



**EUCRITE**

EUROPEAN CENTRE FOR REFUGEE  
INTEGRATION IN HIGHER EDUCATION

# **Analysis of Questions Frequently Asked by Refugee Students Guidelines for Presenters**

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**Time:** 45 minutes

**Material:**

- PowerPoint presentation
- Word document: Frequently Asked Questions with answers related to Politecnico di Torino
- Flipchart or board

**Outline:**

- I. Welcoming / Outline of Training**
- II. Activity: Presentation**
- III. Activity: Brainstorming**
- IV. Activity: Discussion**

<b>Welcoming / Outline of Training</b>	<b>Number of participants: all</b>
<b>Duration: 5 min</b>	<b>Material: PowerPoint</b>

Provide your participants with a quick overview of the content of the presentation and of your training (slide 3).

<b>Activity: Presentation</b>	<b>Number of participants: all</b>
<b>Duration: 20 min</b>	<b>Material: PowerPoint</b>

Present the content of the slides (purpose of the module, what the analysis has revealed, main topics of the FAQs and their division into three main logical sections, tips on how to write effective FAQs). For each logical section present, the specific questions and the basic relevant information the University staff should keep in mind when building a FAQ/ webpage.

Underline that this classification of FAQs is a proposal, which can be freely adapted and changed according to the needs of each specific University.

Briefly introduce the Word document, which contains the questions and the answers for Politecnico di Torino and must therefore be considered simply as an example.

<b>Activity: Brainstorming</b>	<b>Number of participants: all</b>
<b>Duration: 5 min</b>	<b>Material: flipchart/board</b>

The aim of this activity is to get people thinking about the topic of the module. It can be done immediately after slide 2 or after slide 5.

Ask the participants questions like:

- What are the questions refugee student ask more frequently in your University?
- What are the most common topics they ask about?



- Do refugee students ask very specific questions or the same questions asked by all other students?

As long as participants reply, write the list of topics on the flipchart/ board.

<b>Activity: Discussion</b>	<b>Number of participants: all</b>
<b>Duration: 15 min</b>	<b>Material: none</b>

This activity aims to:

- get an overview of the FAQ pages/ web pages of the Universities participating to the training
- compare the procedures and practices concerning refugees in the different Universities/ Countries.

It can be done after slide 19 or at the end of the whole presentation.

In order to trigger the discussion you can ask the participants questions like:

- Do you think the classification of the FAQs we have just presented is useful? Does it make sense to you?
- Is the legal status of refugees a sensitive topic in your Country or not? Why?
- Do you have a FAQ page for refugee students in your University? How have you structured it?