

Title	7. Sub-policy for Student Administration and Student Counselling
Objective	<p>The University of Southern Denmark's student administration and student counselling support the students' completion of their course of study.</p> <p>The University's student administration is effective and competent and supports Heads of Studies and teachers. Current legislation in the field is respected and the students experience a professional administration of their education.</p>
Framework conditions	<p>External:</p> <ul style="list-style-type: none"> • The University Act, executive orders on education, professional master programmes, and part-time education • ESG 1.5: Learning Resources and Student Support • ESG 1.6: Information Systems • ESG 1.7: Public Information
	<p>Internal documents:</p> <ul style="list-style-type: none"> • Strategy and management • Strategy for Education Development (in writing) • Counselling Strategy (in writing) • Development contract • Memorandum on Heads of Studies at SDU • Language policy • Competency profile for employee groups with student contact

Intended outcome	7.1 The students receive timely, relevant information about their study programme and about where to find further information.		
	Standard	7.1.1 The University communicates targeted, differentiated and coordinated with its target groups	
	Indicator	7.1.1.1 The University reviews and adjusts information to its students on an ongoing basis	
		Follow-up	a. Programme report b. Faculty's programme report
		Responsibility	a. Head of Studies b. Dean
	Standard	7.1.2 Students can easily find relevant and comprehensive information about their study programmes	
	Indicator	7.1.2.1 The University has a common standard describing which information must be available on its websites for each study programme	
		Follow-up	The Central Administration's programme report
		Responsibility	University Director

	Indicator	7.1.2.2 Students have a single point of access to relevant information about their study programmes and options during their courses of study	
Follow-up		The Central Administration's programme report	
Responsibility		University Director	
	Indicator	7.1.2.3 Information about each study programme is easily accessible on the University's website	
Follow-up		Programme report	
Responsibility		Head of Studies	
	Indicator	7.1.2.4 Students indicate that it is easy to find relevant and comprehensive information about their study programmes and options during their courses of study	
Follow-up		The University's teaching environment evaluation and subsequent action plan	
Responsibility		University Director	

Intended outcome	7.2 The University of Southern Denmark supports its students' completion of their courses of study via student counselling		
	Standard	7.2.1 During their courses of study, students have access to relevant counselling, which is adapted to the diversity of the target group	
	Indicator	7.2.1.1 The students have access to counselling on completion of studies	
		Follow-up	a. Programme report b. The Central Administration's programme report
		Responsibility	a. Head of Studies b. University Director
	Indicator	7.2.1.2 Students have access to counselling on central regulations and legislation (State Education Grant, leave of absence, exams, etc.)	
		Follow-up	The Central Administration's programme report
		Responsibility	University Director
	Indicator	7.2.1.3 Students have access to counselling on choices and opt-outs of study programmes or elements thereof	
		Follow-up	Faculty's programme report
		Responsibility	Dean
	Indicator	7.2.1.4 All central and local counsellors have competences at the level stated in the University's Counselling Strategy	

		Follow-up	a. Faculty's programme report b. The Central Administration's programme report
		Responsibility	a. Dean b. University Director

Intended outcome	7.3 The University of Southern Denmark's student administration is transparent, effective and competent		
	Standard	7.3.1 The administrative staff ensures that case handling and decisions are transparent and comply with legislation, regulations and faculty and university frameworks	
	Indicator	7.3.1.1 All Heads of Studies and student administration staff are familiar with current legislation, regulations and faculty frameworks	
		Follow-up	Faculty's programme report
		Responsibility	Dean
	Indicator	7.3.1.2 All members of the study board are informed about current legislation, regulations and faculty and university frameworks	
		Follow-up	Faculty's programme report
		Responsibility	Dean
	Indicator	7.3.1.3 The study programme has transparency in administrative procedures in the student administration and the expected casework time in the study board is publicly available	
		Follow-up	Programme report
		Responsibility	Head of Studies
	Indicator	7.3.1.4 Minutes from study board meetings are publicly available	
		Follow-up	Programme report
		Responsibility	Head of Studies
	Indicator	7.3.1.5 Students indicate that the student administration is transparent, effective and competent	
		Follow-up	The University's teaching environment evaluation and

			subsequent action plan
		Responsibility	University Director

Intended outcome	7.4 The University of Southern Denmark's student administration supports the Head of Studies' work with quality assurance and quality enhancement of the study programme		
	Standard	7.4.1 The study programme has an annual cycle of work for its student administration and for its implementation of and follow-up on the policy for educational quality	
	Indicator	7.4.1.1 The annual cycle of work is published on the website of the study programme	
		Follow-up	Programme report
		Responsibility	Head of Studies
	Indicator	7.4.1.2 The annual cycle of work contains all important deadlines for the student administration during the year, including dates for meetings in the study board, publication of curricula and exam plans and follow-up on the individual elements of the policy for educational quality	
		Follow-up	Programme report
		Responsibility	Head of Studies