Student Services
We are well-known and in demand because we facilitate the student’s way through university.
Student Services organization

Student Services Directorate and Communications Office

Student Health Service
- Works with health promotion and prevention
- Counselling and health advice
- Testings for gonorrhea, hiv, chlamydia

Student Support and Guidance
- Study guidance
- Support for disabilities
- Students rights

Admissions Office
- International Admissions Office
- SweSAT (högskoleprovet)

Degree Evaluation Office
- Transfer of credits

Student Records Office
- The database for courses and programmes, Selma

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

Admissions Office, level 4
Degree Evaluation Office, level 3
Student Records Office, level 3

Infocenter
Students are welcome here for all kinds of questions.
Drop in for study guidance and to the Student Health Service.

Student Support and Guidance, level 3
Student Health Service (for pre-booked counselling), level 2
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
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, gonorrhea, 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
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

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

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
• Operational responsibility for the student portal (Portalen)

For prospective students:
• Content on relevant web pages at 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