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

LESSON 2

WHAT TUTORS SHOULD PROVIDE TO ENSURE AN INCLUSIVE UNIVERSITY EXPERIENCE FOR UKRAINIAN STUDENTS

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

POWER OF KNOWLEDGE

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CONTENT

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What Does "Inclusive University Experience" Mean?

- Feeling welcomed and respected
- Equal access to academic and social opportunities
- Clear expectations and fair treatment
- Sense of belonging within the university community

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Why Inclusion Matters for Ukrainian Students

- Many students face displacement and uncertainty
- Academic challenges are often linked to emotional stress
- Inclusive practices reduce isolation and disengagement
- Supportive environments improve persistence and success

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The Academic (Tutor) as a Key Inclusion Actor

- Daily contact with students
- Shapes classroom culture and norms
- Influences student confidence and participation
- Acts as a guide within the academic system

Providing Clear Academic Structure

- Transparent course requirements
- Clear assessment criteria
- Predictable timelines and deadlines
- Accessible course materials

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Communicating Expectations Clearly

- Explain academic rules and procedures
- Avoid assumptions about prior knowledge
- Provide written and verbal clarification
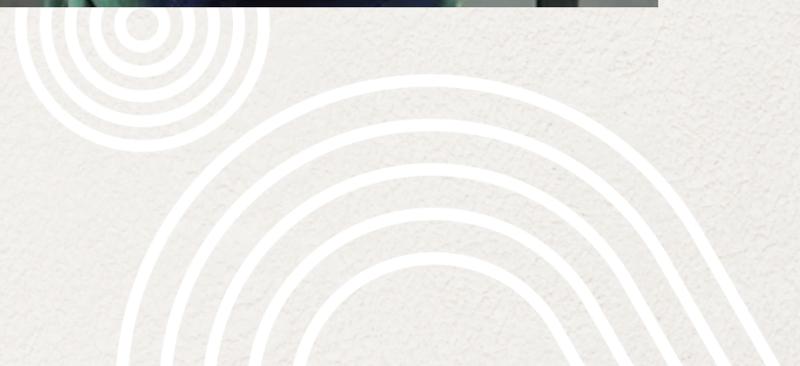- Encourage questions and dialogue

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Creating a Safe and Respectful Learning Environment

- Zero tolerance for discrimination
- Respect for diverse backgrounds and experiences
- Inclusive language and examples
- Encouragement of respectful discussion

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Supporting Academic Adjustment

- Recognise different educational backgrounds
- Provide guidance on academic writing and participation
- Offer additional explanations when needed
- Direct students to support services when appropriate

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Emotional Awareness In Academic Support

- Notice signs of stress or withdrawal

- Respond with empathy and understanding

- Maintain professional boundaries

- Know when to refer students for additional support

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Flexibility Within Academic Frameworks

- Reasonable flexibility with deadlines when justified
- Alternative participation options when possible
- Balance academic standards with compassion
- Ensure fairness for all students

Encouraging Student Voice and Participation

- Invite different perspectives
- Encourage Ukrainian students to share when comfortable
- Validate contributions
- Create opportunities for engagement

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Inclusive Assessment Practices

- Transparent grading criteria
- Constructive and timely feedback
- Focus on learning progress
- Opportunities for improvement

Helping Students Navigate the University System

- Explain who does what in the institution
- Guide students to relevant offices and services
- Clarify academic and administrative procedures
- Reduce confusion and uncertainty

Benefits of Inclusive Academic Support

- Higher student satisfaction
- Improved academic performance
- Stronger sense of belonging
- More positive university experience for all students

Thank you

Any Question?

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