

Abstract

The aim of this bachelor thesis was to analyse assistance services functioning at Charles University in Prague. The results of the analysis should draw attention to strengths and weaknesses of the functioning of the service assistance at Charles University. To detect these weaknesses and strengths, semistructured interviews were used. The students and assistants (who together create this assistance) were interviewed. At the same time, also the employees of the Office for Students with Special Needs which coordinates the service assistance at Charles University were interviewed. For comparison, a similar interview was conducted with the head of the Centre for handicapped students, which provides service assistance at the University of Economics in Prague. These interviews were used to a more detailed insight into the work of assistance services at Charles University. The study analyses the functionality of the service and is attempting to define the needs to help disadvantaged students to balance study conditions. Based on the results of work defines effective form of assistance. The low level of awareness of the service and the related non-systematic underpinning of disadvantaged students and assistants would be the most important weakness to mention. Furthermore research showed problems with coordination of the serviced. Assistants also commented upon unsatisfactory form of training. Other major issue would be the database assistants, which is not updated and this makes the situation much harder for students with special needs. Effective form of assistance simplifies access to education (which is - especially for people with disabilities - most valuable capital in the future life) and therefore it is necessary to focus largely on weaknesses which this service at Charles University currently has.