# UNICORE 5.0

## Survey on UNICORE 5.0 students' opinions about their experience of the program

### General information

The surveys were conducted to gather insights into the experiences and perspectives of UNICORE 5.0 students to be inform future actions and project's enhancement by universities, national and local partners, and UNHCR. The survey was open to student's submission from February 28th until March 18th, 2024. It was responded by 32 participants (65%) out of a total of 49 of the target group (1 student of the 5th edition had just arrived in Italy at the time of the survey).

### Expectations

While a majority of respondents expressed varying degrees of agreement regarding the alignment of their participation expectations with their actual experiences in the project, there were notable disparities among smaller subsets of participants, necessitating nuanced analysis and targeted interventions to address divergent perceptions.

| The expectations about your participation to the project have been met | | |
|---|---|---|
| Strongly agree | 8 | 25% |
| Agree | **16** | **50%** |
| Neither disagree nor agree | 3 | 9% |
| Disagree | 4 | 13% |
| Strongly disagree | 1 | 3% |
| **Grand total** | **32** | **100%** |

Among respondents, **24, constituting 75%, expressed that their expectations had been met**. 9% of respondents neither disagreed nor agreed with the statement, while a much smaller yet present portion, composed of 5 students, expressed disagreement or strong disagreement with the statement, indicating a divergence between their anticipated and actual experience in the project, warranting further exploration into the underlying factors contributing to their dissatisfaction.

The expectations declared by some of these respondents were as follow:

- *on time delivery of scholarship services; coordination with the participating university to ensure the UNICORE students are signed up and enrolled for the study program; support from the UNICORE partners; expected the study program to be in English as indicated on the UNICORE website; study materials*
- *Completing my degree and finding employment in Italy*
- *My expectations were: while studying you should have got part time Job but now it's now something different; I thought I will be given learning resources eg laptop, phone but something different; Being in the best school of My choice that's absolutely right I'm in best school of My dream and I'm sure of achieving my goals*
- *To get the required residential documents e.g, the residence permit, so that I would begin my studies knowing that both sides have been met; To ensure that I learn in an environment where I am registered in the public social welfare and social security and the benefits that's accrued to them., e.g the medical insurance, that I do not have up to now*
- *To have good conditions of learning*

## Admission criteria, application phase and selection process

While **the majority of respondents expressed satisfaction with the fairness of the admission criteria**, there were varying degrees of sentiment among smaller subsets of participants.

Indeed, a substantial proportion of respondents, comprising 47% of the total, expressed very satisfaction with the fairness of the admission criteria and an additional 34% reported feeling even extremely satisfied.

| Fairness of the admission criteria | | |
|---|---|---|
| Extremely satisfied | 11 | 34% |
| Very satisfied | **15** | **47%** |
| Moderately satisfied | 5 | 16% |
| Not at all satisfied | 1 | 3% |
| **Grand total** | **32** | **100%** |

Conversely, a smaller proportion, representing 16% of respondents, conveyed moderate satisfaction with the admission criteria. The same respondent who affirmed that their expectations were not met, also expressed extreme dissatisfaction with regard to it.

Looking at the **application process**, feedback on the user-friendliness of the UNICORE website varied. While some noted ease of use, others indicated room for improvement. Nonetheless, a significant majority (72%) reported satisfaction with the ease of the application process. Moreover, the majority of respondents **(69%) expressed satisfaction with the support received during the application phase**. The response of 10 participants (of which 2 affirmed not being satisfied at all), however, suggests that additional effort is needed by potential candidates in during the application process.

| User-friendliness of the UNICORE website | | |
|---|---|---|
| Extremely satisfied | **10** | **31%** |
| Very satisfied | 9 | 28% |
| Moderately satisfied | **10** | **31%** |
| Slightly satisfied | 1 | 3% |
| Not at all satisfied | 2 | 6% |
| **Grand total** | **32** | **100%** |

| Easiness in application process (application submission) | | |
|---|---|---|
| Extremely satisfied | 11 | 34% |
| Very satisfied | **12** | **38%** |
| Moderately satisfied | 9 | 28% |
| **Grand total** | **32** | **100%** |

| Support received during the application phase | | |
|---|---|---|
| Extremely satisfied | **11** | **34%** |
| Very satisfied | **11** | **34%** |
| Moderately satisfied | 8 | 25% |
| Slightly satisfied | 1 | 3% |
| Not at all satisfied | 1 | 3% |
| **Grand total** | **32** | **100%** |

The **selection process, particularly the interview stage**, proved good quality. **Indeed, the appreciation is remarkably high, with the respondents reporting to be either extreme or very satisfied.**

### The selection process (interview)

16 | 16

- Extremely satisfied
- Very Satisfied
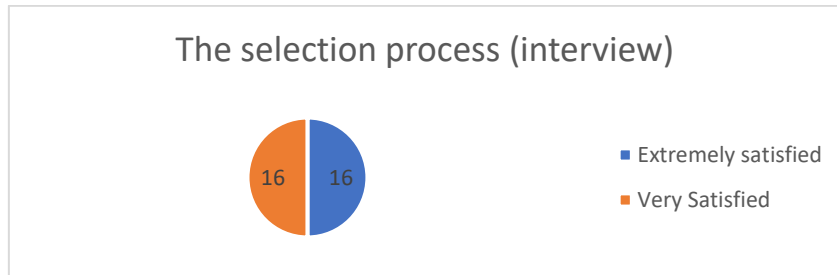
## Pre-departure support: administrative support and academic tutorship

Looking at the support received during the **pre-departure phase** (including assistance such as document translation, visa applications etc.), the results revealed that a significant proportion of respondents (34%) was very satisfied or extremely satisfied (25%) with the support received. However, 4 respondents conveyed a certain level of dissatisfaction. While this represents a minority, it reveals the importance of ongoing improvement of support mechanisms to better meet the needs of participants.

In addition, a notable proportion of respondents, comprising **41% of the total, expressed great satisfaction with the remote academic tutorship** provided by universities during the pre-departure phase. However, a 22% of respondents reporting feeling moderately satisfied along with 9 respondents (28%) who conveyed some or complete dissatisfaction with the remote academic tutorship.

| Support received during the pre-departure phase (translation of document to request visa, etc.) | | |
|---|---|---|
| Extremely satisfied | 8 | 25% |
| Very satisfied | **11** | **34%** |
| Moderately satisfied | 6 | 19% |
| Slightly satisfied | 3 | 9% |
| Not at all satisfied | 4 | 13% |
| **Totale complessivo** | **32** | **100%** |

| Academic remote tutorship implemented by universities during the pre-departure phase | | |
|---|---|---|
| Extremely satisfied | 4 | 13% |
| Very satisfied | **12** | **38%** |
| Moderately satisfied | 7 | 22% |
| Slightly satisfied | 2 | 6% |
| Not at all satisfied | 7 | 22% |
| **Totale complessivo** | **32** | **100%** |

## Post-arrival assistance and first-line services

In relation to support provided upon their arrival (i.e., accommodation, administrative and financial support, assistance received by the university at the early stages of their academic journey) results indicate a predominant satisfaction with the first aspect, with **84% expressing extreme or great satisfaction with the reception and the post-arrival support**. However, 2 students conveyed moderate satisfaction, along with 3 other students that expressed slight satisfaction with reception and post-arrival support, indicating room for improvement.

When requested which were the main issues faced upon arrival, the 3 students reported the following:

* *poor reception from the university*
* *Arriving in the airport and thought you should remind here for three hours then board the bus it was a bit not fine because I don't know anyone around, and the issue of language was a big challenge*
* *Took longer than necessary to get actual cash to meet basic needs*

The survey also assessed participants' satisfaction levels regarding **access to essential documentation**, including issuance of residence permits, enrollment in the National Healthcare system, and university bureaucracy. While a notable **59% expressed high level of contentment** with access to documentation, a smaller proportion of 13 students reported having found some challenges or gaps; particularly 6 (accounting for 19% of the respondents) affirmed being slightly or not at all satisfied with access to documentation.

The question on **accommodation** revealed a predominantly positive perception, with **75% reporting being extremely or very satisfied with their housing arrangements.** It is worth noting, though, that 4 students conveyed not at all satisfied with their accommodation, highlighting the need to further assess housing provision and quality.

Results on participants' satisfaction with **financial support** indicate various situations among respondents: while 13 students (41%) indicate a high level of contentment, 10 (31%) reported feeling moderately satisfied. A minority yet notable percentage of 29%, equal to 9 students, reports some discontent, particularly in the case of **4 people who consider the financial support being not adequate**.

| | Access to documentation | | Accommodation | | Financial support | |
|---|---|---|---|---|---|---|
| Extremely satisfied | **10** | **31%** | **15** | **47%** | 8 | 25% |
| Very satisfied | 9 | 28% | 9 | 28% | 5 | 16% |
| Moderately satisfied | 7 | 22% | 4 | 13% | **10** | **31%** |
| Slightly satisfied | 2 | 6% | 2 | 6% | 5 | 16% |
| Not at all satisfied | 4 | 13% | 2 | 6% | 4 | 13% |
| **Totale** | **32** | **100%** | **32** | **100%** | **32** | **100%** |

The survey results reveal a generally positive outlook towards the support received from universities upon arrival. Indeed, the majority of the students expressed a high level of satisfaction, specifically, 38% of the respondents reported being "Very satisfied," while another 19% rated their satisfaction as "Extremely satisfied." However, along with 6 students who are "Moderately satisfied", 8 participants affirmed being little or not satisfied, representing that some improvements are still needed.

**Support by the university in post arrival academic orientation and tutorship**

| | | |
|---|---|---|
| Extremely satisfied | 6 | 19% |
| Very satisfied | **12** | **38%** |
| Moderately satisfied | 6 | 19% |
| Slightly satisfied | 5 | 16% |
| Not at all satisfied | 3 | 9% |
| **Totale complessivo** | **32** | **100%** |

## Integration at university and into the society

**Satisfactions of the integration process and assets and gaps**

Looking at the levels of satisfaction regarding several dimension of the students' integration, the results indicate a **high level of satisfaction regarding their integration into the university**, for which the majority (60%) expressed a high degree of satisfaction. **Differently, when considering integration into the wider society, the students displayed a broader range of satisfaction levels**. "Moderately satisfied" was the most common response and an increased percentages of "Slightly satisfied" (22%) and "Not at all satisfied" (6%) suggest that challenges remain in facilitating seamless social integration.

| How satisfied are you with your integration in the university? | | |
|---|---|---|
| Extremely satisfied | 6 | 19% |
| Very satisfied | 13 | **41%** |
| Moderately satisfied | 8 | 25% |
| Slightly satisfied | 3 | 9% |
| Not at all satisfied | 2 | 6% |
| **Totale complessivo** | **32** | **100%** |

| How satisfied are you with your integration within the society, beyond university? | | |
|---|---|---|
| Extremely satisfied | 6 | 19% |
| Very satisfied | 6 | 19% |
| Moderately satisfied | 11 | **34%** |
| Slightly satisfied | 7 | 22% |
| Not at all satisfied | 2 | 6% |
| **Totale complessivo** | **32** | **100%** |

When asked to highlight the **main difficulties encountered**, it was emphasized the importance of linguistic, social, and administrative support.
**Language barriers stand out as the most significant impediment** mentioned by a vast majority of respondents, in particular, some students also noted the difficulty in accessing academic support and study materials in English, feeling that the support for those struggling with Italian is inadequate. Moreover, large majority of students mentioned **struggling with the Italian language** in various contexts, from administrative offices to social interactions.
**Racism and discrimination** were also mentioned as concerns impacting the integration experience. Around 20% of responses highlighted experiences of racism or discrimination in public context. Several students pointed out the **cultural shock** and the hardship of the adaptation process, including loneliness. A few participants also considered that **administrative difficulties**, such as delays in receiving residence permits and **discrepancies between financial support** expected and received hindered their ability to settle and focus on their studies.

While all the responses can be found at the end of this paper, some exemplificatory declarations follow:
- *Poor academic support from the university for unicore students who do not speak the Italian language especially in a program where the language of instruction is not English*
- *It's hard to find an opportunity to learn Italian language big I apply but I was though the class is full.*
- *Discrimination for example, it's nearly impossible for someone foreign to sit next to you in the cafeteria or student Mensa.*
- *On call it was written that we will have 500€ per month, but we have 200€. We have family back home. We were supporting them before coming here. But how can we share the 200€? Even the 200€ was given to us not from October, but from December!!! We are not happy.*
- *We do not even have permit of stay until today.*
- *Racism and language barrier*
- *The Education system is typically different, and most of the issue of Language. Italian is commonly used and hence its challenging to quickly get used from the early days on arrival.*

On the other side, students also identified several **effective mechanisms and factors** that aid their integration. A large portion of the participants pointed out the crucial role of **Italian language classes provided by the university** and also appreciated specific university supports such as **mentorship** from professors and peers, including **students of previous editions** of the UNICORE program. Having the opportunity to engage in **class projects** as well as in **extracurricular activities**, such as sport and church, was highlighted as a positive factor to strengthen relationships. The presence of an **inclusion office** and tutor families was also noted as beneficial. Several students mentioned the importance of **social events** organized by the university and local organizations, as well as participation in **trips** to other cities or similar initiatives that expose them to the Italian environment.

Among the responses, some of them seem worth noticing:
- *At the university we have the inclusion office that helps us to integrate and the UNICORE 4.0 students have be of a great support, Partner for documentation and also the tutor families are helping a lot in integration.*
- *Collaboration, interacting with the local organizations for refugees, participating in the events organized by the university or local society.*
- *Community matching project and personal interaction with people whenever I go to church.*
- *Getting supports from my university tutors both school wise and society wise*
- *Having a good number of positive Italian friends to spent time with and lean Italian language from them.*
- *Mentorship is helping me for where I am stack and helping me to get used to university system.*
- *The using of public transports helps me in becoming more familiar with my way around my city. The Erasmus network for international students helps me to not only limit myself to meeting Italians, but people from all over the world.*

**Role of the local organizations in supporting the integration process**

**The support from local organizations such as Caritas, Diaconia Valdese, Centro Astalli, and others in supporting the integration process was highly rated by the students**. A combined total of 79% felt positively about the support received. Nevertheless, there remains a segment (12%) expressing lower levels of satisfaction. Only a few students added comments and recommendations addressed to local partners, ranging from the suggestion for more efficient and effective support to a closer coordination with universities and UNHCR so to better define provision of services.

| How satisfied are you with the role of the local organizations (Caritas, Diaconia Valdese, Centro Astalli or others) in supporting your integration process | | |
|---|---|---|
| Extremely satisfied | 12 | 38% |

| Very satisfied | 13 | **41%** |
|---|---|---|
| Moderately satisfied | 3 | 9% |
| Slightly satisfied | 1 | 3% |
| Not at all satisfied | 3 | 9% |
| **Totale complessivo** | **32** | **100%** |

Only a few students added comments and recommendations addressed to local partners, ranging from the suggestion for more efficient and effective support to a closer coordination with universities and UNHCR so to better define provision of services:

- *On time service delivery*
- *Actually the local organisation are not comperating with the university and UNHCR, for what it has been written to the call of application is not what we receive from the local partner,*
- *Find opportunities to do voluntary work with other people.*
- *They should improve in the resources they provide*

UNICORE 5.0 students also provided additional key points and suggestions regarding integration and role of local partners, such as prioritizing Italian language learning before the university program commences and the need of continuous social engagement opportunities, also through structured activities facilitating meaningful interaction with the local community. The suggestion for a minimum scholarship, coupled with the provision of smartphones, laptops, and payment of passport fees, are also reported. Additionally, it was pointed out the discrepancy between expected and received support, and the request for follow-ups to ensure all students receive the stipulated support.

## Dissemination of UNICORE and accuracy of information shared about it

Regarding the **channels** through which participants learned about the UNICORE program, **half of the respondents discovered the project through UNHCR or partner organizations**. 8 (25%) were informed via informal channels such as friends or family, 7 (22%) learned about it through social media platforms and only 1 found out about the project through the website.

The students' feedback underscores a **predominantly favorable opinion regarding how the project was disseminated** among refugee communities, with 72% of the participants feeling very to extremely satisfied with it, though it also highlights a small segment that suggests enhancing outreach efforts. Notably, **a large majority** (84% or 27 out of 32 respondents) confirmed that the **information about the terms of the project was provided in a clear and exhaustive manner**. Nonetheless, **5 participants felt that the information was not adequately clear or exhaustive**.

Asked about their advice on how to improve the provision of information on UNICORE, the need for **clarity and transparency about what the program entails** and what it does not cover emerged, so that applicants can set **realistic expectations**. Student suggested that UNICORE can also be significantly broadened by leveraging various **social media platforms** or creating partnerships with **social media influencers** within educational and refugee communities could further amplify outreach efforts. Another critical aspect pointed out is the **alignment of information** among all stakeholders. To this aim, regular meetings with all partners should be organized to ensure students' expectations are managed. **Regularly scheduled interactive sessions**, possibly through webinars or live **Q&A sessions**, possibly **in persons in refugee camps**, with current beneficiaries and program partners, could also clarify doubts and **help in reaching out to those who might not have easy access to online resources**.

## Final remarks

**Would you advise UNICORE?** Almost all the respondents (31 out of 32[1]) answered "**yes**" to this question, suggesting that the program has been well-received by participants and, notwithstanding the need for continuous improvement, it has likely made a positive impact on their life.

Besides the appreciation for the opportunity, UNICORE 5.0 students shared their final comments and suggestions for enhancement. Recommendations include improving the preparation process for students, with **longer periods devoted to Italian language courses and pre-departure preparation** but also managing travel schedules to **avoid late arrival** into the semester. The adequacy and the promptness of financial assistance is also underlined as crucial, provided that some students affirm to face challenges due to low funding (appreciation for the temporary support mechanisms like voucher cards). It is emphasized the need for regular follow-ups to **ensure that all scholarship benefits are met**. Suggestions are also made for closer collaboration between universities and the government to streamline administrative processes, such as the **issuance of residence permits**, as well as recommendation that UNHCR, government and universities **jointly address the issues of health insurance/registration to SSN**. Additionally, participants highlight the importance of post-graduation support, such as creation of job connections, organization of workshops for talent development to complement academic education, and assistance in finding accommodation.

## Recommendation

The key recommendation leading from the UNICORE 5.0 survey in relation to the main areas observed and the suggestions from the students are as follows:

- Strengthening coordination among UNICORE's partners in order to ensure a consistent and **refugee-centered approach** of the project;
- Ensuring that benefits of the scholarships and their providers are put in writings and the students appropriately **informed**;
- Improving offer of **Italian language training** at no cost before departure and across the academic journey
- Promoting **peer-to-peer and/or tutorship programs in support of UNICORE students**, above all in the early stages of their academic journey;
- Promoting a variety of **extracurricular activities** minding cultural diversity and individual preferences of students;
- Facilitating connection between universities and local partners with existing **inclusion services** and opportunities at local and national level;
- Ensuring that **financial support is adequate** to meet students' needs and provided in a timely manner;
- Providing and/or facilitating access to **psychosocial support** to mitigate loneliness and cultural shock;
- Ensuring, also through the dissemination of an ad hoc service, that discrimination episodes are properly managed.

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[1] The student who replied 'No' affirmed in the final comments having issues with the hosting University.

# Answers to open questions

## What are the main challenges you are facing in your integration (both at university and in the society)?

Poor academic support from the university for unicore students who do not speak the Italian language especially in a program where the language of instruction is not English

Difficulties in accessing English study content in a university where language of instruction is not in English

Language Barrier

Racism in trains

Language barrier

At the moment none

Discrimination based on my skin complexity.

Communication barrier, since am still learning the native language.

I am too busy with school activities to integrate with the community.

In any new society, to adapt it takes some time the challenge is the language but with time and learning, I started speaking Italian.

Insufficient knowledge of Italian

It is only the languages barrier

It wasn't easy to integrate or catch up with the lessons since I came late.

Society side , it's still not easy due to language barriers

It's hard to find an opportunity to learn Italian language big I apply but I was though the class is full.

The society part of it is just not being much understanding the language but the community I'm living in is awesome.

language barrier

Language barrier and a totally new environment all together

Language barrier is the main hinder that is limiting my interraction and speedy  integration into the society

Language barrier

My residential permit has not been ready upto now

Don't have a bank account yet

Language barrier(italian)

Language barrier,

Language barrier, major of people speak Italian

Language barriers and loneliness

Language difficulties.

Discrimination for example, it's nearly impossible for someone foreign to sit next to you in the cafeteria or student Mensa.

My first challenges here is the language but i'll be learning it step by step and another one is to be adapted in the society: having the same considerations like the Italians students  specially at the university...

No challenges so far. The love and care from the group in Messina is so wonderful

Not knowing the language very well, but trying to learn

On call it was written that we will have 500€ per month,but we have 200€. We have family back home. We were supporting them before coming here. But how can we share the 200€? Even the 200€ was given to us not from October, but from December!!!. We are not happy.

We do not even have permit of stay untill today.

Only language barrier.

Racism and language barrier

Speaking Italian is still hurdle for me

The Education system is typyically different, and most of the issue of Languae. Italian is commonly used and hence its challenging to quickly get used from the early days on arrival.

The language barrier because I haven't known the Italian language and it's used everywhere. In class it's english but if you go to other offices or at the canteen the majority don't know english so communication becomes difficult.

The language is a major challenge for me to integrate into the society but the university is offering a free Italian classes to us that is helping me to achieve my goal

The most challenge i am facing to me to integrate is italian language, it is difficult to interact with people, find other opportunities maybe be get a student job and others. The University system is italiano thus my teaching English but very difficult to integrate as all our backgrounds were in English.

*There is a language barrier as most of the locals do not speak English. However, I am doing my best to acquaint myself with basic phrases that can help me get by.*

## What are the aspects that you believe are instead helping your integration (both at university and in the society)?

*Local partners are supportive*
*Previous UNICORE students*
*Language classes*
*Social events organised by university and local organisation*
*Guidance from the professors, fellow students and local organisation*
*At the university we have the inclusion office that helps us to integrate and the UNICORE 4.0 students have be of a great support, [Partner] for documentation and also the tutor families are helping a lot in integration.*
*Collaboration, interacting with the local organizations for refugees, participating in the events organized by the university or local society.*
*Community matching project and personal interaction with people whenever I go to church.*
*Getting supports from my university tutors both school wise and society wise*
*The language course offered by the university*
*Given chance to study the Italian language within the school*
*I am currenty enrolled in Italian Language class, so my conversation has improved.*
*Secondly i made new Friends making creating a condusive environment for my integration."*
*I force myself to adapt to the learning system, the learning materials and  contents are really bulk and not so pratical, its historic in nature and dates back to old theories. but i try my best to study.*
*Within the Locality, I have learnt basic words in Italiano and I can interact with other colleagues especially outside the University*
*In university participating in class projects. Outside of the university, not much.*
*Interactive groups as well as engagement in extracurricular activities*
*Italian language lessons are helping me learn the language and will ease communication and interraction with others*
*Italiano learning. Interaction with others.*
*Joining church community membership choir.*
*Having a good number of positive Italian friends to spent time with and lean italian language from them.*
*knowing the italian Language*
*Learning Italian and group projects in the school that we worked on*
*Making new friends*
*Trying to learn Italian from both friends and school*
*Mentorship is helping me for where i am stack and helping me to get used to university system.*
*More trips to other cities and exposure to the Italian society.*
*My residence is situated within a good family. University professors are so supportive*
*On my side , the community arround me are very supportive and freindly*
*people here are humble and welcoming, i think playing football with the school team and attending family meetings and church services have been very helpful in my integration.*
*Providing extra teaching of language in the residential area*
*The [City] UNICORE team*
*the use of common language and space*
*The using of public transports helps me in becoming more familiar with my way around my city. The Erasmus network for international students helps me to not only limit myself to meeting Italians, but people from all over the world.*
*To interact with others and make friends and also to learn Italian to integrate well into society.*
*University support has been top-notch*
*We have a supportive group of students tutor that are really helping us integrate so easily in the university*

## Any other comment on the integration process and the support received

*About the pocket money, PC, telephone to be provided, hve not been provided.*
*Appreciation for the tremendous work and support that everyone has done and others are doing to see that we have a safe stay and my dreams come true.*
*Before the university program starts, it will be better to teach students Italian language first. Maybe three months first.*

*[Partner] had been helping even before I came to Italy they paid for my air ticket. when I arrived in Italy they gave me some cards which helped me before I received an allowance from my university because I came with no money. I had also some meetings with them which were very helpful and they have been checking up on me asking me how I am doing even recently they paid for my Health Insurance.*

*[Partner] has no other activities that engages me to the local community, I only go to meet with the Focal persons during moments scheduled for us to discuss about our welfare.*

*The only moment with meet other people is during the Canteen services but its not formal that we are engaged or Introduced to their Community activities to help us interact.*

*The Italian Language programme by [Partner] interfers with our School time table and it becomes difficult to balance since we are yet adapting to the learning systems"*

*[Partner] has been very supportive and effective in our documents process and providing the necessary support we need, to be honest they are really doing an amazing job and am just so grateful to them.*

*[Partner] just has good hospitality.*

*Financially, I'm not experiencing a delay in the scholarship payment , which makes it harder to sustain myself at some extend. Since December I haven't received any scholarship payment*

*I believe every party is doing their best and it is much appreciated.*

*I know this is anonymous but I would like to appreciate [Name] from [Partner] for being there for me right from day one. She made me feel at home.*

*I think the program should ensure at least a minimum stipend of 300 Euro per month*

*Mandatory giving of Smartphones and laptops to students*

*Payment of the passport fees from the host country.*

*I was given a second hand PC, I expected a new one*

*Im not longer getting services from [Partner]*

*N/A*

*Thank you for such prestigious opportunity, They are really good initiative*

*Thank you so much for the wonderful team. So loving and caring. They are a second family.*

*Thanks to all the supporting partners they are all doing a great job and they should continue with the same spirit*

*The coupon should be submitted on the arrival. I received mine when in 28 days to expiry, so its inconvenience me*

*There is delay in obtaining VISAs hence there is need to accommodate that mishap in the system to help students catch up on missed lectures.*

*Acquiring the residence permit for some students seems to take longer, for example other students are taking up to 8 months to obtain the permit, which is very disadvantageous.*

*U promised in the call, to give us phone, sim cards, laptop, 500€ monthly, but we received none. Somewhere is a lie. We are struggling, particularly 200€ instead of 500€.*

*UNHCR should kindly follow-up on the distributing of learning aids or materials especially computer or Ipad.*

*You need to follow up each student individually and inquire if all of them have received all the necessary support that were stipulated on the scholarship benefits.*

### *How do you think provision of information on the terms of the project and of the scholarship can be improved?*

*Physical meetings with potential candidates in the settlements*

*Do what is on call project.*

*The main goal for the project is to change and help refugees to continue their professional studies, and while studying the project has to help them continue their goals but leaving them after graduation is nit changing anything as i know previous UNICORE STUDENTS went back to Africa and still have the same poblem of unemployment, my suggestion is to create another way after studies to UNICORE STUDENTS get easily any employment in italy and start a new life in italy.*

*I think this program can be improved by letting people, specially refugees students who live in the settlements know about it before it's being published or opened to refugees.*

*The provision of information on the terms of the project and that of the scholarship is very excellent but the implementation process at the regional level is very slow with a lot of bureaucracy.*

*Clearly describe (in details) in your information outlets the term of the project and of the scholarship, that's on what the unicore program is capable of providing and what they can't, that way applicants would be prepared on what to expect and adjust accordingly*

*verify and update the information from the partnering universities on your websites*

*By making sure that all other supporting partners also get the platform to determinate the information like the way unhcr does*

*The terms of the Project were not Clear, some of the things totally changed on our arrival. The information regarding the Project terms should be spelled out and consistently observed by the Donors and the beneficiaries. for example in my University, I came knowing I have been awarded an Accommodation room But I was told to rent my own room, I have to pay for the Residency permit and health Insurance but we complained to [Partner] and they have helped me pay 150 EURO for now and I will have to pay for the RENEWAL which will be at 700EURO on expiry.*

*All these information did not come out clearly in the Project Documents*

*Current beneficiaries conducting sessions online with support from UNHCR to countries they have come from*

*It's best through the partner organizations because they have field offices within a given refugee settlement.*

*On time orientation in refugee camps would be helpful*

*It's already fine*

*The Learning aids should be clearing stipulated. The Learning language should also be clearly defined.*

*Sharing of application early enough  so that the successful applicants can report to the universities in time.*

*simplifying them*

*sensitization in the refugee communities like the refugee camps*

*It would be great if the information can also be throughout the refuge camps to also help other remote areas knowing this information.*

*The big challenge I face was traveling within the country to look for documents in city and also translation of certificate which I did with myself, around 400 euros I borrow during that and I never being support by UNHCR with the finance.*

*The work UNHCR and the partners are doing an amazing job and i am thankful for this opportunity and what I can add is they should inform the candidates before departure that it will take some time before they receive allowance from they are universities*

*In my opinion the existing method of dissemination are effective especially among peers. UNICORE 5.0 scholars are ambassadors and they are helping the incoming cohort in terms of what to do and what to expect.*

*There can be a brochure or booklet explaining all the aspects that applicants can look out for. e.g. a possible contract with terms and conditions*

*Through massive awareness at community level in the Refugee settlements*

*Non for me*

*There is need to highlight the terms of the scholarship that are prone to changes before the student relocates. for example if there is a possibility of a partner pulling out last minute or courses that were advertised to be taught in English suddenly being taught in Italian.*

*Providing timely updates and communication channels for applicants or participants to ask questions and clarify any doubts they may have.*

*Clear specifications should be made. For example, specify whether a student will receive a new PC or Old?*

*By extensiion of publishment on many of the social media platforms*

*Organise annual meetings of scholars once a year in Italy to brainstormed and interact*

*To be honest i feel like what you are doing is good, we as student we should also pray a part in spreading the information to be able to help others*

### Any additional comments or suggestions

*Firstly I just want appreciate for the opportunity.*

*corresponding universities can collaborate with the local government for the quick issuing of residence permits.*

*the conad shopping cards provided to us should be turned into cash because conad is expensive.*

*Suggest UNHCR and other implemwnting partners should help in providing jobs links to graduates*

*UNHCR should help in facilitating easy acquisition of international protection for students who seek.*

*The low financial assistance has forced some students to abort the programme who are forced to seek for additional sources of survival*

*Another suggestion is about the process of application and departure is short and make some students arrive late to join class, if possible to make at 12 months of preparation for that period of application and pre-departure. Another suggestion to prepare candidate to start learning Italiano as they are still in Africa at least 6months instead if 2weeks that is very short and many candidates don't learn anything in few periods.*

*I am grateful for the opportunity I have been offered to help me higher my education. Thank you UNICORE!*

*I am seeing some of my colleagues, former beneficiaries of the project stressed because the future is uncertain for them. Please consider post-project follow up and support in terms of job connections and settling after the 2 years*

*are done. Otherwise, thanks for bringing me to Europe to pursue my dream, a thing that I will cherish for as long as I live.*

*I strongly suggest that you need to reach out to each student and rectify if all their scholarship benefits have been met.*

*Secondly, I suggest that UNICORE should not involved the citizens of the refugee host countries and any other staffs who are not italian in the following application processes, checking or translation of the documents, admission and cordination processes, because I fear such individuals will cripple this wonderful opportunities for refugees who are working hard and who still have a dream to obtain this free and transparent scholarship  in the future.*

*Finally, may the Almighty God bless all UNICORE and ITALY staffs.*

*I will be glad to join Phd as soon as I finish my master's.*

*i would like to appreciate for the unicore project for the opportunity given to us and also continuing to support the rest.*

*I would like to suggest that this project is very important for refugees students in Africa who are seeking for sponsorship.i want it to continue even after 10years again*

*Improve on departure schedule, like myself i arrived very late for the semester, i actually missed the semester.*

*It will be better and complete if after graduating, former students are assisted in settling in Italy. At least until they find employment. Thank you*

*Just want to appreciate all the teams who working so hard behind the scenes for us to be here in Italy to attend the level of education we want.*

*N/A*

*Not to come here at [University] But perhaps at other universities.*

*Organise annual meetings for all scholars once a year.*

*Thank you for the opportunity, it's a very good project.*

*Thanks to the UNICORE Project for changing my life.*

*The dissemination of UNICORE information is not adequate to an ordinary refugee student in the refugee camp*

*This scholarship is of a great value because if you educate someone you are investing in the future and it will not only benefit the person who got the knowledge but also the society.*

*To increase the number of scholarship winners*

*UNHCR, the Universities in the UNICORE 5.0, the Ministry of Health should find a way out to harmonize the issue of the Health Insurance Cost. 700 EURO is too much to us under this Project.*

*The Feeding at the Canteen; Sometimes in the evening we eat cold food or the same food eaten during Lunch.*

*The CONAD Voucher cards supported us to supplement our food but the Money good done in a Shorter time, but I recommend that in case of another support, Its good to maintain the VoucherCards.*

*Workshops on talent development would be helpful, thank you.*