THE STUDENT REPRESENTATIVES' GUIDE

An introduction to the student representative role at the University of Stavanger

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Universitetet i Stavanger

StOr

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A Greeting from StOr's Executive Committee (AU)!

Dear Student Representative,

Thank you for choosing to get involved as a student representative. It is people like you who help develop UiS and make everyday student life better. As a student representative, you also do invaluable work for the university. Did you know that UiS is legally required to have at least 20% student representation in all boards, councils, and committees that make decisions affecting students?

In this role, you are the link between students and decision-makers at the university. You are therefore essential in ensuring that students' interests and rights are heard by university staff, by us in StOr, and by the students themselves.

As a student representative, you meet your fellow students where they are, gain first-hand knowledge of how everyday student life is actually experienced, and know what works and what should be changed. This insight is what makes student participation real. When you raise issues, ask questions, or share experiences, you contribute directly to developing courses, the learning environment, and student life at UiS.

StOr depends on student representatives like you. With your help, we can work together for a stronger learning environment, more relevant teaching, and a student experience better adapted to students' needs. We want you to have the best possible conditions for succeeding in the role, which is why we place great emphasis on collaboration, support, and dialogue throughout the year.

The Executive Committee is based on the 2nd floor of the SiS Student House. We have free coffee for students who participate in student democracy! You are very welcome to stop by if you want to chat, study, work on something related to your representative role, or simply find a new place to spend time. The Student House is for all students at UiS, and we look forward to seeing you there!

We look forward to working with you!

Yours sincerely,

Martin Nese Johnsen

Leader of StOr

Yours sincerely,

Susan Myrseth Vistnes

Head of Education at StOr

A Greeting from Rector!

Dear Student Representative – we need you!

Inspired by the German philosopher Hannah Arendt, the American professor of philosophy Elizabeth Minnich emphasizes the importance of creating an educational system that encourages students to reflect, not only on what they learn but also on their ways of thinking and behaving. Only in this way can education be elevated beyond mere training.

At the University of Stavanger, I hope to see students who are eternally curious, shamelessly engaged, and hungry for knowledge and understanding. Students who are not driven by a mindless pursuit of gain, but by a reflective quest for truth and meaning.

In our Strategy 2030, we aim to be an open and innovative university, offering high-quality education, research, and artistic development. Our direction is shaped by a shared responsibility for sustainable transformation. For both students and staff, the goal is to create a high level of well-being. Our focus areas are energy, health and welfare, and lifelong learning.

Engaged students are essential for our common success. Here, you are our most important resource! As a student representative, you represent the students in your course, specific study program, or the entire student body at UiS. You play a particularly crucial role in our quality assurance work – the work that drives us toward continually improving the quality of our educational programs. The head of the student organization, StOr, even has a permanent place in the rector's leadership meetings every Monday.

Together, we will maintain an open and good dialogue about the quality and development of courses, education, and the university.

It is only through close collaboration with our students that we can keep up with developments and offer good, relevant education and teaching methods in an ever-changing landscape. It is only in partnership with students that we can create a positive culture of openness, trust, and a particularly strong learning environment. Therefore, it's wonderful that StOr has created a student representative guide like this.

As a student representative, you should know that the work you do is of great importance. Feedback from you and your fellow students leads to improvements, benefiting your courses, your education, and the University of Stavanger as a whole. You will also find a lot of meaning in your role as a student representative. So, dive into your role with enthusiasm!

I look forward to meeting and working with you. Good luck!

Klaus Mohn

Rector – University of Stavanger

1. Purpose of the Handbook

This guide provides an introduction to the role of a student representative at the University of Stavanger. Its purpose is to make it easier and more reassuring to serve as a representative, regardless of level or previous experience, and to provide a consolidated overview of how the roles connect to student democracy and UiS's quality assurance system.

The guide is written for all student representatives at UiS, as well as students who are interested in taking on a position and want to learn more about opportunities to engage in student democracy. It may also be useful for staff who collaborate with student representatives.

The Student Representatives' Guide provides an overview of UiS's organization, student democracy, and the different representative roles. It also covers general features of proceedings and meeting culture, complaint options, support channels, training, and the annual wheel for representative work.

The guide does not replace Tillitspils, training provided by the faculties and StOr, or the formal regulations governing the Student Representative System. Student representatives are expected to familiarize themselves with role expectations that go beyond the information in this guide. Nor is the guide a legal manual; it is a supplement intended to make the role and the system easier to understand and navigate.

2. How to Use This Handbook

You do not need to read the entire handbook from start to finish. Use it as a reference when you are preparing for a meeting, wondering who to contact, looking for tips on how to prepare, or curious about how the quality assurance work fits together. The handbook is structured so you can easily find what you need:

- **Chapter 5 – How UiS is governed** gives you an overview of the university's organization, who makes decisions, and where student representatives are involved. This is useful for understanding how your role fits into the bigger picture.
- **Chapter 6 – The Student Organization at UiS (StOr)** explains how the student democracy works, which bodies exist, and how StOr is structured. This provides a clear picture of who does what in student politics.
- **Chapter 7 – The Student Representative Structure** describes the different representative roles and the levels within the quality assurance system. This is the chapter you should read first if you are new in the role or want to understand how the different levels connect.
- **Chapter 8 – Deputy Representatives** gives a clear introduction to what the role entails, what rights deputy representatives have, and how they can support permanent representatives.
- **Chapter 9 – Complaint Channels and Reporting Systems** provides an overview of where students can report issues, which formal and informal channels exist, and how cases are handled.
- **Chapter 10 – Case Procedures and Meeting Culture** explains how issues are raised, how meetings are conducted, and what is expected of you as a student representative in meeting forums.
- **Chapter 11 – Training and the Annual Cycle** gives an overview of the training offered, meeting arenas such as *Tillitspils*, and the annual cycle of representative work.
- **Chapter 12 – Questions About the Representative Role** shows who you can contact, where you can get help, and how you can become a student representative.
- **Chapter 13 – Tips and Tricks** provides practical advice for the role, from meeting preparation to communication and collaboration.

As a student representative, it is useful to have an overview of UiS's organizational structure. For that reason, it is recommended to read the chapter about UiS regardless of your specific role, and to take note of where your study program and representative position are located in the organizational chart.

3. How is the University of Stavanger governed?

The University of Stavanger (UiS) was established on 29 October 2004, when Stavanger University College was granted university status. Today, the university has more than 12,000 students and around 1,600 employees. UiS has a clear ambition to be both innovative and international, while also serving as an important driving force for knowledge development and societal change.

The organizational chart of UiS is illustrated in Figure 1. All bodies where student representatives are present are marked in green.

The University Board

The highest decision-making body at UiS is the University Board. It is responsible for the overall governance of the university and works to safeguard both strategic and academic interests. Two student representatives sit on the board, elected by the Student Parliament during the spring semester.

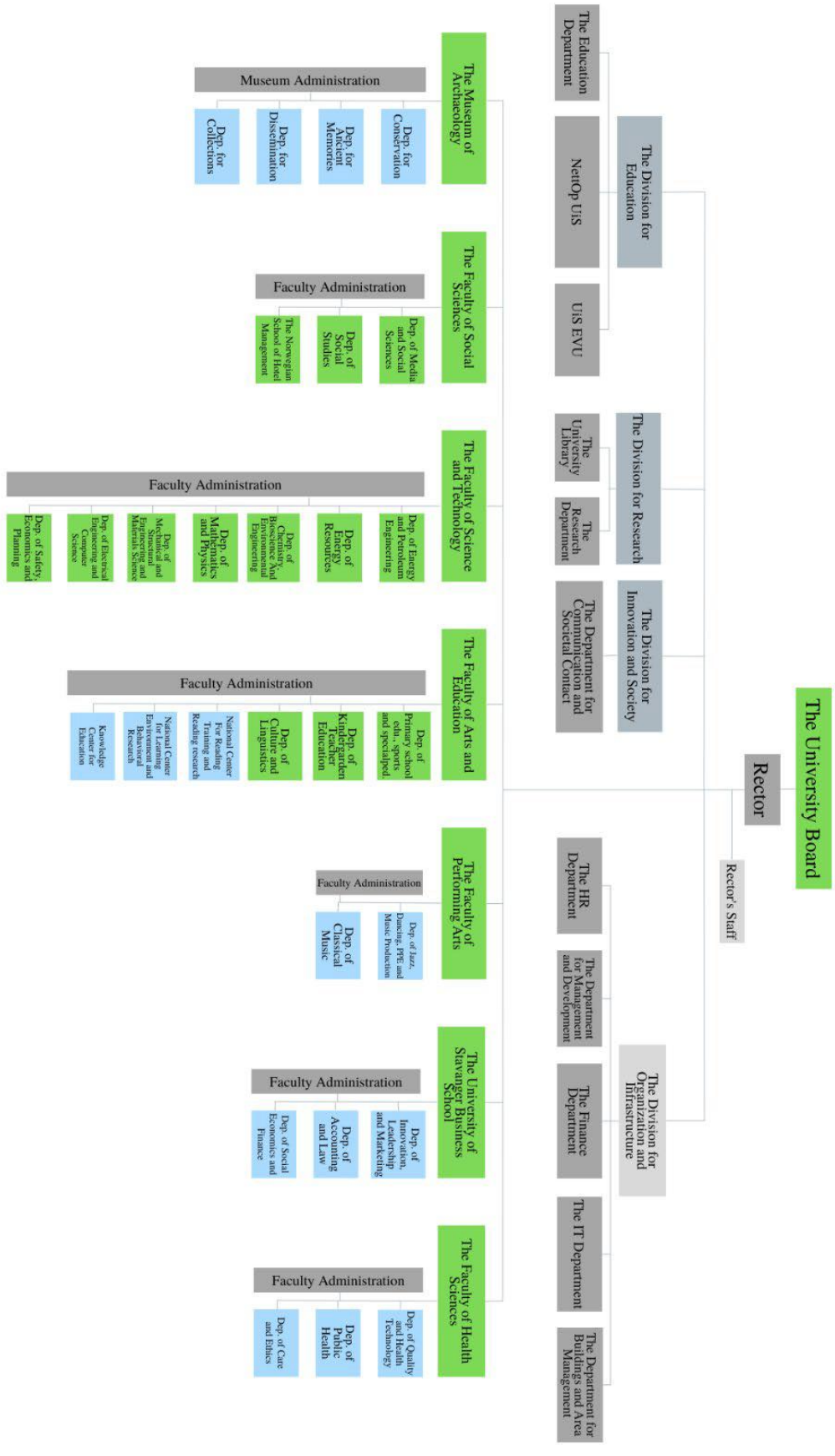
The Rectorate

The Rector is responsible for the daily management of UiS and for following up the decisions made by the University Board. The Rectorate consists of the Rector, three Pro-Rectors (for education, research, and innovation & society), and the Director of Organization and Infrastructure.

Faculties and Departments

The university is organized into seven faculties. Six of these have their own leadership, with the Dean as the highest authority. Each faculty is further divided into departments and divisions. The faculties are responsible for maintaining the quality of education and the learning environment within their study portfolios. Students are represented in faculty boards, department councils, and study portfolio committees.

Figur 1. Organisasjonskart UiS



4. The Student Organization at UiS (StOr)

The Student Organization at UiS (StOr) organizes and manages the student democracy at the university. All students who pay the semester fee are automatically members of StOr. This is the students' own interest organization, bringing together all students, student associations, and student organizations under one umbrella. One of StOr's most important roles is to uphold the student democracy at UiS. This means that StOr works to ensure that students' voices are heard in academic, social, and financial matters. StOr promotes students' rights by appointing representatives and influencing through dialogue, collaboration, and initiatives with the institution, the municipality, and other stakeholders.

The Norwegian Student Organization (NSO)

The Norwegian Student Organization (NSO) is the national interest organization for students in Norway and represents around 300,000 students at 34 universities and university colleges. NSO works to safeguard and strengthen student rights nationally and is an important political actor in dialogue with the authorities, the sector, and national bodies.

NSO works on issues including student financing, education quality, welfare, internationalization, and equality. The organization is politically independent and cooperates with key actors such as the Norwegian Council of Higher Education, the Norwegian State Educational Loan Fund (Lånekassen), NOKUT, and the European Students' Union.

StOr is one of NSO's member organizations and participates actively in national work through national meetings, political processes, and collaboration on issues affecting students at UiS. This means that the student voice at UiS is heard not only locally, but nationally as well.

The Student Parliament

The Student Parliament is StOr's highest authority and consists of 19 representatives. It is responsible for adopting the student organization's policies, taking positions on important issues, and setting directions for the work of the Executive Committee and the Buddy Program (Fadder) Committee. The Student Parliament also elects representatives to a range of councils, boards, committees, and panels at UiS, including student representatives to the University Board, the Education Committee, the Learning Environment Committee, the Buddy Program Committee, and the Executive Committee. These elections take place at a meeting in the spring semester, usually around the end of May.

The Student Parliament and the Executive Committee (AU) meet at least twice each semester for parliamentary meetings, which all students at the University of Stavanger have the right to attend as observers. All students at the university have the right to submit matters to the Student Parliament, whether or not they hold an elected position. To have a matter considered, it must be submitted in advance to StOr's Executive Committee and listed as a possible agenda item. The Parliament then votes on whether the matter will be considered.

Representatives to the Student Parliament are elected during the Student Election in the autumn semester. All students can vote and stand for election. To stand for election, students must join or establish a list of at least five people and prepare a political program for the coming year. Lists include students from different faculties and are independent of political parties. Previous lists have raised issues such as improvements to university spaces, positions for and against parking fees, and measures to improve student welfare. The number of representatives elected from each list depends on the number of votes the list receives.

The Executive Committee

The Executive Committee (AU) is StOr's day-to-day leadership and works to follow up decisions made by the Student Parliament, represent students in meetings with the university, and secure results for student interests. The Executive Committee consists of four students who are released from their studies to work with student politics. The four positions are Leader, Deputy Leader, Education Officer, and Welfare and Learning Environment Officer.

The Executive Committee works closely with an organizational advisor from the Education Department at UiS. The advisor provides guidance and support in day-to-day work and helps ensure continuity and quality in StOr's activities.

The Buddy Program Committee

The Buddy Program Committee is responsible for planning and organizing the Buddy Week each year. The committee consists of a Buddy Leader and two Deputy Leaders, elected by the Student Parliament during the spring semester.

The Control and Quality Committee

The Control and Quality Committee ensures transparency and compliance with regulations within the student organization. The committee consists of two members who serve for one year, one elected by the Student Parliament in the autumn semester and the other in the spring semester.

The Election Committee

The Election Committee is responsible for recruiting and recommending students for positions elected by the Student Parliament. Traditionally, the committee consists of three members who are elected by the Student Parliament during the spring semester.

5. The Student Representative Structure

The Norwegian Universities and Colleges Act (§ 10-12) requires students to have at least 20% representation in all decision-making bodies that consider matters affecting them. The purpose of the law is not only to give students a seat at the table, but to ensure real influence over matters affecting everyday student life. The Student Representative System ensures that this representation is maintained at UiS and forms a central part of the university's quality assurance system. It ensures that students' experiences and needs are included in quality assurance work at every level, from individual courses to the University Board.

Student representatives are the link between students, the Student Organization StOr, and UiS. By staying in contact with fellow students and communicating information in both directions, representatives help the Student Parliament and StOr understand what matters to students and bring those issues further into the decision-making system.

The most important task of a student representative is to raise the views of fellow students in the forums in which they participate. A well-prepared representative has a much greater chance of being heard. This means reading case documents, understanding the content, and preferably discussing matters with other student representatives. Student participation therefore means more than simply attending meetings; it means contributing actively, asking questions, proposing ideas, and helping bring about change.

This chapter provides an overview of the different roles in the Student Representative System at UiS.

Course and Cohort Representatives

Course and cohort representatives speak on behalf of students in one or more courses, or an entire cohort, and serve as the closest contact point between fellow students and the course coordinator(s). Although the roles have different names, they are very similar in practice. The main difference is:

- **Course representatives** are elected for one specific course.
- **Cohort representatives** represent the entire cohort in all courses during that academic year.

Which arrangement is best for a study program depends on what best safeguards student representation. Programs with common courses for the whole cohort may benefit from cohort representatives, while programs with many electives may benefit from course representatives.

A central part of the role has traditionally been participation in the early dialogue with the course coordinator. Following the revision of UiS's quality assurance system, this dialogue is no longer mandatory but is strongly recommended. Faculties decide whether it will be carried out, which means some representatives will not have early dialogue as a fixed part of their study program.

A requirement for course reporting has also been introduced every third year, or more precisely every third time a course is taught. The report should summarize strengths and areas for improvement in teaching.

Feedback from course and cohort representatives, combined with course evaluations, is an important part of the work to develop teaching and the learning environment.

Course and cohort representatives collaborate with student representatives at other levels, particularly study program representatives, and maintain dialogue with the program leader and study coordinators when needed. The role is situated at the lowest level of the university's quality assurance system, providing direct insight into how students experience everyday academic life. This makes it a key position in quality development at UiS.

Study Program Representatives

A study program representative represents the students in their study program and has a permanent seat on the Study Program Council. The role involves safeguarding the interests of all specializations within the program and contributing actively to quality assurance work.

The Study Program Council functions both as an advisory body to the program leader and as a forum for dialogue between education leadership and students. The council plays a central role in developing study quality and the learning environment and gives students an opportunity to contribute experiences and perspectives from their own course of study.

Representative roles at course and program level can overlap. For example, a study program representative may also serve as a course representative in one or more courses.

Study program representatives participate in semester evaluations, which are based on course reports. In this way, experiences are brought from course level to program level and provide a basis for further development of the programs. The autumn evaluation assesses the coherence between courses in the semester. The spring evaluation does the same, while also providing an overall assessment of the entire academic year. Results are documented in minutes with an action plan, archived in UiS's Quality Kiosk, and used as a basis for revision and further development of courses and study programs.

Study Portfolio Representatives

Study portfolio representatives are students who represent an entire study portfolio. They are not tied to a particular course or study program, but to all programs included in the portfolio, either at faculty or institutional level. This means that they represent all students at a faculty or all students at UiS and serve as student representatives in various councils, boards, and committees.

Examples include Department Councils, Faculty Boards, Study Portfolio Committees, Appointments Committees, the Museum Board, the Election Board for the Student Representative System, the UiS Election Board, the Suitability Committee, the Committee for Student Affairs, the Education and Learning Environment Committees, and the University Board.

The tasks of a study portfolio representative vary depending on the council, board, or committee in which they serve.

Faculty-Level Study Portfolio Representatives

Department Council – 2 student representatives

The Department Council is an advisory body to the Head of Department. By bringing the student perspective into the department leadership's strategic plans, study offerings, and priorities in research, innovation, and dissemination, student representatives can help strengthen study quality and ensure that students' experiences and needs are safeguarded.

Representatives are elected by ballot, with all students at the department eligible to vote.[1].

Appointment Committee – 1 student representative

The Appointments Committee has the authority to appoint academic staff and makes decisions concerning announcements of vacant positions, appointment of expert committees to assess applicants, appointments, promotions based on qualifications, and dismissal or termination.

The student representative on the Appointments Committee therefore has the opportunity to participate in recruitment processes at a major public knowledge institution and contribute the student perspective when teaching and research qualifications are assessed.

Representatives are elected by ballot among all faculty students or appointed by StOr.[2].

Study Portfolio Committee – 1–2 student representatives

The Study Portfolio Committee is an advisory body to the Faculty Board, focusing on developing the quality of the studies offered. The role of the student representatives is to advise the faculty's education leadership on the different aspects that affect study quality, viewed from a student perspective. Their participation ensures that students' experiences and needs are included in assessments and decisions concerning the faculty's study offerings.

Student representatives are elected by ballot among all students at the faculty.[3].

Faculty Board – 2 student representatives

The Faculty Board is the highest governing body at a faculty and is responsible for setting overall goals, priorities, and strategies. As part of this work, the Board also considers matters concerning the quality of education.

Student representatives on the Faculty Board can influence which study programs the faculty offers and which priority areas in research and innovation should receive emphasis. Their

[1] Valgreglement, https://www.stavangerstudent.no/dokumenter/
[2] Valgreglement, https://www.stavangerstudent.no/dokumenter/
[3] Valgreglement, https://www.stavangerstudent.no/dokumenter/

engagement is important to ensure that the student perspective is included in the faculty's strategic decisions. Program reports are considered in aggregated form as part of the study portfolio matter before the Faculty Board.

Student representatives are elected by ballot among all students at the faculty.[4].

Study Portfolio Representatives at Institutional Level

University Board – 1 male and 1 female student representative

The University Board is the highest body at the University of Stavanger. The board includes representatives for students, staff, and external members. The Rector serves as the board's secretariat, while the board chair is external.

The board constitutes the responsible governing link between the Ministry of Education and the university. It adopts the university's strategy for academic activities and is responsible for ensuring high quality in operations. In addition, the board is responsible for the institution's financial resources and for ensuring that operations are conducted efficiently and in accordance with applicable laws, regulations, and rules.

Student representatives to the University Board are elected by the Student Parliament.

Learning Environment Committee – 5 student representatives

The Learning Environment Committee (LU) is an advisory body to the University Board and UiS leadership. The committee works on matters concerning the physical, digital, psychosocial, organizational, and pedagogical learning and study environment.

LU must actively contribute to continuous improvement of the learning environment at UiS and ensure that the learning environment for each study program meets minimum requirements. The committee is legally mandated, appointed by the University Board, and reports directly to it.

Student representatives are elected by the Student Parliament[5]. The leader of the student delegation for the period 2026–2027 is the President of StOr.

Education Committee – 4 student representatives

The Education Committee (UU) contributes to developing UiS as an educational institution and ensuring high quality in both education and study administration. The committee serves as an advisory body to the University Board and UiS leadership in all education-related matters, including development of the study portfolio.

UU is responsible for accrediting and re-accrediting UiS's degree programs on behalf of the board and must ensure that the university meets NOKUT's requirements for self-accrediting institutions.

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[4] Valgreglement, https://www.stavangerstudent.no/dokumenter/
[5] Valgreglement, https://www.stavangerstudent.no/dokumenter/

Student representatives are elected by the Student Parliament[6]. The leader of the student delegation is StOr's Head of Education.

Suitability Committee – 2 permanent and 2 deputy student representatives

The Suitability Committee assesses suitability for students in early childhood teacher education, primary and lower secondary teacher education, practical-pedagogical education, lecturer education, child welfare, special education, social work, nursing, paramedicine, and customs.

Suitability assessment determines whether the student has the necessary prerequisites to practice the profession. A student who poses a possible risk to life, physical or mental health, rights, or safety of patients, users, children, pupils, or others the student encounters during practice or future professional work is considered unsuitable.

Continuous suitability assessment must be carried out for all students throughout their studies and form part of an overall assessment of the student's prerequisites for professional practice. If there is justified doubt about a student's suitability, a special suitability assessment must be conducted. For such assessments, the rules of the Public Administration Act apply.

Student representatives are elected by the Student Parliament.[7]

Student Affairs Committee – 5 student representatives

The Committee for Student Affairs handles appeals concerning individual decisions and other student complaint cases. It also considers matters concerning grading, formal errors in examinations, and annulment of examinations or tests. In addition, it handles cases involving suspected cheating on examinations or submitted assignments.

The student representatives to the Student Affairs Committee are elected by the Student Parliament[8].

UiS Election Board – 1 student representative

The UiS Election Board is responsible for preparing, administering, and conducting elections of internal members (employees) to the University Board, faculty boards, the Museum Board, and department/centre councils.

The student representative to the UiS Election Board is elected by the Student Parliament[9].

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[6] Valgreglement, https://www.stavangerstudent.no/dokumenter/
[7] Valgreglement, https://www.stavangerstudent.no/dokumenter/
[8] Valgreglement, https://www.stavangerstudent.no/dokumenter/
[9] Valgreglement, https://www.stavangerstudent.no/dokumenter/

Election Board for the Student Representative Structure – 2 student representatives

The Election Board for the Student Representative System administers the system on behalf of the University Board, in cooperation with the university's Election Board and StOr's Executive Committee.

The Election Board works closely with StOr and the faculties on arrangements for and implementation of student representative elections and ensures that elections are conducted fairly and efficiently while safeguarding student representation.

The student representatives are elected by the Student Parliament. The Chair of the Election Board for the Student Representative System is StOr's Head of Education.

Table 1. Overview of Student Representation at UiS

Level	Representation	Mandatory	Number of representatives	Period	Honorarioum
1.Course	Course/Class	Mandatory	Minimum 1 per Course/ Generation	Within 4 weeks after the semester start[10]	
2. Study Program	Study Program Council	Mandatory	1 - 2	15th September - end of academic year	
3. Study Portfolio					
Faculty	Institute/department	Mandatory	2	15th September - end of academic year	
	Faculty Board	Mandatory	2	15th September - end of academic year	
	Study Portfolio Committee	Mandatory	1 - 2	15th September - end of academic year	
	Hiring Committee[11]	Mandatory	1	15th September - end of academic year	
	Museum Board	Mandatory	1	By the end of Mai, for 1 year.	
Institutional UiS	University Board	Mandatory	2	By the end of Mai, for 1 year.	X
	Education Committee (UU)	Mandatory	4	By the end of Mai, for 1 year.	X
	Learning Environment Committee (LU)	Mandatory	5	By the end of Mai, for 1 year.	X
	Committee for Student Affairs	Mandatory	2	By the end of Mai, for 1 year.	X
	Suitability Committee	Mandatory	2	By the end of Mai, for 1 year.	X
	Election Board for UiS	Mandatory	1	By the end of Mai, for 1 year.	X
	Election Board for the Student Representative Structure	Mandatory	2	By the end of Mai, for 1 year.	X

[10] Course student representatives must be elected as soon as possible, no later than 4 weeks after the start of the course and hold this position from the date of election until the ordinary exam in this course has been held. Coal union representatives are elected for one academic year.
[11] In cases where there is a need to set up an ad-hoc appointment committee for the appointment of academic leaders, the student representatives are appointed by StOr.

6. Deputy Representatives

Substitute representatives are an important part of the Student Representative System at UiS, but they are often overlooked in day-to-day work. The role is appointed just as formally as that of permanent representatives, and substitute representatives have both rights and responsibilities when they step into a position. This chapter clarifies what the role involves and how substitute representatives can play a stronger part in the Student Representative System.

What Does a Substitute Representative Do?

A substitute representative is a student elected to attend a council, board, or committee when the permanent representative cannot participate. This ensures that students remain represented and that the body can consider matters with the student perspective present. Substitute representatives should be used when the permanent representative is ill, has conflicting teaching, practical training, or examinations, or is unable to attend for other reasons.

What Rights Do You Have as a Substitute Representative?

As a substitute representative, you have the right to be included in the body to which you have been elected. This means you should receive information about when meetings take place and have access to the case documents to be considered. This makes it possible to step into the role effectively when the permanent representative cannot attend. If you do not receive the necessary information from your body, contact the Education Officer at StOr.

How Can Substitute Representatives Support Permanent Representatives?

Substitute representatives can be a very useful source of support for permanent representatives. In meetings where student representatives may feel uncertain or find themselves alone in a room full of staff, the substitute is often the only person who shares the same starting point. You sit on the same body, represent the same students, and deal with the same matters.

This makes substitute representatives good sparring partners when matters are discussed or prepared. Many permanent representatives and substitutes are the only students on a given body and therefore share experiences that few others have. This can be used actively when preparing for and assessing cases. Substitute representatives can bring another perspective to exactly the same matter, helping you attend meetings better prepared and with a more considered view.

Substitute representatives can also help share the workload during busy periods. If both the permanent representative and the substitute have examinations, practical training, or other commitments, you can cooperate on who reads up on which matters. This ensures that students are always represented while distributing the workload in a sensible way.

7. Complaint Options and Reporting Channels

Students at the University of Stavanger have several rights intended to ensure a predictable, safe, and fair study situation. These include the right to appeal decisions that directly affect them, the right to report unacceptable conditions, and the right to receive independent assistance in difficult cases.

As a student, you are allowed to report matters you consider unacceptable without fear of retaliation. This right is protected by the Norwegian Universities and Colleges Act (UHL, § 10-4).

As a student representative, you will often meet students who wonder how they can complain, whom they should contact, or where a matter belongs. This chapter gives an overview of the most important complaint options at UiS so that you can guide students to the appropriate channel.

Low-Threshold Dialogue

Not every matter is a formal complaint. Many issues raised by students concern teaching, forms of assessment, communication, or the learning environment. Such matters should be handled at the lowest appropriate level, whether that is the course, the study program, or higher in the system.

For example, a student may contact the course representative, who brings the matter to the course coordinator or program leader. This applies to issues such as unclear teaching, challenges in practical training that are not formal decisions, unclear assessment criteria, or other academic questions. Many courses also use early dialogue, allowing students to give feedback while teaching is in progress. This can avoid a lengthy process involving several bodies.

Studentweb

Studentweb is the channel for complaints concerning assessment. When a student wishes to appeal a grade or formal errors in an examination or test, the complaint is submitted digitally through Studentweb. This is a formal complaint, but it is initially handled by the faculty responsible for the course. The student may consult fellow students, the course coordinator, or the Student Ombud before submitting the complaint, but the process itself takes place in Studentweb.

If the complaint concerns formal errors, the case may, after faculty consideration, be forwarded to the Committee for Student Affairs if the student is not given a favorable decision.

Committee for Student Affairs

The Committee for Student Affairs is UiS's formal appeals body for individual decisions. It is intended to ensure objective and impartial handling of complaints. The Committee considers appeals concerning admission, practical training assessments, exemptions, refusal of

examination registration, formal examination errors, loss of the right to study, cheating, exclusion, and cases originating from the Suitability Committee. A complaint is first sent to the body that made the decision; if the student is not given a favorable decision, the case is forwarded to the Committee for final consideration.

The Alert System (Si ifra)

Through UiS's alert system Si ifra, you can report things that have happened in teaching, during practical training, or in your spare time, provided they affect the learning environment. You can report situations involving other students and/or employees.

Serious and unacceptable conditions - red category: report if someone or something in your learning environment poses a serious danger to people, the environment, or material assets.

Errors and deficiencies in the learning environment - yellow category: report less serious conditions that need improvement, or errors/deficiencies that need to be corrected.

Positive feedback - green category: do you have praise for your study environment? Positive feedback can reinforce good practice and inspire others.

ATTENTION: In case of immediate danger to life and health, contact the emergency services!

Fire - 110 | Police - 112 | Medical emergency – 113

The Student Ombud

Universities and university colleges must ensure that all students have access to a Student Ombud. The Student Ombud provides students with advice and assistance in matters related to their study situation and helps safeguard students' legal rights in relation to the institution.

The Student Ombud cannot be instructed in their work and may decide independently whether to assist a student in a case. The Ombud does not have authority to decide cases.

The Student Ombud is bound by confidentiality regarding information about personal circumstances learned through their work. Sections 13 to 13 e and 13 g of the Public Administration Act apply correspondingly (UHL, § 10-8).

Line Aspøy is the Student Ombud at UiS. She is an independent support person for all students at UiS.

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8. Proceedings and Meeting Culture

The role of a student representative involves participating in meetings and raising matters on behalf of the students you represent. For many, this can feel unfamiliar, especially when attending meetings as one of only a few student representatives in a room full of staff. This chapter provides an overview of what is useful to know before attending meetings or taking matters further in the organization.

Different matters are handled in different ways, and proceedings often vary from one body to another. As a student representative, however, you are expected to familiarize yourself with the proceedings and meeting culture of your body. You can do this by asking questions of the secretariat, the Education Officer, or other student representatives before, during, and after meetings.

Proceedings

As a student representative, you will encounter two main types of matters:

- **Matters raised by students** (teaching, assessment, learning environment).
- **Matters originating in the body on which you serve** (case documents, consultations, proposals, changes).

Proceedings vary between course, program, faculty, and institutional levels, but follow some common principles. Matters can also cut across different representative roles, so contact other student representatives when it is useful to discuss an issue together.

Matters Raised by Students

This is particularly relevant to course and program representatives, but may also apply to other student representatives.

1. A student contacts a student representative about a challenge.
2. The student representative investigates the matter. You must assess whether it is necessary to raise it with your body. Does it affect several students? Is it a misunderstanding? Should other representatives raise it with their bodies instead? Should the Si ifra system be used?
3. The matter is raised at the appropriate level: course coordinator, program leader, study coordinator, StOr, etc.
4. The matter is considered.
5. The student representative receives feedback and informs the students.

Matters Received in Case Documents

This is particularly relevant to study program representatives and study portfolio representatives. The process is more formal.

1. You receive case documents from the secretariat before the meeting.
2. You read the case documents. Consider what the matters and proposals mean for students, whether anything is missing from the case presentation, and whether you should obtain input from students or other representatives before the meeting.
3. You participate in the meeting, ask questions, and contribute the student perspective.
4. The body makes a decision or gives recommendations.
5. You inform students if the matter affects them.
6. You follow up the decision afterwards.

A Brief Guide to Meeting Culture

When attending meetings as a student representative, it is useful to be aware of how you conduct yourself. Meetings in university bodies are formal settings, with an established meeting culture that helps discussions remain orderly, respectful, and efficient. This is not about being stiff or overly formal, but about showing respect for the participants and the work being done.

- Read the case documents in advance.
- Be on time. Notify the secretariat if you are delayed. Give notice well in advance if you cannot attend so that a substitute representative has time to prepare.
- Dress appropriately. There is no requirement for a suit or dress, but you should appear presentable.
- Feel free to shake hands with the people sitting next to you if you have not met them before.
- Avoid profanity and use professional language.
- Separate the person from the issue. Be factual, calm, and respectful, even when you disagree.
- Speak only when you have been given the floor. Do not interrupt others. If you wish to speak, signal by raising your hand.
- Do not sit on your phone or browse social media during the meeting. Pay attention to what others have to say. People notice what is happening on your screen. Give others the attention you would like to receive yourself.
- Respect confidentiality when it applies to a matter and share only public information when informing students.
- It is completely acceptable to say that you need more time, need to check something, or would like an explanation from the secretariat.
- Read the minutes after the meeting. Check that your contributions have been recorded correctly and notify the secretariat if anything is wrong.

9. Training for Student Representatives and the Annual Wheel

Training is a central part of the Student Representative System at UiS. Both UiS and StOr are responsible for ensuring that student representatives receive the competence needed to perform their role in the quality assurance system and in the university's governing bodies. Training should give representatives insight into the quality assurance system, the university's governance structure, work processes, and relevant arenas for collaboration.

Tillitspils

Tillitspils is a central, informal meeting place for student representatives at UiS, organized by StOr's Education Officer. Its purpose is to strengthen collaboration across levels and faculties and create engagement regardless of where representatives are situated in the organization. Through Tillitspils, representatives can build networks with other engaged students, share experiences and learn from one another, and contribute to a more coordinated and effective student democracy.

Tillitspils also serves as an important channel through which StOr can gather information directly from student representatives about what is happening in everyday student life. This helps ensure that matters concerning the learning environment and education quality are raised at the appropriate level. Experience shows that close contact and good meeting places between representatives make it easier to promote issues, strengthen the community, and build robust and effective student engagement across the university.

Tillitspils also gives representatives space to share the matters they are working on and ask for advice or assistance from others or from StOr. At the same time, they receive updates on decisions made by the Student Parliament, helping everyone work in the same direction when implementing relevant political measures.

Annual Wheel for Student Representatives

Table 2: Annual Wheel for Student representatives

Month	Activities
August	Start of semester Faculty considers the study portfolio (student representatives participate)
September	Deadline for semester registration/exams (Sept. 1) All student representatives elected by Sept. 15 (course representatives within 4 weeks) Early dialogue with students Training for all student representatives Tillitspils
October	National Student Survey / Studiebarometeret (2nd and 5th year students) Cabin trip for institutional representatives Tillitspils
November	University Board considers the quality report (Nov. 1) Tillitspils
December	Digital course evaluation Semester evaluation in the Study Program Council
January	Faculty Board is briefed on the budget Start of semester
February	Deadline for semester registration/exams (Feb. 1) Course representatives elected within 4 weeks Early dialogue with students Training for course representatives
March	Tillitspils
April	Tillitspils
May	Study portfolio representatives elected by the Student Parliament Student representatives to the Board elected (ballot election) Tillitspils
June	Study program evaluation and report (deadline Oct. 1) Digital course evaluation Semester evaluation in the Study Program Council

10. Questions About the Student Representative Role?

Whom Should Student Representatives Contact?

- For questions or comments concerning case preparation, meeting notices, or practical matters, contact the secretariat of the relevant board, council, or committee.
- It is important to discuss current matters with others. Other student representatives and StOr's Executive Committee can serve as valuable sparring partners.
- For guidance related to case documents, difficult cases, or other challenges, student representatives can contact StOr's Executive Committee. They work on behalf of the students and are always available for support.
- Tillitspils can be used as an arena for reflection and discussion. Student representatives can also contact StOr's Executive Committee to discuss overarching questions or challenges.

Would You Like to Become a Student Representative?

If you would like to get involved as a student representative, contact your faculty or StOr. They can provide information about positions, election processes, and how you can contribute!

- **Faculty of Science and Technology:** John Petter Nygaard
- **Faculty of Health Sciences:** Gunn Tone Ask
- **UiS Business School:** Monica Lange
- **Faculty of Social Sciences:** Anne Torun Sirevåg
- **Faculty of Performing Arts:** Aslaug Margreth Vasshus
- **Faculty of Educational Sciences and Humanities:** Fredrik Norman Skår
- **StOr Education Officer:** Susan Myrseth Vistnes

Read more at: https://www.stavangerstudent.no/vil-du-bli-tillitsvalgt/

11. Tips and Tricks for Student Representatives

- **Be critical and ask questions.** There are no stupid questions.
- **Be clear and specific when raising matters.**
- **Stay up to date through your student email for important information.**
- **Use your substitute representative.** Cooperate on cases and preparation, and share the workload during busy periods.
- **Help spread information about elections, events, and other activities.** It benefits all students when information reaches everyone.
- **Remember that students are equal members of councils, boards, and committees alongside staff.** Everyone has the same rights, including the right to speak, propose motions, and vote.
- **Good meeting preparation is key to effective discussions.** A well-prepared representative has a much greater chance of being heard. Read the case documents, understand the content, and preferably discuss matters with other student representatives. If you have questions or need support, StOr's Education Officer is available for guidance.
- **Always be professional in discussions and separate the person from the issue.**
- **Seek input and opinions from fellow students.**
- **Resolve matters at the lowest appropriate level before escalating them.**
- **Document matters you have raised.** This makes it easier to present the case to others or take it further.
- **Discuss ideas and proposals with others.** Your thoughts and ideas can develop into political initiatives. StOr's Executive Committee is happy to listen.
- **As a student representative, you have rights defined in the Norwegian Universities and Colleges Act.** Familiarize yourself with them; they help strengthen your role.
- **Ask for help if you need it.** StOr's Executive Committee always assists student representatives who need guidance or support.
- **Cooperate with other student representatives across levels.** By sharing information and experiences, representatives can gain insight into matters that may not directly affect their own study program but still have major significance for students' overall academic experience.
- **Remember that you can receive a certificate for elected positions.** You can use these to strengthen your CV.
- **Find up-to-date information about the Student Representative System at stavangerstudent.no.**

Contact Information - StOr Executive Committee

Leader
Martin Nese Johnsen | Email: leder@stor.uis.no | Phone: 51 83 24 00

Deputy Leader
Montgomery Jacobsen | Email: nestleder@stor.uis.no | Phone: 51 83 24 03

Head of Education - contact person for student representatives
Susan Myrseth Vistnes | Email: utdanning@stor.uis.no | Phone: 51 83 21 07

Head of Welfare and Learning Environment
Maren Krokeide Ottesen | Email: laringsmiljo@stor.uis.no | Phone: 51 83 24 01

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