



PROCEDURE FOR STUDY AND CAREER GUIDANCE

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In accordance with UCPH's joint quality assurance policy for study programmes and joint guidelines for study and career guidance, SCIENCE has adopted a procedure for study and career guidance.

Statistics on study and career guidance

All student-related activities are evaluated. Both quantitative and qualitative evaluations are carried out. The evaluations must be performed after each guidance situation, both individual and group courses. After each guidance situation, data is collected via *enquiry registration* by the counsellor,¹ and via a *satisfaction survey*.

Enquiry registration

The following must be registered by the counsellor at each meeting:

- Who has answered the enquiry.
- Estimated time spent on the enquiry.
- Number of students behind the enquiry (if there are more than one student).
- Medium (e.g. email).
- Student type (e.g. undergraduate or graduate).
- Study programme to which the enquiry relates (e.g. Biochemistry).
- Theme(s) of the enquiry (e.g. study planning).
- Referral(s) made (for example to the State Education Grant (SU) office or Help Desk).

Satisfaction survey

After booked meetings and mail correspondence, the student is asked about his or her satisfaction.

¹ Appendix 1: Enquiry statistics show a screen dump of the table

Questions:

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- Which medium the student has used for counselling.
- Whether the student is a current student, a potential student or alumni.
- Which study programme the counselling related to.
- How satisfied the student is with the counselling in general, and why.
- Whether the student has received clear, understandable and sufficient information.
- Whether the student has been referred to online information.
- Whether the student believes that the counselling gave him or her a better overview of the study programme and/or his or her career.
- Whether the student has further comments.

Study and career guidance courses

All courses are evaluated according to the same model by means of an electronic survey.

Evaluation points:

- Benefit.
- Satisfaction.
- Relevance.
- Requests for relevant topics.
- Proposals for new events.

Data on the students' enquiries is systematically collected by all study and career guidance counsellors.

The section's team programme communication and the head of section are in charge of continuous follow-up and quality assurance.

Knowledge and experience from the Faculty's contact with industry are communicated to the Study and Career Guidance

SCIENCE's employer panels are the Faculty's primary point of contact with industry. Minutes from these meetings are uploaded to a SharePoint Site that the career team and the head of section has access to.

Information from these minutes is used in the study and career guidance. Knowledge about industries included in the minutes is used in the counselling of the students.

Knowledge and experience of students, study programmes and careers are communicated from Study and Career Guidance to the study programmes.

Data and analyses are provided to executive management, heads and deputy heads of department and heads of studies. This is done by uploading basic information on statistics and satisfaction with the individual study and career guidance services are available on study programme intranet sites. The page is updated four times a year and can be found here:

<https://intranet.ku.dk/science/dk/uddannelse/uddannelsesstatistik/vejledning/>

In addition, an individual annual report is completed to the individual heads of studies. The joint report is completed in relation to an annual meeting most often held in June or August.

Reports to heads of studies

In connection with the annual meetings with the heads of studies, data of particular relevance to the individual head of studies is collected, including:

- How many students make enquiries regarding the individual study programmes via the various media?
- Which types of students contact the study and career guidance for the individual study programmes?
- Which themes are most/least frequently brought up by the students on the individual study programmes?

The annual collection of counselling data for each of the study programmes is provided to the heads of studies. The data is prepared by the section's team programme communication, which is also responsible for ongoing follow-up on data and web updates.

The head of section is overall responsible for all parts of the quality assurance regarding the Study and Career Guidance section.

Educational level

Common level of competence

Study and career guidance services at SCIENCE are provided by trained academic counsellors.

Basic educational level for study and career guidance counsellors at SCIENCE:

1. AEU basic course for academic supervisors
2. Basic course in 'The motivational dialogue'

All counsellors must have these competences or equivalent competences.

Internal training programme

A common level of competence for all counsellors is also ensured by having them participate in an internal training programme with 8-10 training events held every year.

All counsellors will be put through training during the first two years of their employment and preferably as soon as possible.

Action plans

The Study and Career Guidance section follows the University of Copenhagen's strategy and objectives for the study and career guidance, SCIENCE's general strategy and SCIENCE's education strategy. In addition, it follows the action plans for the Study and Career Guidance section as part of the action plan for SCIENCE Study Administration in the faculty secretariat at SCIENCE.

The section prepares the action plans for the coming year every year in the autumn. They are approved by the executive management.

The action plans are based on the needs of the target groups, strategies, and experience from the previous year as well as on the associate deans' political wishes.

Evaluation and surveys

As a rule, we evaluate our activities. See the section on 'Statistics on guidance'.

Registration of enquiries

According to our quality standard, all our counsellors must register all enquiries. See the section on 'Statistics on guidance'.

Media and SLA (Service Level Agreement)

The following services with service targets are offered:

- Email counselling: SLA within 5 weekdays.
- Telephone counselling: Open 9-10 all weekdays except Tuesday. We aim for a maximum waiting time of 10 minutes on the telephone. All calls received before 10.00 are answered.
- Quick counselling: Open around midday for a total of 10 hours (spread over campuses) (per study programme per week. We aim to ensure that all students who show up receive counselling on the same day.

- Booked meetings: Available in the morning and the afternoon for a total of 8-12 hours per study programme per week². We aim for a maximum waiting time for a booked meeting of 10 weekdays.

At SCIENCE, we have defined that our service level agreement must balance the need for counselling students within a reasonable time and giving the staff the necessary time for the tasks to ensure that they have a sufficient quality for the benefit of the users.

Student/counsellor ratio

We currently have one full-time academic counsellor per 1,000 enrolled full-time students. Guidance is offered for 55 different curricula.

We continuously assess the resource requirement in relation to tasks, just as we monitor our satisfaction surveys and intervene if we experience problems living up to our quality standards and our SLA. This is done both in relations to the annual preparation of the action plan and as ongoing ad hoc adjustments.

² The availability for the study programmes depends on the student population and the number of enquiries concerning the study programmes.