



Humanities and Theological
Student Union

Guideline for handling student affairs

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Definition of a student case

A student case is defined as such when a student turns to the union for help in solving a problem that the student encountered in their education. In order for a case to be seen as a student case, it must therefore be linked to the education the student is conducting or has completed at the HT faculties at Lund University. Questions about membership in the union or other issues related to the union's activities are not student matters.

Collection of student affairs

There are numerous ways for students to contact the union and thereby open a student case. Students can send an email to one of the union's email addresses, mainly the union presidium email addresses, the expedition email and each student council's email address. It is also possible to submit a student case via a form on the HTS website. Submitted cases via the form will be sent as an email to the vice president of educational affairs at the student union. Another way to contact the union is to contact someone in the presidium by phone with a student case. Finally, it is also possible for students to come in and talk to the presidium during the union's office hours.

Documentation of student affairs

All student cases should be documented. This is so that it will be easier to get a quick overview of the case if it or a similar one appears at a later date. It is also valuable to have solid documentation over time in order to get an overall picture of the study situation for the students at the HT faculties.

The most important thing when it comes to handling student cases is to document only what the student has agreed to document. Everything that is documented should also be of relevance to the case. It should be clear to students who submit student cases that the case will be documented.

There are several aspects to documenting a student case. Below is an explanation of the different approaches and what information about the student case should be stored in which place and how.

Email

The most common way that students turn to the union is via email. There should be a clearly marked folder for each operational year in all the email inboxes where students can turn with student cases so that student affairs and related emails can be clearly identified. This applies to the entire presidium, expedition emails and all student councils.

Case

report

A case report for every case must be written regardless of the size of the case. Each case report shall contain relevant information related to the case and shall be easy to anonymise if necessary. A case report should contain: name of the student and contact information, date when the case was received, course name and course code, department, affected teacher / staff, a summary of the student's case and action and follow-up of the case. Not all student matters concern an institution or staff directly, as in the case of work environment issues. The information that is documented is then adapted to the type of case.

Each case should be given a case number to facilitate follow-up. The case report should be clearly marked with the case number and the student's name and be in a folder labeled in the same way.

Physical documentation

In addition to the available digital material, a physical binder should also be drawn up with a case report for each case. Physical material submitted by the students themselves can also be attached here.

At the end of each operational year, an anonymized summary of this year's student affairs must also be submitted to LUS Student Ombudsman, which makes a university-wide compilation. These will also be saved for internal use at HTS.

Other notes

Notes during the course of the case are in many cases necessary in order to accurately reflect the events in the case report. Anything that is not relevant to the case report should be deleted after the end of the operational year.

Handling of a student case in contact with the student

It is recommended to let the student of which it concerns read through emails that the union sends to the relevant staff at the departments in the handling of the case. This is to ensure that the student's and the union's picture of what happened matches.

GDPR and thinning of student cases

All issues related to the handling and deletion of personal data are further regulated in the *Guideline for handling and filing personal data*. See especially the section on student affairs.

Student councils

The union's student councils, just like the presidium, can receive student matters via email or by contacting them by students in other ways. The student councils must follow the same guidelines as other union activities.

Appendix 1: Case report template

Case No: xx

Student:

Date:

Possible teacher concerned:

Course:

Institution:

Description of the case:

Measure:

Follow-up: