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

LESSON 11

USING DIGITAL TOOLS TO IMPROVE COMMUNICATION AND THE TUTORING EXPERIENCE

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

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CONTENT

- Why Digital Communication Matters
- Digital Tools in Academic Support
- The Role of the Academic
- Clarity and Consistency in Communication
- Supporting Accessibility and Inclusion
- Using Digital Tools for Feedback
- Encouraging Student Engagement Online
- Balancing Digital and Face-to-Face Interaction
- Setting Boundaries in Digital Communication
- Supporting Students’ Digital Confidence
- Privacy and Professionalism
- Benefits for Students
- Benefits for Academics
- Practical Actions for Academics

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Why Digital Communication Matters

- Students rely heavily on digital platforms
- Communication expectations have changed
- Digital tools increase accessibility
- Effective use improves student experience

Digital Tools in Academic Support

- Learning management systems (LMS)
- Email and messaging platforms
- Online meeting tools
- Shared documents and collaboration tools

The Role of the Academic

- Chooses appropriate digital tools
- Sets clear communication rules
- Uses digital tools to support, not overwhelm
- Maintains a human-centred approach

Clarity and Consistency in Communication

- Clear instructions and expectations
- Consistent communication channels
- Predictable response times
- Structured digital information

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Supporting Accessibility and Inclusion

- Materials available anytime
- Different formats for different needs
- Support for diverse learning paces
- Reduced barriers to participation

Using Digital Tools for Feedback

- Written and audio feedback options
- Timely and structured responses
- Opportunities for clarification
- Continuous communication loops

Encouraging Student Engagement Online

- Discussion forums and online activities
- Interactive tools and polls
- Collaborative digital tasks
- Safe spaces for participation

Balancing Digital and Face-to-Face Interaction

- Digital tools complement personal contact
- Avoid replacing meaningful interaction
- Choose tools purposefully
- Maintain relational connection

Setting Boundaries in Digital Communication

- Clear availability hours
- Professional tone and language
- Managing expectations
- Preventing overload for students and academics

Supporting Students' Digital Confidence

- Clear guidance on how to use tools
- Simple instructions
- Patience with digital challenges
- Encouraging questions and exploration

Privacy and Professionalism

- Respect data protection rules
- Use institutional platforms
- Maintain confidentiality
- Model responsible digital behaviour

Benefits for Students

- Easier access to information
- Clearer communication
- Greater sense of support
- Improved engagement and autonomy

Benefits for Academics

- More organised communication
- Reduced misunderstandings
- Efficient feedback processes
- Stronger student relationships

Practical Actions for Academics

- Choose a limited set of tools
- Explain communication rules clearly
- Use digital tools intentionally
- Review and adjust practices regularly

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Thank you

Any Question?

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