

11. Student influence

11.1 Starting points

Students shall be entitled to exert influence over the education in the institutions of higher education. The higher education institutions shall work towards students taking an active part in the work with further development of the education (HL chapter 1, section 4a).

11.2 Representation in decision-making and preparatory authorities

The students are entitled to representation when decisions or preparations are made that have bearing on their courses or programmes or the situation of students. (HL chapter 2, section 7). If a decision shall be made by a single person, information shall be submitted to, and consultation shall be conducted with a student representative in sufficient time prior to the decision or the completion of the preparation.

Student Union Ordinance (2009:769) contains provisions on who appoints the student representatives. SLUSS (the Joint Committee of Student Unions at SLU) appoints, on recommendations from the current student unions, those student representatives that will be included in SLU's authority at the faculty and joint university level (SLUSS representative list at SLUSS' [website](#)).

11.3 Student unions

Students can contact the responsible person within SLU directly or contact their student union to get help or advice about what actions to take. In certain cases, the student unions can act as a representative for individual students.

Student unions that are included in SLUSS (<http://sluss.slu.se/>):
Alnarp Student Union (ASK) (<http://www.alnarpsstudentkar.se>)
The Equine Science Student Union (HAS) (<http://www.slu.se/has>)
Lantmästarkåren (LMK) (<http://www.lantmastarkaren.nu/>)
Skara Student Union (SSK) (<http://www.slu.se/ssk>)
The Forestry College Student Union (SHS) (<http://shs.slu.se/>)
The Forest Management Student Union (SMS) (<http://www.slu.se/sms/>)
Ultuna Student Union (ULS) (<http://www.ultunastudentkar.se/>) The
The Veterinary Medicine Association (VMF) (<http://vmf.slu.se/>)

11.4 Dissatisfaction, complaints

A student that is dissatisfied about anything (or a group of students that is dissatisfied) shall primarily contact the person responsible in order to find a solution to the problem. This applies if the course or study programme does not follow the regulations listed in this document of regulations for education, the course syllabus and programme syllabus or if there are other questions, viewpoints and proposals regarding the education. The simplest way to influence the education is to participate in those course and programme evaluations that are carried out. See section 10, Course and programme evaluations.

If there are complaints regarding the education at the course level, the following actions are recommended:

1. Contact the teacher in question for questions, viewpoints and proposals regarding that particular course element.
2. Contact the course leader and examiner for questions, viewpoints and proposals that apply to the entire course, assessment or, if criticism remain after action 1). Contact information to course leaders shall be listed on the course website.
3. Contact the director of studies (equivalent) and the head of department (equivalent) at the course-responsible department (equivalent), or at the closest jointly affected responsible department if criticisms remains after action 2). Contact information to the director of studies and the head of department shall be listed on the department's website.

If there are complaints regarding the education at the programme level, the following actions are recommended:

1. Contact the director of programme studies (equivalent) who has responsibility for the study programme. Contact information to the director of programme studies shall be available via SLU's website.
2. Contact the responsible faculty if criticism remains after action 1). The faculty programme director (utbildningsledare) at the respective faculty secretariat can confirm which faculty authority is the relevant one to contact. Contact information to the faculty programme director shall be listed on SLU's website for the respective faculty.

If there are complaints regarding the handling of educational issues such as admission, credit transfer, awarding of qualifications (degrees), the following actions are recommended:

1. Contact the concerned handling officer for questions, viewpoints and proposals regarding that particular issue.
2. Contact the concerned head of division if criticism remains after action 1). Contact information for managers within the university administration shall be listed on SLU's website.

If there are complaints regarding a decision in educational issues such as admission, credit transfer, awarding of qualifications (degrees), the following are recommended:

1. Contact the decisionmaker if the reason for the decision needs to be clarified.
2. Certain decisions can be appealed. See section 11.6, Appealing a decision.

11.5 Swedish National Agency for Higher Education

Anyone who is not satisfied with SLU's actions can file a complaint with the [Swedish National Agency for Higher Education](#).

11.6 Appealing a decision

The following decisions associated with education in first and second cycle can be appealed at the Board of Appeals for Higher Education (HF chapter 12, section 2):

- decisions that an applicant does not meet the general entry requirements for admission to first or second-cycle higher education courses and study programmes and decisions not to grant an exemption from the general entry requirements for admission in cases laid down in the second sentence of Section 3 or the second paragraph of Section 28 of Chapter 7,
- decisions on the transfer of credits for courses and study programmes or professional or vocational activities,
- rejection of a student's application for exemption from a compulsory element of a course or study programme,
- rejection of a student's request to be issued with a degree certificate or a course certificate, and
- decisions not to allow those admitted to first or second-cycle courses and study programmes to postpone the beginning of their studies or to continue their studies after an approved period of leave.

A decision is appealed in writing. In the appeal, the student shall state what decision is being appealed and what change in the decision that he/she requests. The appeal shall be addressed to the Board of

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Appeals for Higher Education, but submitted to SLU, Box 7070, 750 07 Uppsala. The appeal shall have been submitted to SLU within three (3) weeks from the day the student was made aware of the decision.