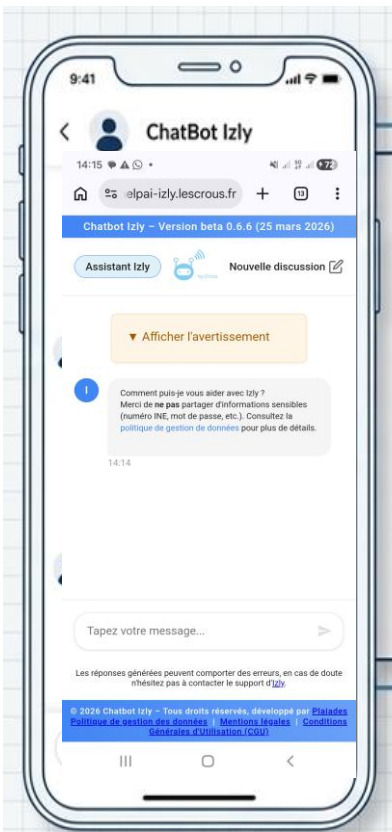
Opening up data from our Housing Information System to expand services for residents

Using AI for case management



Processing an identity document with an AI agent

Using AI as a virtual assistant



Deployment of a conversational RAG (Retrieval-Augmented Generation) chatbot, capable of searching for information in the official CROUS documentation before answering students' questions about catering payments, thereby ensuring reliable, up-to-date and context-specific responses.

Deployed at 5 pilot CROUS

Widespread implementation from the start of the 2026 academic year

For students

**24-hour support
context-specific answers**

For Crous staff

**a reduction in
first-level enquiries**

Student accommodation in the digital age

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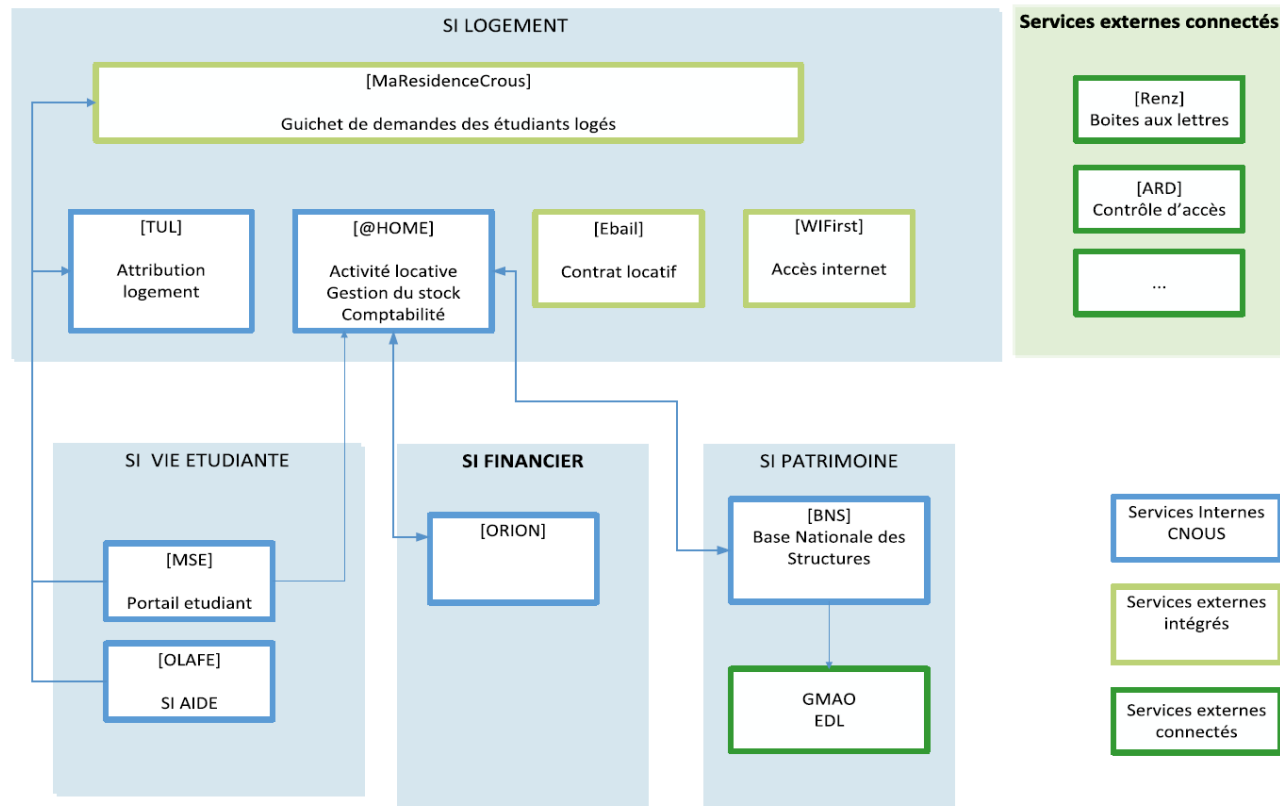
Integrating AI to automate tasks and improve service quality

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Application architecture of the accommodation information system



3 service levels

Level 1: Internal services at the heart of the Crous ecosystem

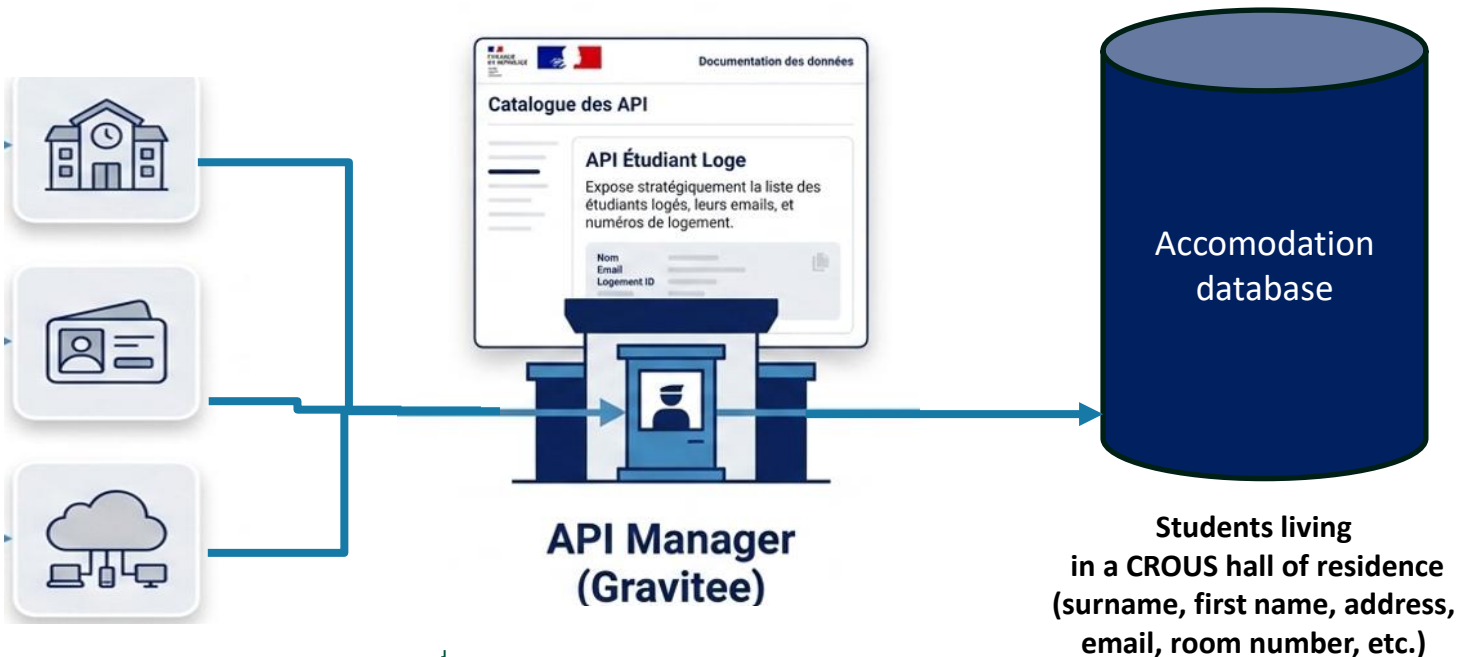
Level 2: External services integrated into the IT system

Level 3: Connected external supplementary services

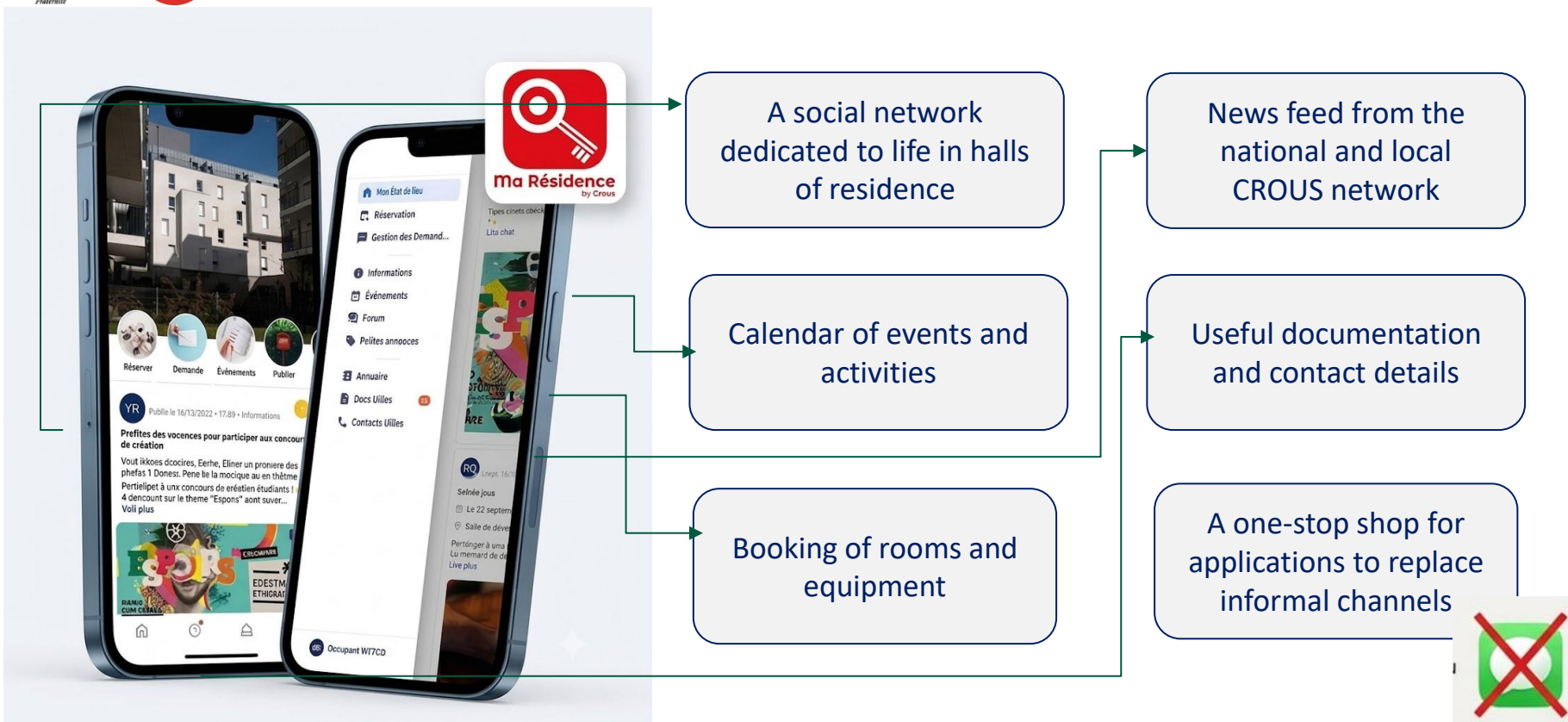
Accommodation IT SYSTEM: A connected IT system

Housing data shared with our partners
to build an ecosystem of connected services for students

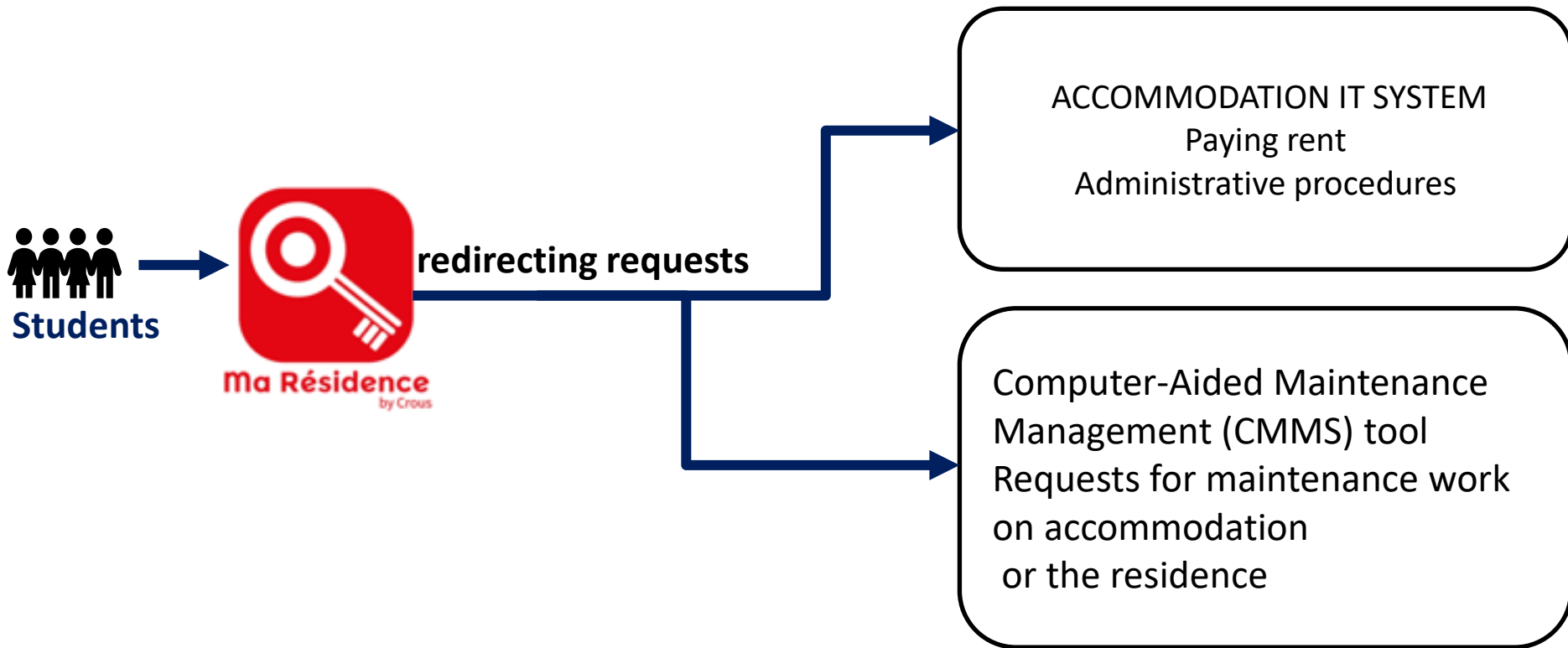
Additional services
directly related
to student life,
offered by specialist
partners
(smart laundrettes,
smart letterboxes,
social networks, etc.)



MaResidenceByCrous – A connected external service



MaResidenceByCrous A one-stop shop for students





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**THANK YOU
FOR YOUR ATTENTION**