Una Europa Student Paths

Milestone 22, WP8, University of Helsinki

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Introduction

In Una Europa we are aiming for a meaningful and smooth experience for all students engaging in our activities, this requires a commitment and joint approach to what a meaningful experience looks like and what steps are part of that process. It is also important to recognize that the path needs to include both the steps that are student-facing but also what that path looks like from a staff point of view, so there is a joint responsibility for the experience that students have.

Student paths are meant to be used in conjunction with Milestone 21: Description of student engagement structures. The collective aim of these two milestones is to map and visualize the experience of students, streamline the experience to ensure the delivery of a quality experience, and to provide clearer instructions for staff and teachers on how this can be achieved with tools, resources, and processes.

The student path is presented as a generic path from the perspective of both staff and students. This acts as a tool for staff to use in connection with the student engagement structures. The aim is to understand what delivering a certain type of experience looks like. While the student path is not yet fully operational, we will also work toward developing these so students are offered a similar tool for their engagement.

Structure of this document

With this framework it is easier to see what steps or elements are needed in each part of the process and how to improve each segment to be clearer, more understandable, and more meaningful for the student.

In this document you will find four different models or visuals:

- Figure 1 shows the student path as a circular process, indicating the continuous nature of the Una Europa student experience. Ideally, there should be another opportunity or another emerging path for engagement continuing at the end of the current engagement. The invitation is to consider how students are participating in the Una Europa ecosystem of opportunities enabling them to create their own experience encompassing a range of opportunities building on each other.

- Figure 2 shows all seven steps of the path with the actions and touchpoints from both the student and the staff perspective on each side. The intention is to understand better some of the touchpoints and moments where the interaction between the two are defining for the experience and where clear instructions, communication, and engagement might be most meaningful.

- Figure 3 shows the detailed steps of the path from the students' point of view.

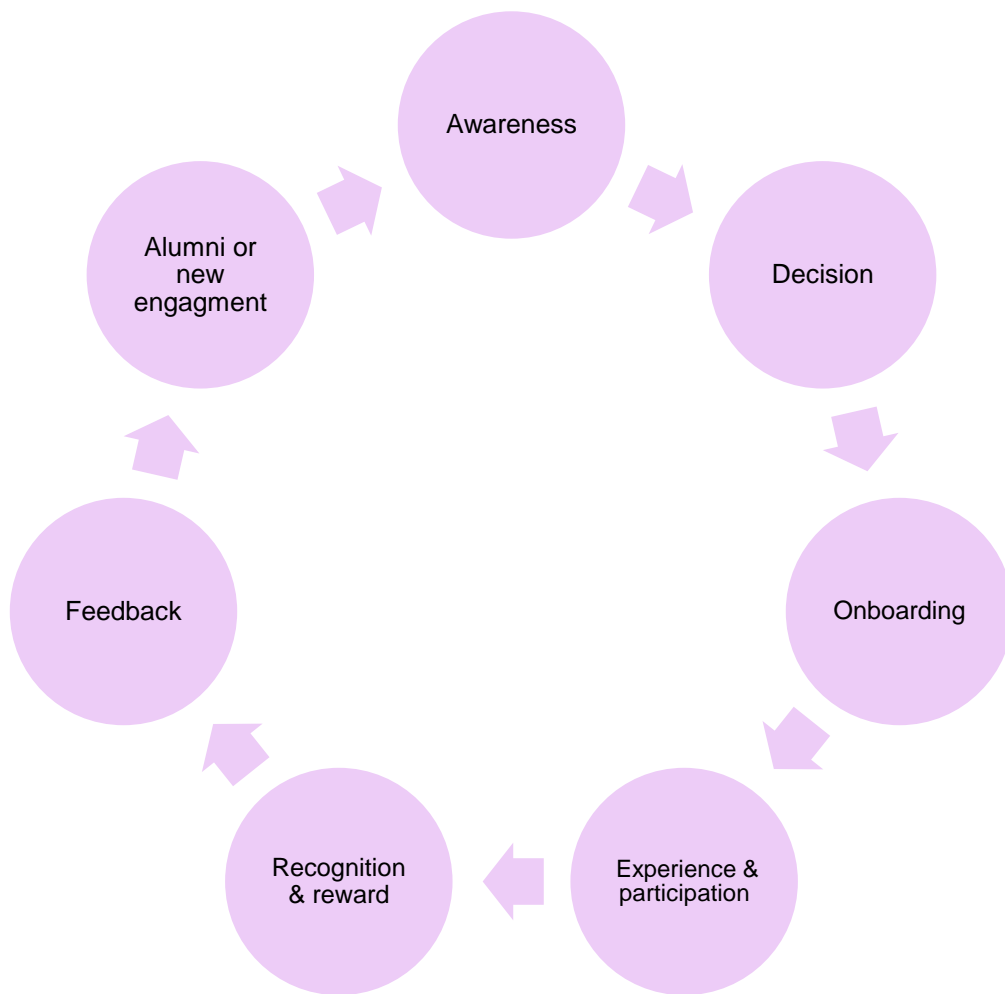- Figure 4 shows the detailed steps of the path from the staff's point of view.

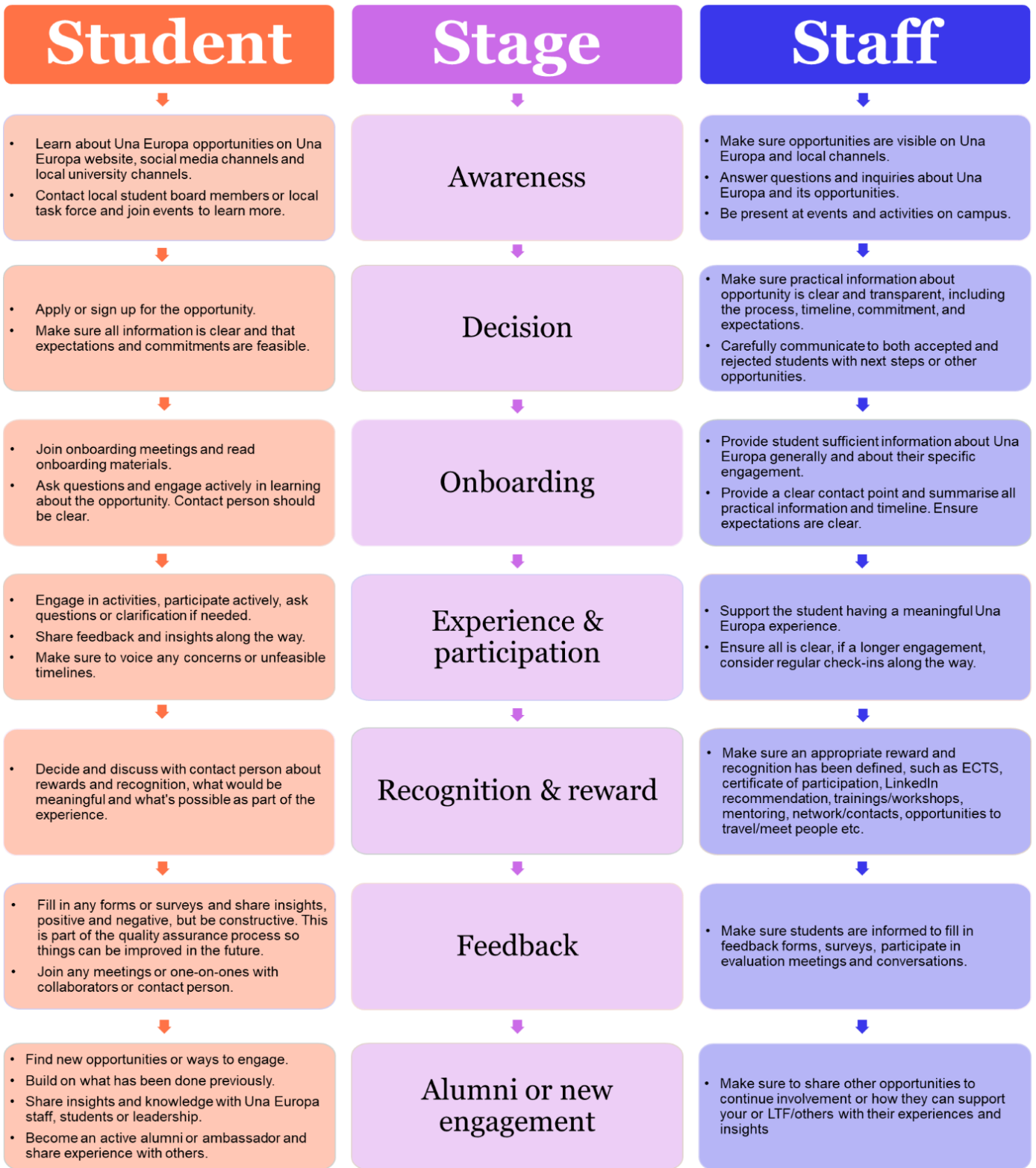Figure 1 The Student Path as a circular process for continuous engagement

Student	Stage	Staff
• Learn about Una Europa opportunities on Una Europa website, social media channels and local university channels. • Contact local student board members or local task force and join events to learn more.	**Awareness**	• Make sure opportunities are visible on Una Europa and local channels. • Answer questions and inquiries about Una Europa and its opportunities. • Be present at events and activities on campus.
• Apply or sign up for the opportunity. • Make sure all information is clear and that expectations and commitments are feasible.	**Decision**	• Make sure practical information about opportunity is clear and transparent, including the process, timeline, commitment, and expectations. • Carefully communicate to both accepted and rejected students with next steps or other opportunities.
• Join onboarding meetings and read onboarding materials. • Ask questions and engage actively in learning about the opportunity. Contact person should be clear.	**Onboarding**	• Provide student sufficient information about Una Europa generally and about their specific engagement. • Provide a clear contact point and summarise all practical information and timeline. Ensure expectations are clear.
• Engage in activities, participate actively, ask questions or clarification if needed. • Share feedback and insights along the way. • Make sure to voice any concerns or unfeasible timelines.	**Experience & participation**	• Support the student having a meaningful Una Europa experience. • Ensure all is clear, if a longer engagement, consider regular check-ins along the way.
• Decide and discuss with contact person about rewards and recognition, what would be meaningful and what's possible as part of the experience.	**Recognition & reward**	• Make sure an appropriate reward and recognition has been defined, such as ECTS, certificate of participation, LinkedIn recommendation, trainings/workshops, mentoring, network/contacts, opportunities to travel/meet people etc.
• Fill in any forms or surveys and share insights, positive and negative, but be constructive. This is part of the quality assurance process so things can be improved in the future. • Join any meetings or one-on-ones with collaborators or contact person.	**Feedback**	• Make sure students are informed to fill in feedback forms, surveys, participate in evaluation meetings and conversations.
• Find new opportunities or ways to engage. • Build on what has been done previously. • Share insights and knowledge with Una Europa staff, students or leadership. • Become an active alumni or ambassador and share experience with others.	**Alumni or new engagement**	• Make sure to share other opportunities to continue involvement or how they can support your or LTF/others with their experiences and insights

Figure 2 Student Paths from both Student and Staff Perspectives

Student side of the workflow

1. Awareness

- Aim: the student is aware of the opportunities to engage with Una Europa
- Make sure opportunities are visible on Una Europa website, social media channels and local channels
- Engage with SB, LTF members or staff locally
- Get to know through events on campus or online
- Learn more from people involved from Una Europa

2. Decision

- Aim: the student decides to apply and is aware of if they were selected
- Read all instructions, expectations, and commitments carefully
- Fill in application as instructed and submit needed documents
- Ask questions from contact person as needed
- Await further instructions, both selected and non-selected students will be informed

3. Onboarding

- Aim: the student is aware of what to expect and what is expected in their participation
- Read instructions and acceptance email carefully for the next steps and information, including discussion on rewards and recognition
- Fill in any information, join onboarding meetings and read materials

4. Experience/participation

- Aim: the student has a meaningful Una Europa student experience
- Engage and make the most of the experience through active participation
- If part of a longer-term engagement, there should be regular check-ins along the way and opportunities to provide feedback
- Provide feedback and insights to student along the way, even in short experiences

5. Recognition & reward

- Aim: the student's contribution is recognized
- Based on discussion during onboarding, appropriate recognition should be done
- Some ideas: ECTS, certificate of participation, LinkedIn recommendation, trainings/workshops, mentoring, network/contacts, opportunities to travel/meet people etc.

6. Feedback

- Aim: the student has the opportunity to share their experiences and comments
- Fill in any feedback forms, surveys, attend feedback meetings and share insights, positive and constructive feedback to ensure improvement
- If part of longer experience an individual feedback session should take place
- Inform whether interested in following the output of the project in the future, there should be different ways to stay informed, engaged or take the insights into own projects

7. Alumni or new engagement

- Aim: the student understands how they can continue or benefit from their engagement with Una Europa
- Apply or engage in new opportunities
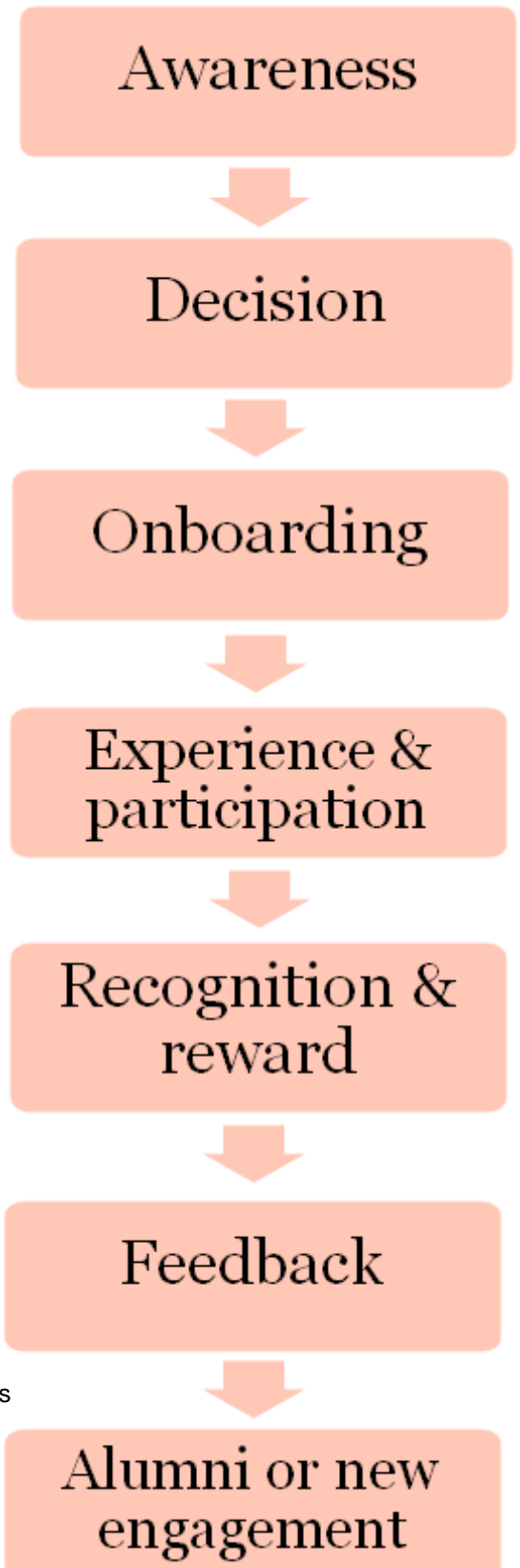- Participate in future events and activities as ambassadors or alumni of Una Europa

Figure 3 Student Paths, Detailed Student View

Awareness

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Decision

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Onboarding

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Experience & participation

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Recognition & reward

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Feedback

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Alumni or new engagement

Staff side of the workflow

1. Awareness

- Aim: the student is aware of the opportunities to engage with Una Europa
- Make sure opportunities are visible on Una Europa website, social media channels and local channels
- Promote local activities and engagement through staff, SB and LTF members
- Make sure Una Europa is visible on campus locally and online for alliance-level activities
- Be available for students' questions, inquiries and provide opportunities for students to get involved

2. Decision

- Aim: the student is aware of their possibility to participate
- Make sure every opportunity has clear instructions for participation, costs, timelines and expectations
- Make sure the process is clear and dates are clear for when information will be shared and the next steps
- Carefully communicate to both accepted and rejected students about their status

3. Onboarding

- Aim: the student is aware of what to expect and what is expected in their participation
- Provide students with onboarding for Una Europa and the specific opportunity, including discussion on rewards and recognition
- Clearly communicate their contact point and the expectations for both parties

4. Experience & participation

- Aim: the student has a meaningful Una Europa student experience
- Make sure students have all the information regarding the practical, logistical and timeline of the engagement and assignments
- if student is contributing to a longer-term engagement, make sure to have regular check-ins and feedback
- Provide feedback and insights to student along the way

5. Recognition & reward

- Aim: the student decides to apply and is aware of if they were selected
- Make sure a solid way of reward and recognition has been defined, if possible keep this flexible depending on students' needs and interest
- Some ideas: ECTS, certificate of participation, LinkedIn recommendation, trainings/workshops, mentoring, network/contacts, opportunities to travel/meet people etc.

6. Feedback

- Aim: the student has the opportunity to share their experiences and comments
- Make sure students are informed to fill in feedback forms, surveys, participate in evaluation meetings and conversations
- Have a clear intention of the feedback sessions and help student understand how it will be used
- If appropriate follow up with how information/work was used or implemented or at minimum give students opportunity to follow further development

7. Alumni or new engagement

- Aim: the student understands how they can continue or benefit from their engagement with Una Europa
- Make sure to share other opportunities for students to get involved and engaged
- Use the students as ambassadors or alumni of certain programs and experiences
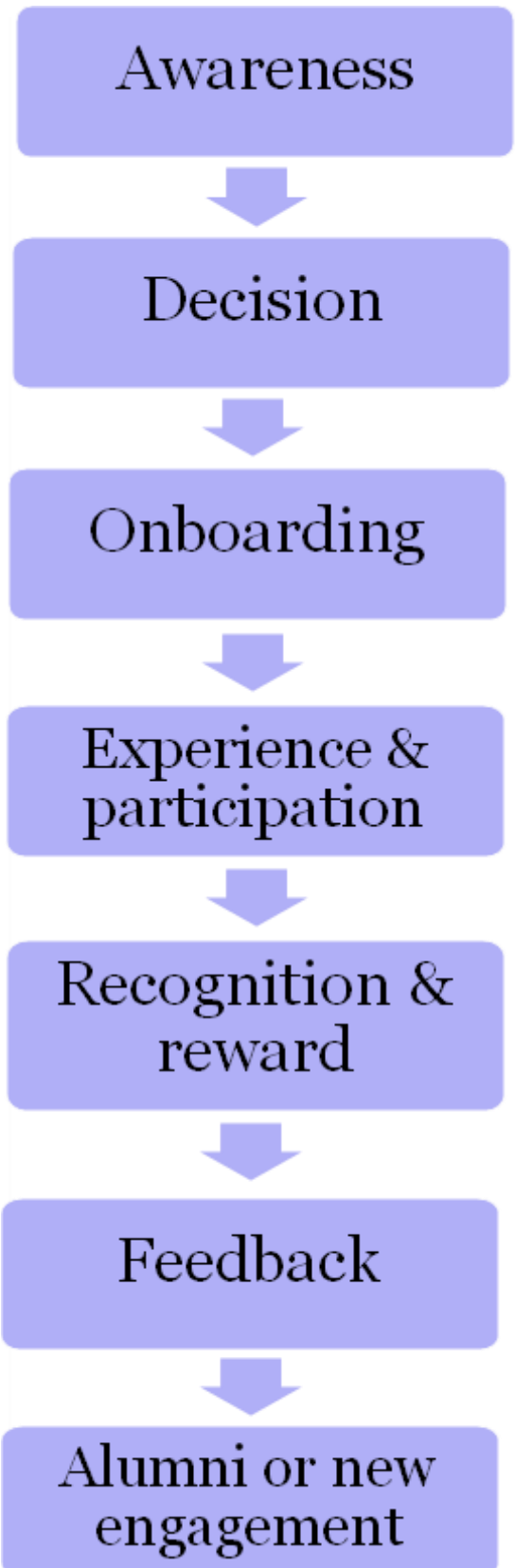
Figure 4 Student Paths, Detailed Staff View

Awareness

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Decision

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Onboarding

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Experience & participation

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Recognition & reward

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Feedback

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Alumni or new engagement

Next steps

This documents and these visuals are the first step in presenting a more coherent opportunity path and set of experiences for students in Una Europa, alongside the instructions for staff to support these experiences.

The next steps include piloting these frameworks with different groups of staff and teachers to ensure that each of these elements exist and are functioning as intended or review the process based on the new knowledge. These will be discussed with different stakeholders, including communications professionals at both local and Una Europa levels, to ensure these structures and spaces for opportunities exist, are updated, and are easily findable for students.

The processes described will also be closely reviewed to determine if these are the right steps, if steps are missing from these paths, and to ensure the paths are as comprehensive as possible, while still avoiding information overload and making them useable for both students and staff.

The aim is to create concrete and specific student paths for different types of experiences for students and to publish these as tools and resources for students to understand their opportunities within Una Europa. This also serves as a framework anyone can use to put their specific experience (e.g. summer school, online course, joint degree) in a clear framework and see whether the journey is clear and coherent from the user's point of view.