

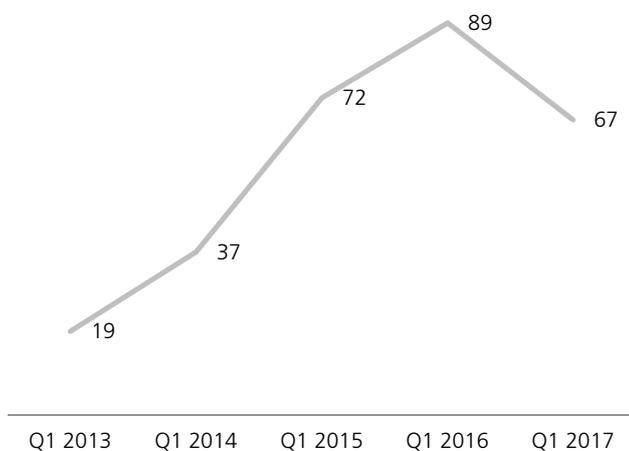


## THE STUDENT AMBASSADOR'S FIRST AND SECOND QUARTER

2017

### Q1 in brief

During the first quarter, the appointment of the previous student ambassador came to an end, and a successor was appointed. The post was vacant for two months, and during this period a member of staff responded to student enquiries. The fact that this situation was made clear throughout the University probably explains the lower number of enquiries than in Q1 the previous two years:



### New student ambassador in Q2

The University of Copenhagen appointed a new student ambassador in March. The nomination committee, which consisted of representatives of the students, staff, management and Board, unanimously chose Bo Gad Køhlert.

Bo (44) has worked in the university sector for 15 years, encouraging and implementing good practices and principles in study administration as both a case worker and a manager. He is a former Head of Secretariat at the Department of Communication and Arts at Roskilde University and Deputy Manager of Study Administration at the IT University.

### Activities in Q2

The number of enquiries gained momentum again from early April – probably as a result of publicity about the appointment of the new student ambassador on KUnet and in University Post, as well as posts on the ambassador's Facebook page.

The ambassador's work in Q2 consisted mainly of providing advice and counselling to students, enhancing the visibility of the post itself and rebuilding contacts with student organisations and the UCPH administration.



In Q2, the new ambassador introduced himself to a range of forums, including the following:

- The rector and prorectors' Dialogue Forum with student organisations
- Academic Board on Education Strategy (KUUR)
- The United Student Council's executive committee
- Meetings of management and the Board at which the ambassador's annual report for 2016 was discussed
- Student representatives on the Board
- Student Council events for newly

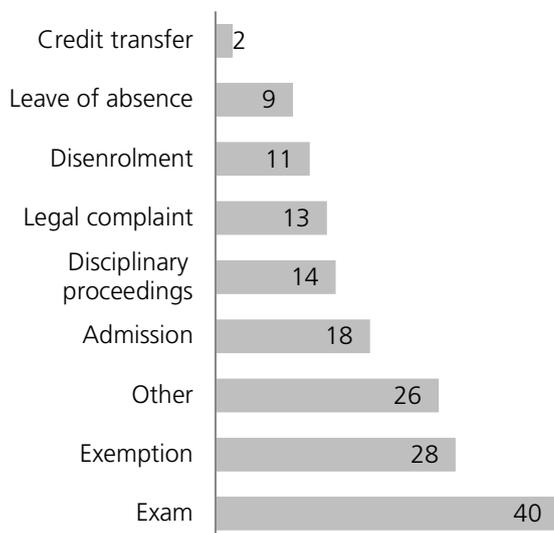
elected members of study boards, department councils and academic councils

- Chair of the Board, rector and prorector for education
- Directors of studies, etc. in each faculty
- Director of Education and heads of section in University Education Services
- Caseworker team meeting in The Faculty of Health and Medical Sciences (HEALTH)
- Departmental meeting in the Section for International Education & Grants

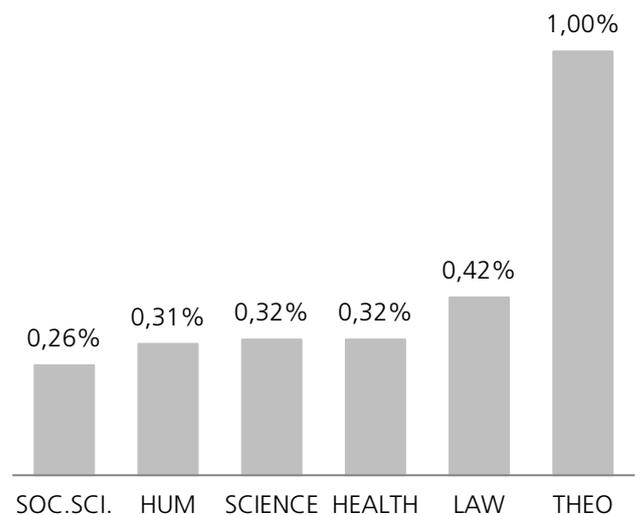
Plans have been made for meetings in the near future with other student groups, management and stakeholder groups for students with disabilities.

### Trends in enquiries

The biggest categories are still exemptions, exams and admission. 'Legal complaints' includes cases where the student argues that a decision has been made on a wrong or inadequate basis.



Only a tiny proportion of the student population ever contacts the ambassador – in the period from January to June, only up to 1% of the student population (student population: [Statistics 2016](#)). The breakdown per faculty looks like this (% of total number of students):



At the moment we are working on a way to differentiate the statistics more clearly at programme level, based on linguistic background, etc.

The vast majority of enquiries are about specific exemption cases, complaints, etc. However, in Q2, we also recorded how many students we referred to other forms of counselling as a proportion of the total number of enquiries.

In 82% of cases, students contact the right body (see figure on page 3).

## Other activities



## Weekly campus visits

Since mid-May, the student ambassador has once again been spending one day a week visiting a part of the campus. The plan is to continue to visit one part of the campus per week for the rest of the year. The visits will usually be on Thursdays and times and locations will be published in the [ambassador's calendar](#) as they become known.

We will contact the relevant student counselling service in advance of these visits and enlist their help to publicise them via faculty and department communication channels.



## Facebook campaign at exam time

Students are subject to all sorts of rules and regulations, a topic we shared advice about on [Facebook](#) at exam time. For example, it is important to submit a proper medical certificate if you fall ill.

## Participation in a research project

This spring, the student ambassador was one of the respondents in a research project conducted by Rigshospitalet. The project is studying the barriers that young cancer patients may face, e.g. returning to education after a course of treatment.

To date, the ambassador has received few inquiries from students with cancer. However, he does possess a great deal of insight into similar life situations in which students find it difficult to comply with the rules for study activity, etc.

## New rules of procedure under consideration

According to the original plan for the evaluation of the post, the Board was supposed to consider the possibility of revising the rules of procedure for the student ambassador at its meeting on 6 June. At the end of May, this agenda item was postponed until the board meeting on 20 September.

## Coverage of the student ambassador

On KUnet:

[UCPH appoints new student ambassador \(in danish\)](#)

In University Post:

[Better conditions for students with disabilities \(in Danish\)](#)

[Here is the new UCPH student ambassador](#)

