

Università degli studi di Napoli Federico II  
SERVICE CHARTER  
(2017-2018)  
Services for active inclusion and investee of students

Dear student, I introduce you the Service Charter of the Center of Athenaeum SInAPSi (Services for the Active inclusion and Participated of the Students). I suggest you to preserve this document and to use him/it, during yours "academic trip", as a compass to direct you among the different offered services. Through the Charter you will know and to choose the services that answer better to your demands, necessity and formative needs.

SInAPSi will accompany you throughout the university courses from the beginning to the end as a travel companion with which to be able to share the experiences of your univeristy "adventure"

The Director of the SInAPSi Center

Prof. Paolo VALERIO

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## Presentation

The university has among its objectives the full personal and social realization of the student and his affirmation as an active and aware citizen. For this purpose, it undertakes to reduce the factors which cause the restriction of participation and which undermine the implementation of an autonomous life project. Within the university Federico II, these objectives are pursued through the SInAPSi center.

The history of the Centre begins in 1999 with the Constitution of the Disability Commission, in order to provide specific technical and teaching aids, to guarantee specialized tutoring services and to support the Rector for disability; This structure, working in concert with the technical and

administrative offices, reached important milestones and obtained public recognitions, such as the "Public Administration Forum" award in 2004 and 2006. The 2009 has marked a turning point, a leap in quality and a widening of horizons: the experience and professionalism gained within the Commission have been merged into a new reality, the SInAPSi centre, which thanks to the decision-making and financial autonomy is able to guarantee a wider and more incisive action. The current structure includes five areas:

- Disability services;
- Services for specific learning disorders;
- Services for successful training;
- Services of anti-discrimination and culture of differences;
- Services for the promotion of employability.

Called to deal with extremely diverse problems of discomfort and exclusion, the centre looks to the individual in its entirety and complexity and puts in place targeted actions using skills in the areas of psychology, pedagogy, Sociology and Bioengineering. The actions are carefully calibrated, because they are based on the examination of the needs and difficulties manifested by the students. The various practitioners working within synapses are involved in a constant comparison for the development of shared strategies. Regular meetings allow you to provide flexible and timely responses and to devise a comprehensive programming that optimizes available resources. A considerable effort is given to simplifying procedures, so as to reconcile compliance with the rules with dynamism and operational effectiveness.

### **Charter of Values**

SInAPSi promotes the processes of inclusion and active participation of all students enrolled in the University of Naples Federico II. The action of the Centre is inspired by some fundamental values, described below briefly.

#### **Student centrality**

SInAPSi defines its services from the person in training, with the originality of its individual path and the openings offered by the network of relationships that bind it to different social fields. This centrality takes into account the singularity and complexity of each student: his health conditions, his articulated identity, his aspirations and his skills at the various stages of the university course. SInAPSi supports the process of choosing each student and supports the development of its autonomy and self-determination.

#### **Inclusion and active participation**

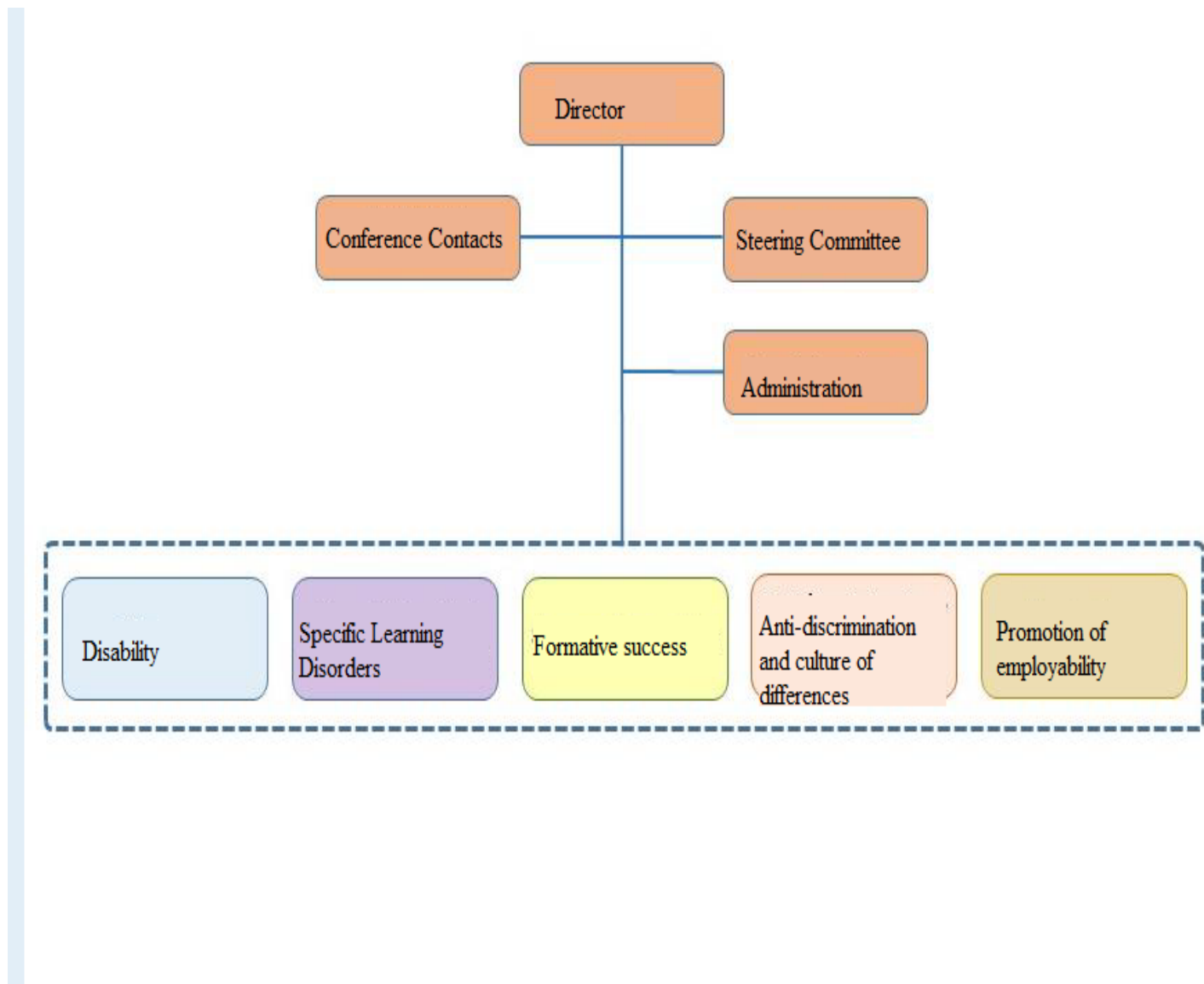
During the training course, obstacles of various nature and entities that restrict or compromise learning and participation can emerge. SInAPSi Services they aim to promote an inclusive culture in order to allow each student to recognize the peculiarity of their own resources and limits and to acquire the transversal skills that promote active citizenship and responsible involvement in university life.

#### **Wellness and Health Promotion**

SInAPSi promotes the overall quality of university life and the well-being of all members of the academic community through paths of awareness and coping with discomfort.

#### **Culture of differences**

SInAPSi, embracing the principle of equal opportunities in the processes of training and personal growth, promotes the culture of differences and supports the choices of life made by individuals by means of tools and opportunities. SInAPSi, in view of the enhancement of differences, promotes the prevention of all Forms of discrimination and abuse that can prevent the active participation and social inclusion of citizens in general and students in particular.



### Contact Department for Inclusion

In the field of synapse activities, a role of great importance is played by the representatives of the Department for inclusion. Within its own reality, the referent serves as a point of reference for all issues related to disability, DSA and various forms of discomfort and exclusion. He is informed about the individualized projects carried out in favor of the students of his department and is constantly updated on the initiatives of the Centre, so as to be able to disseminate useful news among colleagues. It can also promote awareness and advertising initiatives that make it better to know the services offered by SInAPSi.

The names and contact details of the members of the Department for Inclusion can be found on a special page of the site of the SINAPSi Centre ([www.sinapsi.unina.it/organidelcentro](http://www.sinapsi.unina.it/organidelcentro)).

### **Disability Services**

Disability services encourage the insertion of students with disabilities in university life. In particular, they aim to remove obstacles of various kinds and to realise conditions of equal opportunities for study and treatment.

The solutions identified are the result of a shared design between the student and the operators of the four areas of intervention: reception, counselling, pedagogy and technology.

In the same field, monitoring and signalling activities of architectural barriers are carried out.

### **Who they turn to**

-Students who live a condition of exclusion due to temporary or permanent disability, in order to encourage their participation in university life;

-To the staff of the university, to ensure the best possible interaction with students with disabilities.

### **What they offer**

Consultancy, services and specific solution for the access to the university study through the realization of a individualized project agreed with the student, with the aim of improving inclusion in the academic context and participation in university life. It is particularly important, in this area, the accompanying activity carried out by the National civil service volunteers who collaborate with the center.

### **How they work**

All the activities are developed in a interdisciplinary manner thanks to combined action of the following areas:

*Hospitality:* it is the entry point of the whole process; it accepts the student with disabilities who, in an autonomous way or together with the family, is addressed to the center with the intent to address the problems of participation in the university life.

*Counselling:* it offers an emotional support to students who live a difficulty linked to their disability and who encounter an obstacle in prosecuting or completing their degree course;

*Pedagogy:* It guarantees pedagogical and didactic assistance that supports students with disabilities in participating in university activities (lessons, workshops, etc) and elaborates in agreement with the teachers the equivalent modalities for the examination tests.

*Technology:* Provides students with advice, training and technical assistance on technologies in general and on specific technological solution for people with disabilities; it also produces educational material in an accessible format for students who need it.

## **How to access**

Activities take place at the Monte Sant'Angelo Complex, via Cintia 26 building 1-common centres.

For a first date, even if you are not yet registered, you can contact the operators in the reception Area in one of the following ways:

phone number 081 679946 on Mondays, Tuesdays and Fridays from 10:00 a.m. to 12:00 p.m. and Thursday from 11:00 to 13:00;

- by sending a fax to the number 081 676768;

- by sending an e-mail to the address

accoglienza.sinapsi@unina.it

The user will be contacted by an operator, at most within 5 days of the request.

## **Services for specific Learning disorders**

The services for specific learning disorders provide for the design and implementation of individualized pathways that take into account the specific characteristics and needs of the students with SLD

## **Who they turn to**

- Students with dyslexia, Dyscalculia and dysgraphia, in order to support them in the course of study.

## **What they offer**

Consultancy, services and specific solutions that are realized through the preparation of an individualized project.

## **How they work**

The interventions in favour of the students with SLD are divided into four floors. During the reception, to the student with SLD is offered the opportunity to reconsider with the operator the difficulties he encounters in his study path and the solutions to overcome them.

The activity of counselling provides students who live a condition of difficulty connected to their DSA the opportunity to use paths for reflection on the emotional dynamics.

The activities of pedagogical-didactic intervention are proposed to identify, in synergy with the student and the teachers, individualized didactic strategies (compensatory instruments and/or dispensary measures) to allow the active participation in the life University.

The activity of technological support is aimed at identifying and proposing the most appropriate innovative tools (computer equipment, specific software) to reach the highest possible level of autonomy and success in the study.

### **How to access**

Activities take place at the Monte Sant'Angelo complex, via Cinthia 26, building 1-common centres.

For a first date, even if you are still not registered, you can contact the operators of the reception Area in one of the following ways:

- phone number 081 679946 on Mondays, Tuesdays, and Fridays from 10:00 a.m. to 12:00 p.m. and Thursday from 11:00 to 13:00;

-by sending a fax to the number 081 676768;

- by sending an e-mail to the address

[accoglienza.sinapsi@unina.it](mailto:accoglienza.sinapsi@unina.it)

The user will be contacted by an operator, at most within 5 days of the request.

### **Successful Training services**

The services for the successful training are born with the objective of supporting the students and the courses of study (CoS) during the different phases of the study course and to promote the active participation in the university life. In particular, they aim to support the student in coping with the difficulties, especially in the moments of transition, and to strengthen their skills, with the ultimate goal of promoting the welfare and the quality of the university life.

### **Who they turn to**

-To all university students who, during the academic process, encounter difficulties of various kinds, such as slowing down or blocking in studies, personal problems, doubts about university choice, problems of social exclusion, difficulties in managing Strong emotions and to recognize and enhance their resources;

- To the CoS which – at the initiative of the CoS coordinators, the department directors or the department referents For inclusion – they require targeted advice aimed at promoting inclusion and active participation.

### **What they offer**

*Individual psychological consultation:* consists of a cycle of four interviews with a clinical psychologist with the possibility of a follow-up at a distance of time; It has the main purpose to support the student in the emotional difficulties that lives in relation to personal life or the path of studies to better deal with moments of crisis related to different evolutionary tasks.

*Group counselling "Learning to learn":* it is a course of nine meetings on a weekly basis and provides a follow-up at a distance of about one year; It is addressed to all students who have accumulated delay in the exams and who, despite being in possession of the necessary skills to successfully deal with the university course, fail to get good results because of factors of emotional

nature or Relational. Counselling promotes reflection on the specific difficulties encountered and the most suitable strategies for improving performance.

*Support for the training course:* it is carried out through meetings of Community Learning that consist of thematic workshops aimed at reflecting on key issues, such as the management of strong emotions, strategies and skills to study at the university, the choice and the motivation for the University study. The group confrontation acts as a catalyst for emotions and thoughts that revolve around the topic addressed and promotes the possibility of considering new perspectives, helping students to feel more understood and to recognize themselves in the comparison with colleagues .

*Consultancy for courses of study:* It is a service aimed at analysing the specificities of the departments and/or the CdS and, therefore, in the planning and implementation of targeted interventions in support of the university inclusion. It can be activated at the request of the coordinators of the CDS, the directors of department or the representatives of Department for inclusion and it is realized through the direct involvement of the different actors.

### **How they work**

The services are provided at the request of the individual student or, for the consultancy to the courses of study, on the initiative of the coordinators of the CDS, the directors of department or the representatives of Department for inclusion. The activities involving the participation of groups of students are repropounded at the synapses with a monthly periodicity.

### **How to access**

The activities take place at the complex of St. Peter Martyr, via Porta mass 1, scale C-floor mezzanine (lift: Level 1), as well as at the seats of the CdS concerned.

The student accesses the services in one of the following ways:

– phone number 081 2532177;

– by sending an e-mail to the address [successo.sinapsi@unina.it](mailto:successo.sinapsi@unina.it)

To communicate directly with operators and/or access specific services, you can use the following addresses and contact details:

– For the individual psychological consultation: [cpsu.sinapsi@unina.it](mailto:cpsu.sinapsi@unina.it) (It is also possible to call the number 081 7463458 from Monday to Friday from 9:00 hours to 14:30);

For group counselling "Learning to learn": [imparare.sinapsi@unina.it](mailto:imparare.sinapsi@unina.it)

– To support the training course: [mapper.sinapsi@unina.it](mailto:mapper.sinapsi@unina.it)

– For the consultancy to the courses of study: [successo.sinapsi@unina.it](mailto:successo.sinapsi@unina.it) (the request can be advanced by the coordinator of the Cds, the Director of department or the contact person of department for inclusion).

The applicant is contacted by an operator within 3 days.

### **Anti-discrimination and culture of differences services**

The services of anti-discrimination and culture of differences are inspired by the Charter of Human Rights and the principle of equal opportunities. They aim to promote the culture of differences, support for inclusion pathways and the implementation of good practices aimed at preventing and counteracting human rights violations and abuses linked to gender stereotypes, ethnic and Religious and sexual orientation.

### **Who they turn to**

- To all students and to the teaching and technical-administrative staff of the University of Frederick;
- To the educational institutions of every order and degree and to the public and private bodies of the national territory.

### **What they offer**

Psychological counselling and short psychotherapy interventions for the individual, for families and small groups: it is articulated in different specific and differentiated activities, such as the door Naples DiverCity (which is addressed to the people LGB), the door addressed to the people trans (which provides the aid of a peer operator) and the Agedo door (which carries out group activities for parents and relatives of homosexual persons).

Consultancy, information and promotion of a culture of differences: it is aimed at students and/or university staff and is carried out through thematic experiential workshops, dissemination actions and awareness-raising pathways.

Consultancy to organizations: it is addressed to the schools of every order and degree and to all their members (managers, teachers, parents, pupils, administrative staff), to the public administrations, to the NGOs, to the sports associations and more generally to all the Organizations focused on the education, training and education processes of the individual.

Communication, information and awareness through the Web: aims to promote correct information on the Issues related to gender, sexual orientation, ethnicity and religion.

Research projects on discrimination and hate crimes.

Permanent observatory: Monitors abuses, violence and discrimination related to the differences in the Fanai context.

### **How they work**

The interventions are provided at the request of the individual student or bodies and organisations concerned.

### **How to access**

The activities are held mainly at the St. Peter Martyr Complex, via Porta di Massa 1, scale C-floor mezzanine (lift: Level 1).

Some activities are also held in the departments of the university.

You can access the services and get information in one of the following ways:

- phone number 081 2532178;
- by sending an e-mail to the address [differenze.sinapsi@unina.it](mailto:differenze.sinapsi@unina.it)

The consultancy counters observe the following opening hours:

- The door Napoli DiverCity is active on Mondays from 9:00 to 14:00 and Thursday from 13:00 hours to 18:00;
- The door for trans people is active on Fridays from 14:00 a.m. to 17:00 a.m.



– The Agedo door is active on Thursdays from 13:00 a.m. to 18:00 a.m.

### **Services for the promotion of employability**

The services for the promotion of employability promote employability as a link between human, social and psychological capital of the person, so as to allow the individual to be placed satisfactorily in a labour market in constant Transformation and not always inclusive.

### **Who they turn to**

- To all students of the university who are about to reach the goal of graduation and to graduates (LT, LM) who wish to strengthen their resources, to define a personal professional project and to orientate themselves on the strategies to be adopted in order to promote themselves to the best in the labour markets;
- To public and private companies and institutions.

### **What they offer**

Interactive workshops for employability between guidance, training and personal promotion: they propose to accompany undergraduates, graduates, PhD students and researchers and volunteers of the National Civil service in a process of development of skills necessary to achieve their professional objectives and improve their competitiveness in the labour market. In particular, they aim to recognise and enhance the transversal skills for employability, to build a personal training and/or professional development project in line with their aspirations/aptitudes/vocations and to know the Main Self marketing tools (CV, motivational letter, info-graphics, digital CV).

Specialized placement and business relations: promotes employability and encourages the job placement of graduates with disabilities through individual interviews in place, home talks and meetings with companies, bodies or agencies for work and The use.

Business support for diversity Management: promotes the development of an inclusive organizational culture; It supports students-in agreement with the professors of the university and with the companies attentive to the methods of organization and management of the human resources-in the development of innovative management practices, with particular attention to the subject of the evaluation of people, Potentials and performance; It develops in the individual students and in clusters of professional and student populations the knowledge that in today's university the student is, together with teachers and non-teaching staff, also a human resource in a properly corporate sense.

### **How they work**

The interventions are provided at the request of the individual student or bodies and organisations concerned.

### **How to access**

– The activities of interactive workshops for employability take place at the St. Peter Martyr's complex, via Porta di Massa 1, scale C-piano mezzanine (lift: Level 1). For information you can proceed in the following ways:

- phone number 081 2532177;
- by sending an e-mail to the address [bidicomp.sinapsi@unina.it](mailto:bidicomp.sinapsi@unina.it) indicating name, surname, year of entry and CdL of membership;

The activities of specialized Placement and relations with the companies take place at the complex of Monte Sant'Angelo, via Cinthia 26, Building 1-common centers, Room SSC2 (3rd floor). You receive only by appointment, which can be requested in one of the following ways:

- phone number 081 679850;
- by sending an e-mail to the address [unidiv.sinapsi@unina.it](mailto:unidiv.sinapsi@unina.it)

→ The activities of support to the enterprises for the diversity management take place at the complex of St. Peter Martyr, via Porta di Massa 1, scale C-floor mezzanine (lift: Level 1). For information you can proceed in the following ways:

- by calling the number 081 2532177;
- by writing an e-mail to the address [dm.sinapsi@unina.it](mailto:dm.sinapsi@unina.it)

### **Verification and evaluation**

Students who access synapse services are actively involved in evaluating the results. To this end, they are asked to fill out some questionnaires and to participate in monitoring procedures.

The SInAPSi centre, in fact, in the context of its own quality self-assessment processes, carries out an annual review of its interventions in order to prepare a budget for its work and to identify new intervention strategies, corresponding to the needs of the students. To this end it adopts an analysis procedure which aims at integrating qualitative and quantitative dimensions.

The methodology adopted includes the following steps:

*Input card*: It allows to collect valuable information on the path of life and university and to identify resources and critical areas; The tab is the baseline, the starting state that allows you to create specific profiles and track the path over time.

*Qualitative tools*: they serve to detect the 'impressions' of the students on some experiences related to the university course; The student fills out a card at the beginning and end of each intervention/service/route.

*Questionnaire of satisfaction and relevance*: it is a tool aimed at detecting the satisfaction with respect to the services of which the student has benefited.

*Follow up*: Monitoring at six months and/or one year of the student's journey allows the analysis of the effectiveness of the interventions at a distance of time.

The architecture described above allows synapses to monitor the degree of participation and inclusion of the students taken in charge and to prepare innovative strategies for emerging needs.

### **Network and Partners**

Synapse advertises services and initiatives through its website:

[www.sinapsi.unina.it](http://www.sinapsi.unina.it)

The center is also present on the main social networks: Facebook, Twitter, LinkedIn.

The new initiatives are reported to all students in possession of an account @studenti. Unina.it through a special mailing list.

SInAPSi also uses constant collaborations with the main university newspapers; Therefore it is possible to find information on the activities of the Center in the fortnightly University information Ateneapoli and in The Courier of the university.

The web radio of the University Fanai Radio F2 LAB hosts in its programming periodic meetings with the managers of the Centre to promote the services provided and to deepen their knowledge.

The network of synapse collaborations includes some institutional bodies of the university, what the COINOR (University Centre for the Coordination of special projects and organizational innovation), the SOFTel (Centre for guidance, training and The Erasmus office, the Student Council and the student associations active in the different courses of study.

Over the years, SInAPSi has built a dense network of collaborations with institutional and non-national and international partners through numerous projects and activities.

## Documentation and Data protection

The right to privacy is recognized as a fundamental right of people, directly linked to the protection of human dignity. Therefore, the documents and the socio-personal data, drawn up for each student who has taken advantage of one or more services of the SInAPSi Center, are collected, kept and analyzed in compliance with the protection of privacy and in compliance with the recent provisions in Protection of Personal Data (Decree 30/06/2003 no 196)

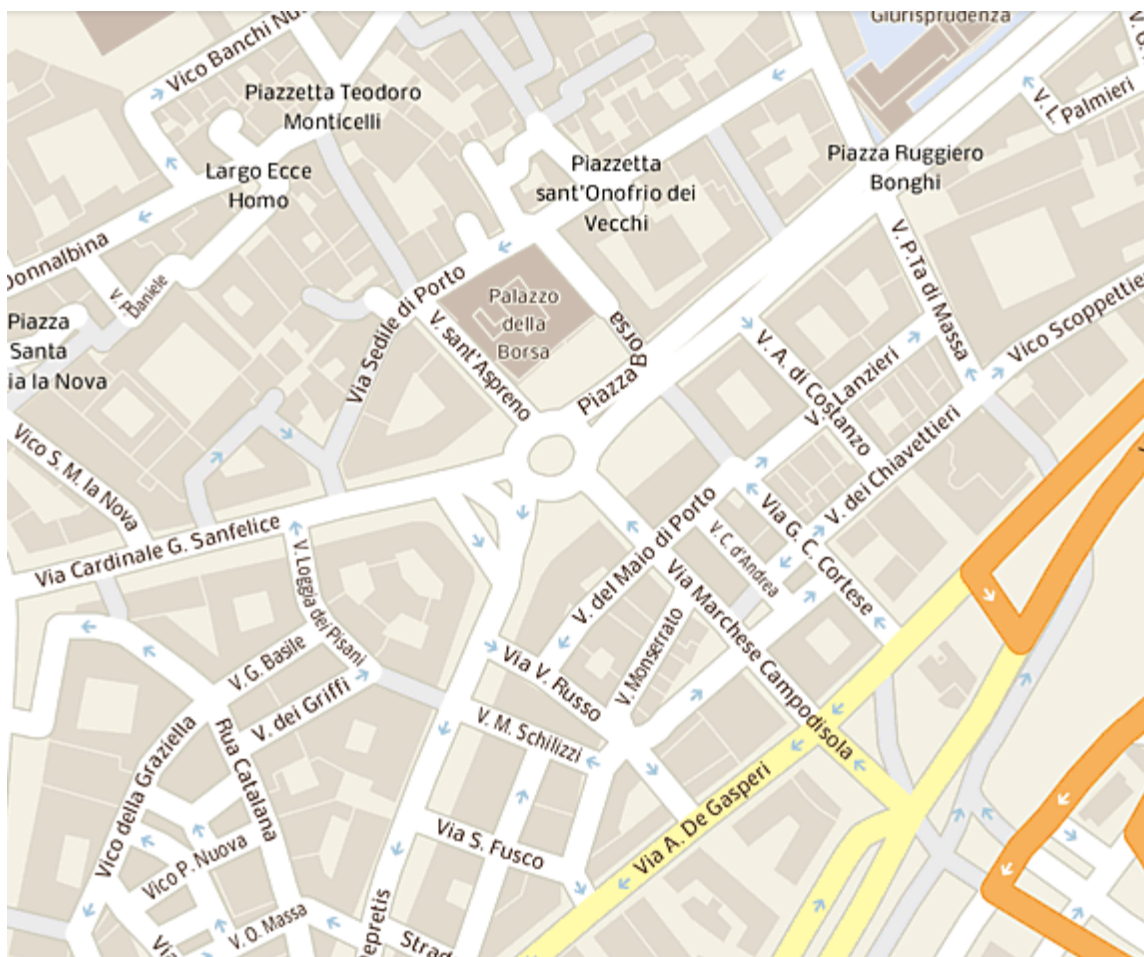
## Where are we

-Training Success Services

Anti-discrimination and culture of differences services

Services for the promotion of employability (interactive workshops for employability; Business support)

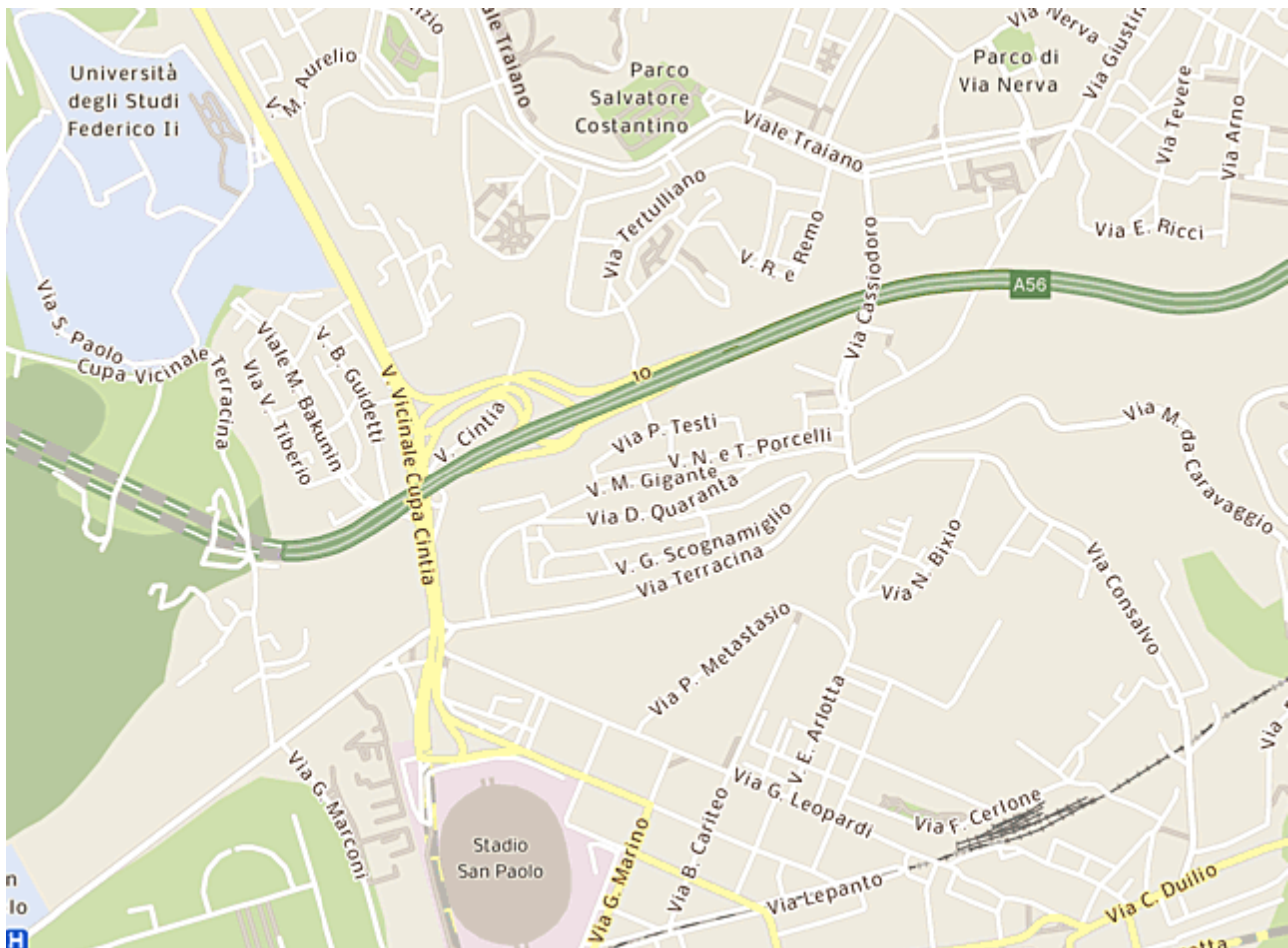
-Management and Administration Secretariat



-Disability Services

Services for specific Learning disorders

Services for the promotion of employability (specialized Placement)



"Whatever you can do  
or dreaming to do, start it.  
The audacity has in itself genius, power  
and Magic. Start now. "  
(Johann Wolfgang von Goethe)

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