

Study Environment Assessment 2017

Survey

The Study Environment Assessment survey was carried out in February 2017 among all BSC, MSc and professional master students. The response rate was 19 %.

The Board of Studies and relevant stakeholders identified a number of issues, which will be worked on between 2017-2020. The following stakeholders have been asked for input: Board of Studies, Subject Area Teams (SAT), Facilities Management (FM), Communication Department, IT Department, Student Affairs and Programmes (SAP), Executive Management, Heads of Department, Heads of Study Programme, Education Group and Student Council.

Action Plan, implementation and follow-up

Action Plan

The Action Plan will be updated as work on the issues progress.

| Theme | Wellbeing | Wellbeing | Wellbeing | Wellbeing |
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| Purpose | Ensure a more balanced workload for students | Improve wellbeing among students | Improve wellbeing among students | Improve wellbeing among students |
| Action | 1. Cooperate on developing and implementing a method for ensuring a better workload distribution throughout the semester (including exams, group work etc.) on all study programmes | 2. Improve knowledge and awareness of activities held by Study and Career Guidance | 3. Improve knowledge and awareness among students of competences in the Study and Career Guidance | 4. Improve cooperation between faculty and the Study and Career Guidance on activities |
| When | 2017-2018 | 2017-2018 | 2017-2018 | 2017-2018 |
| Responsible (development, implementation and evaluation) | Lene Pries-Heje (Head of Studies) and Heads of Study Programme + SAT | Lene Rehder (Head of SAP)/Contact: Stine Due Hansen, SAP | Lene Rehder (Head of SAP) /Contact: Stine Due Hansen, SAP | Lene Rehder (Head of SAP) and Lene Pries-Heje (Head of Studies) |

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| <p>Initiatives (what will be done and when)</p> | <p>Autumn 2017: The SAT's suggested to integrate the quality assurance of mandatory activities with LS's quality assurance of the entire course. Further, once the planning and quality assurance of the courses finalize, SATs can review course descriptions as a whole. Each SAT must decide on the method for the review in order to support their focal points in the best possible way. The idea is to be able to react to something that has happened and make the necessary changes before the coming semester. The Board of Studies and the Quality Coordinator approved the suggestion in December 2017.</p> | <p>Study and Career Advisors will be present in Analog, making coffee and talking to students about relevant activities (from Spring/Autumn 2017). All students will receive an email regarding activities and workshops each semester (Sept. 2017 completed, February 2018 etc.). Flyers about activities will be handed out to all new students, placed in Analog etc. each semester (Sept. 2017, February 2018 etc.). ReadIT, BillBoards and Facebook will be updated regularly on events and workshops (Autumn 2017, Spring 2018 etc). All events by the Study and Career Guidance have been published on LearnIT as a new initiative (from Spring 2018).</p> | <p>Study and career advisors will be present in Analog, making coffee and talking to students about the different possibilities in the Study and Career Guidance (Spring/Autumn 2017, Spring 2018). Facebook campaigns/advertisements to give students insight into the different competences and possibilities in the Study and Career Guidance (Autumn 17/Spring 18). - Study Skills Campaign/ advertisement, completed, September, 2017 -Exam preparation Campaign/ advertisement, November 2017. - Career guidance Campaign/ advertisement, spring 2018.</p> | <p>A process looking into how it will be possible to improve collaboration between Faculty and The Study and Career Guidance, will be initiated during Autumn 2017. Strengthen the collaboration between LS and the Study and Career Guidance in order to support faculty who experience challenges in regards to students wellbeing (autumn 2018). Current collaborative initiatives to support wellbeing among students; - Study Process Group Sessions for second semester students on all BSc programmes (completed spring 2018). - Project group workshops for first semester students on all Bsc programmes (completed fall 2017).</p> |
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| Actors (who is involved in the initiatives) | SAT, LS | Study and Career Advisors/Stine Due Hansen. | Study and Career Advisors/Stine Due Hansen. | The Study and Career Guidance/Stine Due Hansen, Heads of Study Programme (Head of Departments). |
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| <p>Status, including results (must be updated regularly)</p> | <p>Oct 2018: <u>SAT Digital Design:</u> Teachers and students meet several times each semester to talk about the programmes, courses etc. This provides the necessary feedback loop concerning workload distribution. <u>SAT Business:</u> Workload and its distribution is discussed regularly among teachers. All semesters are regularly screened and problems are solved jointly by the Head of Study Programme and the teachers. The head of study programme have semester meetings with students through which feedback on workload distribution enter the loop. <u>SAT Games:</u> A method for SAT will be decided early 2019 (postponed because of intro to new course catalogue). Teachers coordinate workload before each semester during the Semester Workshop. The number of courses on first semester has been reduced, which has made a difference. <u>SAT Software:</u> Workload distribution is on the agenda twice a year. SAT, teachers, Heads of Study Pro-</p> | <p>5.1.2018, initiatives in 2017 have been completed. 14.3.2018 initiatives in spring 2018 have been completed. All above mentioned activities were carried out in Autumn 2018 and will be repeated every semester henceforth. The action point is considered completed.</p> | <p>5.1.2018, initiatives in 2017 have been completed. 14.3.2018 initiatives in spring 2018 are planned and executed throughout the semester. All above mentioned activities were carried out in Autumn 2018 and will be repeated every semester henceforth. The action point is considered completed.</p> | <p>28.6. 2018: Collaborative initiatives between the Study and Career Guidance and Faculty have been completed as stated above. The action point is considered completed.</p> |
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| | <p>gramme, students and Programme Coordinators can raise potential issues, SAT discusses them and decides if action is to be taken and who is in charge.</p> <p>June 2019: SAT Games: In addition to the above, workload is on the agenda once every semester at the Townhall meeting (meeting with all students).</p> <p>Completed.</p> | | | |
| <p>Evaluation (process, initiatives and results)</p> | | <p>January 2019: In general, we experience that more and more students participate in events and workshops held by the Study and Career Guidance. This could be due to massive information and new initiatives.</p> | <p>January 2019: In the study year 2017/2018 Study and Career Guidance had approx. 300 more requests than the year before. We conclude that students at the ITU do know how they can be helped by Study and Career Guidance.</p> | <p>January 2019: The activities described above are here to stay – and more activities and collaboration between the Study and Career Guidance and Faculty, have been initiated. We believe we have a successful outcome. We also believe that the different activities make a difference in terms of students' wellbeing – but it is hard to measure.</p> |

| Theme | Harassment and Discrimination | Harassment and Discrimination | Harassment and Discrimination | Harassment and Discrimination |
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| <p>Purpose</p> | <p>Diminish offensive behavior at ITU</p> | <p>Handle and diminish discrimination, harassment and offensive behavior at ITU</p> | <p>Diminish discrimination at ITU</p> | <p>Provide students with a go-to person in cases of harassment, discrimination or offensive behavior at ITU</p> |

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| Action | 5. Discuss and decide if a Code of Conduct (or similar) for students and staff at ITU should be developed – if yes; the Code of Conduct must be developed and implemented | 6. Develop and implement a Course of Action in cases of discrimination, harassment or offensive behavior – who should be involved, what actions should be taken etc. | 7. Ensure English is the language used for all introductions and the freshers' trip for students on GBI and DS | 8. Appoint a Student Ambassador |
| When | 2017(-2018) | 2017-2018 | 2017 | 2017 |
| Responsible (development, implementation and evaluation) | Board of Studies Executive Management | Lene Rehder (Head of Student Affairs and Programmes) and Lene Pries-Heje (Head of Studies) | Lene Rehder (Head of Student Affairs and Programmes) | Executive Management |
| Initiatives (what will be done and when) | An ITU Code of Conduct for students will be developed during 2018. | An ITU Sexual Harassment Policy will be developed during Spring 2018. It will apply to both staff and students. | From September 2017 all activities connected with study start, where non-Danish speaking | Head of Studies Lene Pries-Heje was appointed Student Ambassador in April 2017 |

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| | An Antibullying Policy for staff will be developed during 2018. | A Sexual Harassment Committee will be established during spring 2018, which will handle potential inquiries or complaints about sexual harassment from staff and students. | students participate, will be in English. | |
| Actors (who is involved in the initiatives) | Board of Studies (code of Conduct). Executive Management and M-CoSB (Antibullying policy). | The Head of Personnel chairs the Committee. The other members are: Head of SAP, chairman of the Student Council and Work environment representatives for faculty and TAP. | SAP (Study and Career Guidance) and tutors | Executive Management and Head of Studies |
| Status, including results (must be updated regularly) | BoS meeting 21 March 2018: Decision postponed to June 2018 to await developments at ITU (code of conduct for staff) and DSF initiatives. Antibullying Policy: M-CoSB approved the policy on 13 September 2018. The policy took effect 17 September 2018. Published in ReadIT 8 October 2018 and on the intranet. Code of Conduct: Approved by BoS 21 August 2018 and finalised in October 2018. Published in ReadIT. Completed. | The policy was adopted and the committee established in April 2018. It is available on the intranet (staff) and Study Guide (students). In Autumn 2018, the committee ran an awareness campaign to make sure our students know about the policy and committee. Completed. | Implemented from study start Autumn 2017 Completed. | Completed |

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| Evaluation (process, initiatives and results) | June 2019: Due to GDPR, details are not included here. | January 2019: No students have approached the Committee in this regard from April 2018 through January 2019. June 2019: Due to GDPR, details are not included here. | January 2019: The tutors have made positive comments about the use of English language in the Study Start. | January 2019: No students have approached the Head of Studies in this regard from April 2017 through January 2019. |
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| Theme | Information and Communication | Information and Communication | Information and Communication | Information and Communication | Information and Communication |
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| Purpose | Improve communication | Improve communication with and guidance of students | Improve communication with and guidance of students | Improve expectation management | Improve knowledge of and access to study materials |
| Action | 9. Improve the students' user journey through the ITU IT platforms | 10. Continue to improve oral and email communication skills among SAP Front staff | 11. Re-design of Study Guide | 12. Further develop information to (full degree) international students (concerning that ITU is a Danish university where some information and activities are in Danish and many teachers use Danish cases and examples) | 13. Cooperate on finding ways to expand searchIT and market it better, also to part-time students. Implement identified improvements. |
| When | 2017-2019 | 2017-2018 | 2017-2019 | 2017-2018 | 2017-2018 |
| Responsible (development, implementation and evaluation) | Lene Rehder (Head of Student Affairs and Programmes) and Camilla Rosengaard (Head of Communication) | Lene Rehder (Head of Student Affairs and Programmes) Contact: Stine Due Hansen | Lene Rehder (Head of Student Affairs and Programmes). Contact: Stine Due Hansen | Camilla Rosengaard (Head of Communication) | ITU Library Committee, Lene Rehder (Head of Student Affairs and Programmes), Camilla Rosengaard (Head of Communication) |

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| Initiatives (what will be done and when) | Work with the following principles for student communication: Student centered | 1) All employees in the SAP Front Desk will participate in a course, focusing on email | A process of re-designing Study Guide has been initiated Autumn, 2017. | Nov. 2017: The issue will be discussed between the Education Group and Heads of | 1. Redesign and improve IT Library site 2. IT Library course for all new students |
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| | <p>communication Consistent visual identity across platforms Transparent and easy student journey</p> <p>The goal is to have <i>ITU students</i> and <i>LearnIT</i> as the primary platforms for students.</p> | <p>communication skills (completed, Spring 2017).</p> <p>2) All employees in the SAP Front Desk will participate in a course focusing on oral communication skills (completed 9.10.17).</p> <p>3) An ongoing focus to secure and develop these skills among employees in the SAP Front Desk..</p> | | <p>Department.</p> <p>6 December 2017: At the Meeting between Education Group and Heads of Department it was specified that the Heads of Study Programme are responsible for making sure all teaching materials are in English on English spoken study programmes. The Heads of Department have reminded the Heads of Study Programme of this responsibility.</p> | <p>3. VPN access to IT Library resources for part-time students 4. Link to IT Library site on LearnIT sidebar 5. Link in StudyGuide to IT Library site 6. Advertise IT Library site on Billboards at study start 7. Regular book recommendations (ReadIT & Billboards) 8. Make introduction & training videos on use of IT Library services</p> |
| <p>Actors (who is involved in the initiatives)</p> | <p>Communication, SAP, IT,</p> | <p>Area Manager, Stine Due Hansen and employees in the SAP-Front Desk (SAP).</p> | <p>SAP employees responsible for Study Guide/Stine Due Hansen and Communication Department.</p> | <p>Education Group, Heads of Department, Heads of Study Programme</p> | <p>1. A student assistant supported by Communication Dept. 2. Proposal has been put to Head of Studies 3. Proposal has been put to Head of IT Dept. 4. Communication Dept. 5. Study Guide responsible in SAP 6. Library Committee 7. Library Committee 8. Library Committee</p> |

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| <p>Status, including results (must be updated regularly)</p> | <p>In process in 2017 and 2018: New Course Catalogue and New visual design for LearnIT Redesign of <i>Study Guide</i> to <i>ITU Students</i> including a new visual design</p> <p>June 2019: New course catalogue was implemented during spring 2019.</p> <p>New ITUStudent was launched for coming students early June 2019.</p> <p>New ITUStudent was launched for enrolled students in August 2019.</p> | <p>Initiative 1 and 2 were completed in Spring 2017 and Fall 2017. Initiative 3 is a focus area and the need for more general training will be discussed at least once every semester. All new employees in the SAP-front will be trained in communication skills. In September 2018, we had a seminar focusing on written communication skills for all employees in SAP. Following up, we have had several sessions where colleagues gave each other feedback on written texts.</p> <p>Completed.</p> | <p>05.01.2018: The re-design of Study Guide has been initiated and will run throughout Spring 2018.</p> <p>January 2019: The redesign is still in process, we expect to complete in May 2019.</p> <p>June 2019: New ITUStudent was launched for coming students early June 2019.</p> <p>August 2019: New ITUStudent was launched for enrolled students</p> | <p>Dec 2017. Heads of Study Programme have been reminded to make sure all teaching materials are in English on English spoken study programmes.</p> <p>The issue is considered completed.</p> | <p>1-5 will be completed during 2017 6-7 will be on-going activities 2017-2019 8 will be completed during 2018</p> <p>April 2018: 1. Completed https://intranet.itu.dk/organisation/it-library 2. In process. It may not be feasible to introduce library courses to all new students. Alternatives are discussed. 3. Completed (the new VPN system fixed the problem). 4. Completed 5. Completed. 6-8. In process</p> <p>February 2019: 2. Completed. Courses are not offered systematically to all students. Lecturers can request help. 6. Completed. Advertising at study start has been deselected so as not to increase info-noise.</p> |
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| Evaluation (process, initiatives and results) | By February 2020, ITU Student is running for all students. Contents, navigation etc. is continuously worked on. | It is hard to measure whether the different activities have made a difference. | By February 2020, ITU Student is running for all students. Contents, navigation etc. is continuously worked on. | | |

| Theme | Physical Study Environment | Physical Study Environment |
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| Purpose | Improve access to power outlets suitable for Mac-users among students | Continuously improve the IT-related study environment |
| Action | 14. Power outlets for Mac-chargers | 15. Regular meetings with the Student Council on IT-related study environment issues |
| When | 2017 | 2017-2020 |
| Responsible (development, implementation and evaluation) | Facilities Management (FM) | IT Department and Student Council (at the end of each calendar year, the IT Department representative will report on talks and initiatives) |
| Initiatives (what will be done and when) | In May 2017, FM began installing new power outlets at all Atrium- tables, starting on the 5th floor | |
| Actors (who is involved in the initiatives) | FM | |
| Status, including results (must be updated regularly) | FM will finish installing the outlets during August 2017 | <p>Dec. 2017: The IT Department have not been able to commit the Student Council to a meeting during Autumn 2017.</p> <p>June 2018: Two meetings have been held during Spring 2018. Topics have included the need for fixed computers on the balconies. The Student Council has been encouraged to report back on any ideas and needs among students. During spring, students wished for free Microsoft Office for all students.</p> <p>Dec 2018: Several meetings were scheduled during Autumn 2018, however, the Student Council representative did not show up. IT Dept. asked the Student Council to appoint another representative and have this person look into further needs and wants among students. The IT Dept. have not heard back from the Students Council on either request. The IT Dept. will offer free Microsoft Office from spring semester 2019.</p> <p>June 2019: The IT Dept. have tried to meet with the Student Council throughout the spring semester. Unfortunately, the Student Council have not responded. The IT Dept. and Quality Coordinator recommend</p> |

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| | | <p>the Board of Studies transfer the responsibility of discussing IT-related study environment issues with the IT Dept. from the Student Council to the student representatives of the Board of Studies. The transfer should take place from autumn semester 2019. The item should be put on the agenda at least once every semester and the IT dept. participate in the meeting.</p> <p>In September, the Board of Studies decided to wait another semester before deciding whether or not to move discussions from Student Council to Board of Studies.</p> <p>Feb 2020: The IT Dept. had several meetings with Student Council during Autumn 2019. Minor issues were discussed and fixed. IT has asked Student Council to find out more about wifi issues among students. In order to fix problems more permanently, IT needs feedback that goes beyond 'it does not work'.</p> |
| <p>Evaluation (process, initiatives and results)</p> | <p>Outlets were installed, they are kept in working order.</p> | <p>With the activity during Autumn 2020 it seems Student Council is back on track with the regular meetings with IT Dept.</p> <p>Follow-up on the Study environment Assessment 2017 ended by February 2020. The regular meetings between IT and Student Council continue.</p> |

Action Plan process

The Board of Studies discussed the results of the Study Environment Assessment on 2 May 2017 and identified the main themes for taking action. The Quality Coordinator drafted an Action Plan according to the themes based on input from the stakeholders. The Board of Studies discussed the draft on 30 May 2017 and minor changes were made. Next, the draft Action Plan to the appointed responsible people for consultation. The consultation resulted in the following changes:

1. No action concerning ventilation and heating/cooling in meeting boxes, teaching rooms and offices. FM informs that solving the issue will require a multimillion investment and require a decision from The Danish Building and Property Agency, who owns the building. FM assures they work on specific complaints, when they arise.
2. No action concerning kitchen facilities for students. FM does not find it supported in data that this is a major issue among students. If the issue concerns kitchen equipment, the kitchens have been equipped several times. However, the equipment was always stolen very quickly. A remodeling of the kitchens would require permission from The Danish Building and Property Agency, who owns the building.

With these changes, the appointed responsible people have accepted responsibility for the proposed actions.

The Board of Studies approved the Action Plan on 23 June 2017.

Implementation and follow-up

Those appointed responsible for an Action must:

1. Present their plan for working on the issue to the Board of Studies (during fall 2017)
2. Present actions and initiatives etc. to the Board of Studies at least once
3. Regularly log initiatives, status and evaluation in the tables published on the Board of Studies' wiki
 1. Initiatives (specifying actions and initiatives taken to meet the objective)
 2. Actors (specifying who takes action or implements initiatives)
 3. Status (specifying when actions are carried out and initiatives implemented)
 4. Evaluation of the implementation (process, contents and results)
 5. Report results and evaluation to the Board of Studies when work on the issue has been completed