

Fostering Ukrainian Students' Satisfaction with University: Suggestions for Improving Ukrainian Students' Satisfaction with the University Experience Through Support and Engagement

LESSON 1

HOW TUTORS CAN COLLABORATE EFFECTIVELY WITH THE INTERNATIONAL STUDENT OFFICE

Perceptions of Inclusion, well-being and Identification with the European Union in Ukrainian university students



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Why Collaboration Matters

- International students face academic, social, and administrative challenges
- No single unit can address all student needs alone
- Effective collaboration improves student well-being and satisfaction



The Role of the Academic

- First point of academic contact for students
- Observes early signs of academic or emotional difficulty
- Bridges learning, guidance, and institutional support



The Role of the International Student Office

- Provides administrative, legal, and social support
- Offers orientation, counselling, and referral services
- Acts as a central coordination unit for international students



Why Academics and ISO Must Work Together

- Academic issues are often linked to non-academic challenges
- Early communication prevents escalation of problems
- Coordinated action creates a safer and more supportive environment





Common Challenges Without Collaboration

- Delayed support for students in need
- Confusion about responsibilities
- Repetition of information or missed follow-up
- Students feeling unsupported or isolated



Key Principles of Effective Collaboration

- Clear roles and responsibilities
- Regular and open communication
- Mutual trust and respect
- Student-centred approach



Communication Channels Between Academics and ISO



- Designated contact persons
- Regular coordination meetings
- Shared documentation or reporting tools
- Clear referral procedures



Early Identification and Referral

- Monitor attendance and engagement
- Notice changes in behaviour or performance
- Know when and how to refer students to ISO
- Act early, not only in crisis situations



Supporting Ukrainian Students Specifically

- Be aware of trauma-sensitive communication
- Recognise cultural and linguistic barriers
- Coordinate academic flexibility with ISO support
- Ensure students know available services

Benefits for Students

- Faster access to appropriate support
- Reduced stress and uncertainty
- Stronger sense of belonging
- Improved academic persistence and success





Benefits for Academics and Institutions

- Shared responsibility reduces individual burden
- Clear procedures increase efficiency
- Stronger institutional culture of inclusion
- Better student satisfaction outcomes



Practical Steps for Academics

- Learn ISO services and contact points
- Include ISO information in course introductions
- Encourage students to seek support early
- Follow up after referrals when appropriate





Orientation weeks for international students





Thank you

Any Question?

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