THE STUDENT AMBASSADOR’S 1ST QUARTER
2019

The Student Ambassador’s quarterly newsletter enables you to stay updated on how the Student Ambassador and many others are working to strengthen students’ legal position and develop dialogue and understanding between students and UCPH.

In this issue
This time, our theme is students with functional impairments. These students increasingly contact the Student Ambassador. You can read about the University’s annual network meeting for students with disabilities. But first a bit about students’ counselling needs in the first quarter of 2019.

Counselling needs in Q1
A total of 173 enquiries were registered in the first quarter of 2019. The topics of the enquiries are largely the same as in previous quarters. Most are about exams, exemptions or legal complaints.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of enquiries</th>
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<tbody>
<tr>
<td>2013</td>
<td>19</td>
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<td>2014</td>
<td>37</td>
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<tr>
<td>2015</td>
<td>72</td>
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<td>2016</td>
<td>89</td>
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<td>2017</td>
<td>68</td>
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<td>2018</td>
<td>184</td>
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<td>2019</td>
<td>173</td>
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Number of enquiries in first quarter 2013-2019

Theme:
Students with disabilities

Network meeting with focus on students with disabilities
Thanks to the Team for special study support, which again this year held a network meeting about students with disabilities. Under the heading Student well-being with disabilities: Barriers and attitudes, we and 100 other participants immersed ourselves in exciting presentations, workshops and dialogue with stakeholders from both the university community and interest organisations.

SU 1%
Sick leave 1%
Disenrolment 1%
Leave 2%

Postponement of thesis 4%
Other 5%
Disciplinary proceedings 5%
Admission 6%
Legal complaint 16%
Exemption 28%
Exam 31%

The student ambassador’s newsletter is published quarterly on Facebook and at www.student-ambassador.ku.dk
The important community

The personal stories in the programme made an impression. Mikkel Christensen, MA, talked about feeling outside the community at the University as a student with cerebral palsy and feeling ashamed at being given extra time for exams. He also described what a big effort it had been to join in the Friday bar and the subsequent joy at having overcome his concerns and participated. The Chair of Sammenslutningen af Unge Med Handicap (Association of Young People with Disabilities), Sofie Monggaard Christensen, concluded that the educational institutions have a crucial role to help students with disabilities not just being onlookers but also participants in both classes and the social environment on their programme.

Taboos challenge communication efforts

Project Manager for the national campaign En af Os (One of Us), Johanne Bratbo, highlighted their slogan in her presentation: Mental illnesses are not contagious – taboos are. Openness is necessary in order for those who need help will also seek and receive help. The presentation led to a plenary discussion about how educational institutions can best make contact with students who need to be made aware of their options and rights. Many institutions find it difficult to reach this target group. En af Os ambassador Kristine Thomsen spoke warmly of the peer-to-peer model, where former students with disabilities talk about their experiences to new students with similar challenges.

At the Student Ambassador, we are increasingly advising students with disabilities (see graphic illustration in the next column), who spend a lot of time on applications and complaints to obtain the compensation they need (such as extended exam time and other adjustments to their exams). We are seeing lengthy case processing, which often places a great deal of processing burden on these students’ already heavily loaded shoulders. The network meeting gave us more insight into the fact that this is just one of several challenges faced by these students.

Meeting with Tænketanken Perspektiv

In the autumn, the Student Ambassador was invited to Tænketanken Perspektiv’s (the Think tank Perspective) project on the conditions for students with disabilities in the capital region. At the beginning of February, Student Ambassador Bo Gad Køhlert met with Project Manager Signe Rieland to hear about the preliminary insights from responses to a questionnaire survey conducted in November 2018. Some 1,100 students responded to the survey, Signe Rieland also presented the survey at the University’s network meeting on students with disabilities in March. Based on the responses, the think tank has now started to hold dialogue meetings with the educational institutions that are partners in the project.
Guidance about the Non-Discrimination Act
In February, the Ministry of Employment published an updated version of its guidelines for the Non-Discrimination Act at retsinformation.dk. The guidelines highlight in clauses 3.2.3 and 3.3.2 that the Act also applies to universities. In addition, there are examples of direct and indirect discrimination, functional impairment due to long-term illness, discrimination through harassment, etc.

Other activities
Positive closure of working group at LAW
Since 2016, the Student Ambassador has participated in a working group on the study environment at the Faculty of Law. At a meeting on 7 February, the working group decided to discontinue on the basis of the positive changes for students that the faculty has implemented, and which the faculty has invited the working group to contribute to throughout the lifetime of the group. Since 2016, the Faculty has taken several steps to improve the administration's service and collaboration with the students, for example by:

- working to improve written communication to students,
- being more visible with, for example, pop-up stalls in the study environment and pop-up messages in the Student Self Service,
- closely following case processing times
- prioritising interviews with students in the processing of major decisions.

In 2018, the Faculty also conducted an extra study environment survey in addition to the study environment surveys and teaching environment evaluations that are conducted at UCPH every three years.

Quota 2 reference group meeting
On 31 January, Student Ambassador Bo Gad Kohlert attended a reference group meeting on the University's procedure for applications for admission through quota 2 from 2020. The reference group discussed, among other things, selection criteria, template for the quota 2 test and preparation and testing of the content of the quota 2 test.

Welcome back from maternity leave
Welcome back to Communications and Counselling Officer Maria Merrild Staun!

Maria returned from maternity leave on 2 January and has since breathed new life into the communication work that came to a standstill on 1 November when her cover left us for a permanent job. Along with the daily communication and counselling tasks, Maria has started to translate last year’s analysis of our web communication into changes to the Student Ambassador’s website.