

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

LESSON 6

PRACTICAL WAYS TUTORS CAN CREATE A WELCOMING AND INCLUSIVE CAMPUS ENVIRONMENT

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



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What Is a Welcoming Campus Environment?



- Students feel safe and respected
- Diversity is recognised and valued
- Clear and accessible information
- Equal opportunities for participation



Why Campus Climate Matters

- Affects student well-being and motivation
- Influences academic engagement
- Reduces feelings of isolation
- Strengthens sense of belonging



The Role of the Academic

- Shapes everyday student experiences
- Models inclusive behaviour
- Influences classroom and campus norms
- Acts as a visible point of support



Inclusion Starts in the Classroom

- Inclusive language and examples
- Respect for different perspectives
- Clear ground rules for interaction
- Equal participation opportunities



Creating Predictable and Safe Learning Spaces

- Clear course structure
- Transparent expectations
- Consistent communication
- Reliable academic routines



Making Information Accessible

- Clear explanations of procedures
- Simple and direct communication
- Written and verbal guidance
- Avoiding unnecessary complexity



Encouraging Student Participation

- Invite contributions without pressure
- Value different communication styles
- Acknowledge all student voices
- Create low-risk participation options



Supporting Social Inclusion on Campus



- Promote student activities and events
- Encourage mixed-group interaction
- Normalise participation in campus life
- Respect individual comfort levels



Responding to Exclusion or Discomfort

- Address issues early
- Use calm and respectful language
- Reinforce institutional values
- Know reporting and support pathways



Being Sensitive to Student Backgrounds

- Different educational cultures
- Language and communication differences
- Varied life experiences
- Avoiding assumptions and stereotypes



Small Actions That Make a Big Difference

- Learning student names
- Checking in informally
- Acknowledging effort
- Being approachable and available



Collaboration Beyond the Classroom

- Work with student services
- Engage with international offices
- Support student-led initiatives
- Share information and good practices



Benefits for Students

- Stronger sense of belonging
- Increased confidence
- Better academic engagement
- More positive university experience



Benefits for the University

- Inclusive institutional culture
- Higher student satisfaction
- Improved retention
- Stronger campus cohesion



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Thank you

Any Question?

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