

# Correct



Correct  
A booklet about your student rights  
at Umeå University



## Correct?

As a student at Umeå University, there are many regulations that govern your education and the rights you are entitled to. It's not easy keeping track of all of them, but in this brochure we've gathered frequently asked questions regarding examination and study-environment, as well as a few things to keep in mind before starting a new course.

## Can't find what you're looking for?

At Umeå Student Union's website you can find more questions and answers. Visit <https://umeastudentkar.selfaq>

If you have further questions regarding how to interpret the regulations or want help in contacting the university, you may speak to Umeå Student Union's student and doctoral student ombudsperson.

The student and doctoral student ombudsperson supports students and doctoral students with issues regarding education and working environment that may arise during your time at Umeå University. You may contact the ombudsperson for help and support in matters such as poor educational quality, issues in communication, discrimination or harassment. Your anonymity is always respected and you don't need to be a member of the Student Union to receive help from the ombudsperson.



UMEÅ STUDENT UNION

~ Working for students since 1959 ~

Examination

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### **Help! I failed my exam. What happens now?**

There is nothing to worry about, it happens to everyone! You will be offered a chance to retake the exam within 10 workdays to two months after you have received the results of your first attempt. For exams during May and July you will have to wait between 10 workdays and three months. Should you fail to pass on your retake, you will receive another retake chance within a year of your very first attempt.

### **I am having trouble passing an exam and have failed several times. How many attempts do I have?**

You always have at least five attempts. In accordance with the Higher Education Ordinance, further retake attempts should only be restricted when absolutely necessary and with the motivation that unlimited attempts could lead to a waste of resources. Any limit on the amount of retakes must be stated in the course syllabus. Practicums/internships and equivalent course components have slightly different rules. If passing a practicum/internship is a requirement for receiving a passing grade on a course, a minimum of two practicum/internship opportunities must be offered.

## **What should I do if I feel that my assignment has been incorrectly graded and that I deserve a different grade?**

It is not possible to appeal a grade, in other words, to have your case tried at a higher level. However, you can request your examiner to review their decision. Contact the student counselor at your department to receive help in filing a formal request. You will then also have the opportunity to express why you feel that your grade should be altered.

## **My supervisor and I keep misunderstanding each other and have difficulty communicating. Do I have the right to change supervisors?**

If you have problems co-operating or if there are other extenuating circumstances between you and your supervisor, you have the right to request a change in supervisors. The course syllabus should specify whom you need to contact to make a formal request.

## **How do I change examiner?**

### **Do I have the right to do that?**

If you have failed both your exam and a retake you have the right to request a different examiner, if no special circumstances apply. The course syllabus should specify whom you need to contact to make a formal request.

**According to my schedule, several of our lectures are obligatory. Is that permitted?**

Lectures may only be obligatory if they are of an individually assessing character, in other words, if they are examinatory. This is a requirement for making participation obligatory. Exemptions may be made for demonstrations or preparations for clinical training since these may be considered of such importance that student participation may be demanded, despite a lack of examination. The course syllabus and schedule must make clear which course components are obligatory.

**I have been waiting for weeks to have my exam graded. How long do I have to wait?**

The university is obliged, regardless of mode of examination, to notify you of the results of your exam within 15 workdays of completion. In regards to written assignments, the submission date counts as the date of completion. Teachers' illness or other similar circumstances do not exempt the university from this rule. It is the responsibility of the department to find a solution should such a situation arise.

**I missed the limit for a passing grade with just a few points. Can I submit a complement instead of doing a retake?**

If a complement to a failed exam is allowed, this must be stated in the course syllabus. If a complement is possible, it is up to the examiner to decide whether a student that has failed their exam may hand in a complement or if they must retake the exam. If such an opportunity is offered, it is up to you whether

you wish to submit a complement or would prefer to do a retake at the next opportunity.

### **I have been reported for plagiarism! What happens now?**

If you have been reported for plagiarism (or cheating) an investigation will take place, where you will have the opportunity to make a statement in your own words in regards to the accusations leveled against you. During the course of the investigation you may continue to participate as usual in your courses. When the investigation is concluded, a decision is made to either close the case with no repercussions (sometimes with a warning) or to hand over the case to the disciplinary board, which will send you a summons. The board may then decide whether to temporarily suspend you (up to six months, but six weeks is the most common), warn you or close the case with no further repercussions.



Study enviroment

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**I have been constantly stressed and worried about my studies lately. I'm not feeling well and I don't know who to speak to about it.**

No one should have to suffer because of their studies. You can contact the Student Health Services at Umeå University if you feel stressed, worried, depressed or have relationship questions. The Student Health Service employs curators, nurses, physiotherapists, psychologists and public health scientists. The Student Health Services are always free and confidential. Call 090 – 786 51 00 to book an appointment.

**I am disabled and need support in my studies.**

**What do I do?**

All students should be given equal opportunity to succeed in their studies. To receive support you will have to send in an application describing your disability and how you believe it will affect your studies. You will also need to send a certificate confirming your disability alongside your application. You can read more about how to send in your application at <https://www.umu.se/en/student/we-can-assist-you/disabilities/>.

**Our teachers are constantly rude and condescending towards students in their classes. What can we do?**

This is not okay. A teacher must treat students equally and with respect. Contact Umeå Student Union's students' and doctoral students' ombudsperson to receive support. You will find the ombudsperson's contact information at the end of this booklet.

**I fell on my bike on the way to the university and really hurt myself. Am I covered by any insurance?**

Yes! Every student at Umeå University has a personal insurance through the Chamber of Deputies. This applies during school days on the university premises and while traveling to and from campus. You can find the insurance terms at the Chamber of Deputies' website as well as information on how to report an accident.

**We have an exam on a Saturday. Is that allowed?**

The university's regulations dictate that exams normally should be held Monday to Friday between 08:00 and 17:00 and before the conclusion of the course. This matter should be brought to the attention of the course coordinator. If the course coordinator is not responsive to your views, contact Umeå Student Union's students' and doctoral students' ombudsperson. You will find the ombudsperson's contact information at the end of this booklet.

To keep in mind

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## **Before course start**

It is important to be prepared before you start your course and to be informed in regards to your schedule, course literature, etc.

Remember that...

- The course syllabus must be ready and available at the latest the day course applications open.
- A preliminary schedule for the first four weeks of the course must be available at least four weeks before the start of the course.
- The required reading list must be complete at the latest two months before the start of the course.

## **After the course**

Whether you have passed or failed your course it is important to ensure that your rights are respected. Remember that...

- You have the right to know how your exam has been assessed. You should receive a review of your exam, either orally or in writing, at the latest two weeks before your retake.
- Did you feel that there were flaws in the course structure or implementation? Remember to mention this in your course evaluation!
- Your final grade (the grade given for the entire course) should be documented in Ladok within 25 workdays after the final exam.

## The Course Syllabus

The course syllabus is the document that describes the content of a course and should inform you of intended learning outcomes, admission requirements and modes of examination. The course syllabus contains regulations of the same character as those decided on by the Swedish government and riksdag. This means that the course syllabus is legally binding, both for the university and the students. You should read through the syllabus carefully before each course.

## Course Evaluations

Course evaluations are an important instrument for student participation in the university's quality assurance procedures. Every student that participates in or has just concluded a course must be given the opportunity to present their views on the course and must also be informed on any eventual measures taken as a result of views expressed in the course evaluations. The course evaluation is the perfect opportunity for you to directly influence your education, so remember to fill it in!

### Contact information

**students' and PhD students' ombudsperson**

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070-265 46 58

Umeå Student Union Student Office  
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