



THE STUDENT AMBASSADOR'S SECOND QUARTER

2016

The Newsletter

Welcome to the second edition of the newsletter and a further insight into the work of the student ambassador.

We hope you will find it useful and informative!

Q2 in brief

The number of students contacting the ambassador rose sharply in Q2, especially in June, when it peaked at no fewer than 55, yet another new record.

The ambassador hasn't just been responding to student enquiries – improving our own communications was a particular priority in Q2.



The student ambassador received 115 enquiries in the second quarter of 2016

Trends in the enquiries

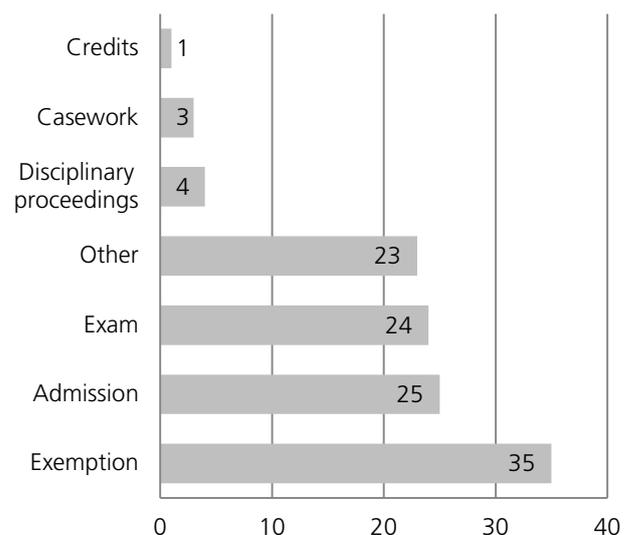
The largest single category of students contacting the ambassador consists of those looking for guidance about exemptions, e.g. from a type of exam or

from the studytime requirements. Some of the students have already had their application for an ex-

Most of the enquiries concerned exemptions and appeals related to exemption decisions.

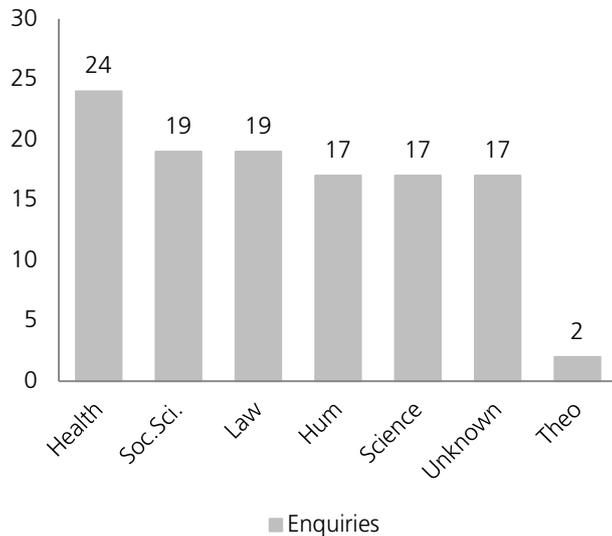
emption turned down and want to appeal the decision. Another significant category consists of students facing difficulties related to student intake, including several not admitted to Master's programmes to which they were convinced they had a legal right.

The rest of the enquiries are distributed as follows:



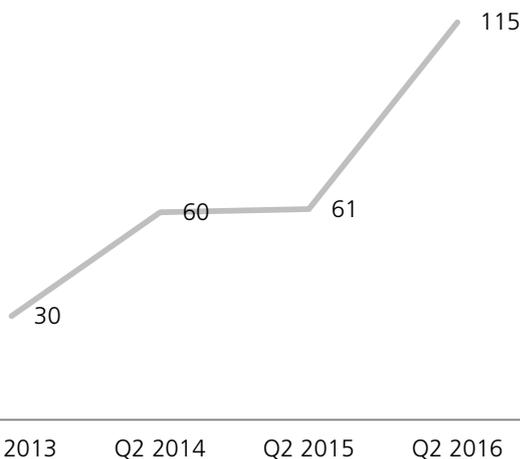
The number of students contacting the ambassador was spread evenly across the faculties, albeit with far fewer from the Faculty of Theology, which is the smallest faculty. As a ratio to student numbers per faculty, the larg-

est number of enquiries was from the Faculty of Law, the fewest from the Faculty of Humanities – the same pattern as in Q1.



Trends over time

The number of students contacting the ambassador was substantially greater in Q2 than in the same quarter in previous years. This may be down to the work we did in the spring on students’ rights and responsi-



bilities and to the fact that the position of the student ambassador is now better known.

Other activities

As well as dealing with enquiries from students, the ambassador has been involved in a range of other interesting activities.

Project: Students’ rights and responsibilities

Knowing your rights and responsibilities as a student is extremely useful. This spring, the student ambassador ran a communications campaign about students’ rights and duties via Facebook, leaflets, posters and info screens in the faculties and on our website.

[Read more about the rights and responsibilities on the website.](#)

Annual Report 2015

The student ambassador also presented her Annual Report 2015 to a number of committees at the University during the spring, most recently to the Board. She was met with interest and a range of relevant questions about the role, including how to get the most out of it in the future. [Read the recommendations to UCPH from the annual report on our website.](#)

Guides to complaints and appeals

Students often turn to the ambassador with practical questions about how to structure a complaint or appeal, what to include and to whom it should be sent. The student ambassador has produced two sets of guidelines: one on how to write an exam complaint and one on how to appeal against a decision. [The guidelines are available on our website.](#)

Please contact the student ambassador if you have any comments on the newsletter or want to subscribe to it.

