



**Perceptions of inclusion, well-being and identification with
the European Union in Ukrainian university students**

Pr.No: 2024-1-IT02-KA220-HED-000253039

Micro Credentials for Module F

Learner's Name Surname
Name of the Micro-credential	UkraStud – Module F: Fostering Ukrainian Students' Satisfaction with University
Country(ies)/Region(s) of the issuer	EU / UkraStud Project Consortium
Awarding body(ies)	Istanbul / Türkiye (Module F Lead) UkraStud Project Consortium
Date of issuing/...../.....
Module number/name	Module F: Fostering Ukrainian Students' Satisfaction with University
Module objective (description)	<p>This module aims to equip academics with the knowledge, skills, and competences required to effectively support the academic success, wellbeing, and social integration of international students in higher education environments.</p> <p>Through a series of practical lessons, participants explore strategies for inclusive teaching, effective communication, student motivation, recognition of prior learning, and the use of institutional support services. The module also introduces approaches for interpreting student satisfaction data and improving the overall student experience.</p>



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	By completing the module, academics will gain practical tools to foster inclusive learning environments, strengthen engagement with international students, and contribute to a more supportive and responsive university ecosystem.
Keywords	Student satisfaction, International students, Inclusive higher education, Academic support, Student wellbeing, Active listening, Motivation and engagement
Notional workload needed to achieve the learning outcomes	Approx. 60 minutes of video + 25 minutes of additional materials (readings + short tasks + 10-question knowledge check)
Learning outcomes Propose to merge all learning outcomes of units	<p>By the end of the module, participants will be able to:</p> <p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Explain key factors influencing international student satisfaction in higher education. • Describe the role of academics in supporting student wellbeing, inclusion, and academic engagement. • Identify institutional services that support students' psychological, social, and academic needs. • Understand the importance of communication, recognition, and feedback in the student experience. <p>SKILLS</p> <ul style="list-style-type: none"> • Apply active listening strategies when communicating with students. • Recognize signs of academic or social stress and respond appropriately. • Use inclusive teaching practices that encourage participation and collaboration among diverse student groups. • Use digital tools to improve communication and support the tutoring experience. • Interpret student feedback and satisfaction data to improve teaching practices. <p>COMPETENCES</p> <ul style="list-style-type: none"> • Demonstrate the ability to create a supportive and inclusive learning environment. • Facilitate collaboration and social integration between international and local students. • Guide students toward appropriate institutional support services.



	<ul style="list-style-type: none"> • Reflect on student feedback and implement improvements that enhance the overall student experience.
Level of the learning experience leading to the micro-credential	<p>Introductory / Professional Development</p> <p>EQF</p> <p>Level 5</p>
Type of assessment	<ul style="list-style-type: none"> • Interactive scenario-based activities within video lessons • 10-question multiple-choice test (4 choices each) • Success criterion: minimum 7 correct answers (70%) <p>Example questions include topics such as:</p> <ul style="list-style-type: none"> • Inclusive teaching practices • Student motivation strategies • Active listening and communication • Use of institutional support services • Interpreting student satisfaction data
Form of participation in the learning activity (Learning environment)	<ul style="list-style-type: none"> • Massive Open Online Course (MOOC) • Interactive video learning modules (H5P) • Scenario-based learning activities • Online self-assessment quizzes <p>Link: https://course.ukrastud.eu/course/view.php?id=8</p>
Qualifications connected to the micro-credentials	<p>The micro-credential certifies that the participant has successfully completed training focused on supporting international student satisfaction in higher education.</p> <p>The credential may contribute to:</p> <ul style="list-style-type: none"> • professional development of academics • staff training in internationalisation and student support • institutional quality enhancement initiatives • continuous professional development (CPD) frameworks in higher education <p>Recognition depends on institutional policies within the project consortium and partner universities.</p>

