

The WISE project

On June, 14th a presentation of the results of the WISE international project (Welfare for Improved Social Dimension of Education) will take place at the seat of Università Cattolica in Milan.

The project, financed by the EU in connection with the Erasmus + programme, aimed at developing a methodology for a multidimensional evaluation with the goal of defining, monitoring and supporting the students' welfare. The main intention is to promote an evolution of the Students' Support Services towards the offer of services, managed by the institutions in charge for the services dedicated to university students, which should be more focused on the real needs of these.

The partners

The partnership between six different actors constitutes the major aspect of the project. The working groups have benefited from the presence of experts, involved in first person in the supply of student welfare services, and of scientific researchers. This allowed the adoption of a multidisciplinary approach engaging four European countries: Italy, Croatia, Finland and Poland. The leader of the project is Fondazione EDUCatt, the institution in charge for the Students Support Services for Università Cattolica del Sacro Cuore. The partners of the project are: Fondazione CRUI, Fondazione Endisu and three foreign universities: Universitas Studiorum Catholica (Croatia), John Paul II Catholic University in Lublin (Poland) and Åbo Akademi University in Helsinki (Finland). The project has been supported, from a methodological and operational point of view by ALTIS.

The research

The project, started in September 2014, had an overall duration of two years and has been divided into two main phases. The first was based on the research on the field addressed to university students driven by the institutions involved in the project and aimed at the identification of the primary needs. The second was an experimentation of a set of services conveniently selected as to verify their impact on the primary needs previously identified.

The research on the field

With the aim of investigating the importance of the students' needs, the satisfaction concerning the related services and the using level, a research on the field was conducted as to involve 126377 university students in the four countries. Among these, 9045 answered to the questionnaire. Particularly, the research in Italy interested the services offered by Fondazione Endisu, ESU Padova, ESU Venezia, ESU Verona and EDUCatt. Needs, services and use have been examined under two dimensions: activity areas (food and canteen service, housing, financial support, health and psychological assistance, study and personal development, sport and cultural activities) and phase of study (entry, during and exit phase).

Particular attention was dedicated to the exploration of the needs of three specific targets: international students, disabled students and students affected by learning disability.

The main results

The analysis of the collected data allowed to go deeper into the analysis of the welfare needs of the students and of the satisfaction about the services offered. All the examined needs are perceived as important; the average evaluation is 3,76 on a scale from 1 to 5.

Five categories of needs obtained an importance evaluation higher than the average of the evaluations. Among these, the financial aid and the needs of the exit phase play a very important role. The picture number 1 shows the first five categories of needs ordered by the importance attributed by the students.

Concerning the satisfaction level, the students appear to be generally satisfied with the services offered: the average level of satisfaction is 3,31 on a scale from 1 to 5.

Even in this case, the financial support services are the most satisfactory among the students; the average evaluation is 3,80. The picture number 2 shows the order of satisfaction concerning the services that meet the needs of the students and the related evaluation expressed by them.

Picture number 1 Importance level of the needs and satisfaction level about the services offered

Area- Importance level (total average)- Satisfaction level (total average)		
Financial aid	4,36	3,80
Exit phase	4,24	3,00
International students	3,95	3,30
Personal development	3,84	3,40
Housing	3,84	3,23
Entry phase	3,77	3,11
Food and canteen service	3,62	3,09
Medical and psychological support	3,43	3,70
Disabled students	3,41	3,10
Sport activities	3,12	3,40

Thanks to the evaluations of the satisfaction level about the services and the importance level of the needs, it's been possible to create the overall WISE matrix, that takes into account the evaluations by the students answering to the questionnaire in the four countries (Picture number 3).

Picture number 3: the overall WISE matrix

Entry phase- Food and canteen service- Housing- Financial support- Health assistance- Personal growth- Sport activities- Exit phase- International students- Disabled students- Learning disability

Each sphere represents an area of needs associated to the related services, showing for each an average level of importance (x-axis), satisfaction level (y-axis) and percentage of use (sphere dimension).

The categories that obtained an importance evaluation higher than the average (3,76) and at the same time a satisfaction level lower than the average (3,31) find themselves in the red zone, the most critical area. The red zone represented the starting point for the following phase of the project, in which the foreign partners worked on focus groups and EDUCatt started the experimentation of some new services.

EDUCATT - ENTE PER IL DIRITTO ALLO STUDIO
UNIVERSITARIO DELL'UNIVERSITÀ CATTOLICA

Welfare for Improved Social dimension of Education

WISE project

Final event

June 14, 2016

Cripta Aula Magna

Largo A. Gemelli 1 - Milano



www.wise-project.eu



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