THE STUDENT AMBASSADOR’S 4TH QUARTER

2018

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 you can read about UCPH students’ counselling needs in the fourth quarter of 2018, the Ambassador’s opportunity to participate in meetings as a neutral third party, various initiatives for students with functional impairments and get input from the annual network conference for student ombud in the Nordic countries.

Counselling needs in Q4
135 enquiries were registered in the fourth quarter of 2018. This means a break of the curve, which until now has shown a steadily rising number of enquiries. During 2018, we got the impression that there is a wide knowledge of the Student Ambassador function. We therefore believe that the number of enquiries has found a level that corresponds to students’ counselling needs from us.

The topics of the enquiries are largely the same as in previous quarters. Most are about dispensations, legal complaints or exams. The number of enquiries about legal complaints, where students complain about the University’s decisions due to
legal issues, is higher in percentage this quarter than in previous quarters. However, the absolute number of this type of enquiry does not deviate from the number in previous quarters.

Disciplinary proceedings 10%  
Exam 13%  
Legal complaint 20%  
Exemption 30%  

Attending meetings as a neutral third party
In October, Student Ambassador Bo Gad Køhlert wrote to all the faculties to inform them that he had decided to attend at least one meeting at each faculty in the course of the academic year 2018-2019 between students and the University's administration.

The Board decided in the autumn of 2017 to allow the Student Ambassador to participate in meetings between students and the University's administration as a neutral third party with the right to speak.

In connection with the University's discussion of the Ambassador's 2017 annual report the Student Ambassador discussed this new opportunity in spring 2018 with KUUR, the Rectorate, deans, associate deans for education and directors of studies. On the back of the discussions, the Student Ambassador decided, as a start, to attend at least one meeting at each faculty in the academic year 2018-2019.

Up until 31 December 2018, Student Ambassador Bo Gad Kohlert had participated in three meetings as a neutral third party. Two meetings between a student and the administration concerning complaints about harassment. One meeting between a student with a functional impairment and the administration.

Lecture on good scientific practice
On 3 October, the University's practice committee held a half-day conference on the teaching of good scientific practice at the University's Bachelor and Master's degree programmes.

First, we heard about the four faculties' experiences in the area. Then three of the University's researchers presented studies on:

- students' knowledge and understanding of the concept of plagiarism
- development of course for Bachelor students on good study practices and responsible research practices
- good scientific practice as a topic on Master's degree programmes

Finally, the panel of speakers debated possible
common requirements and guidelines in the area with the audience. We see everything that was presented and discussed at the conference as important elements for raising on a broad scale all UCPH students' knowledge and skills relating to good study practice. The majority of the students who approach the Student Ambassador about plagiarism are Bachelor students. Then come international Master's degree students.

For these two types of students, we see a specific need to provide more teaching and training as soon as possible after the first few months of study start when they begin to write and submit assignments.

At the conference, some of the faculties described how they ask the assessors to report any suspicion of plagiarism. Here we see a general need for more guidance on how assessors can decode the content of the machine-generated plagiarism report in Digital Exam.

At the same time, we believe that it would be relevant to highlight that the assessors phrase their reports in such a way that they appear sufficiently clear and factually based for those who are to process the report (head of studies, the students, the faculty administration and Rector's Office).

Meeting for new students with functional impairments
On 31 October, the University's team for special study support and the Student Ambassador hosted a 90-minute event for new students with functional impairments. We talked about:

- the right to appropriate measures based on the individual student's specific needs (The Non-Discrimination Act)
- how to apply for dispensation from internal rules in the curriculum, for example for special exam conditions
- special guidance if at risk of dropping out

Regional project about students with functional impairments
In December, Student Ambassador Bo Gad Køhlert accepted an invitation to participate in Tænketanken Perspektiv's project in Greater Copenhagen on the conditions for students with functional impairments.

The aim of the project is to create more inclusive and open academic and social communities for students. The project runs from July 2018 to December 2019.

The project launched a survey in November. The objective is to identify and analyse key barriers for students with functional impairments and disabilities in higher education. In addition, efforts are going on to provide the basis for specific initiatives and measures at the educational institutions. The project is based, among other things, on:

- The National Union of Danish Students' survey of barriers for students in higher education (2008)
- Survey by Danish organisations for the disabled (2017)

Meeting with the Study Administration Coordination Committee
On 27 November, the Student Ambassador was invited to a meeting in the Study Administration Coordination Committee (SAK). The meeting was arranged during the spring of 2018 in connection with the Committee's consideration of the Ambas-
sador's 2017 annual report.

As an introduction to the meeting, the Student Ambassador presented his interpretation of the purpose, authority and scope for action of his function as set out in the rules of procedure for the Student Ambassador. On the basis of this presentation, the Committee and the Student Ambassador mainly discussed:

- the faculties' desire that the Student Ambassador approach them in concrete cases with aggravating circumstances, or where a student's situation can be strengthened through dialogue.
- clearer references from guidance material on the Ambassador's website to the faculties' guidelines on the Study Information pages on KUnet about dispensations, complaints and the like.

As a result of the discussions at the meeting, we will, in 2019, continue our efforts to tie the guidance material on the Ambassador's website more closely with the faculties' guidelines on the Study Information pages.

Moreover, we will continue to consider how we can contact the faculties in concrete cases without the risk of becoming a parallel or competing investigating authority and thus violating section 5 (3) of the rules of procedure for the Student Ambassador.

Other activities

Annual conference in the Scandinavian student ombud network

On 18-19 October, the Student Ambassador attended the annual conference in the Scandinavian network for student ombud held in Bergen.

The two-day programme included:

- professor Camilla Bernt's research into conflict management (based on research by Danish professor Vibeke Vindeløv, among other things.
- the digital system Si Fra, in which several Norwegian universities ask students and staff to report problems both large and small. the organisations' work to follow up on and address the reports.
- the processing of reports about a student's insufficient ability to work in professions aimed at children, students and patients – known as 'skikkavurderinger'.
- Handling of cases of scientific dishonesty by NHH, the Norwegian School of Economics.

Discussion of how the student ombud in each country collaborate and which #MeToo enquiries each student ombud has received and dealt with since autumn 2017.
UCPH study board conference 2018
On 14 November, we attended the annual study board conference hosted by Education Services in the Central Administration. The conference offered two workshops with the opportunity to discuss in small groups cases about credit, dispensation for additional exam attempts and the rights of students with functional impairments.

It was a pleasure to experience during the discussions how much knowledge study board members and case processors possess about the different types of cases and how strong the interest is to share that knowledge across faculties.

Goodbye to maternity cover
The maternity cover for the Student Ambassador's counselling and communications officer found a permanent job outside UCPH as from 1 November. Maternity cover Mikkel Brynildsen Hindhede is now Communications Officer at HF & VUC Nordsjælland.

In addition to handling day-to-day counselling and communication tasks, Mikkel also managed to produce various videos and to analyse and test user behaviour on the Student Ambassador’s website and to design a proposal for restructuring the content on the website.

Good luck to Mikkel in his new job!

When we search for "sick leave"...
In the last newsletter, we shared our experiences with searching for "sygemelding" ("sick leave") using the new search function on KUnet > Study information.

As a result, we received several very instructive comments from you, our readers of the newsletter. Clearly, you know much more about the search function options than we do. Many thanks for all the comments!

We still want to become more familiar with the search function. So this time we have searched for "syg" ("sick") combined with one randomly selected programme at each faculty.

The results were as follows:

<table>
<thead>
<tr>
<th>Search word:</th>
<th>Search result:</th>
</tr>
</thead>
<tbody>
<tr>
<td>syg kandidat i jura</td>
<td>Links to PDF files on examinations</td>
</tr>
<tr>
<td>syg kandidat i visuel kultur</td>
<td>Links to PDF files on examinations</td>
</tr>
<tr>
<td>syg bachelor i psykologi</td>
<td>Link to study portal for dental hygienist programme and links to PDF files on examinations</td>
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<tr>
<td>illness Integrated Food Studies</td>
<td>Link to excel sheet of credit-awarded courses</td>
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<tr>
<td>illness Human Biology</td>
<td>Link to excel sheet of credit-awarded courses</td>
</tr>
<tr>
<td>Illness Religious Roots of Europe</td>
<td>No links</td>
</tr>
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