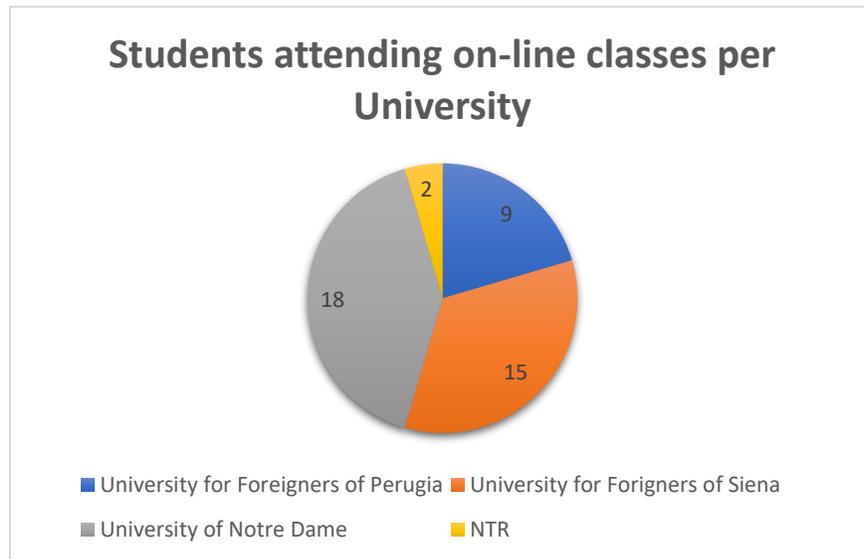# UNICORE 5.0 SURVEY

Students - Italian language course

UNICORE 5.0 survey on pre-departure Italian language courses[1] has been conducted in order to better understand if refugee students' **needs have been met and how to improve this learning opportunity based on the level of appreciation of participants.**

UNHCR launched a survey in October 2023 and it run 5 working days. The target group was UNICORE 5.0 **students (51)** who have been invited to attend the above-mentioned course.

44 students (**86% of invitees**) contributed to the survey of whom 18 attending intensive classes with ND, 15 with UNISTRASI, 9 with ND (2 NTR).[2]

Students attending on-line classes per University

- University for Foreigners of Perugia
- University for Forigners of Siena
- University of Notre Dame
- NTR

They expressed a **good level of appreciation** of the project reporting 3 to 5 points' average concerning satisfaction on the course, respectively 13, 15 and 11 students[3]. The clarity of the **material** used and shared during the course has been very appreciated for 20 students out of 44 while the rest expressed a good level of satisfaction, between 3 and 4 points' average for 20 students and between 1 and 2 for 4 of them.

For 27 students the course material was sufficient to understand the topics of the course, while for 17 of them it was not fully sufficient, see below for more input provided to this regard.

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[1] Courses have been offered by University for Foreigners of Perugia (UNISTRAPG), University for Foreigners of Siena (UNISTRASI) and the University of Notre Dame (ND).

[2] Worth to note that students have been invited to attend the classes based on the timing of selection, as follows: 20 for ND (15th -31st July), 17 for UNISTRASI (22nd August - 20th September), 13UNISTRAPG (31st August – 18th September).

[3] Other reported not to be fully satisfied (3 students/1 point, 1 student/2).

38 students expressed good (13), very good (23) and intermediate (2) level of appreciation concerning the **teacher and his/her way of teaching**, while other reported not to be fully satisfied (3 students/1 point, 3 students/2).

A significant number of students, 24 out of 44, reported to have encountered some **technical obstacles** that prevented them to attend the course successfully.

It's worth to note that the survey showed to be an important collector of input provided by the students for what concern the criticalities faced during the training and their proposals for improvements.

For what concerns **logistics** students reported poor internet connection affecting quality of attendance and proposed to be provided with wifi, record the lessons for further consultation or attend classes in person in Italy before starting master's classes. They also shared considerations concerning the **duration of the Italian language course** lamenting too long classes in a too short period. In this regard, **they proposed to increase the total amount of course's hours and to perform 2-hour classes in order to ensure effective learning**.

They also shared the difficulties in combining the attendance with commitment related to follow-up on travel document/pre-departure documentation and job. With regard to the **course's material and conduct of lessons** they expressed the need to start from the basics including Italian alphabet's pronunciation and the necessity to get the systematic translation, from Italian into English, in particular when the teacher speaks Italian and is not assisted by a translator. They suggested to use slower speech in order to ensure the effective understanding of the words and to get a unique "tool" developed including translation from Italian into English along with material whose specificity and effectiveness could be improved.

Concluding remarks and recommendations

The survey shows a **good level of appreciation for the Italian language's courses provided.**

However, there are a range of different expectations and needs that were captured in the surveys' results. In particular, considering the significant number of narrative inputs shared by the **refugee students**, it emerges a strong need to get better interned connection, more effective study material and a different duration of the course.

The key recommendations leading from this UNICORE survey and objective are related to the main areas observed, as follows:

- ➢ Design and provide UNICORE students selected in the next editions of the project with a **pre-course's survey collecting key information** (e.g.related to internet availability, assessment of eventual knowledge of Italian or other Latin languages, etc.) in order to organize classes accordingly;
- ➢ In accordance with UNICORE and involved Universities' need, ensure that the **duration of classes** is harmonized with students' necessity;
- ➢ Ensure that the **language** used during the course is well understood by students, including simultaneous translation where necessary;
- ➢ **Harmonize** as much as possible **methodology and course's material** provided by the Universities involved in the course**.**