Political document on educational quality

The political document on educational quality concerns the Student Organization of Agder`s (STA) policies on areas within academic affairs and research which can contribute to an increase of the students` educational quality.

The measures outlined in this document shall contribute to an increase of quality, this given in the interaction between students and employees and the students themselves.

Educational quality is of a great importance when it comes to the continuation of research through a meaningful education. This contributes to a development of the society.

The collective work is important when it comes to ensuring educational quality. Du to this, the document emphasizes student participation and student affiliation to the working life.



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# 1.Culture for quality

A culture of quality is when the students and employees contribute to a development of quality in education and research, and where both groups are natural partners in a professional community. When it comes to having a good culture for quality at the university, it is essential that systems and infrastructure is built with a base in evaluations, feedback and research.

## 1.1 Academic community

All activity at the university shall be cooperation between students and employees. The goal is to achieve an academic community with accessible meeting places where all participants experience equality and can exchange knowledge and have professional discussions.

## 1.2 Students as agents of change

When it comes to the development of the university, the students shall be looked upon as partners but also as agents of change in the work with making the studies relevant for the future students.

In the work with development of study programs, the students shall contribute with their experience and competence to ensure that the students are being looked after. The university shall not establish or offer an educational program without the students` contribution.

## 1.3 Students as partners

The students shall participate in both the lectures and how they are formed. The professional employees (lecturers) shall facilitate the lectures and subjects in such a way that the students` sayings contributes to improvement and development.

To ensure an academic community for all, it is important to have a high degree of interaction between partners of academia. The students shall also be given the possibility to join hiring processes at the university.

All students shall be seen as partners when it comes to developing the university. They shall have a central and important role in those councils and organs that work out, form and evaluate what happens at the university. Legally student representation is to be seen as a bare minimum.

The management at the faculties and the teacher education unit must have a close cooperation with the student representatives.

## 1.4 Dialogue based interaction

As a part in the building of a quality culture, all class representatives and those responsible for each subject shall be invited to dialogue at the start of each study year. The dialogue shall contribute to discuss expectations between the parties concerning situations in lectures and supervisors.

Meeting places between the class representatives and employees at the institute and faculties shall be facilitated.

## 1.5 The Quality Assurance System

The Quality Assurance System at the university shall divide the responsibility for educational quality between its different management units, in addition to dividing responsibility through mandates and instructions for the employees.

The students shall have a central role when it comes to the work with the system and shall participate with the same conditions as the scientific employees. When it comes to the development of study programs, the students shall always be heard.

### 1.5.1 Class representatives

The class representatives shall represent the students at the subject level in the work with quality. The class representatives shall be included in preparations and work with bettering the quality of subjects and study programs. When it comes to the follow-up of the class representatives, STA and the university shall make sure the responsibility is clearly divided.

When the class representatives give feedback that demands change, the university shall implement measures and make sure that the necessary information gets back to the students. The university shall ensure a to-ways communication.

###  1.5.2 Quality indicators

There must be quality indicators that the students are a part of designing and that are easily accessible for all students. The indicators must contribute to a clear and common understanding of what one wishes to gain with the Quality Assurance System.

###  1.5.3 Evaluation

Digital midterm and end of term evaluations shall be carried out in every subject. The students shall be given information about the time of evaluation at the start of semester. The time shall be agreed upon between the class representative and the manager of the study program.

The class representatives shall use the digital report as a starting point for a conversation with the students at the subject. Notes will be taken from the meeting. The digital report and the notes from the discussion shall be merged into a subject report that will be made available for the students in both Norwegian and English.

As a part of the Quality Assurance System, the subject evaluations shall make sure that there are clear goals of improvement in the subject. An action plan, based on the subject evaluations and subject reports, shall be made and this shall be made available for the students. The action plan shall be followed-up by the class representatives together with the manager of the subject and study program.

###  1.5.4 Quality assurance of assessment

All students shall receive exam papers without any mistakes. The exam must be of a high quality, in accordance with literature and the newest research. A reuse of old exams shall be avoided. It is important that the students are not just being tested on their ability to reproduce facts but also gets stimulated to critical thinking and usage of literature during their exams.

During an appeal process, the student must receive a new and independent assessment where the appellate has no knowledge of the prior grade. The appeal process must be quality ensured evenly and routines concerning bettering the censoring and handling of complaints must always be evaluated.

In cases where the result of a new assessment gives a change of grade by more than to grades, the students shall receive a third independent assessment without the prior grades being known. This will be the lasting grade.

An individual right to complain shall be given in cases of group exams.

Every third year, an evaluation of the exams shall be implemented in all subjects to ensure that all exams are of a good quality.

## 1.6 A general sense of decorum

All first-year students at the university shall implement a general sense of decorum semester with subjects that provide the necessary qualifications for the development of analytical qualities, to understand critical thinking and to contribute to the development of a professional ethical sense.

The university shall offer courses that provide the students` insight, social competence and personal development. The courses shall be free and with a low threshold for participating. The employees at the university shall offer the courses and they shall be bases on research.

# 2. Comprehensive study programs

A comprehensive study program shall make sure that the quality is good through the whole study, from admission to the end. Central points are follow-up, guidance, literature, assessment and censoring. The chapter also describes what demands the university must follow in accordance to facilitation. It also points to what terms and learning outcome that is necessary to meet the challenges of then future.

## 2.1 Admission

When it comes to admission and the establishment of new study places, the university must regard the societal need of competence.

The university shall strengthen the possibility for an alternative admission scheme to maintain a diversity of students with different basic competences.

The university shall make sure that the possible master programs that can be implemented after the bachelor is visual at the home page, already at the admission for the bachelor.

When it comes to the local admission, the university shall as early as possibly respond to applications for further education, continuing education and a higher degree.

## 2.2 Follow-up and guidance

The follow- up and guidance of students shall be implemented in a professional and pedagogical way, where one must make sure that the person has competence to guide. Feedback shall be given both in formative and summative reviews that contribute to an increase of learning for the student. This shall be carried out in both single subjects and study programs.

## 2.3 Ways of assessment

Digital examination shall be the standard at the University of Agder and shall not lead to extra costs for the students. Still, it must be up to each student if he/she wants to do the exam in writing.

More than one way of assessment shall be implemented in every subject. The way of assessment must be seen in connection with the other ways of assessment at the same study. During a study program, at least three different ways of assessment shall be carried out. Assessment shall be a part of the process of learning and must reflect the expected learning outcome.

The scope of the obligatory assignments must be reflected in connection with the number of credits given for each subject and concerning the purpose of the assignment. If an assignment demands or encourage the students to work in groups, the lecturer must facilitate for that to happen. All students shall receive constructive feedback in all obligatory assignments. These must be spread out evenly throughout the semester.

## 2.4 Grounds and censoring

Written grounds shall be given to all given grade. This concerns both grades with letters and passes/not passes. The grounds shall give a clear picture of the candidate`s performance and potential.

Deadlines for grounds on papers and exam shall be maintained by students, employees and sensors affiliated with the University of Agder. The university shall establish incentives that make the deadlines made. If the deadlines are not being made, it is important that the student receive information about this within reasonable time.

Financial sanctions in the form of fines shall be given to those institutes that does not meet the deadlines on time.

## 2.5 The lecturing

The personal contact between the participants in a teaching situation must be sustained. The university shall facilitate so that the students can meet in person at lectures and stimulate for a professional cooperation between the students. This meaning that in cases of an increase of students, the access to lectures and other resources must be increased.

The teaching must be bases on quality and not quantity, and different teaching methods shall contribute to making the students have a better understanding of the syllabus. Varied and good teaching must be facilitated according to the needs of both the individual and the collective.

The workday for students must not be longer than 8 hours or 40 hours a week. If the workday is longer than 5 hours, there shall be a minimum of a half hour break.

## 2.6 Examination

The university has a responsibility for making sure that all students receives the same possibilities to perform with the same foundation and have the right to a postponed examination within the middle of the following semester. In the cases where the ordinary and postponed examination collides, the university shall facilitate so that both exams can be carried out.

Students, lectures and invigilators must be ensured a sufficient competence on how to carry out exams. Technical challenges shall never be the reason for a missed exam. All students who are in need of it, has the right to a facilitated examination.

The examination dates shall be published within reasonable time. This includes ordinary and postponed exams, in addition to the change of examination dates. It is expected that students receive a minimum of two days between each examination. In subjects that are being taught parallel on several campuses, the examination shall be held on the same day with the same exams and surroundings.

All written exams, except for bachelor’s degrees and masters, shall be handed in with a candidate number.

If a student is on exchange when the postponed examination is being carried out, the university must facilitate for it to be carried out abroad.

## 2.7 Interdisciplinary education

To ensure that all students are capable to meet the challenges of the future, all subjects must have an interdisciplinary approach. It must be facilitated so that students at the University of Agder can study across subject areas and faculties. This makes it easier for the students` to create their own bachelor’s degrees and masters.

## 2.8 Syllabus

All subjects shall have a syllabus that is time current. The syllabus must contain updates research and knowledge that has relevance for the subject and that gives an interdisciplinary competence. All lectures shall, by semester start at the latest, put forward the syllabus of each subject. In the cases where the syllabus is almost the same this shall be informed about.

In cases where the employees put forward their own syllabus the leader closest in range shall approve this.

The syllabus shall be digitally available, and the Student Welfare Organization shall facilitate so that the syllabus can be bought in book form at discounted prices. Digital syllabus shall be free. It must be facilitated for good agreements concerning loaning and buying of e-Reader at the university library and *Sørbok.*

The university library shall ensure that the older syllabus always is available for loan.

## 2.9 Descriptions of the learning outcome

Clear, updated and easily accessible descriptions of the learning outcome shall be available in all study programs. The description shall contribute to that the lecturer, students and the world around know that the students shall have knowledge on when they are finished.

All description must be developed in a close cooperation between the scientific employees, students and relevant groups from the working life.

Relevant professional supervised training shall be a regular part in the descriptions of the learning outcome. In addition to this, the working life and students shall be a part of making the descriptions.

##

## 2.10 Education controlled by the National Curriculum

The Student Organization of Agder supports the principle of an education controlled by the National Curriculum for some educations. STA believes that a common structure with subjects in bulks for all education institutions in the country, with a reasonable amount of free study points, will maintain a common anchoring in the profession and ensure that all educational institutions can play on their own strengths. Such a structure will give the different institutions a possibility to promote their professional strengths through an immersion on some areas.

## 2.11 National part exams

National exams shall only be used in educations controlled by the National

Curriculum.

National part exams shall not be a part of subjects where the answers demand

discussion and reflection, and the purpose of the examination is not to find an

answer given beforehand.

The results from the national part exams shall not be a part of the diploma and shall

only be used at the internal evaluations at the institutional level.

## 2.12 Facilitation

The University of Agder shall have a good offer concerning facilitation for students who need it.

The university is obligated to inform all students about facilitation when the students are given the admission offer.

Students with the need for facilitation shall only need to apply and document this once during their studies.

When a student asks for facilitation, a formal passing with the offer for facilitation to the student in question shall be made. It must be possible to complain on the formal passing.

## 2.13 The office for students with disabilities

The office for students with disabilities at the University of Agder shall inform about facilitation and services. It shall also offer services and courses with focus on giving the students good study habits and make the first meeting with higher education easier.

The office shall have a facilitation service with counsellors who have a professional competence on counselling, guidance and facilitating.

## 2.14 Studies with support

The University of Agder shall have a good offer on support services for student with mental health issues. The offer shall give individual follow-up and guidance in accordance with the individual need.

# 3.Students learning and contribution

The University of Agder shall consist of motivating study programs that are made up by a high level of quality. When it comes to the assessment of educational quality, the students` knowledge and competence on their own learning and learning outcomes must therefore be highlighted. The students must be given the opportunity to actively participate in the work with increasing the quality of their study life. The university shall facilitate for participation from the students and a well-functioning student democracy.

## 3.1 Professional mentor

All students must be offered a professional mentor. This shall ensure a better learning outcome and an increase in the rate of finished studies. A professional mentor shall have a higher degree than the students being mentored.

## 3.2 Knowledge on your own learning

The students must have a good competence on their own learning and learning outcome. This to better the professional quality in the lecture situation, to ensure a good learning outcome and to stimulate an increase of awareness and reflection among the students concerning their own learning and learning outcome.

## 3.3 Motivating education of a high quality

A motivating education and a study program of a high professional quality must be ensured for the students. Then, the *Studiebarometer*, can be used as an indicator for whether the university work with and develops study programs, studies on offer and a professional offer in an expedient way.

## 3.4 Contribution to the education

The University of Agder shall facilitate for the students to actively participate in the work with increasing the quality in the educations at the university.

Through participation, the students shall have the possibility to actively take part in their own education and the design of it.

###  3.4.1 Institutional level

The students shall be represented in all boards and committees with the power to make decisions at the different institutional levels at the university. The student representatives shall actively take part in the management the institution on all levels. All students are obligated to use the given right to participation.

### 3.4.2 Faculty level

The students shall be represented in the faculty boards, gatherings for the class representatives and other relevant boards and committees at the faculty level.

The student representatives shall actively take part in the management of the faculty. All students ate obligated to use the given right to participation.

###  3.4.3 Institute level

The students shall be represented in study councils and other relevant boards and committees. The student representatives shall actively take part in the development of the institute. All students ate obligated to use the given right to participation

### 3.4.4 Student democracy

The student democracy at the University of Agder shall have a central role when it comes to facilitating for student participation. The student democracy shall also function as a support system for the student representatives, so that they can do their work in a satisfactory way.

The university shall facilitate so that all students who wants to participate in the student democracy has the possibility to do so. The student democracy shall have the room to work goal oriented towards the university`s central management and other relevant groups.

# 4. The lecturer

The lectures shall have a professional competence in the field of teaching, this to contribute to a good educational quality where the students experience varied forms of teaching. The university shall prioritize educational quality on all levels.

## 4.1 Competent lectures

The university must ensure that all lectures possess a high competence when it comes to pedagogy, didactics and teaching methods. In addition to this, all lectures must have a sufficient competence when it comes to relevant teaching languages.

The lecturer shall have an approach to own lecturing based on research, this to be aware of what teaching methods that are expedient to the subject.

## 4.2 The system of merit for lectures

At the University of Agder, there must be a comprehensive thinking between research and teaching. Therefore, the employees must do both. In addition to this, the system of two different career paths must be abolished in favour of a comprehensive career path. To make sure that there are as much focus on teaching as research, it is necessary to make the same demands when it comes to developing the same amount of competence within teaching as research, to be employed or receive a promotion from one scientific position to another.

A system of merit shall be established, this to premiere skilled lectures. To quality ensure such a system, it is important that it consist of different indicators that ensures that the lectures reaches the necessary demands of qualification

## 4.3 Guidelines for censoring

Prior to the examinations, good guidelines for censoring shall be made in all subjects they shall be the same for external and internal censors. A lecturer shall not grade the exam papers in his/her subject alone. An external censor shall take part in the censoring to ensure quality on the exams and the correct grade. The assessment and grading shall reflect the students’ knowledge, experience and reflections in accordance to the syllabus in an objective way and not in accordance with the level of the class in question.

## 4.4 Joint evaluation of education

To ensure quality in a study program, a joint evaluation of the education shall be carried out. Such an evaluation shall include the lecturers and other activities linked with the education. It can also include discussion on syllabus, digital learning resources and other things in connection to the studies.

## 4.5 Information on the workload

The students shall be informed on the expected workload throughout the whole semester on the university`s web page and the person responsible for the subject. The workload in each subject and every semester in the study program, shall be assessed in connection with the subject and program evaluation. The same high standard on the workload shall be expected in all study points.

## 4.6 Education management

The management on all levels must prioritize education management. The board and management on the institutional and faculty level must, in cooperation with the students, prioritize education management when it comes to the divination of resources, strategy and commination.

# 5. Continuing and further education

 Good schemes for continuing and further education are important when it comes to

 life-long learning. The schemes on offer shall contribute to the development of

 competence that meets the needs of the society and working life, in addition to

 personal growth.

## 5.1. Quality ensurance

##  The schemes must be quality ensured and be overseen the same as ordinary study

 programs and be a part of the university`s Quality Assurance System.

 Admission to these schemes at UiA that gives credit shall be in accordance with

 national guidelines and reflect the subject`s distinctiveness.

 Shorter units or single subjects van be used to satisfy the preferences and needs

 concerning updates and refill of competence. These should also function as an

 interdisciplinary offer.

## 5.2. The working life

The schemes must be established in cooperation with the working life and facilitate for a bettering of the development of competence and career for the employees throughout their whole careers. The offers being made must reflect the societal needs.

The university must facilitate for good schemes, especially for those who attend continuing and further education, so that they can combine work and studies.

## 5.3. Financing

##  These schemes shall not be financed by study funding allocated studies at ordinary

 study program

To achieve a cost effective and sustainable solution for the schemes they must be facilitated for local and regional offers.

Ordinarily subjects should as a main rule be available for students from the schemes with the same funding basis as other students, but the program students shall always take precedence.

# 6. Research, development and innovation

Education, research and dissemination are the core tasks for the university and must therefore be looked upon in connection to each other. The students shall be challenged on these issues and recommended to think in a new way. The university must ensure training and possibilities when it comes to research, development and innovation for students and employees.

## 6.1 Academic community

The University of Agder shall consist of academic communities with a high quality and clear profiles. There must be established groups that have as a purpose to strengthen the cutting-edge expertise and to develop the talents across the communities.

The university must have as ambition to have academic communities of high national and international quality, and actively work towards incentive programs and centre schemes in connection with this. This must be seen in connection with the university`s commitment to receive more centres for excellence in education initiative.

The university and the academic communities must actively facilitate and encourage for development work. Pedagogical development work shall be prioritised, and the lecturers must have time and space to be able to innovate the study programs and teaching.

An academic community consist of both students, scientific and administrative employees. All activities at the university must be cooperation between students and employees. The students must therefore be full-fletched members of the academic community.

## 6.2 Education based on research

Early in their studies, all students shall be offered an introduction to understanding research and scientific method, the use of sources and ethics. The studies shall facilitate learning through research; this can be done though papers with grades.

## 6.3 Lectures based on research

All lectures at the University of Agder shall be based on research. Among other things, this means student active research and that the education is based on the best of research, professional and artistically development work and experienced-based knowledge.

The methods used for teaching shall be based on scientific and high quality, unless it is a part of the development of a new teaching method.

## 6.4 Students and research

All students shall have the possibility to become involved in research projects on both bachelor and master lever. The students shall be informed about these possibilities. Each study shall ensure that the student gets experience with how to do and carry out a research project, and how to present research results.

The students at master level shall be given the possibility to participate in research groups. The university shall facilitate so that the students can do research besides the studies and take to initiate the start of their own research projects.

## 6.5 Cutting-edge competence and development of talent

At the University of Agder it shall be facilitated for the development of cutting-edge competence and development of talent. Extraordinary effort and good results must be encouraged and recognized. It must actively be facilitated so that the students can cultivate their competence and the university must as far as possible ensure that this competence can be developed to its fullest potential.

## 6.6 Research studies

As a part of their study catalogue, the University of Agder shall offer research studies. They can be integrated in an excising study program or as an alternative one.

## 6.7 Ph.D.

The University of Agder has a responsibility to inform the students on the possibilities for a career in academia through a Ph.D. The university should offer a Ph.D. of a high quality in all areas with a master. Ph.D. should also be offered in cooperation both the working life and public.

## 6.8 Innovation

The University of Agder shall facilitate rethinking and innovation for all that relates to the university. Rethinking on problems in all study programs must be encouraged, and it should be possible for students to use their innovation work in the lectures especially though papers with grades.

The employees and students at the University of Agder must contribute to innovation in private and public sector alike, as well as co-creation with ideal organizations and the working life. It shall be easy for students and employees to cooperate for putting new ideas into life. The university shall encourage to commercialization and support this proses through an incubator.

## 6.9 Dissemination

The University of Agder shall take an explicit part in the public debate both regionally and nationally. The university shall be able to engage internally and externally alike.

Students and employees shall be encouraged to participate in on-going debates and set the agenda based on research. The University of Agder shall contribute to research being made accessible and visible through open channels.

## 6.10 Academic freedom, ethics and integrity

Everyone who does research has a responsibility to see it in connection with the society. This means that the production of knowledge must be done within environments characterized by critical reflection on how the method of research and results influence the society, the now and the humans.

The university has a responsibility for all students and employees having a high academic integrity, and work for the best transparency and verifiability as possible. All scientific employees shall receive training in proper handling of research data, and the institution shall ensure safe saving possibilities.

The cooperation with the working life and external groups shall be transparent. There shall be a public and accessible overview of the external financing that the research receives.

# 7. Contact with the working life

Study programs with the possibility for supervised professional training is valuable for the student and the businesses. The guidance functions, by the *Karrieresenter* and *Kompetansetorg,* contributes to making the students get ready for the working life, and there must be a closer contact between the students and the future working life. For the University of Agder it is also important to keep contact with former students through the development and effective use of UiA- Alumni.

##

## 7.1 Supervised professional training

All courses at graduate school at the University of Agder shall offer supervised professional training during the course of study. There is an expectation that all internships in connection with the University of Agder are relevant and gives the student a good learning outcome.

The university shall also actively develop existing schemes concerning the supervised professional training. When it comes to courses with supervised professional training it is expected that the University of Agder act in accordance with the National Curriculum.

The University of Agder shall offer the businesses in question courses on guidance competence. All supervisors connected with the University of Agder must have guidance competence and be suited to supervise students in their professional training.

Parents with children under the age of 16, single providers, students that are politically active, students volunteering and other with special needs shall be given an internship close to where they live. It shall also be possible for other students to apply for the right to be considered when it comes to facilitation.

Information about supervised professional training must be given to the students in a timely manner before the internship starts.

## 7.2 Relevance for the working life

All studies at the University of Agder shall focus in the triangle of knowledge. The interaction between research, higher education and innovation at the university`s studies contributes to a student mass with closeness to the working life, and with good prerequisites concerning the future working life.

All studies at the University of Agder shall contain contents that are relevant for the working life, both now and in the future. The working life shall also play a part when it comes to the studies. As far as possible, there must be a context between the studies at the University of Agder and the working life, with a special focus on the region. Due to this, the university must take on a proactive role for ensuring a close cooperation and contact with the regional work and business life.

## 7.3 UiA-Alumni

UiA- Alumni shall be held as a two-part cooperation. It shall be an arena for currents students, making it a valuable information channel that conveys their possibilities at the working life. Is shall also be an arena where former students can maintain contact with their fellow students, and the university can maintain contact with former students. In addition to this, it shall also be an arena where former students can keep themselves updated on relevant research as a part of their own career development.

## 7.4 Kompetansetorget og Karrieresenteret

*Kompetansetorget* shall be highlighted as a virtual meeting place between students and the working life. This is to ensure that the education has relevance for the working life, and a good contact between students and the working life.

*Karrieresenteret* shall be a guiding organ for the students`, affiliated with guidance on the future career possibilities. It shall also offer relevant courses and arrangements that can prepare the students on the future working life and the road ahead after the studies are finished.

## 7.5 Employees who studies

The University of Agder shall facilitate for students who want to finish their studies as part time. Further education and studies on part time is valuable for the working place and employer. The employees who studies are also valuable for their fellow students and the educational situation itself at the university. It is the students who contribute with relevant experience and knowledge from the working life.

# 8. Digitalization

Digitalization shall be an instrument for increased educational quality, efficiency and contact with and between students. In addition, it shall contribute to that the students develop digital skills that are necessary for the working life.

## 8.1 Principles of digitalization

The University of Agder shall be a pioneer university when it comes to digitalization. Where it is sensible, digitalization must be implemented to strengthen the professional quality and user friendliness. The university must ensure that the digital competence among students and employees is sufficient and offer courses when needed. The usage and choice of digital tools in the education should be based on what is being used in the working life and contribute to that the students develop digital generic skills.

## 8.2 Digitalization of the education

The university shall use digital learning platforms that contribute to good contact between the students and the scientific employees. The students shall meet a modern, personal learning environment that facilitates individual learning, efficiency, cooperation and flexibility in the studies.

The lecturers shall be encouraged to digitalize the lectures. Digital learning tools and platforms shall facilitate for innovation tied to learning methods. Digitalization shall not be a replacement teaching on campus but shall function as a supplement for the students.

## 8.3 Digital assessment

All assessments must be given digitally if possible, but it shall be possible to apply for using the traditional ways of examination. The university must ensure that technical challenges are not a disadvantage for the students or employees.

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## 8.4 Information flow

All information for the students shall be made available digitally. Students, STA and the student activities must have the possibility to share information to their fellow students with the help of the same platforms as the university.

# 9. Surrounding factors

Surrounding factors are the factors that influence the educational quality and the study life for the students but do not include professional quality in the education or research.

## 9.1 The transition between upper secondary school and higher education

A good transition between upper secondary school and higher education must be ensured for the students. This so they will have the best possible professional and social competence when they start. The university has an important role when it comes to offering professional and social guidance, to communicate the expectations on being a student, make the information accessible and ensure a clear communication on different communication platforms.

## 9.2 Development of campus

When it comes to the development of campus, the students shall always be involved in the start, plan work, project groups and user participation. The starting point when it comes to developing campus, shall be to ensure a better learning environment and areas for the academic community.

When it comes to the development of campus, the university shall also facilitate for the students getting the areas needed, this with the student numbers as a base. If the student number increases so must the area. A long-term plan for the development of campus shall exist.

The students must also be ensured enough reading places, at the library and reading rooms alike. The semester registered students at the University of Agder shall always have priority concerning the spaces at the lecturer rooms, group rooms and reading rooms.

The administration of the lecturer rooms, group rooms and common areas must be structured and straightforwardly. Is shall be easy to book rooms at the university. Information on how to book must be accessible, clear and updated.

The university shall have on offer 24-hours accessible zones on campus. During the period of examination, the university`s and library`s general opening hours always be expanded.

## 9.3 The principle of free education

The university shall ensure the principle of free education for all students, both on and off campus. In cases where there will be costs for the students to participate in lecturers outside of campus, there shall be information on this beforehand.

The university shall facilitate for an alternative on campus. The university shall also establish a fund where students with a poor financial status can apply. The scheme shall be means-tested.

In cases where lecturing demands obligatory equipment it is expected from the university that the offers are good and reasonable. This must be informed about. Other material and equipment offered by the university is expected to be of good quality, good standing and accessible of an adequate quantum.

 The university shall maintain the principle of no tuition fees and do not support

 scholarships that favours students that finish their studies on standard time.

## 9.4 The full-time student

The university shall work for an increase of the study support to ensure the full-time

 student.

The university shall strive for a local and national breakthrough for the part-time

student. STA supports additional scholarships for students who publishes to receive

publishing points and/or participate in relevant supervises professional training

during their studies.

## 9.5 Drop-out from higher education

The university must prepare a local action plan that prevents drop-out from higher education. In addition to an action plan with concrete measures, the university must facilitate for easy transition schemes between studies when a student wishes to change studies.

## 9.6 The academic calendar

At any given time, there shall be a updates academic calendar available on the university`s web page. The calendar shall inform about examination periods, periods for course evaluation and the start and end of a semester. It shall also contain the time for elections among the students at the university.

## 9.7 Learning environment

The university shall, at any given time, have a system for speaking up about matters that are not optimal or proper.

The work with the learning environment shall ascribes to the department that is responsible for following-up the work with the learning environment. The work shall be divided into the following five categories; educational, psychosocial, digital, pedagogical and organizational. At any given time, there shall be a action plan on what measures to prioritize.

# 10. Organization and dimensioning of higher education

Organization and dimensioning of higher education are the national factors in the sector that influences the local educational quality. This concerns the organization of higher education, national tools for education quality and model of management.

## 10.1 National competence bank

The university shall work for a national competence bank used for lecturing. This shall be a competence bank that is of help and inspiration for the lecturers and contributes to a varied education for the students.

## 10.2 National competitive arena for education quality

The university shall contribute to creating a national competitive arena which will give local support to the university`s work on quality. The arena shall assemble new and existing national tools and resources and shall contribute to improving the educational quality for students through a strong strategical and professional context.

## 10.3 Centres for Excellence in Education Initiative (SFU)

SFU`s connected to the university shall contribute to new innovative learning and an increase in educational quality at UiA. STA shall support the university`s work on maintaining the existing centres and the establishment of new centres affiliated with the university.

## 10.4 Commercialization of higher education

Education shall be a right and not a merchandise. STA shall support the commitment towards the role of higher education in Norwegian development policy. With a global perspective, STA shall support the work for an increased quality assurement of higher education and the work towards higher education being financed by the public at a larger scale.

## 10.5 The organization of higher education

The university shall have an institutional autonomy to ensure a good education and free research. This demands a model for financing that gives the institution predictability and where the primary financing is through governmental means.

The ministerial administration shall, on the other hand, be limited to incentives of income components, development agreement and other decisions.

The university shall ensure a good cooperation and division of labour between the internal campuses and other institutions. This to gather and strengthen the academic communities and to compete on an international level.

## 10.6 Model of management

Norwegian higher education shall be managed according to a department model where the Ministry of Education and Research has the right to govern the institutions according to given clarified areas. The institutions shall have a great organizational autonomy and full academic autonomy.

The university`s rector team shall be elected. Student representation shall be ensured in all collegiate organs and the rector shall be the leader of the board.

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