



## FACULTY OF SCIENCE

Information

Reg. No.  
STYR 2021/1732

*Date 1 June 2021*  
*Revised 9 January 2024*

Faculty Office and the Science  
Student Union (LUNA)

# Information for students on student influence, work environment, complaints and study support at the Faculty of Science

The Higher Education Act stipulates that organisations within Swedish higher education institutions are to align to achieve high quality in education and research. Furthermore, the Higher Education Act states that quality assurance procedures are a shared concern for employees and students. In order to provide students with good conditions to contribute to quality assurance work, they need to receive information about what is happening and how they can contribute. Below is a summary of how various elements function concerning student influence, work environment, complaints management and study support, and information on the relevant administrative units to contact.

## Table of Contents

<b>Student influence .....</b>	<b>2</b>
About the Lund Science Students' Union LUNA.....	2
Student councils.....	3
<b>Course evaluations, course analyses and course representatives .....</b>	<b>3</b>
Evaluating your course .....	3
Course representatives .....	4
<b>Work environment and complaints management .....</b>	<b>5</b>
The student health and safety representative .....	5
Contact the Lund Science Students' Union anonymously.....	6
The student ombudsman .....	6

<b>Study support and study opportunities at the faculty .....</b>	<b>7</b>
SI – mentoring activities as extra study support .....	7
Study guidance.....	7
International opportunities .....	8
<b>Study support at Lund University .....</b>	<b>8</b>
The Student Health Centre.....	8
Support for students with disabilities.....	8
The Academic Support Centre.....	9
<b>List of Rights – Lund University Students’ Rights and Responsibilities .....</b>	<b>9</b>

## Student influence

At Lund University, it is important for education to maintain high quality. Part of this is students having a lot of influence in the University, which entails students being involved in decisions concerning their study programmes and the situation at the University. This happens through student representation in all decision-making and preparatory bodies at the University and through communication between teaching staff and students. Formal student influence is organised by the students’ unions. The students’ unions are democratically structured organisations, whose main goal is to monitor and contribute to the development of education and the conditions for study at the University. All students within the area of activity of the students’ union are entitled to join the union and to vote in elections for the union’s highest decision-making body.

### **About the Lund Science Students’ Union LUNA**

At Lund University’s Faculty of Science, student influence is coordinated through the Lund Science Students’ Union (LUNA). All science students are entitled to be members of LUNA. Membership is obtained by becoming a member of Studentlund, which includes membership in LUNA, one student nation and the Academic Society. It is also possible to become an active member of LUNA and to work actively with everything from student influence to social events. LUNA is run by student volunteers and by three students who take approved leave from

their studies for one year to work full-time for the students' union. A student who is active as a student representative and thereby misses a compulsory component in their study programme is entitled to participate in an equivalent compulsory course component at another time to compensate for the one missed due to student representation duties. More information on what LUNA does and how to become an active member can be found on [LUNA | Lund Science Students' Union \(lundsnaturvetarkar.se\)](http://LUNA|LundScienceStudents'Union(lundsnaturvetarkar.se)).

### **Student councils**

LUNA works actively with student influence at the department, faculty and University levels. At the department level, the work is done through the union's six student councils, listed below:

- BUG – biology and molecular biology
- GLuFS – all kinds of physics
- KERUB – chemistry
- MUR – mathematics
- MYS – environmental science and environmental and health protection
- SNG – geology and physical geography

The student councils have open meetings for all students at the relevant department. If you are curious about what the student councils do or if you want to become active as a student representative at the department, all you have to do is show up at a meeting. All student councils have their own Facebook page where they share information. They also each have a room at the relevant department, where the members of the student councils hang out. More information on the student councils is available on [Student councils | LUNA \(lundsnaturvetarkar.se\)](http://Studentcouncils|LUNA(lundsnaturvetarkar.se)).

### **Course evaluations, course analyses and course representatives**

#### **Evaluating your course**

According to the List of Rights, all students studying a course at Lund University are given the opportunity to evaluate the course by completing a course evaluation. The students have the right to

do this anonymously. Once the course evaluations have been submitted, the department summarises their outcomes in a written course analysis. The course analysis is to state how the course is to be developed based on the feedback provided by the students. The course analysis is to be shared with the students on the course, the relevant students' union and subsequent cohort of students.

Students who complete course evaluations contribute to an important part of the faculty's quality assurance work. The opinions expressed in the course evaluations enable the teaching staff to develop their courses for subsequent sessions. As the course analysis is shared with the next group of students on the course, it is also an opportunity for students to observe the effect of completing a course evaluation. For example, it may be a question of changing an assessment component or reducing the number of components as a result of students experiencing the course as very stressful. The students' union also has the opportunity to react after reading a course analysis that identifies major room for improvement.

The course analyses are available in the departmental archives via [Quality of education | Faculty of Science \(lu.se\)](#)

### **Course representatives**

A course representative is a student on a course who is tasked with functioning as a communication channel between the students on the course and the course management. The course representative is to have a dialogue with the other students on the course about their experience of the course. If any problems arise, the course representative is to raise them with the course management. The course representative thereby functions as a support for the other students on the course, in case they feel that they themselves cannot or do not wish to raise problems directly with the course management. The course representative and the course management are also advised to have two meetings during the course in which they check in about how the students are experiencing the course. The first meeting is to be held in the middle of the course and the second one at its end. During the final meeting, the course representative is to have the opportunity to provide input on the course as a whole, as well as

the opportunity to review the course analysis before it is published to ensure that it provides a fair view of the course. Both meetings are to be summoned by the course director, but can also be requested by the course representative if necessary. The course representative can also help the course management to remind the students to complete the course evaluation, although the ultimate responsibility for ensuring this is done lies with the course management.

According to the List of Rights, the students are entitled to elect their course representative during a regular teaching session. This entails that the election of the course representative is to be done by the students during timetabled hours, preferably during the course introduction meeting. At the meeting, it is important that the students are informed about the role of the course representative. It is also desirable for the course director to leave the room during the election of the course representative. It is recommended that the students elect one or two course representatives, depending on the size of the course. After the election, the course representatives are to be given information about their responsibilities as course representatives. Contact information for the course representatives is also to be published to be accessible to all students on the course. If the course representatives want support in their roles, they can always turn to the Lund Science Students' Union (LUNA), which is experienced in the management of matters associated with university studies.

## Work environment and complaints management

### **The student health and safety representative**

A student health and safety representative is a student elected by the students at a department to work on issues linked to the students' work environment. The aim is for the person to contribute to a positive study environment. A student who is experiencing problems with the physical or psychosocial study environment can turn to the student health and safety representative. The student can then get help managing the problem that has arisen. It is important to know that the student health and safety representative has a duty of confidentiality.

Information about who is the student health and safety representative at each department and their contact details are available on [Student Complaints | LUNA \(lundsnavetarkar.se\)](#)

### **Contact the Lund Science Students' Union anonymously**

An alternative to contacting the student health and safety representative is to turn directly to the Lund Science Students' Union (LUNA). It is possible to remain completely anonymous, or to state your contact details in your contact with the union. Contact with the union is made through the LUNA website on [Student Complaints | LUNA \(lundsnavetarkar.se\)](#). When the union receives a case it is primarily the presiding committee of the students' union that deals with the case, but there is also a principal student health and safety representative who works with student issues at the whole faculty. Both the union's presiding committee and the principal student health and safety representative have a duty of confidentiality. Depending on what the incoming case concerns, the union will take different approaches. It may, for example, contact the relevant course director, director of studies or head of department. If the student has provided contact details, the union will have a dialogue with the student about what is to be done and how the case is proceeding.

### **The student ombudsman**

Students can also turn to the student ombudsman for help with problems relating to their study programme. The student ombudsman is employed by the Lund University Students' Unions to help the unions and students when they encounter problems and issues regarding the progress of their studies. Students can choose either to contact the student ombudsman directly or through their students' union. The greatest difference is that the union has a closer collaboration with the Faculty of Science than that of the student ombudsman. The student ombudsman can provide help and support in the form of information and advice, but can also act as a representative or mediator in contacts with the University. More information and contact details for the student ombudsman are available on [About the Student Ombudsman](#)

## Study support and study opportunities at the faculty

### **SI – mentoring activities as extra study support**

To enable students to have good conditions to complete their study programme, the faculty offers what are known as SI (supplemental instruction) activities. The courses that offer SI are always included in at least one of the entry pathways to the Faculty of Science's Bachelor's programme. The courses will often be offered early on in the programme, to enable the students to benefit quickly from the working methods introduced in the SI meetings. SI stands for supplemental instruction and is based on an educational model known all over the world. At the SI meetings, the students get to meet another student who has already completed the course they are on and together they discuss selected parts of the course's learning outcomes and content. SI meetings are voluntary and take place once per week, with a duration of around two hours, including a coffee break. The atmosphere is relaxed and there are no "stupid questions". There are many advantages to taking part in SI, such as students getting help with terminology, difficult components, practical exercises and problems as well as study technique. SI can contribute to students gaining:

- an increased chance of successfully completing the course and getting better grades
- the opportunity to acquire a good study technique and a deeper understanding of the subject of the course
- the opportunity to make contact with other students

Further information and contact details can be found on: [SI activities \(mentoring programme\) | Faculty of Science \(lu.se\)](#)

### **Study guidance**

Study guidance is intended for students who need guidance and information before or during their studies. Students who have questions about their study programme or the labour market can contact a study advisor at their department. The contact details are available on: [Study Advisers | Faculty of Science \(lu.se\)](#)

### **International opportunities**

As a student, you have opportunities to study for one or two semesters at one of the faculty's partner universities, to do an internship abroad or to create international contacts at home in Lund. Students can contact one of the faculty's two coordinators on general issues concerning planning exchange studies and the application procedure. For questions relating to particular subjects, please contact the international coordinator at your department. The contact details are available on: [International Office | Faculty of Science \(lu.se\)](#)

### **Study support at Lund University**

#### **The Student Health Centre**

Through the Student Health Centre, students at Lund University can get tips and advice to address problems that may arise in student life. Students can book individual consultations, receive online treatment and participate in courses, lectures and support groups. More information about the activities of the Student Health Centre is available on: [Student Health Counselling | Lund University](#)

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

Students with disabilities have access to various kinds of support to facilitate their studies at Lund University. Students can be assigned various kinds of educational support measures to facilitate their studies, including help taking notes or adaptations to exams and so on.

A room with specially adapted study spaces is located at the Department of Chemistry for students who require a quieter study environment. The room consists of six desks and three armchairs with accompanying computer desks. Students at the Faculty of Science can apply to gain access to the room by contacting Christina Rowa at the Disability Support Services.

Further information and contact information to Christina Rowa is available on: [Students with disabilities | Lund University](#)



## **The Academic Support Centre**

The Academic Support Centre provides students at Lund University with help to improve their study technique, such as writing supervision sessions and reading and studying supervision. Further information is available on: [The Academic Support Centre | Lund University](#)

## **List of Rights – Lund University Students' Rights and Responsibilities**

As a student at Lund University, you have many rights but also a number of responsibilities. The List of Rights is a document listing all the rights and responsibilities of students. It addresses everything from when an exam paper must be marked to the students' right to study places. The Faculty of Science has been granted a number of exemptions from the List of Rights, these are specified in an appendix to the List of Rights. As a student, it is important to know your rights and all students are advised to read the List of Rights as well as the exceptions in the appendix. If a student experiences a situation that violates the List of Rights, they are advised to turn to their students' union, or directly to the lecturer/department. Read on [Student rights and guidelines | Lund University](#)