



# Student Services

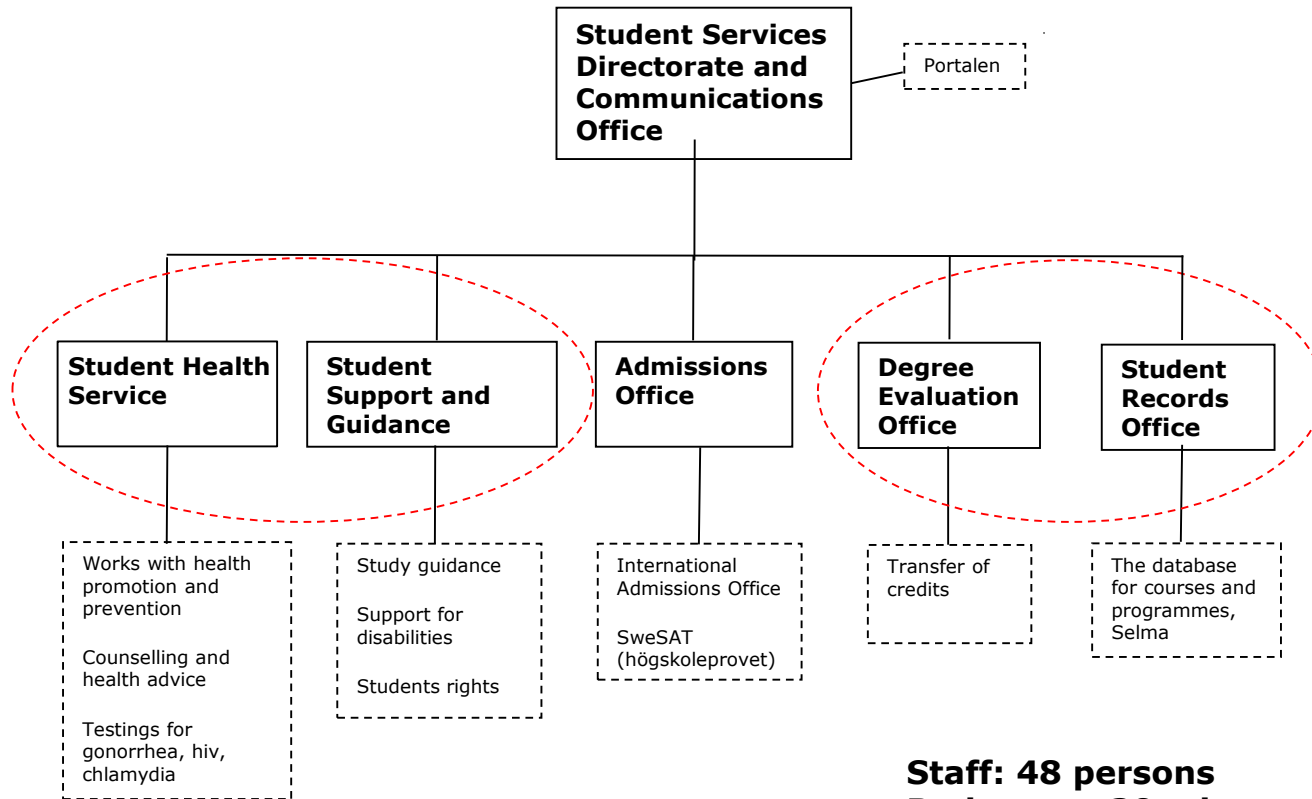


## Student Services vision



*We are well-known and in demand because we facilitate the student's way through university.*



# Student Services organization

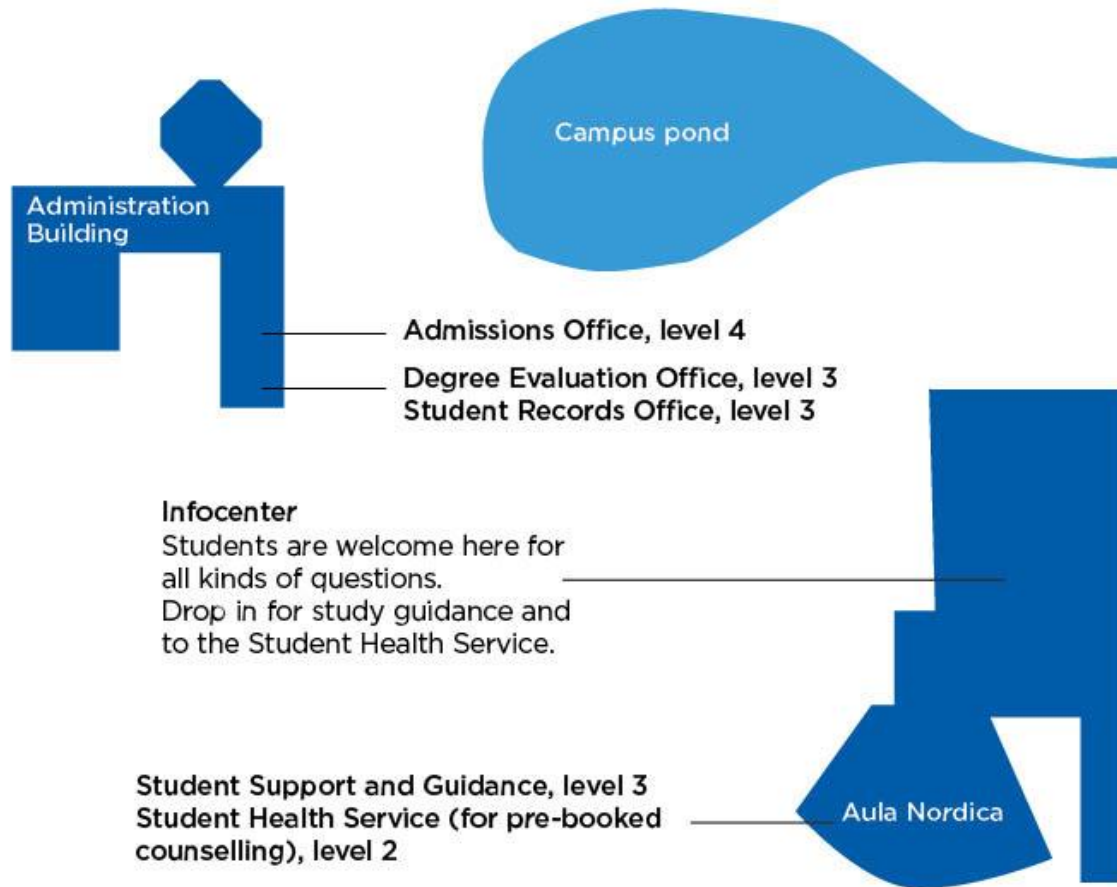


**Staff: 48 persons**  
**Budget: ca 30 mkr**

-  Areas of activity having the same head of office
-  Tasks/responsibilities within area of activity



# Find Student Services here





# Our student support in Infocenter

## **For students and prospective students**

### **In the reception desk:**

The university's entrance for study related questions about for instance admissions, getting a degree, transfer of credits, support for students with disabilities etc.

**Drop in to Study Guidance and to the Student Health Service all week days between 12.00-13.30**

For current range of services: [www.infocenter.umu.se/english](http://www.infocenter.umu.se/english)



# Student Health Service

## For students

- ✓ Works with health promotion and prevention
- ✓ A complement to the Swedish health care system
- ✓ Free of charge for all students at Umeå University and the Swedish University of Agricultural Sciences in Umeå (contract)
- ✓ Coordinates ANDT prevention (alcohol, drugs, doping and tobacco)

## Individual support

- Counselling in health and lifestyle issues, test for chlamydia, gonorrhoea, HIV

## Support in groups (only in Swedish)

- Groups, courses and lectures/seminars in stress, sleep, tobacco etc

## Aurora (see next page)

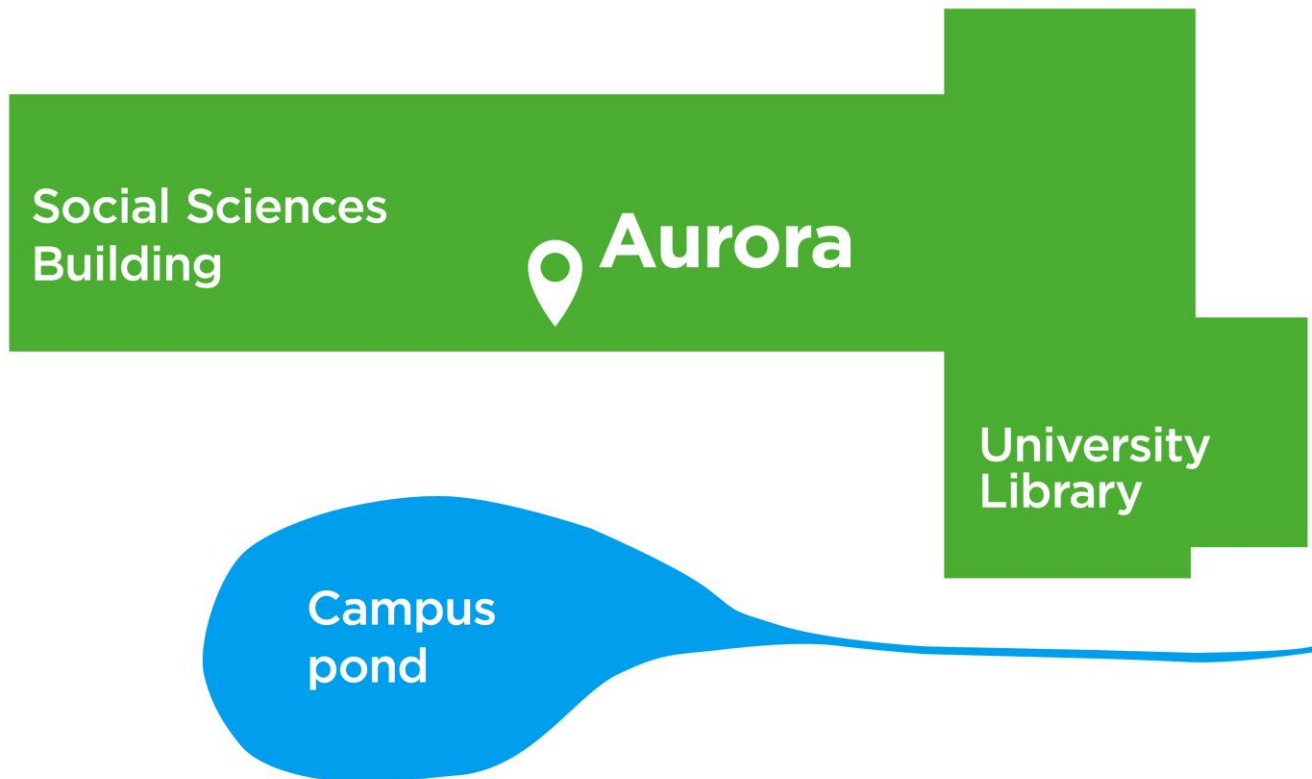
For current range of services:

[www.student.umu.se/student-health-service](http://www.student.umu.se/student-health-service)



# Aurora

- The students' light and quiet room for rest and recovery
- In the Social Sciences Building, level 1 (next to Campusbokhandeln)
- Opening hours: Monday-Friday 07.30-17.30
- Students have access using their UmU card





# Student support and guidance

## **For students**

### **Study guidance and study information**

- For planning of studies

For current range of services:

[www.student.umu.se/english/during-your-studies/study-and-career-guidance](http://www.student.umu.se/english/during-your-studies/study-and-career-guidance)

### **Support for students with disabilities**

- Coordinates pedagogical support for all students with disabilities at Umeå University
- Investigates, decides and provides support measures

For current range of services:

[www.student.umu.se/english/during-your-studies/support-for-disabled-students](http://www.student.umu.se/english/during-your-studies/support-for-disabled-students)

### **Student rights**

- Student-related cases of discrimination or harassment
- Responsible for rules and regulations on student rights





# Student support and guidance and the Student Health Service

## **Support and service for the departments**

### **Contact us to:**

- Come meet with your student groups to inform about our services
- Get support in emergency situations, for example sudden deaths
- Consultation and information within our areas of expertise, such as
  - Legal framework issues*
  - Admission regulations*
  - Disabilities, individual support and accessibility issues*
  - Harassment cases*
  - Other student matters*

### **We also provide:**

- STUDS – the university's internal student support network, where we organize lunch seminars and courses for staff (e.g. in guidance methodology)
- Representation in national och Nordic networks



# Admissions Office

**Is responsible for the admission to education in the first and second cycle, by:**

- Making sure that the university 's courses and programmes are available for searching on websites for education
- Creating models for eligibility, selection and application needed for the mechanical assessment in the national admissions system NyA
- Assessing eligibility and qualifications in applications
- Deciding on deferment of studies and exemption from normal selection criteria
- Assessing applications for prior learning and exemption from entry requirements
- Handling appeal cases
- Serving as the secretariat of the university 's Admission Board



# Admissions Office

## **Other**

- Participates in the national Qualification Assessment Manual and in the Virtual Organizations set up by UHR for evaluation of foreign upper secondary and higher education qualifications
- Handles admission of exchange students
- Provides support for users in the NyA website
- Administrates the Swedish Scholastic Assessment Test (SweSAT; “Högskoleprovet”) in the county of Västerbotten



# Degree Evaluation Office

**Is responsible for the degree process and the transfer of credits process at Umeå University, by:**

- Assessing, processing and deciding on degrees at first, second and third cycles
- Assessing, processing and deciding on applications for transfer of credits at first and second cycles
- Issuing degree certificates at first, second and third cycles
- Providing support for departments and faculties on degree and transfer of credits issues
- Preparing and providing proposals for decisions on the establishment of the local degree requirements to the Vice-Chancellor
- Handling appeal cases
- Serving as the secretariat of the university 's Degree Board



# Student Records Office

**Is responsible for the system administration of the study documentation system Ladok, and of Selma, the database for courses and programmes. This includes:**

- Providing training and support for system users at the university
- Administering permissions for users
- Maintenance and quality assurance of the systems
- System testing

**Providing information from the databases, for example:**

- To other authorities, for instance to CSN about students registrations and non-completion of studies
- Ordered output data, such as address lists, etc.
- Statistics to different stakeholders within the university

**Other**

- Responsibility for the introduction at the university of a new Ladok system



# Communications

## **For students:**

- Editorship for the newsletter Studentnytt (in Swedish; ca 5500 subscribers)
- Editorship for the student website, [www.student.umu.se/english](http://www.student.umu.se/english)
- Operational responsibility for the student portal (Portalen)

## **For prospective students :**

- Content on relevant web pages at [www.umu.se/english/education](http://www.umu.se/english/education)

## **For staff:**

- The newsletter Studentcentrumbladet (in Swedish)
- Content on the website for staff about all areas of Student Services

## **For all:**

- *Education and research* in the Legal Framework at Umeå University
- Posters, folders and other printed material about our services



# Main challenges

- Adapt operations to reducing resources
- Develop our cooperation with the departments
- Implement the new Ladok system
- Develop the preventive work for student's health
- Change the process for late applications