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Система поддержки студентов в университетах Великобритании как дополнительное средство учебного процесса

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Students Support System in the UK Universities as the Extra Mean of Education Process

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Аннотация

Большинство университетов Великобритании имеют специальные структурные подразделения, работающие в направлении адаптации вновь поступивших студентов к новому для них жизненному контексту. Спектр задач этих департаментов очень широк: помощь в размещении, первичная социализация, решение миграционных вопросов, а также организация и контроль учебного процесса.

Ключевые слова

Университет, адаптация, социализация, контроль

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Abstract

Most of the universities in the UK have special organization to help their students get involved into study and after-study activities. We are going to take some universities and compare their experience of that work. The range of tasks of these departments is very wide: assistance in accommodation, primary socialization, solving migration issues, as well as organization and control of the educational process.

Key words

University, adaptation, socialization, control

The International Student Support team of Manchester University was founded to help students make the most of their experience as an international student and it provides them with the support, advice and guidance that the students might need during their stay at Queen's. Normally students make use of Support team service and their center frequently during their time at the university. At the start of each semester the University holds a Welcome and Orientation programme for new international students. The programme includes lots of useful and interesting sessions and exciting activities to help students make new friends and get settled in to life at Queen's. The team can make support for the students in such specific issues as learning about local slang, making the most of differences (cultural adjustment), preparing for a different academic experience, housing, keeping healthy (local food, fitness facilities and doctors), having fun(programme of social events for international students).

Attendance on the International Welcome and Orientation programme is compulsory, so students are supposed to ensure to attend the programme so that they get the best possible start to their studies.

The University is also required to check students` immigration documents to ensure that they have correct immigration permission to study at Queen's before they can be enrolled.

The Student Support team of Warwick University has worked for many years. The main aims of its activity are to provide welfare and pastoral care, to help foster a sense of community amongst students, to give advice and practical help to students on a daily or more long term basis, to manage emergency and crisis situations which impact on students, to lead on the development of policy and practice in the area of student support across the University.

Students are sure to come to the Support Team if they have personal or family problems, have complaints against the University or its staff, are having financial difficulties, have accommodation problems on campus, are unsure where to go for help. The Support Team also prepares students for a different academic experience.

The structure of the Support Team also includes the Personal Tutor. Its task is primarily to provide general academic advice to personal tutees on students` progress and development, to give them help and advice about pastoral and non-academic matters and refer to

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professional student services for assistance as may be required, to assist students with the induction and orientation into university life, to seek to ensure that no student withdraws from the university prematurely for want of support and guidance. Students may visit their Personal Tutor for concerns about academic ability or study problems, enquiries about course changes, homesickness and loneliness, financial issues, accommodation concerns.

One more part of the Support team is an independent, free, and confidential Students' Union service interacting with all Warwick students. They offer information, advice and representation for all students. Students' Union service may help if students have a housing problem, off or on-campus, University or private, have academic problems and difficulties such as exams, wrong course, appeals and complaints, have immigration problems – such as entry clearance, family members and working, have money, debt and legal difficulties, are not sure who to talk to or where to get help.

The University Senior Tutor promotes the academic welfare of students, individually and collectively, and provides a sympathetic experienced senior academic whom students can consult for confidential advice and support regarding difficulties with their studies. The Senior Tutor is also an active member of the German Department's academic staff, and provides help and advice to members of staff who are personal tutors. The University's guidelines on personal tutoring, available on the Senior Tutor's webpage, specify the key principles underpinning the university's policy on personal tutoring, as well as providing

details of sources of practical advice and support. The website also has links to video presentations on personal tutoring and, for international students, on UK Higher Education culture. Students may consult the Senior Tutor if they have academic course issues - such as change of course, temporary withdrawal, appeals against academic decisions, difficulties in getting on with a personal tutor, course tutor, or supervisor, problems with termination of registration proceedings, a need for advice on a possible academic complaint, a need for advice on a possible appeal against the decision of an examination board.

The University Counselling Service provides an opportunity for all students at any level and at any time of study at the University of Warwick to access professional therapeutic counselling so that they may better develop and fulfil their personal, academic and professional potential. The service is also available to all staff to help develop their potential as an employee of the University of Warwick. Students may appeal to The University Counselling Service if they are suffering from depression, are experiencing stress or anxiety, are having problems with self-identity, are having problems with relationships, have issues from the past or present that may hinder their capacity to function.

Trend data the development of curatorial activity we can observe in Russian universities (Shestakova, 2011; Il'ina & Prudnikova, 2019; Petuhova, 2014)

Almost all Universities in the UK are committed to providing a supportive and positive environment for all members of their communities. It is quite possible that could appear times in everybody's

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University life when things do not go as well as they should be. In times like these, there is a comprehensive support and welfare structure available to help

with all kinds of different problems. There may be more than one option available to students, so they can use any of them at any time.

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Вклад авторов:

- A – Разработка концепции или дизайн методологии; создание моделей, изучение проблемы
- B – Применение статистических, математических, вычислительных или других исследований
- C – Проведение исследований, в частности проведение экспериментов или сбор данных
- D – Подготовка, создание и оформление рукописи

Authors 'Contribution:

- A – Concept development or design methodology; creating models, studying the problem
- B – Application of statistical, mathematical, computational or other studies
- C – Research, in particular experimentation or data collection
- D – Preparation, creation and design of the manuscript