

STUDENT SUPPORT POLICY



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INTRODUCTION

The "Student Support Policy of the University" (hereinafter referred to as the Policy) has been developed to establish a systematic approach to ensuring students' adaptation, emotional well-being, professional development, and academic success.

Student support is coordinated by the Institute Administration. This team collaborates with the respective Department Heads to determine resource requirements and ensure their provision for students and other staff members. Feedback related to resources from all stakeholders are taken in consideration during these discussions.

The Policy:

- Regulates the principles and mechanisms of student support, ensuring equal access to resources and opportunities for personal and professional growth.
- Provides students with equal access to resources and opportunities for personal and professional development.
- Regulates procedures for interaction between students, the administration, faculty, and university services.
- Promotes the development of a friendly and inclusive university community.
- Creating a space for nurturing future leaders in the global scientific and educational community.

1. ADAPTATION OF NEW STUDENTS

1.1. Orientation Programs and Integration

At the International European University, an introductory orientation program is conducted for new students. This program is designed to support them during their first month of study, providing all the necessary information for successful adaptation to the academic process and university life.

The orientation program takes place at the beginning of each academic year and includes a wide range of activities aimed at helping students become familiar with the university, its academic requirements, and available resources.

The program includes introductory lectures and presentations that cover educational programs, academic standards, and study requirements. Key components of the orientation program include:

1. Student-Centered Learning:

A lecture on student-centered learning introduces an approach to education that places the student at the core of the learning process. At the International European University, this approach means adapting academic programs, teaching methods, and extracurricular activities to align with the needs, interests, and abilities of the students.

2. Academic Integrity:

A discussion on the importance of adhering to academic standards, including avoiding plagiarism. This lecture explores types of academic misconduct, the responsibilities associated with such violations, and the university's tools for checking work for plagiarism.

3. Anti-Corruption Program and Ombudsman:

This session highlights the key aspects of combating corruption in the educational process and the role of the educational ombudsman in protecting students' rights. The lecture aims to raise awareness about students' rights, mechanisms for addressing corruption, and fostering a fair and honest academic environment.

4. Student Parliament:

A presentation about the role of the student parliament in representing students' interests, opportunities for personal development, and engagement in university life. The advantages of participating in the student parliament at the International European University are also discussed.

5. Lecture with a Psychologist: "Psychological Adaptation":

This lecture is designed to support students, particularly newcomers, in managing stress and navigating psychological challenges. Topics include coping with homesickness and addressing common anxieties, such as uncertainty about choosing the right specialty. The session aims to help students adapt successfully to the new stage of their lives—university education.

6. Anti-Bullying and Anti-Discrimination Policy:

A session aimed at preventing any forms of harassment and ensuring a safe environment at the university through clear reporting and investigation procedures.

7. Meetings with Senior Students:

By meeting with senior students, first-year students gain valuable insights into university life, academic expectations, and how to make the most of their university experience.

The orientation program is an essential element of supporting new students, helping them quickly adapt to new learning conditions and integrate into the university environment. It fosters a friendly and supportive atmosphere that motivates students to actively participate in the academic process and extracurricular activities

1.2. Information Resources

During the adaptation period, every student receives a Student Guide — a structured document containing key information about the university, its academic processes, and available resources.

Purpose of the guide:

1. To facilitate students' adaptation to the university environment.
2. To provide necessary details about students' rights, responsibilities, and opportunities.
3. To ensure quick access to vital contacts and resources.

All information related to studies and educational activities is easily available and remotely on the University's official website. Such information includes academic resources, library access, direct contact numbers/emails, mental health support, and other activities and services, making it easy for students to find and utilize these resources. There is also access to Technology: providing the necessary multimedia equipment and high-speed Internet access throughout the campus, as well as computer labs equipped with the necessary software, ensuring all students have the tools they need for their studies.

Also we offer a variety of learning materials, including textbooks, e-books, and multimedia resources, available both in the library and online.

2. EMOTIONAL SUPPORT FOR STUDENTS

2.1. Psychological Consultations

The University creates a supportive psychological and emotional environment and ensures the availability of daily psychological assistance and emotional support for all participants in the educational process. Psychosocial support is primarily provided through the University's practical psychologist service that:

- promotes a high level of psychological culture among students at the University.

- supports personal development of students, helping to address psychological challenges faced by students in difficult life situations.

Psychological support can also be provided by other staff members who are trained in and capable of applying first psychological aid algorithms.

Psychosocial support is aimed at providing psychological assistance in complex and crisis situations that cause psychological discomfort and emotional instability. It helps participants in the educational process adapt effectively to the social environment and changing social conditions.

Career Development Consultations: a comprehensive service provided by the University to students and graduates to support their professional growth and successful integration into the labor market.

Students are informed about support services offered by International European University through the following means:

- an introductory (orientation) session conducted at the beginning of their studies.
- direct communication with support services.
- information materials for new students available on the official website.

Every student at the university can: schedule confidential individual consultations, attend group consultations, submit anonymous questions for expert advice:



<https://ieu.edu.ua/en/about-ieu/practical-psychologist>

2. 2. Crisis support

The university also offers crisis support, enabling students to receive help in emergencies, such as emotional crises or safety issues.

Immediate support in personal or academic crises includes:

- Arranging urgent meetings with a psychologist.
- Informing the administration about potential issues (e.g., requests for task extensions or academic leave).

Support is available via direct communication with the dean's office or through the trust mailbox:



<https://lieu.edu.ua/skrin-ka-doviri>

2.3. Activities for Emotional Well-Being

Throughout the academic year, the university organizes various events to promote emotional well-being:

1. **Library Days:** provide students with a quiet and focused space for study, encourage the development of skills in working with information, scientific sources, and literature, offer opportunities for mental relaxation and access to productivity-enhancing resources.
2. **Cultural Events:** foster a sense of belonging and community within the university, help students explore and develop their cultural and creative potential.
3. **Social Activities:** facilitate students' integration into university social life, develop teamwork, leadership skills, and social responsibility, support mental health by creating opportunities for interaction and collaboration.

These events are organized by the Department of Public Relations and Youth Policy, academic institutions, and the Student Parliament.

3. MENTORING

International European University provides comprehensive student support, including academic guidance, counselling, and resources, to facilitate academic performance. Should students encounter any difficulties throughout their journey, the University offers a number of initiatives to address these.

- **Curator/Mentor:** this person is assigned to a group of students and acts as the main point of contact for any issues students might encounter. Their main role

is to provide fast and effective initial support and guide students who require further assistance by directing and connecting them to the required people/professionals/services whether internal or external to the University.

- Institute administration (Dean's offices): the primary unit responsible for communication with students is the Institute administration. The administration plays a key role in students' lives by providing support for their educational and personal needs. Administrative representatives of the Institute guide students throughout the entire educational process, from admission to graduation. An important member of the team is the curator/mentor who serves as the main intermediary between students and the Institute, fostering a friendly atmosphere and promoting successful and comprehensive learning.

- International Students' Office: The International Students' Office is the key department of the University that provides support to international students. The department plays a major role in attracting international students by coordinating their admission, training and adaptation to the academic and social environment of the University.

- Departments of Institutes: the teaching staff of the Departments is a crucial link in supporting students. The academic staff not only render knowledge but also play an important role in mentoring, providing academic support, and developing students' professional competencies. They are involved in the educational process, adapting approaches to meet students' needs and contributing to their success in both their studies and future careers.

- Student Parliament: The Student Parliament is a self-governing body of the University that represents the rights of students and is actively involved in expanding their academic and social experience. This authority acts as an intermediary between students and the University administration, helping to resolve current issues and implement initiatives that improve student life. The Student Parliament organizes events aimed at developing leadership skills, promoting social activity and strengthening the academic community. Members

of the Parliament also provide support to students in solving academic and everyday issues, creating a friendly and supportive environment for all-round development.

4. FINANCIAL AND SOCIAL SUPPORT

The university offers a number of financial support opportunities, including scholarships and loyalty program discounts for high-achieving students and those from underprivileged backgrounds. These financial means contribute to an inclusive academic environment by ensuring that students from different socioeconomic backgrounds have access to support options based on both achievement and their needs.

5. FEEDBACK MECHANISMS AND EFFICIENCY MONITORING

International European University allocates resources for student support based on a systematic assessment of student needs and priorities. This process includes the following steps:

Needs assessment surveys: The university regularly arranges surveys and meetings to get feedback from students about their academic, emotional, and social support needs.

Regular feedback on the availability and accessibility of resources allows the University to identify any gaps and make necessary improvements. This feedback provides invaluable information for taking any necessary corrective action, and also serves as a basis for improving any resources that can contribute to further student learning.

Feedback from students on the educational process is collected through several channels:

1. **Feedback from students:** The Department of Education Quality Assurance in cooperation with representatives of the Institute's administration organizes the collection of feedback using the following mechanisms:

Surveys: Surveys are distributed electronically to all students according to a set schedule to assess their learning experience, course content, teaching effectiveness, and overall satisfaction. In addition, these surveys will also be available in hard copy and distributed to students directly and/or by mail. The surveys are designed with a combination of quantitative and qualitative questions to gather comprehensive feedback.

- Meetings: Organized meetings with a representative sample of students are held in the middle and end of each semester. These meetings are attended by 8-10 students from each program and facilitated by a representative of the Quality Assurance Department. The meetings discuss students' impressions of the program, suggestions for improvement, and specific issues of interest to students.

- Anonymous feedback form: An anonymous online feedback form (available on the official website) is available throughout the semester for students (and anyone else interested) to provide feedback. In parallel, a physical box is available to collect written feedback. All feedback posted in this box will be collected, analyzed and merged with the online feedback form.

- Timeframe: Surveys are conducted throughout the year on a regular schedule, with meetings taking place in the middle of the semester and during the last month of classes. The online feedback form and equivalent feedback boxes are available at all times.

2. Assessment of learning outcomes: The Quality Assurance Department, together with the administration of the Institute, analyzes the results of students' assignments and exams at the end of each semester to assess learning outcomes.

3. Feedback analysis: The Education Quality Assurance Department collects and analyzes all feedback within 1-2 months of its receipt. The analysis focuses on identifying trends, strengths, and areas for improvement.

4. Development of an action plan: Based on the analysis, the Academic Council, the President/CEO, and the QA department jointly develop an action

plan within one month to address the identified issues and map ways to improve the program and/or any other area in need of strengthening.

5. Implementation of changes: All responsible parties implement the changes in the next academic year or semester. The Quality Assurance Department monitors this process to ensure that quality standards are met.

6. Use of feedback:

The feedback collected through these mechanisms is systematically analyzed and used to improve programs and/or make changes to any other aspect of the International European University's activities, ensuring that the institution's activities are effective and meet the needs of students and industry requirements. The results are communicated to all stakeholders, including faculty, students and industry partners, to promote transparency and engagement in the continuous improvement process.

In addition, once a semester, the Public Relations and Youth Policy Department organizes meetings to collect feedback from students on the level of satisfaction with communication with academic advisors and interaction with educational and research institutes.

One of our main goals is to prioritize and respond promptly to student requests and appeals to maintain a high level of student support and engagement.

6. FINAL PROVISIONS

1. This policy has been created to emphasize the importance of support and adaptation for the entire student community. The primary goal of our university is to provide students with a safe environment for self-improvement, mutual support, and open communication.

2. This policy is adopted by the Academic Council of the International European University and enacted by the Rector's order.

3. Amendments or additions to this policy are made through its reissuance in a new version.

4. In case of changes to regulatory acts governing the relations defined in this policy, the norms of Ukrainian legislation shall apply until the corresponding amendments are made to this policy.



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