

Charles University in Prague
Faculty of Education
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**ASSISTING CHARLES UNIVERSITY STUDENTS WITH
SPECIAL NEEDS**

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Annotation

The thesis aims at analyzing the service of Assisting Charles University Students with Special Needs from the point of view of all the parties concerned. It explores both weaknesses and strengths of the service by means of analyzing interviews with Charles University members of staff, who represent the service in the Office for Students with Special Needs, with users of the service, and particularly with its „providers“ or assistants themselves. Proposals to solve possible problems are included.

The thesis is based on the results of a questionnaire and an analysis of interviews with 33 assistants and 10 users of the service.

Key words: Student assistance, students with special needs, Charles University program

Resume

The thesis presents the results of a research into the service of Assisting Charles University Students with Special Needs from the point of view of all the parties concerned. It reconstructs an image of the functioning of the service as it is conceived by individuals by means of a questionnaire and an analysis of interviews with assistants as well as users of the service. The service is based on an interrelationship between a user and their assistant, which is further influenced by other factors. The form and way of training the assistant is introduced as the main contextual line. The thesis further elaborates on strategies of grasping the service. These imply two main factors which are the activity of the assistant themselves and their potential anxieties accompanying the activity. From this point of view, future planning and the benefit of the service to the assistant appear significant.

The final part of the thesis presents possible improvements in the service, both from the point of view of the respondents and the researcher.