



Procedure for study environment surveys

Section responsible for procedure

Guidance and Internationalisation (VI) in collaboration with Campus Service HEALTH and University Education Services (US).

Purpose

The procedure ensures that deliberate efforts are made to assure the quality of student well-being and the administrative services at UCPH. The work is based on a systematic study environment surveys, consisting of a questionnaire about the study environment. The study environment survey is included in the teaching-environment evaluations (UMVs) that are carried out every three years.

Summary of the procedure

The procedure describes the duties and responsibilities in connection with the study environment survey and the teaching-environment evaluations (UMVs) every three years, both internally at HEALTH and at interdisciplinary level, co-ordinated by the University.

The survey is co-ordinated by University Education Services (US) and involves the representatives responsible for internal communications in the individual faculties. Once the reports are delivered, the faculties are responsible for analysing data and drawing up action plans.

Information to stakeholders

The head of section in VI keeps the management group informed. The members of the management group decide thereafter on an individual basis which members of staff to inform.

All reports are sent to the dean's office, study board, educational council, Student Forum, managers' group in Faculty Service (FS) and heads of section in Student and Studies Affairs (AUS).

Updating of www.sund.ku.dk and/or KUnet

VI regularly updates KUnet for students or according to the annual cycle.

How often (schedule)?

The study environment surveys conducted once a year, and informs the teaching-environment evaluation that takes place every three years.

How?

The frameworks:

The study environment surveys are far from the only initiative designed to improve the study environment at UCPH. The work on it is closely linked to the University strategy for the study environment. The study environment survey form part of UCPH's overall target plan, and as such are co-ordinated with other action plans.

The actual assessment:

The study environment survey comprises four phases:

- Mapping of well-being (psychological study environment), satisfaction (with administrative service) and the quality of the study environment (physical study environment and digital support) for the individual programmes and on the individual campuses
- Description and evaluation of potential problems based on data from the survey
- Drawing up action plans
- Follow-up on action plans.

US co-ordinates the first phase and the preliminary work for the University as a whole. The faculties are responsible for the other phases.

Follow-up:

The survey results are used in UCPH's further work on the study environment, which forms part of the University's statutory teaching environment evaluations (UMVs). The report is followed up with tangible action plans aimed at rectifying problems in the study environment.

Each faculty has an organisation that processes the results of the faculty's programmes. The faculties draw up local action plans for improving the study environment. The faculties ensure that students are involved in this work. The University's Academic Board on Education Strategy (KUUR) then discusses and approves the action plans.

Who does what?

UCPH steering group

The University's Academic Board on Education Strategy (KUUR) acts as the steering group and decision-making body for the work, and for the well-being questions to the students. The student questionnaire is processed by

- Academic Board on Education Strategy (KUUR)
- UCPH's Study Administration Co-ordination Committee (SAK).

KUUR processes the faculties' action plans.

The UCPH inter-faculty co-ordination group

- Consists of a project manager from US and faculty co-ordinators
- Co-ordinates the assessment process

HEALTH steering committee incl. associate dean for education

- Ensures that faculty resources are earmarked for the process and for implementation of action plans.
- Ensures management support for the process, especially for drawing up and implementing action plans at faculty level.

Administrative units at HEALTH

- Responsible for drawing up and implementing action plans in the units that have day-to-day responsibility for the areas concerned

HEALTH – faculty co-ordinators:

- Part of the UCPH inter-faculty co-ordination group
- Assist US with communicating with students about the assessment, in order to achieve good response rates
- contribute to piloting the questionnaire
- Responsible for internal communications in the faculty, including sending results to relevant stakeholders
- Draw up overview of the main points from the assessment
- Process data and draws up proposals for key themes for action plans
- Part of HEALTH's study environment group and conduct the project management in connection with supporting the good study environment
- Ensure involvement of the Student Forum in the work with the action plans
- Collect action plans at the faculty and forwards them to US

HEALTH – study environment co-ordination group:

- Comprises programme manager (AUS); working environment manager; project manager for study environment survey (VI); and project manager (Campus Service, HEALTH)
- Co-ordinates work and ensures embedding of study environment survey among the students
- Attends meetings of the Student Forum after the results of the study environment survey have been published

Student Forum

- Provides input and suggests key topics to address from a student perspective
- Discusses action plans (possibly with the participation of the dean and faculty director)
- May be further involved in drawing up action plans

Data

Relevant material will be logged and are available in VI.

Annual Cycle		
Date	Activity	Responsibility
Late April	<ul style="list-style-type: none"> Start-up meeting in the UCPH co-ordination group 	US ¹ , and VI
Mid-October – Mid-November	<ul style="list-style-type: none"> Hearing over the questionnaires 	US and VI
Mid-December – Early January	<ul style="list-style-type: none"> assure the quality of study programme data Informing students about plan for communication 	US and VI
January	<ul style="list-style-type: none"> Piloting the questionnaire Information material ready 	US and VI
Mid-February	<ul style="list-style-type: none"> Final preparation and layout of advertising materials Advertising in ‘Studentforum Updating KUnet 	VI
Mid-February - March	<ul style="list-style-type: none"> Response period Advertising continues Regular updating of statistics for responses on KUnet Reminders regarding responses (at least once a week) 	US, VI and Campus Service
April-Early May	<ul style="list-style-type: none"> Assure the quality of reports Sending reports on faculty matters to Faculty management and, Heads of studies etc. 	US and VI
May – September/October	<ul style="list-style-type: none"> Analysis of data and localisation of the most important themes Themes discussed in relevant forums, including the Student Forum Planning objectives and actions (action plan) Action plan meeting(s) by the co-ordinator group Collation of action plans in the faculties Submission of action plans to US 	VI and Campus Service
June	<ul style="list-style-type: none"> Sending free-text comments to the study boards 	VI
October	<ul style="list-style-type: none"> Work to implement HEALTH’s action plans Updating KUnet 	VI and Campus Service

¹ US University Education Services