TRANSLATION

Criterion II.6: Counseling and Support Services - Relevance

3 aspects to be assessed

Institutional dimension:

- •**Which elements of the assistance and support services provided to students are successful?**

1. We can support them by inviting them to our sports clubs or cultural and artistic clubs to make effective use of their free time. This becomes both a useful activity for them and helps to lay the foundation for their future successes.

(https://wcu.edu.az/az/caspianstar)

2. Accessibility and Visibility

Services are open to all students and can be easily found (for example, promotion on the university website, social media, info stands).

(https://www.wcu.edu.az/az/news)

3. Active Listening and Feedback Mechanisms

Development based on students' opinions.

(Gaining information about students' opinions and ideas through the student youth organization and the student community done)

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4. Proactivity and Awareness

-Services are offered in advance, not just during problems.

-Informing students through seminars, trainings, webinars, info days and social campaigns.

You can see the events held from the links below.

A series of seminars on "Artificial Intelligence Tools and Their Correct and Effective Use in Research and Writing Processes" for Bachelor, Master and Doctoral Students at Western Caspian University.
(https://www.wcu.edu.az/az/news/elmi-kitabxana-suni-intellekt-movzusunda-seminarlar-seriyasi)

Legal Research Skills Seminar at Western Caspian University.

(https://www.wcu.edu.az/az/news/qerbi-kaspi-universitetinde-huquqi-arashdirma-bacariqlari-se)
Our students participated in the training of the German Academic Exchange Service representatives.

(https://www.wcu.edu.az/az/news/telebelerimiz-alman-akademik-mubadile-xidmetinin-numeyyedesi)
An exhibition titled "Carpet Weaving and Novruz Traditions" was organized at the Scientific Library Center of Western Caspian University was made

(https://www.wcu.edu.az/az/news/qerbi-kaspi-universitetinin-elmi-kitabxana-merkezinde-xalcha)

5. Integration and Coordination

-Collaboration with academic staff, student unions and other university structures.

-Coordination between different departments

(via internal phones and e-mail)

•**What changes are required?**

Required Changes in Counseling and Support Services

1. Student-Centered and Personalized Approach

-Rejection of one-size-fits-all: different approaches for students from different faculties and cultures.

2. Counselor and Staff Training

-Involvement of service providers in continuous professional development programs.

-Training on psychological health, gender, inclusion and different cultures.

3. Integration and Coordination

-Strengthening coordination between different departments and faculties

4. Proactive and Preventive Approach

-Providing services in advance to prevent problems, not just when they arise.

-Regular seminars and trainings such as stress management, time management, self-assessment.

5. Need for Additional Resources

-Psychologists and social workers are required for administration and students.

-More physical space (consultation rooms, quiet relaxation areas).

What are the typical difficulties that need to be avoided?

Psychological and Emotional Problems

Ways to prevent them:

Organizing regular psychological awareness seminars and referring students to psychological counseling services

A training on bullying and cyberbullying was conducted by Reyhan Ahmadova, associate professor of Western Caspian University, PhD in psychology, to teach students how to correctly assess bullying cases, protect themselves from it, and build healthy social relationships.

(https://www.wcu.edu.az/az/news/telebeler-uchun-bullinq-ve-kiberbullinq-haqqinda-telim-kechi)

● •**Are the physical and human resources sufficient and at the appropriate level to implement the expected assistance and support services?**

-We have sufficient and at the appropriate level of physical and human resources.

Procedure size:

How do the processes of providing assistance and support work?

-Works according to the action plan of the University's Department of Extracurricular Activities.

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Structure of the Processes of Providing Assistance and Support:

1. Identification of the student's needs and problems

2. Application and registration stage

Students apply to the department regarding the student's social life (for participation in various events, clubs, festivals).

(https://wcu.edu.az/az/activities)

3. Initial assessment and referral

The service employee evaluates the student's application and directs him to the appropriate area of activity in accordance with the student's thoughts, ideas and interests.

(https://wcu.edu.az/uploads/files/idman%20klubu%20flayer%201080x1080%20(1).jpg)

Which processes are considered successful, and which should be improved?

Processes Considered Successful:

1. Initial Application System (Accessibility and Simplicity)

Students can apply online or in person.

Simple and clear application forms.

(https://wcu.edu.az/az/activities)

Why is it successful:

The student does not face a long procedure before applying, which encourages seeking help.

2. Training and Educational Seminars

The organization of seminars in the field of stress management, time planning, self-confidence and other skill development should be improved.

•Do the institute employees involved in the assistance and support processes have sufficient information and resources?

- According to the regulations and job descriptions of the University's Department of Extracurricular Activities, the employees have sufficient knowledge. Also, the resources needed by the department are provided by the university.

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Cultural dimension:

- Do the intended target groups use the assistance and support offers? If not, why?

Mainly socially oriented and active students are aware of these opportunities and participate.

However, in some cases: The designated target groups do not use them.

Why do they not use them? – Main reasons

1. Lack of awareness

Many students are unaware of the available support services.

Especially students from the regions or newly admitted students have difficulty accessing information.

Solution: Extensive information campaigns, social media, introductory sessions at the beginning of classes.

(https://wcu.edu.az/uploads/files/idman%20klubu%20flayer%201080x1080%20(1).jpg)

- •**To what extent are individual target groups satisfied with the assistance and support offered?**

Level of Agreement by Target Groups

First-year students have difficulty adapting to the new environment.

-Orientation programs, mentoring and familiarization meetings are effective for this group.

(https://wcu.edu.az/az/news/yeni-telebelerle-gorush-kechirilib)

A meeting with new students was held at Western Caspian University.

The Chairman of the University's Board of Trustees, Professor Huseyn Bagirov, congratulated the students who were admitted to higher education this year and wished them success. The students were informed about university life, the form of organization of education, implemented local and international projects, student clubs, etc. opportunities.

(https://www.wcu.edu.az/az/news/yeni-telebelerle-gorush-kechirilib)

Level of agreement: MEDIUM/HIGH