TRANSPORT AND TELECOMMUNICATION INSTITUTE

TSI STUDENTS SUPPORT AND WELL-BEING STRATEGY

The goal of the TSI Students Support and Well-being *Strategy* is to ensure a high level of student well-being by creating a favourable, supportive, and stimulating learning and social environment at the Transport and Telecommunication Institute (TSI).

The Transport and Telecommunication Institute adheres to a policy that prioritizes students' academic success and well-being and is committed to creating an inclusive and supportive environment for all students, based on the *following principles*:

- *Equality*. We aim to ensure equal opportunities and equal access to all educational resources for all students. We recognize the importance of preventing discrimination based on gender, race, nationality, religion, disability, and other factors.
- *Inclusivity*. We strive to create and maintain an inclusive environment where every student can feel accepted, respected, and supported. We value diverse opinions, ideas, and cultural perspectives and encourage interaction among students from various groups.
- *Student Support*. We are committed to providing comprehensive support to students in their academic and professional development, offering guidance, counselling, and access to resources necessary to overcome challenges and achieve their goals. We emphasize a service culture that seeks to assist students while considering their individual circumstances.
- *Fairness.* We endeavour to conduct all processes and make decisions fairly and transparently. We adhere to objective criteria when assessing student achievements, allocating resources, and making decisions related to educational and social issues.
- *Respect for Diversity*. We respect and value the diversity of students, their opinions, and their national and cultural characteristics. We create conditions in which students can freely express their thoughts and ideas, share different viewpoints, and interact with TSI's diverse student and faculty community.

The implementation of the Students Support and Well-being Strategy at the TSI involves the following departments and officials, who are guided by the aforementioned principles:

Recruitment and Business Development Department is focused on creating an attractive and supportive environment for prospective students:

- Providing information about TSI's educational programs and admission requirements, as well as offering consultation and assistance with document preparation.
- Organizing the admission process for applicants.

Student Experience and Retention Department aims to create a friendly environment for the educational process, where every student can receive information, consultation, and guidance on all academic and other matters:

- Providing professional support to students at all stages of their education.

- Offering students up-to-date schedules and necessary educational resources, and effectively managing documentation related to academic matters.
- Assisting first-year students in adapting to the academic environment.
- Monitoring academic performance and identifying students requiring additional support.
- Collaborating with faculties to ensure student assistance.
- Maintaining communication with students through various channels (personal meetings, email, phone, etc.) to provide timely support and consultations.

Faculty Administration and Academic Staff support student well-being by ensuring quality education and creating an inclusive learning environment:

- Providing up-to-date study programs that meet academic standards, quality requirements, and student needs.
- Engaging academic staff, including industry professionals, who possess deep knowledge in their fields and teaching skills to effectively organize student learning.
- Offering student support through consultations and assistance in overcoming academic difficulties and successfully mastering the material.
- Developing blended, hybrid, and distance learning formats using modern technologies to meet the needs of a diverse student audience and provide flexibility in the learning process.

Academic Quality Assessment Board is involved in maintaining study programs to ensure the quality of education and monitor the extent to which student needs are met:

- Supporting and accompanying study programs following current requirements and standards, including accreditation.
- Conducting surveys among students to assess their satisfaction with the study process and learning conditions.
- Developing measures to improve education quality, support students, and reduce dropout rates.

Library plays a crucial role in supporting student well-being by providing:

- Access to an extensive collection of study materials, resources, and electronic databases.
- Training consultations to develop skills in effective information search, evaluation of its reliability, and use in research.
- A reading room for focusing on assignments and research, and for interacting with peers and specialists in various fields.

Research Administration Department focuses on supporting students interested in scientific research:

- Providing information on available research opportunities, competitions, and grants.
- Offering guidance and consultations on research methodology and design.
- Promoting the development of scientific culture and student research potential.

International Relations Department supports student well-being through:

- Organizing exchange programs and partnerships with foreign universities, providing students with unique opportunities to expand their knowledge and experience in an international educational environment.
- Providing consultations on issues related to participation in international educational programs and cultural adaptation.

Student Council plays a significant role in supporting student well-being by:

- Representing student interests and defending their rights before the TSI administration through participation in elected governing bodies.
- Organizing cultural, social, and educational events that promote communication and an active student life.
- Supporting and mentoring new students during their adaptation to the academic environment and providing information about TSI resources.
- Developing and supporting student clubs, creating opportunities for hobbies, and professional development.

Helpdesk at TSI provides technical support to students for computer use, software, and IT issues.

Sports Center focuses on supporting students' physical well-being by offering opportunities for sports activities.

TSI Administration ensures resources and guidance for the successful implementation of the student support and well-being strategy.

Each department of the TSI implements this strategy through specific activities. These activities are organized into detailed annual plans, developed based on the analysis of student needs and the overall goals of the TSI. Planning includes specific measures aimed at supporting and improving student well-being.

The implementation of the TSI Students Support and Well-being Strategy contributes to student retention, integration into the academic environment, and the maximization of their potential during their studies and in the future.

The departments of TSI implement this Strategy by carrying out specific activities. *These activities, based on the analysis of students' needs, proposals, and the overall goals of the university, are foreseen in the annual work plans of the departments.*

By approving TSI's Students Support and Well-being Strategy, we expect that its implementation will promote the retention of students in our University of Applied Sciences, their fuller integration into the learning and social environment of the university, as well as will ensure that students are able to fully realize their potential during and after their studies.