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# IMPRESS

## (Improving the Efficiency of Student Services)

**Project duration: 15.10.2012-30.04.2016**

**530534-TEMPUS-1-2012-1-UK-TEMPUS-SMGR**

**Grant holder:** Northumbria University (Newcastle), (Great Britain).

**Partners:** University of Cordoba (Spain);

Tomas Bata University in Zlin (Czech Republic);

European Students Union (Belgium);

British Ukrainian Reach Out Centre (United Kingdom);

Shoofly Publishing Ltd (United Kingdom);

Donetsk National University;

Taras Shevchenko National University of Kyiv;

V.N. Karazin Kharkiv National University;

Ivan Franko Lviv National University

Ministry of Education and Science of Ukraine;

Ukrainian Association of Students' Self-Government;

Donetsk Chamber of Commerce and Industry.

*Tatyana Orekhova*

*Vice-Rector for International Affairs*

*Vasyl' Stus Donetsk National University*

**Web-site of the project:**

**<http://www.impress-eu.com/>**



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## University Governance in context of Improving Student Services *Institutional level*

<p><b><i>Improved recruitment process</i></b></p> <ul style="list-style-type: none"><li>➤ Developed recruitment training materials for Schools Ambassadors</li><li>➤ Implementation of Buddy System</li><li>➤ Improved publicity material including websites and other digital and social media platforms</li></ul> <p><a href="http://www.donnu.edu.ua/en-us/Centre%20of%20International%20Educational%20Projects/News/Pages/zavershennia-proektu-impress.aspx">http://www.donnu.edu.ua/en-us/Centre%20of%20International%20Educational%20Projects/News/Pages/zavershennia-proektu-impress.aspx</a></p>	<p><b><i>Soft skills</i></b></p> <ul style="list-style-type: none"><li>➤ Established new 'soft skills' course in personal and professional development which is accredited by Northumbria University</li><li>➤ Prepared Soft Skills e-book.</li><li>➤ Course has piloted/delivered in all 4 Ukrainian universities-partners</li></ul> <p><a href="http://media.wix.com/ugd/1d75c7_90d07758144243ad857fc390e70ff6f4.pdf">http://media.wix.com/ugd/1d75c7_90d07758144243ad857fc390e70ff6f4.pdf</a></p> <p><a href="http://www.donnu.edu.ua/ru-ru/Centre%20of%20International%20Educational%20Projects/News%20and%20Events/Pages/soft-skills.aspx">http://www.donnu.edu.ua/ru-ru/Centre%20of%20International%20Educational%20Projects/News%20and%20Events/Pages/soft-skills.aspx</a></p>
<p><b><i>Established student placement services</i></b></p> <ul style="list-style-type: none"><li>➤ State-of-art placement service, based on the experiences of the Spanish and British partners was developed in all four Universities</li><li>➤ The mobile App designed to provide ease of access for both students and employers</li></ul>	<p><b><i>Student services &amp; dissemination</i></b></p> <ul style="list-style-type: none"><li>➤ Four well equipped Student Support Centres are installed and operating at the four Ukrainian universities</li><li>➤ Improved role and support for student representation and services in partner institutions</li><li>➤ Published promotional materials for dissemination</li><li>➤ Modernized students activity and experience in terms of the knowledge based economy</li><li>➤ Upgraded Alumni Societies services and career support</li></ul>



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## University Governance in context of Improving Student Services

### *National level*

1. The National Roadmap of students services improving in the form of an on-line advisory site  
<http://www.impress-eu.com/services>
2. The national network of Student Services Centres including placement system with Web based interface
3. Electronic book on Soft Skills
4. Implementation in Ukraine of the Best Practice of Student Services in Europe  
**[Information about national dissemination event in Kyiv](#)**  
<http://www.univ.kiev.ua/news/7540>  
<http://www.econom.univ.kiev.ua/fknews/mizhnarodnyy-robochyy-studentskyy-seminar-v-ramkah>

### **Published papers:**

1. Проблеми ефективності студентських служб в Україні: результати роботи міжнародного проекту ТЕМПУС «IMPRESS»  
<http://vnz.org.ua/statti/8787-problemy-efektyvnosti-studentskyh-sluzhb-v-ukrayini-tempus-impress>
2. Соціальні компетенції молодих фахівців: результати реалізації міжнародного проекту ТЕМПУС “IMPRESS”  
<http://www.edu-trends.info/tempus-impress/>
3. Проблеми ефективності студентських служб в Україні: досвід міжнародного проекту ТЕМПУС IMPRESS // Bulletin of Taras Shevchenko National University of Kyiv. Economics, 2015, 11(176): 55-58 <http://dx.doi.org/10.17721/1728-2667.2015/176-11/9>
4. Shaulska L.V., Sereda G.V., Shkurat M.E. «The Development of Soft Skills in the provision of Competitiveness of Graduates » - Economic Herald of Donbass № 4 (2015 r.) – ANNEX 2.
5. Orekhova T., Shaulska L., Sereda G., Shkurat M. Donetsk National University students Soft Skills development - <http://news.donnu.edu.ua/uk-ua/Pages/Soft-skills.aspx>



## ***Problems and Challenges***

- Serious political disturbances took place midway through this project
- One of the project participants, Donetsk National University, was occupied and relocated
- The part of the project team has undergone a forced change in the middle of a project



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## *Future perspectives*

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1. Establishment of the centres as university wide focus for the student journey, including student recruitment and induction, placement, soft skills and alumni

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2. To equip students with glocal knowledge during and after university

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3. Soft Skills courses embedded within the Ukrainian National curricula

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4. Active student participation in all Ukrainian Universities

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5. Roadmap disseminated nationally by the Ministry of Education and Science



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**Thank You for Your attention!**