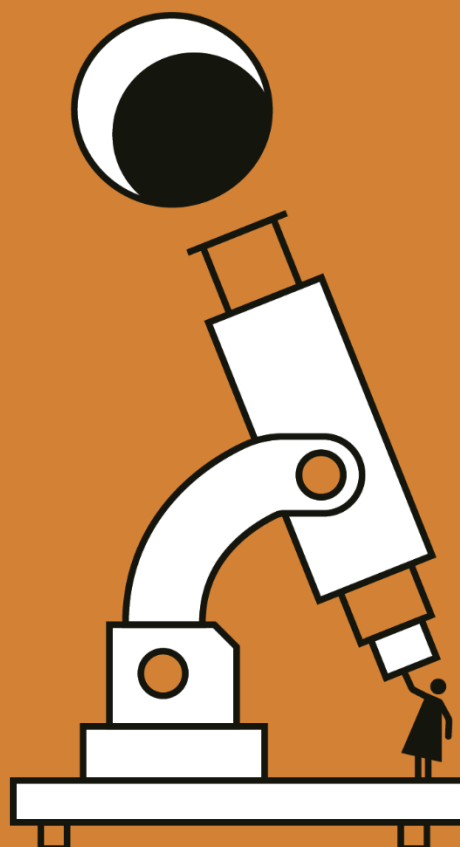
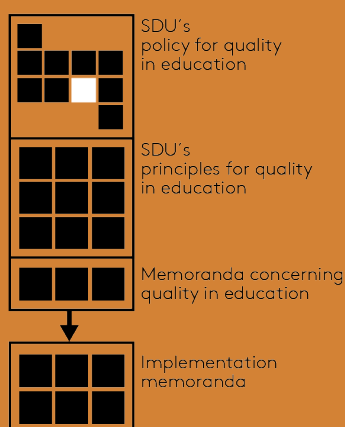


7. Sub-policy for Student Administration and Student Counselling



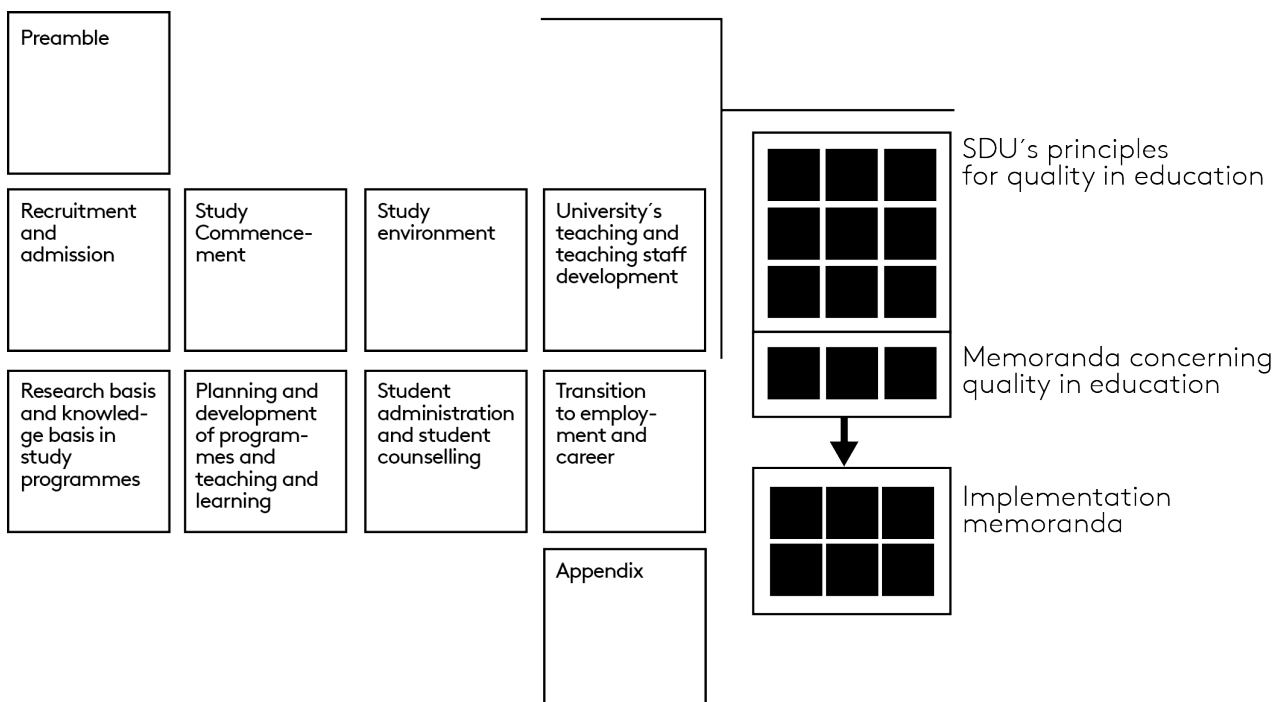
Colophon

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7. Sub-policy for Student Administration and Student Counselling

Preview over documents for SDU's Quality in Education

SDU's
policy for quality in education



7. Sub-policy for Student Administration and Student Counselling

Content

Purpose	3
Frameworks	3
Quality objectives	4
7.1 The students receive relevant information on their programme in good time. In addition, the students are informed of where they can search for further information.	4
7.2 The SDU supports the student's completion of the programme through student counselling.	5
7.3 SDU's Programme Administration is transparent, effective and competent.	6
7.4 SDU's Student Administration supports the work of the study administration by providing quality assurance and quality development of the programme.	7

Purpose

SDU's Student Administration and Student Counselling support the student's completion of the programme.

The university's Student Administration is effective and competent and supports study administration and teachers. This ensures that the applicable legislation in this area is complied with so that the students experience professional administration of their education.

Frameworks

External

- [The University Act, the Executive Order on Bachelor and Master's Programmes at Universities, the Executive Order on Professional Master's Programmes at Universities and the Executive Order on Part-Time Programmes at Universities](#)
- [ESG 1.5: Teaching staff](#)
- [ESG 1.6: Learning resources and student support](#)
- [ESG 1.7: Information management](#)

Internally related documents

- [SDU Strategy](#)
- [SDU's principles for student and career guidance](#)
- Framework contract
- [Language policy](#)
- [SDU's principles for internationalisation of education](#)
- [Strategy for the competence development of elected members in SDU's collegiate bodies \(Council, Board and Committee\)](#)

Quality objectives

7.1 The students receive relevant information on their programme in good time. In addition, the students are informed of where they can search for further information.

Standard 7.1.1 Communication at the university is targeted, differentiated and coordinated with the target groups.

Indikator 7.1.1.1 The university reviews and adjusts information to the students on a constant basis.

Follow-up	a. Programme report b. Faculty programme report
Responsible parties	a. Head of Studies b. Dean

Standard 7.1.2 It is easy for the students to find relevant and comprehensive information about their programme.

Indikator 7.1.2.1 The university has a common standard for every programme regarding which information should be readily available on the university's website.

Follow-up	The central administrative report on quality in education
Responsible parties	University Director

Indikator 7.1.2.2 The students have a single means of access to relevant information about the programme and their choices along the way.

Follow-up	The central administrative report on quality in education
Responsible parties	University Director

Indikator 7.1.2.3 Relevant information about the individual programme is available on the university's website.

Follow-up	Programme report
Responsible parties	Head of Studies

Indikator 7.1.2.4 The students have expressed that they can easily find relevant and comprehensive information about the education and their choices along the way.

Follow-up	The central administrative report on quality in education
Responsible parties	University Director

7.2 The SDU supports the student's completion of the programme through student counselling.

Standard 7.2.1 During the programme, the students have access to relevant guidance that has been adapted to the diversity of the target group.

Indikator 7.2.1.1 The students have access to guidance for the completion of the programme.

Follow-up	a. Programme report b. The central administrative report on quality in education
Responsible parties	a. Head of Studies b. University Director

Indikator 7.2.1.2 The students have access to guidance on key regulations and laws in the given area (SU, leave of absence, examinations, etc.).

Follow-up	The central administrative report on quality in education
Responsible parties	University Director

Indikator 7.2.1.3 The students have access to guidance on selections and rejections of the programme or the programme elements.

Follow-up	Faculty programme report
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Responsible parties	Dean
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Indikator 7.2.1.4 All central and decentralised supervisors have competences corresponding to the level set by the university's counselling strategy.

Follow-up	a. Faculty programme report b. The central administrative report on quality in education
Responsible parties	a. Dean b. University Director

7.3 SDU's Programme Administration is transparent, effective and competent.

Standard 7.3.1 It is the responsibility of the administrative staff to ensure that processing of cases and decisions are transparent and comply with laws and regulations, as well as the faculty and university frameworks.

Indikator 7.3.1.1 All heads of studies and the study administrative staff have knowledge of the applicable laws, regulations and faculty frameworks in this area.

Follow-up	Faculty programme report
Responsible parties	Dean

Indikator 7.3.1.2 All members of the Study Board are informed of the applicable laws, regulations and faculty and university frameworks in this area.

Follow-up	Faculty programme report
Responsible parties	Dean

Indikator 7.3.1.3 The programme is transparent in its case procedures for student administration, and the expected response time for cases processed by the Study Board is publicly available.

Follow-up	Programme report
Responsible parties	Head of Studies

Indikator 7.3.1.4 The minutes of the Study Board meetings are publicly available.

Follow-up	Programme report
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Responsible parties	Head of Studies
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7.4 SDU’s Student Administration supports the work of the study administration by providing quality assurance and quality development of the programme.

Standard 7.4.1 The programme has a plan for the course of the year for the programme’s student administration and work on implementing and following up on the university’s policy for quality in education.

Indikator 7.4.1.1 The plan has been published on the programme’s website.

Follow-up	Programme report
Responsible parties	Head of Studies

Indikator 7.4.1.2 The plan contains all the important deadlines for the student administration during the year, including dates for Study Board meetings, publication of the syllabus and examination plans, and follow-up on the individual elements of the quality policy.

Follow-up	Programme report
Responsible parties	Head of Studies