

Building an Inclusive Culture of Care at ESPOL: A Holistic and Sustainable Institutional Approach

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This case presents how the Escuela Superior Politécnica del Litoral (ESPOL), a leading public university in Ecuador, has advanced an institutional model that fosters equity, inclusion, and well-being. Through the Unidad de Bienestar Politécnico (UBP), ESPOL has implemented personalised academic support plans, psychopedagogical services, digital inclusion initiatives, and campus-wide training programs to ensure accessibility and a sense of belonging for students with disabilities and socio-emotional vulnerabilities. The results demonstrate improved retention, academic performance, and better social integration, with faculty reporting increased awareness and preparedness. The case highlights how coherent governance, interdepartmental collaboration, and preventive support strategies can create a sustainable culture of care, with strong potential for replication across Latin American higher education institutions.