

Læringsmiljøutvalget

Dato: 10.09.2024 12:00

Sted: C104

Notat:

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Orienteringssaker

INNKALLING (10.09.24) OG PROTOKOLL (04.06.24) FOR LMU

Saksbehandler Brigt Vaage
Arkivreferanse 23/02721-7

Utvalg
Læringsmiljøutvalget

Møtedato
10.09.2024

Utvalgsnr

Forslag til vedtak:

Innkalling og protokoll blir godkjent



MØTEPROTOKOLL

Læringsmiljøutvalget

Dato: 04.06.2024 kl. 12:00
Sted: c104
Arkivsak: 14/00042

Til stede: Stig Tenold, Håvard Fagerholt, Sivert Sundre Abrahamsen, Johanne Marie Hånes(vara for Ibeline Winther-Leversen), Trond Vegard Johannessen, Inger Dagestad, Toril Hatlebrekke Husebø

Møtende observatører: Ingvill Torkildsen (Sammen)

Forfall: Henrik Stenberg, Karsten Aarestrup (studentombud)

Andre:

Protokollfører: Seksjon for utdanningskvalitet

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Sted, 04.06.2024

16/24 Innkalling (04.06.24) og protokoll 15.04.24) for LMU

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	16/24

Vedtak

Innkalling og protokoll ble godkjent

[Lagre] [Lagre endelig vedtak]

17/24 Bruk av ordene «intern» og «ekstern» blant studentene

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	17/24

Møtebehandling

I møtet 15.04.24 ble bruk av termene «intern» og «ekstern» om masterstudenter med bachelor fra henholdsvis NHH og andre institusjoner tatt opp. LMU ville ha bedre tid til diskusjon rundt saken og det ble enighet om å ta den opp igjen i møtet 04.06.24.

Stella Angove fra karrieresenteret ble invitert for å presentere funn i samtaler hun og andre på karrieresenteret har hatt med studenter der skillet har blitt poengtert. Samtaler med studenter har ifølge Angove avdekket at noen studenter føler på et utenforskap etter at de har startet på en master på NHH. Angove har også reflektert over at en i «arbeidsspråket» på NHH bruker intern og ekstern for å skille studenter. Hun mener dette skillet er kunstig og at alle studenter på NHH er våre studenter og ikke eksterne.

Sivert Abrahamsen hadde invitert en masterstudent for å snakke om opplevelsen av å komme til NHH etter å ha tatt bachelor ved en annen institusjon. Abrahamsen leste også opp en tekst han hadde fått fra en annen masterstudent som ikke har bachelor fra NHH.

Begge studentene var enige om at de ikke opplevde noen større problemer som ny NHH-student, og at de etter ankomst til NHH følte seg inkludert og ivaretatt. Begge mente at ryktene om ekskludering, som de hørte i forkant av at de startet på NHH, var verre enn opplevelsen etter ankomst.

I diskusjonen etter presentasjonene var LMU enige i at studenter på NHH er «våre» studenter uansett om de har en bakgrunn fra NHH eller ikke, og at begrepet «ekstern» derfor er uheldig. Det vil alltid være en forskjell på studentgrupper som har tilbrakt tre år sammen og de som kommer som ferske studenter, men en må jobbe for mest mulig integrering. Både NHH og NHHS må jobbe for kultur for inkludering i alle ledd og unngå bruk av ord som kan virke ekskluderende.

Vedtak

LMU tar diskusjonen til orientering. Prorektor vil ta initiativ til å bevisstgjøre problematikken knyttet til ordene «ekstern» og «intern» i arbeidsspråket ved NHH.

[Lagre] [Lagre endelig vedtak]

18/24 Tilrettelegging ved NHH

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	18/24

Møtebehandling

Torill Hatlebrekke Husebø var blitt invitert til å presentere utviklingen i individuell tilrettelegging av eksamen og av studiesituasjonen.

De vanligste tilretteleggingene på eksamen er:

1. Utvidet tid på eksamen
2. Eget eksamenslokale
3. Bruk av pc på skriftlig eksamen

Mengden av tilrettelegging på eksamen er gått tilbake siden 2016, men omfatter fortsatt en betydelig andel av studentene. Nedgangen skyldes at en gikk over til at studentene må søke hvert år, mens de tidligere søkte én gang og så fikk tilrettelegging ut studietiden. Det er et konsekvent mønster med fall fra vår til høst og dette har sammenheng med tilrettelegging på bakgrunn av sesongallergi.

Det blir påpekt i spørsmål etter presentasjonen at en del studenter opplever at avstanden til Seksjon for eksamen er stor og at det tar tid å få svar på spørsmål og henvendelser. Seksjon for eksamen vil se på hvilke treffpunkt en har og hvordan en kan bli mer tilgjengelig uten at det går utover kapasiteten i seksjonen under eksamenssesongen.

Det kom forslag om å ha mer felles informasjon framfor individuell informasjon og å opprette en fokusgruppe av studenter som kan komme med tilbakemeldinger til Seksjon for eksamen.

Vedtak

LMU tar orienteringen fra seksjon for eksamen til etterretning og oppfordrer Seksjon for eksamen til å opprette fokusgrupper med studenter for å forbedre kommunikasjonen.

[Lagre] [Lagre endelig vedtak]

19/24 LMU prisen 2024

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	19/24

Møtebehandling

Det var i forkant nominert 15 kandidater til prisen. Nominasjonene er spredt mellom ulike grupper på høyskolen - både vitenskapelige ansatte, administrative ansatte, enkeltstudenter og studentgrupper/lag/foreninger.

LMU diskuterte de ulike nominerte og kom frem til at LMU-prisen skal tildeles Stafettkomiteen.

Hovedbegrunnelsen for tildelingen er at vinneren har over lang tid hatt fokus på åpenhet og tilgjengelighet for alle studentgrupper og har et inkluderende miljø.

Vedtak

LMU gir læringsmiljøprisen 2024 til Staffkom.

[Lagre] [Lagre endelig vedtak]

20/24 Søknader til LMU

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	20/24

Møtebehandling

To søknader ble vurdert:

Søknad til arrangementet «Pride 2024» og søknad til arrangementet «Bergen Challenge»

LMU la vekt på hva LMU i tidligere år har tildet arrangementene i støtte. LMU var positive til Bergen Challenge sitt fokus på mental helse.

LMU ber om at søknader bør sendes LMU i god tid før selve arrangementet starter.

Vedtak

Bergen Challenge får tildelt 50 000 gjennom Utdanningsutvalget og LMU oppfordrer prorektor for utdanning til å tildele 15 000 til Pride gjennom sine midler.

[Lagre] [Lagre endelig vedtak]

21/24 Orientering fra Nasjonal konferanse om inkluderende læringsmiljø

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	21/24

Møtebehandling

Sekretær i LMU, Brigte Ove Vaage, presenterte høydepunkter fra konferansen.

To av LMUs medlemmer og en ansatt på seksjon for eksamen deltok på konferansen.

Konferansen hadde mye fokus på tilrettelegging og universell utforming, både i form av nye regler og forskrifter, tekniske nyvinninger gjennom KI og på studentenes opplevinger av universell utforming og tilrettelegging.

Den nasjonale kunnskapsgruppen «universell» er lagt inn under HK-dir. og vil i tiden fremover se på definisjonen av «individuell tilrettelegging» og hva man mener med «uforholdsmessig byrde» i lovverket. Svarene vil bli viktige for sektoren fremover.

Samskipnaden på NTNU presenterte at omfanget av kontakt med rådgivere har økt med 30 % over de siste fem årene og at temaene studentene tar opp i stor grad er knyttet til; bekymring, grubling, relasjonsutfordringer og stress. Veilederne opplever at det i mindre grad enn tidligere er spørsmål om problemer med selve studiet.

Vedtak

Presentasjon ble tatt til orientering

[Lagre] [Lagre endelig vedtak]

22/24 Høydenfestivalen

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	22/24

Møtebehandling

Høydenfestivalen har bedt om å få lov til å presentere seg selv og sin visjon til LMU i samband med et åpent spørsmål om NHH kan bidra med midler eller støtte til festivalen.

Festivalsjef Aurora Gropen og NHH student Ingrid Helen Heimark presenterte festivalen for LMU.

Viktige pilarer for festivalen er at den er åpen for alle, støtter lokal kultur, har sterkt fokus på bærekraft, er studentdrevet og har lav pris.

Høydenfestivalen mener at festivalen er en viktig møteplass for studenter på tvers av studieinstitusjon og gir tilhørighet til Bergen og sosial velferd til studenter generelt. De ønsker seg generelt flere NHH studenter både som bidragsyttere og som publikum.

Etter presentasjonen diskuterte LMU i hvilken grad en ønsker å støtte festivalen. Av motforestillinger kom det frem at festivalen konkurrerer med et NHHS-arrangement på en av dagene, samt spørsmål om å bruke ressurser på eksterne arrangement NHH og NHHS bidrar fra før til felles arrangementet «Holloien».

Av positive argument ble det sagt at det er viktig å promotere studentkultur på tvers, bra med en festival for alle.

Prorektor er positiv til å støtte høydenfestivalen, som er en viktig møteplass for studenter i Bergen, men det bør gjøres på en måte som kommer NHH-studentene til gode. Én mulighet kan være å kjøpe inn dagspass og dele disse ut til NHH-studenter, for eksempel i forbindelse med Åpen dag under Rekrutteringsuken.

Vedtak

LMU er positive til å bidra til Høydenfestivalen, men ønsker en løsning som ikke kommer i veien for egne arrangement gjennom NHHS.

[Lagre] [Lagre endelig vedtak]

23/24 Eventuelt LMU

Behandlet av	Møtedato	Saknr
1 Læringsmiljøutvalget	04.06.2024	23/24

Møtebehandling

Ingen eventueltsaker

[Lagre] [Lagre endelig vedtak]

EVALUERING AV STUDIESTART 2024

Saksbehandler Brigit Vaage
Arkivreferanse 24/02719-2

Utvalg
Læringsmiljøutvalget

Møtedato
10.09.2024

Utvalgsnr
25/24

Forslag til vedtak:

Vedtak utformes i møtet

Bakgrunn:

Velkomstuke 2024 ved Norges Handelshøyskole (NHH) fant sted fra fredag 9. august til søndag 18. august. Målet med uken var å tilby en inkluderende, informativ og minneverdig opplevelse for institusjonens nye studenter.

Arnoud Monster, fra Seksjon for opptak, ledet prosjektgruppen som var ansvarlig for organiseringen av studiestarten. Han har utarbeidet en evaluering av studiestarten til Læringsmiljøutvalget (LMU), basert på prosjektgruppens erfaringer og studiestartundersøkelsen som ble distribuert til studentene etter studiestart.

Paul Vaglum, arrangementsansvarlig for Norges Handelshøyskoles Studentforening (NHHS), var ansvarlig for kveldsprogrammet under studiestartsuken. Han presenterer NHHS sine erfaringer fra studiestarten, basert på foreningens egne opplevelser og tilbakemeldinger fra studentene.

Vedlegg:

Rapport studiestart (engelsk)
Studiestarts-undersøkelse



NHH



WELCOME WEEK 2024 REPORT

Analysis & Recommendations

Bergen, 30 August 2024

Prepared by: Arnoud Monster

Evaluation NHH Welcome Week 2024



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Executive summary

Welcome Week 2024, held from Friday 9 August to Sunday 18 August, aimed to deliver an inclusive, informative, and unforgettable experience for new students at NHH. The primary objective was to foster a welcoming environment that not only provided essential study information but also encouraged meaningful connections among students, ensuring a vibrant and engaging atmosphere as they began their academic journey. The week's theme was captured by the slogan, "NHH Welcome Week 2024: Inclusive, Informative, Unforgettable!", which resonated well with participants and will be emphasised more prominently in future editions to enhance visibility.

The week's events were largely successful, characterised by strong teamwork and effective coordination within the project team. Notably, the programme was incident-free, indicating well-executed planning and organisation. The daytime programme was deliberately scheduled to start no earlier than 10:00 hours to balance the intensity of the evening events, which were notably demanding, particularly the NHHS evening programme. 'Air' or free time was included to ensure students had necessary breaks and opportunities for informal interactions.

Despite the overall success of Welcome Week, a notable issue remains the disparity in attendance, with international students participating more than Norwegian students. The Welcome Week survey conducted after the event, consistent with previous years, highlighted that the evening and night programme of NHHS is perceived as 'heavy,' leading students to skip daytime sessions to recover. This issue has prompted discussions within the organization about the possibility of making Welcome Week mandatory. However, it is important to note that these discussions were initiated in response to low attendance and have not been formally considered by the project team. For future editions, if attendance issues persist, the matter of making Welcome Week mandatory should be formally addressed and reviewed by executive management. A clear and unified strategy between NHH executive management and the NHHS board is essential to balance day and night events effectively and address the implications and administrative requirements associated with this approach.

Several areas for improvement have been identified, including enhancing the communication of updates, incorporating a drop-in booth for counsellors, and extending the mathematics prep course to BEDS students. The installation of an Inspirational Welcome Display is recommended to enhance campus appeal and boost social media visibility. Additionally, the NHHS Welcome Week website requires refinement to prevent confusion, and digital panels should consistently display the day's programme.

A Welcome Week participant feedback survey was distributed to 1.495 students, achieving a response rate of 14%. Although the number of respondents per session was relatively low, the open-ended question on how to improve Welcome Week generated some interesting and valuable suggestions. It is important to note, however, that many of these suggestions pertained to NHHS programme activities, despite the survey's focus on gathering feedback specifically for the day-time programme sessions.

Preparations for Welcome Week 2025 should begin in September 2024, with bi-monthly meetings and a possible increase in budget to support future innovations and manage hidden costs associated with coordination and administration. The BØA case component should be more effectively integrated with the academic curriculum to increase student engagement.

Evaluation NHH Welcome Week 2024



Overall, Welcome Week 2024 successfully provided a memorable and engaging start to the academic year, with clear recommendations in place to enhance future iterations and address areas needing improvement.

Key insights and recommendations

- **Objective and slogan:** The primary objective of Welcome Week 2024 was to facilitate an inclusive, welcoming, and memorable experience for all new students. This was achieved through providing essential study information and fostering meaningful connections in a fun and engaging atmosphere. The slogan "NHH Welcome Week 2024: Inclusive, Informative, Unforgettable!" appears to have resonated well with participants. While we did not conduct formal testing or research on the slogan's impact, we believe its message was effective. To build on this success, it is recommended that the slogan be made more visible in future editions to reinforce its message and enhance student engagement.
- **Overall success:** Welcome Week was generally successful, marked by strong group dynamics and effective collaboration within the project team. It is also worth highlighting that the entire week was incident-free, both during the day and throughout the evening and night events.
- **Study Start – Welcome Week Project Group sessions:** The Welcome Week project group must commence its preparations and deliberations in September. Starting in September is recommended to facilitate the implementation of any fundamental changes and provide the organisation with sufficient time to prepare for labour-intensive components, such as the BØA case. Although the 2024 project group sessions began in February, an earlier start in September would enable more effective planning and execution of significant changes. Additionally, the new NHHS board, once selected in mid-October, can and should be involved from that point onwards to ensure their input and collaboration are integrated into the planning process.
- **Attendance I:** It is recommended that the generally low student turnout be further discussed. The role of Fadders has been frequently raised, particularly in the lead-up to Welcome Week. Although NHHS instructed Fadders not to discourage students from attending certain sessions during the day programme, the actual influence of the Fadders during the week remains unclear. The question of whether the Welcome Week programme should be made mandatory requires careful consideration and a decisive stance from NHH management. If the programme becomes mandatory, a system must be implemented to monitor attendance, and the consequences of non-attendance must be clearly communicated. However, this would impose an administrative burden. It is worth noting that the attendance rate among international students was higher than that of Norwegian students. For detailed figures, please refer to the chapter on Attendance Statistics.
- **Attendance II:** The Welcome Week survey conducted after the event revealed, as in previous years, that the evening and night programme of NHHS is perceived as 'heavy,' leading students to skip daytime sessions to recover. This issue is expected to persist unless a decision is made on how to better balance day and night events. The Welcome Week project team will not be able to resolve this without a clear, joint strategy between NHH executive management and the NHHS board.
- **Recognition of previous education:** Consider implementing a "Recognition of Previous Education" programme session not only for foreign students, as counsellors received many related inquiries.
- **Information flow:** Ensure better awareness of information flow. If important information for students is updated online, it should be communicated to all relevant parties.
- **Drop-in booth:** Include a drop-in booth for counsellors in the programme.
- **Mathematics prep course:** Extend the offer of the mathematics prep course to BEDS students as well.
- **Inspirational Welcome Display:** Install a 'Welcome Students' banner outside that can be reused each year. This display should be designed to make the campus more welcoming and inspiring, reinforcing the students' decision to study at NHH. To enhance visual appeal, the banner should feature vibrant colours and engaging graphics that reflect the energy and spirit of Welcome Week. A visually striking and inspiring display is likely to encourage students to share photos on social

media, boosting NHH's visibility and exposure. This social media coverage will not only showcase the vibrant campus life but also enhance NHH's profile on an international level. For further insights on creating an impactful and colourful presentation that elevates the overall Welcome Week experience, please refer to the section "Elevate the Welcome Experience".

- **NHHS website:** The NHHS Welcome Week website requires attention. It should only display the NHHS programme and provide links to the daily programmes for the various student groups (BØA, MØA & MRR, MSc & DD, and Exchange & CEMS). The current setup, completed last minute, caused confusion among students.
- **Digital panels:** Ensure the NHH day programme is visible on the digital panels in each conference room.
- **Counselling booth:** Add a (walk-in) counselling booth to the programme.
- **Creative component:** Introduce a more creative element to boost visibility on social media (refer to the last page of this document for details on the 'Selfie' idea).
- **Communication with Communications:** Ensure the Welcome Week project groups share the 'Ny Student' and 'New Student' programme pages with Communications (social media, Katrine). This year, the NHHS programme was mistakenly mentioned on our NHH social media channels.
- **Presentation materials:** Ensure that all presentations, videos, and other multimedia content are uploaded to the Welcome Week MS Teams channel in advance, so they are readily available for setup on the day. Additionally, consider making all presentations accessible through Canvas after Welcome Week, allowing students to review the materials at their convenience.
- **Ventilation:** Ensure the ventilation in the basement and the hallway leading to the new building is operational, as it was excessively hot during the events, not just during the NHHS evening programme.
- **Student assistance:** Send out a mailing (or include a note in existing mailings) to all incoming new students, asking those who require assistance (e.g., wheelchair access) during Welcome Week to notify us. This will be useful for the Service Desk and NHHS.
- **Preparations for Welcome Week 2025:** Begin preparations for Welcome Week 2025 in September 2024, with meetings scheduled twice a month. Note that the new NHHS board will be elected on 18 October 2024.
- **Budget:** To innovate and enhance future editions of Welcome Week, an increased budget may be necessary. The current budget, managed by the Service Centre, stands at approximately 700K NOK, allocated as follows: 300K NOK for gift vouchers, 100K NOK for entertainment, and 300K NOK for food. Additional funds were specifically requested for the International Grill & Greens events. That event, in terms of the catering cost, costed approximately 130K NOK. It's also important to note that significant hidden costs, particularly related to coordination and administrative efforts, should be considered when planning future budgets.
- **BØA Case integration:** The BØA case component, which requires extensive involvement from NHH staff, coaches, and faculty, remains a crucial yet underutilized element of the program. Despite this year's focus on the relevant topic of 'Bærekraft,' attendance was disappointing. To enhance participation and make the case more engaging, it is recommended that the case be directly linked to courses offered in the first and second trimesters of the BØA program. This connection would not only increase student interest but also facilitate the practical application of the knowledge they acquire during their studies.
- **NHH branded gifts:** As part of the Welcome Week 2024, over 1.400 students received a voucher for NHH-branded gifts. Of these, 1.008 vouchers were redeemed (last count on 30 August), representing approximately 72% of the issued vouchers. Additionally, a total of 24 NHH-branded gifts were presented to external speakers and participants. The high redemption rate indicates a

Evaluation NHH Welcome Week 2024



positive reception of the NHH-branded gifts, which not only served as a welcome gesture but also contributed to enhancing the overall student experience.

Comments per programme day

Friday 9 August 2024 - Event for international students

- **BBQ approval:** Seek approval from Eiendom for next year's BBQ, especially if we want to organize that at the back side of the NHH main building, overlooking Byfjorden.
- **Food truck budget:** Allocate a budget of 50.000 NOK for a food truck, in case we want to offer this.
- **Catering:** We ordered 350 vegetarian burgers, which was sufficient and very well received, but far too many salads. We should also ensure that more water is available (reusable flasks?).
- **Enhancing student interaction:** To help participants connect, especially as they meet for the first time, consider providing NHH-branded coffee mugs in different colours—yellow for BEDS, blue for MSc, and green for Exchange/CEMS. While this can aid in identifying groups, there is a risk of mugs being misplaced, as it is impractical to expect students to carry them throughout the event. To further support networking and recognition, we might also use large roll-up banners for each programme, with the respective academic director present at the start. Additionally, creating name stickers with first names and programme details could significantly facilitate the process of meeting and connecting with fellow students from the same study programme.
- **Photo board:** We could add a photo board where students can take pictures together (see below). I mentioned this to Katrine from the Communications department, but this request should be formalised, especially since Katrine will be leaving her current position in October.
- **Post-BBQ socialising:** Students expressed interest in visiting the NHHS basement after the BBQ. NHHS is open to facilitating this, but we need to coordinate with them beforehand.
- **Student input:** the Welcome Week 2024 survey which we sent out to all the (international) students that were invited to Welcome Week, provided us with some interesting suggestions to improve this event for international students. See the chapter 'Welcome Week 2024 participant feedback survey'.

Monday 12 August 2024

- **Matriculation:** Overall, the event went well. However, executive management has requested a few improvements:
 - Smoother transitions: At times, the speakers or band seemed uncertain about when to enter the stage. Without an MC, we rely on the speakers to take the stage on their own. We should have a "producer" at the front to prepare and assist the speakers and musicians, ensuring they are ready on cue.
 - Walk-on music: The walk from the floor to the centre of the stage takes 10-20 seconds. Could we introduce walk-on music? It should be subtle, not too loud or intrusive, but it could help make the transition feel less awkward.
 - Next year's rector group: There will be a new rector group next year. We need to ensure they are booked for dress rehearsals and provided with more detailed information about the plans.
- **Name stickers:** Stickers on the seats should be easy to remove (Cecelia will handle this for next year).
- **Guest speaker, VIP:** Ensure that the arrangements for the guest speaker and other VIPs are in place.



Tuesday 13 August 2024

- **Stands:** The stands were successful and attracted many visitors. However, we needed more gifts. The Service Centre received an Excel sheet with the names of those who received a NHH branded gift.
- **Fair programme:** For the fair, avoid specifying an end time in the programme.
- **NHH-branded gifts:** We distributed additional NHH-branded gifts to external speakers.
- **Venue issues:** There was a double-booking issue between DNT, Aud Max, and Aud A.
- **Catering:** There was an excess of food (all a shortage of students).

Wednesday 14 August 2024

- **Meet the Leadership sessions:** Stig suggests splitting the "Meet the Leadership" event for Bachelor students into two separate sessions—one exclusively for BØA students and another for BEDS students.

Thursday 15 August

- **Mentor lunch:** Ensure we provide a special lunch for the mentors involved in the BØA case. This lunch should be of higher quality than the regular offering, as the mentors are not compensated.
- **Norwegian culture session:** The Norwegian culture session should also be made available to international BEDS and Master's students.



Webstats

New Student pages	Visits (#)		
	2024	2023	Δ
June	345	348	-1%
July	746	635	18%
August	1.397	1.203	16%
Total	2.488	2.186	14%

Source: Siteimprove - <https://www.nhh.no/en/for-students/new-student/>

Note: The total number represents a statistic within Siteimprove and is not a simple sum of the figures for June, July, and August.

Ny Student pages	Visits (#)		
	2024	2023	Δ
June	780	785	-1%
July	2.741	2.103	30%
August	5.658	4.582	23%
Total	9.179	7.470	23%

Source: Siteimprove - <https://www.nhh.no/for-studenter/ny-student/>

Note: The total number represents a statistic within Siteimprove and is not a simple sum of the figures for June, July, and August.



Attendance statistics

Friday 9 August		
Grill & Greens	BEDS & MSc & DD & Exchange & CEMS (only internationals)	±280
Monday 12 August		
Matriculation	BEDS & BØA	±530
	MØA, MRR & MSc	±420
Welcome session	Exchange & CEMS	±350
Tuesday 13 August		
DNT session	BEDS & MSc	±25 students
DNT session	Exchange & CEMS	±230 students
Meet the Leadership	MØA, MRR & MSc	±120 students
Meet the Leadership	Exchange & CEMS	±230 students
Intro session	BEDS	±30 students
Intro session	BØA	±100 students
Info session by Sammen+ Brann+ Ombuds	BØA	±100 students
Info session by Sammen+ Brann+ Ombuds	BEDS & MØA & MSc	±120 students
Wednesday 14 August		
Intro session	MØA & MSc & MRR	±168 students
Meet the Leadership	BØA & BEDS	±100 students
AI session by Avo	BØA	±50 students
New Student Essentials session	BEDS & MSc	±50 students
Thursday 15 August		
Case	BØA	±130 students
MathTechQuest	BEDS	±30 students
Norwegian culture	Exchange & CEMS	±200 students
Examination, registration, rules & regulations session	Exchange & CEMS	±180 students
How to handle unforeseen events session	Exchange & CEMS	±180 students

Evaluation NHH Welcome Week 2024

NHH



Opportunities Ahead session	BØA & BEDS	± 100 students
Opportunities Ahead session	MØA, MRR & MSc	± 70 students
AI session by Avo	MØA & MSC	± 25 students
Double Degree session	Double Degree	± 30 students

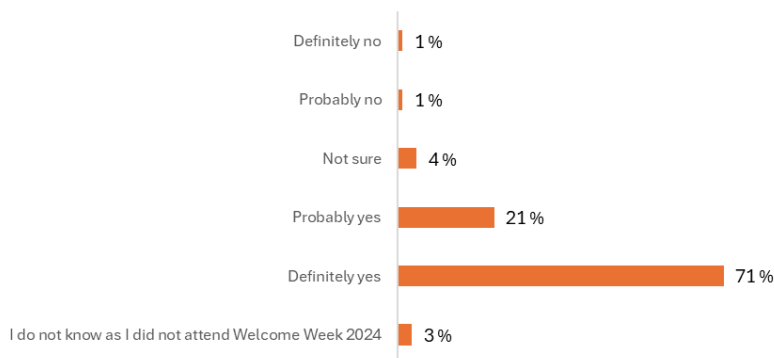


Welcome Week 2024 participant feedback survey

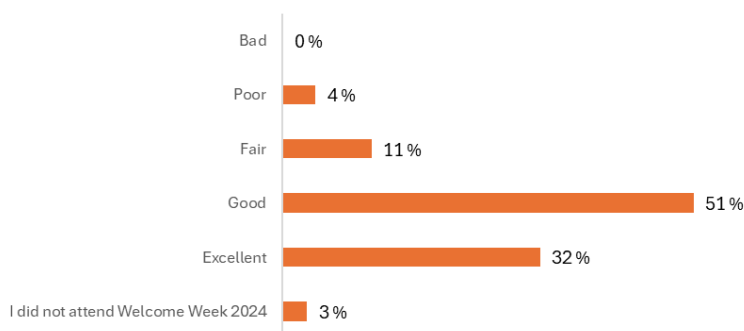
On Wednesday, August 21, 2024, a questionnaire was distributed via Qualtrics to 1.495 students who were invited to participate in Welcome Week 2024. The deadline for submitting feedback was August 29. On Sunday, August 25, a reminder was sent to those who had not yet participated. To encourage participation, a raffle offering 10 pairs of festival tickets was held (which was a well-received gift). The final response rate was 14%.

Attached (separate from this report) is a detailed report outlining all the experiences, both overall and per session. Below are a few graphs that highlight the general trends in feedback. It's important to note that the response rate per session is relatively low on average, so the outcomes should be interpreted with caution. The open-ended question regarding suggestions to improve Welcome Week was completed by 60 respondents. However, many of the suggestions are related to the NHHs programme activities, despite it being made clear in the questionnaire that the survey was focused on the sessions of the day programme.

Would you recommend the Welcome Week to new incoming students?



Overall, how would you rate your experience of Welcome Week 2024?



Evaluation NHH Welcome Week 2024



To summarize the suggestions to improve Welcome Week:

General organisation & information:

- **Timing and coordination:** A significant number of respondents mentioned that the scheduling of events was too packed, with early starts conflicting with NHHS activities. Suggestions included starting events later in the day, particularly for those who attended parties the previous night.
- **Clarity and communication:** Several participants found the information sessions to be overly long or unclear. It was noted that more information on events like "Sveiseaften" could have been provided in advance. Improved communication and coordination between different events and activities were requested to avoid overlap.
- **International and exchange students:** Some participants expressed that more activities could be tailored to international students, including more English-language options and better support for practical aspects of living in Bergen.

Social and Group Activities:

- **Alcohol-free options:** Many respondents appreciated the alcohol-free options offered by NHHS during their social programme but felt that there should be more such activities, especially those facilitating social interaction without alcohol. Suggestions included organising more outdoor and social activities like hiking or barbecues.
- **Group dynamics:** Concerns were raised about the composition of 'fadder groups', with suggestions to separate groups by study programme (e.g., MRR, MØA) or by nationality to encourage better interaction. Some respondents also mentioned the difficulty in connecting with other master's students and proposed creating separate groups for them.
- **Ice breakers and games:** Several respondents recommended incorporating more ice-breaking activities, particularly during the "Grill & Greens" event, to help students get to know each other better.

Logistics and Facilities:

- **Food and catering:** While most participants were generally satisfied, some noted that the variety of food could be improved, especially in terms of offering more simple or vegetarian options.
- **Campus navigation:** Some feedback suggested that a campus tour or additional help navigating the school could have been beneficial, especially for new or international students. Providing maps or having more guides available was recommended.
- **Accommodation at events:** There were mentions of overcrowding at events like "Sveiseaften," where some students were unable to participate due to capacity limits despite having tickets.

Cultural and academic orientation:

- **Matriculation ceremonies:** Suggestions were made to improve the engagement of speakers during the matriculation ceremony, as some students found it difficult to stay focused. It was also suggested that dress codes for such events could be better highlighted.
- **Sessions with relevant information:** It was recommended to have more targeted information sessions, particularly for new students, with additional sessions if needed. More practical

Evaluation NHH Welcome Week 2024



information about the school's systems (e.g., library, student web) and student life was also requested.

Miscellaneous:

- **Sustainability:** A few comments mentioned the desire for more sustainable practices, such as alternatives to plastic bottles.
- **Diversity of activities:** Some respondents suggested adding extra activities like hiking or games to the Welcome Week schedule to make it more diverse and engaging.



Elevate the Welcome experience

In collaboration with the Communications team, we should consider developing a creative installation or display that beautifully embodies NHH's mission and accomplishments. This could be a visually striking piece that students would naturally gravitate towards for selfies, thereby encouraging them to share these moments on social media. Such a display would not only serve as an excellent promotional tool but also foster a sense of pride and connection to NHH. See an example below from Erasmus University.

Additionally, to enhance the campus atmosphere and make it more welcoming, especially given the likelihood of rain during Welcome Week, we should also develop a 'Welcome New Students' banner or similar installation. This would add a vibrant and inviting touch to the campus, ensuring that students feel warmly greeted despite the weather. An attractive and well-placed banner would not only brighten up the campus but also help set a positive tone for the start of the academic year. Importantly, this banner can be reused for future editions of Welcome Week, making it a sustainable and cost-effective solution. Examples of such banners are provided below for inspiration.



Evaluation NHH Welcome Week 2024

NHH





Outreach & Mailings

Target group	Means		
	<i>Welcome e-letter</i>	<i>Unibuddy</i>	<i>E-mailing</i>
BØA	22 July	31 July	11 June
MØA & MRR	3 July	27 May	11 June
BEDS	3 May	25 April + 11 June + 31 July	11 June
MSc int.	3 May	25 April + 11 June + 31 July	11 June
Exchange & CEMS int.	-	-	7 June + 31 July

E-mail for the incoming Exchange/CEMS/DD students – 31 July:

Subject: Get Ready: NHH Welcome Week 2024 Kicks Off Next Week!

Dear NHH student,

With just one week to go until Welcome Week 2024, we want to remind you that the full programme is now available online. Please take a moment to review the details at www.nhh.no/en/newstudent.

For you the programme starts on Friday, August 9, with a special welcoming event at 16:00 on campus. Don't miss it!

We look forward to welcoming you to NHH!

Warm regards,

The NHH Welcome Week 2024 Committee

Unibuddy message for BØA students:

📅 11 dager igjen! 🌈 NHH velkomstuke 2024 nærmer seg! Husk å sjekke hele programmet på www.nhh.no/nystudent

Vi gleder oss til å ønske dere velkommen!

Unibuddy message for BEDS students:

📅 11 days to go! 🌈 NHH Welcome Week 2024 is just around the corner! Make sure to check out the full programme at www.nhh.no/en/newstudent (English).

We're excited to welcome you soon!

Unibuddy message for MØA/MSc/MRR students:

📅 11 days to go! 🌈 NHH Welcome Week 2024 is just around the corner! Make sure to check out the full programme at www.nhh.no/nystudent (Norwegian) or www.nhh.no/en/newstudent (English).

We're excited to welcome you soon!

Unibuddy message for international BEDS/MSc students:

📅 9 days to go! 🌈 NHH Welcome Week 2024 is just around the corner! Make sure to check out the full programme at www.nhh.no/en/newstudent.

Evaluation NHH Welcome Week 2024



We're excited to welcome you on Friday 9 August during the Grill & Greens event!

Emailing all students (June)

Subject: NHH Welcome Week 2024 Programme Now Online!

Dear soon-to-be NHH student,

In exactly 60 days, **NHH's Welcome Week 2024** will begin!

We're thrilled to announce that the programme for NHH Welcome Week 2024 is now online. This week is dedicated to helping new students settle in at NHH, organized collaboratively by NHH and the student association NHHS. Our goal is to make it **inclusive, informative, and unforgettable!**

Participating in Welcome Week 2024 is very important as you will get the opportunity to meet other NHH students, get meaningful information to start your new (study) life in Bergen and at NHH.

For all international students, **the programme starts on Friday, August 9**, with a welcoming event at 16:00 at the NHH campus, overlooking the fjords. You have received a separate invitation for this event.

Check out the full programme by selecting the study programme you are enrolled in at www.nhh.no/en/newstudent.

We can't wait to welcome you to NHH!

Warm regards,

The NHH Welcome Week 2024 Committee

Unibuddy message

📅 60 days to go! 🌈 The NHH Welcome Week 2024 programme is now online. Intl students, join us starting Aug 9 at 16:00 for a special welcome event. Check your programme details here: www.nhh.no/en/newstudent #NHHWelcomeWeek



Welcome Week 2024 project team

Name	Affiliated department	Focus
Arnoud Monster	NHH Section for Admissions	Chair Meeting prep and Agenda Ny Student/New Student websites Online programme BEDS programme International student event Norwegian session DNT AI speech.
Bright Ove Teigen Vaage	NHH Section for Education Quality	Ombudsman Sammen Hallaien BØA Case BØA programme MØA & MRR & MSc programme.
Frode Øyerhamn	NHH Service Centre	Welcome gifts Logistics Room booking Matriculation Appearance Catering Entertainment.
Guro Kjesbo Risøy	NHH Section for Admissions & Communication	Planning Analysis programme other institutions International student event.
Norunn Johanne Økland	NHH Section for International Relations	Represents SIR incoming Exchange double degree CEMS students Career Services Contact Brannvesen, Politi, Skatt, Chaplain, Ombuds.
Paul Sjøberg Vaglum	NHHS	Programme NHHS Fadder groups contact MEBA council and NHHS international committee NHHS website.



Planning Welcome Week 2024

PLANNING WELCOME WEEK 2024

January								February							
WK	Mo	Tu	We	Th	Fr	Sa	Su	WK	Mo	Tu	We	Th	Fr	Sa	Su
1	1	2	3	4	5	6	7	5				1	2	3	4
2	8	9	10	11	12	13	14	6	5	6	7	8	9	10	11
3	15	16	17	18	19	20	21	7	12	13	14	15	16	17	18
4	22	23	24	25	26	27	28	8	19	20	21	22	23	24	25
5	29	30	31					9	26	27	28	29			
March								April							
WK	Mo	Tu	We	Th	Fr	Sa	Su	WK	Mo	Tu	We	Th	Fr	Sa	Su
9					1	2	3	14	1	2	3	4	5	6	7
10	4	5	6	7	8	9	10	15	8	9	10	11	12	13	14
11	11	12	13	14	15	16	17	16	15	16	17	18	19	20	21
12	18	19	20	21	22	23	24	17	22	23	24	25	26	27	28
13	25	26	27	28	29	30	31	18	29	30					
May								June							
WK	Mo	Tu	We	Th	Fr	Sa	Su	WK	Mo	Tu	We	Th	Fr	Sa	Su
18			1	2	3	4	5	22						1	2
19	6	7	8	9	10	11	12	23	3	4	5	6	7	8	9
20	13	14	15	16	17	18	19	24	10	11	12	13	14	15	16
21	20	21	22	23	24	25	26	25	17	18	19	20	21	22	23
22	27	28	29	30	31			26	24	25	26	27	28	29	30
July								August							
WK	Mo	Tu	We	Th	Fr	Sa	Su	WK	Mo	Tu	We	Th	Fr	Sa	Su
27	1	2	3	4	5	6	7	31	5	6	7	8	9	10	11
28	8	9	10	11	12	13	14	32	12	13	14	15	16	17	18
29	15	16	17	18	19	20	21	33	19	20	21	22	23	24	25
30	22	23	24	25	26	27	28	34	26	27	28	29	30	31	
31	29	30	31					35							

	Project group meeting
	Deadline room bookings
	Draft programme content
	New Student website up & running on nhh.no

	Deadline final programme content
	Welcome week 2024
	International student event
	Vacation/Holiday period

28.mar Skjærtorsdag
 29.mar Langfredag
 31.mar Første påskedag
 01.apr Andre påskedag
 01.mai Arbeidernes dag

09.mai Kristi himmelfartsdag
 17.mai Grunnlovsdag
 19.mai Første pinsedag
 20.mai Andre pinsedag
 22.juni Start sommer skoleferiene



Programme details

KEY PERSONS WELCOME WEEK 2024

	NHH or External	ORG	NAME	INFO	PHONE	DATE & TIME EVENT
1	External	Ombudsman 1	Karsten Olav Aarestrup	karsten.aarestrup@uib.no		13 August (10-11, 11-12, 13-14, 12-15)
2	External	Ombudsman 2	unknown yet			13 August (10-11, 11-12, 13-14, 12-15)
3	External	Politi 1	Vithya Nareshkumar	vithya.nareshkumar@politiet.no		13 August (12-15)
4	External	Politi 2	unknown yet			13 August (12-15)
5	External	Brannvesen 1	Siv Kristin Hovland	siv.hovland@bergen.kommune.no		13 August (10-11, 11-12, 13-14, 12-15)
6	External	Brannvesen 2	unknown yet			13 August (10-11, 11-12, 13-14, 12-15)
7	External	Chaplain 1	Inge Høyland	inge.hoyland@uib.no	Phone: 41563972	13 August (13-14, 12-15)
8	External	Chaplain 2	unknown yet			14 August (13-14, 12-15)
9	External	DNT - 1	Torjus Nøstdal	torjus.nostdal@dnt.no	Phone: 90924857	13 August (10-11, 13-14)
10	External	DNT - 2	Einar Sæther	einarsaether@dnt.no		13 August (10-11, 13-14)
11	External	DNT - 3	unknown yet			13 August (10-11, 13-14)
12	External	Sammen - 1	Idar Nestaas	idar.nestaas@sammen.no		13 August (10-11, 11-12, 13-14, 12-15)
13	External	Sammen - 2	unknown yet			13 August (10-11, 11-12, 13-14, 12-15)
14	External	Skatteetaten	Tove Lie	tovebirkeland.lie@skatteetaten.no		13 August (12-15)
15	External	Avo Consulting - AI speech - 1	Anker Albert	anker.albert@avoconsulting.no	Phone: 91770788	14 August (14:15-15:15) + 15 August (11-12)
16	External	Avo Consulting - AI speech - 2	Eivind Rebnord	eivind.rebnord@avoconsulting.no		14 August (14:15-15:15) + 15 August (11-12)
17	External	Avo Consulting - AI speech - 3	unknown yet			14 August (14:15-15:15) + 15 August (11-12)
18	External	BØA - Case-Oppgave	Christianne Amelia Fenes	Equinor		15 August (11-16)
	NHH	ENGAGE	Linda	Orientation session: Opportunities Ahead		15 August (10-11, 13-14)
	NHH	Exchange - Norwegian Culture	Kari Johanne			15 August (13:00-14:30)
	NHH	Exchange - Norwegian Culture	Stig			15 August (13:00-14:30)
	NHH	SIR	Merete Wiik Ånes	Orientation session: Opportunities Ahead + Master Velkommen		14 August (10:30-12:00) + 15 August (10-11, 13-14)
	NHH	SIR	Alexandra Blumenstein	Orientation session: Opportunities Ahead + Master Velkommen		14 August (10:30-12:00) + 15 August (10-11, 13-14)
	NHH	SIR	Hilde	DD		15 August (14-16)
	NHH	SIR CEMS	Norunn	Welcome & How to handle unforeseen events		15 August (15:45-16:45)
	NHH	SE	Karianne Hopland	Examination, registration, rules & regulations		15 August (14:30-15:30)
	NHH	SE	Tatiana Pozolotina	Examination, registration, rules & regulations		15 August (14:30-15:30)
	NHH	BØA - Case-Oppgave	Alexander W. Cappelen			15 August (11-16)
	NHH	BØA - Case-Oppgave	Kjetil Bjorvatn			15 August (11-16)
	NHH	BØA - Case-Oppgave	Siv Skard			15 August (11-16)
	NHH	BØA - Case-Oppgave	Aksel Mjøs			15 August (11-16)
	NHH	BEDS - MathTechQuest	Isabel Montero Howdahl			15 August (11-16)
	NHH	BEDS - MathTechQuest	Evelina Gavrilova-Zoutman			15 August (11-16)
	NHH	BEDS - MathTechQuest	Richard Foltyn			15 August (11-16)
	NHH	MØA & MSc AD	Jan Haaland			14 August (10:30-13:30)
	NHH	MØA AD	Kjell Ove			14 August (10:30-13:30)
	NHH	BØA AD	Håkon			13 August (10-11)
	NHH	BØA AD	Trond Vegard			13 August (11:30-12:30)
	NHH	Opptak	Sunniva	New Student Essentials		14 August (14:15-15:15)
	NHH	Leadership	Stig	Meet the NHH Leadership		13 August (10-11, 11-12) + 14 August (13:00-14:00)
	NHH	Leadership	Øystein	Meet the NHH Leadership		13 August (10-11, 11-12) + 14 August (13:00-14:00)
	NHH	Leadership	Malin	Meet the NHH Leadership		13 August (10-11, 11-12) + 14 August (13:00-14:00)
	NHH	Welcome Week 2024 project team	Arne	Phone: 41165006		
	NHH	Welcome Week 2024 project team	Guro	Phone: 41088113		
	NHH	Welcome Week 2024 project team	Bright Ove	Phone: 99296753		
	NHH	Welcome Week 2024 project team	Norunn	Phone: 93038659		
	NHH	Welcome Week 2024 project team	Frode	Phone: 40626517		
	NHHS	Welcome Week 2024 project team	Paul	Phone: 95407875		
	IT HELP					
	NHH	Berge Sjursen		Phone: 55959226		
	NHH	Kjetil Monsen		Phone: 55959882		



Evaluation NHH Welcome Week 2024

BGA	DAG & DATO	TID	ARRANGEMENT	INFO	STED	SPRÅK	ANSATTE	
	Mandag, 12 august 2024							
		10:00-11:30	Immatrিকুলering.	Formelt antrekk	Aula. Inngang C.	på engelsk	SC, Guro, Arnoud	
		11:30-12:30	Lunsj.		Studentkantina.	-	S+S, SC, læringer	
		12:30-13:30	Å utforske NHHs.		Aud Max.	på engelsk	NHHS	
		13:30-14:30	Inndeling i faddergruppen.		Hallen mellom den nye fløyen og hovedinngangen.	på norsk	NHHS	
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHS.	på norsk og engelsk	NHHS	
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.					
	Tirsdag, 13 august 2024							
		10:00-11:00	Sammen, Brannvesen, Ombudsman + Q&A.		Aula.	på norsk	SC, Guro, Arnoud	
		11:00-11:30	Lunsj.		Studentkantine.	-	S+S, SC, læringer	
		11:30-13:30	Velkommen innom programleder & Praktisk informasjon + Q&A.		Aula.	på norsk	Guro, Arnoud	
		12:00-15:00	Boder: Sammen, Politi, Chaplain, DNT, ENGAGE.EU, Skatteetaten, SUA, UDI og Ombudsman.		Korridor på toppen av hovedtrappa	på norsk og engelsk	Guro, Arnoud	
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHS.	på norsk og engelsk	NHHS	
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.					
	Onsdag, 14 august 2024							
		13:00-14:00	Møt NHH-ledelsen og NHH-kulturen.		Aud Max (komme inn fra baksiden). Inngang A.	på engelsk	SC	
		14:15-15:15	En inspirerende tale om kunstig intelligens.		Aud Max.	på norsk	Guro	
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHS.	på norsk og engelsk	NHHS	
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.					
	Torsdag, 15 august 2024							
		10:00-11:00	Orientation Session: Opportunities Ahead!	SIR + ENGAGE	Aud Max.	på engelsk		
		12:00-12:30	Matpakkepose.		Spellsalen.	-	S+S, SC, læringer	
		11:00-16:00	Case om bærekraft og det grønne skiftet.	Bring laptop	Aud Max.	på norsk		
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHS.	på norsk og engelsk	NHHS	
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.					
	Fredag, 16 august 2024							
		12:00-15:00	Sports- og aktivitetssdag.		Stemmemyren idrettsbaner, overfor NHH campus.	på norsk og engelsk	NHHS	
		18:00-22:00	Hallaen konsert.		Koengen, Bergen. Se nettsiden til NHHS.	på norsk og engelsk	NHHS	
	Lørdag, 17 august 2024							
		± 13:00 og utover	NHHS program.		Se nettsiden til NHHS.	på norsk og engelsk	NHHS	
	Søndag, 18 august 2024							
		13:00-17:00	Alternativ bussguiding gjennom byen.		Se nettsiden til NHHS.	på norsk og engelsk	NHHS	



Evaluation NHH Welcome Week 2024

BEDS	DAY & DATE	TIME	EVENT	INFO	LOCATION	LANGUAGE	ANSATTE
	Friday, 9 August 2024						
		16:00-20:00	Grill & Greens: NHH Staff Serving Up Smiles and Sizzle.	Only internationals	NHH campus, seaside.	in English	SC, Arnoud, Guro, Norunn, NHH staff
	Monday, 12 August 2024						
		10:00-11:30	Matriculation.	Formal attire	Aula. Entrance C.	in English	SC, Guro, Arnoud
		11:30-12:30	Lunch.		Student canteen.	-	S+S, SC, læringer
		12:30-13:30	Discovering NHHS.		Aud Max.	in English	NHHS
		13:30-14:30	Division into fadder groups.		Hall between the new wing and the main entrance.	in English	NHHS
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Tuesday, 13 August 2024						
		10:00-11:00	Welcome by the Academic Director & Practical information + Q&A.		Aud C.	in English	Arnoud
		11:00-12:00	Sammen, Fire brigade, Ombudsman + Q&A.		Aud A + stream in B	in English	
		12:00-13:00	Lunch.		Aud A (outside auditorium).	in English	S+S, SC, læringer
		13:00-14:00	Outdoor life & sports in Norway by DNT + Q&A.		Aud Max.	in English	Arnoud
		12:00-15:00	Booths: Sammen, Police, ENGAGE.EU, Chaplain, DNT, Skatteetaten, SUA, UDI and O		Hall between the new wing and the main entrance.	in Norwegian and English	
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Wednesday, 14 August 2024						
		13:00-14:00	Meet NHH leadership & NHH culture.		Aud Max (entering from the backside!). Entrance A.	in English	
		14:15-15:15	New Student Essentials Session. For international students.	Opptak	Aud C.	in English	Guro, Arnoud
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Thursday, 15 August 2024						
		10:00-11:00	Orientation Session: Opportunities Ahead!	SIR + ENGAGE	Aud Max.	in English	Arnoud
		12:00-12:30	Lunch-bag.		Spellsalen.	-	S+S, SC, læringer
		11:00-15:00	MathTechQuest.		Aud C.	in English	Bright Ove, SC, Arnoud
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Friday 16 August 2024						
		12:00-15:00	Sports- and activities day.		Stemmemyren sports fields, across from NHH campus.	in Norwegian and English	NHHS
		18:00-22:00	Hallaen concert.		Koengen, Bergen. See the NHHS website for details.	in Norwegian and English	NHHS
	Saturday, 17 August 2024						
		± 13:00 and onwards	NHHS programme.		See the NHHS website for details.	in Norwegian and English	NHHS
	Sunday, 18 August 2024						
		13:00-17:00	Alternative bus guiding through town.		See the NHHS website for details.	in Norwegian and English	NHHS



Evaluation NHH Welcome Week 2024

MØA & MRR	DAG & DATO	TID	ARRANGEMENT	INFO	STED	SPRÅK	ANSATTE		
	Mandag, 12 august 2024								
		13:00-14:30	Immatrikulering	Formelt antrekk	Aula, Entrance C.	på engelsk	SC, Guro, Arnoud		
		14:30-15:30	Å utforske NHHs		Aud Max.	på engelsk	NHHS		
		15:30-16:00	Inndeling i faddergruppen.		Hallen mellom den nye fløyen og hovedinngangen.	på engelsk	NHHS		
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHs.	på norsk og engelsk	NHHS		
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.						
	Tirsdag, 13 august 2024								
		10:00-11:00	Møt NHH-ledelsen og NHH-kulturen.		Aud A + stream in Aud B.	på engelsk	SC, Guro, Arnoud		
		11:00-12:00	Sammen, Brannvesen, Ombudsman + Q&A.		Aud A + stream in Aud B.	på engelsk	SC, Guro, Arnoud		
		12:00-13:00	Lunsj.		Aud A (utenfor).	-	S+S, SC, læringer		
		12:00-15:00	Boder: Sammen, Politi, Chaplain, DNT, ENGAGE.EU, Skatteetaten, SUA, UDI og Ombudsman.		Hallen mellom den nye fløyen og hovedinngangen.	på norsk og engelsk			
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHs.	på norsk og engelsk	NHHS		
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.						
	Onsdag, 14 august 2024								
		10:30-12:00	Velkommen innom programleder & Praktisk informasjon + Q&A.		Aud Max.	på engelsk			
		12:00-13:30	Matpakkepose og messe om master spesialiseringer, ENGAGE.EU, SIR, PhD		Speilsalen.	på norsk og engelsk	S+S, SC, læringer		
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHs.	på norsk og engelsk			
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.						
	Torsdag, 15 august 2024								
		11:00-12:00	En inspirerende tale om kunstig intelligens.		Aud A + streaming Aud B.	på engelsk	Arnoud		
		12:00-13:00	Lunsj.		Aud A (utenfor).	-	S+S, SC, læringer		
		13:00-14:00	Orientation Session: Opportunities Ahead!	SIR & ENGAGE	Aud A + streaming Aud B.	på engelsk			
		± 18:00 og utover	Kveldsfeiringer.		Se nettsiden til NHHs.	på norsk og engelsk	NHHS		
			Merk deg: daglig fra 10:00-14:00, stand for IT-tjenester uten avtale. Plassert nær servicesenteret. Informasjon og hjelp om: NHH-brukerkonto, wifi, Studentweb, student-ID-app, nøkkelbrikke, webmail osv.						
	Fredag, 16 august 2024								
		12:00-15:00	Sports- og aktivitetsdag.		Stemmemyren idrettsbaner, overfor NHH campus.	på norsk og engelsk	NHHS		
		18:00-22:00	Hallaien konsert.		Koengen, Bergen. Se nettsiden til NHHs.	på norsk og engelsk	NHHS		
	Lørdag, 17 august 2024								
		± 13:00 og utover	NHHS program.		Se nettsiden til NHHs.	på norsk og engelsk	NHHS		
	Søndag, 18 august 2024								
		13:00-17:00	Alternativ bussguiding gjennom byen.		Se nettsiden til NHHs.	på norsk og engelsk	NHHS		



Evaluation NHH Welcome Week 2024

MSc & DD	DAY & DATE	TIME	EVENT	INFO	LOCATION	LANGUAGE	ANSATTE
	Friday, 9 August 2024	16:00-20:00	Grill & Greens: NHH Staff Serving Up Smiles and Sizzle.	Only internationals	NHH campus, seaside.	in English	SC, Arnoud, Guro, Norunn, NHH staff
	Monday, 12 August 2024	13:00-14:30	Matriculation.	Formal attire	Aula.	in English	SC, Guro, Arnoud
		14:30-15:30	Discovering NHHS.		Aud Max.	in English	NHHS
		15:30-16:00	Division into fadder groups.		Hall between the new wing and the main entrance.	in English	NHHS
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Tuesday, 13 August 2024	10:00-11:00	Meet NHH leadership & NHH culture.		Aud A + stream in Aud B.	in English	SC, Guro, Arnoud
		11:00-12:00	Sammen, Fire brigade, Ombudsman + Q&A.		Aud A + stream in Aud B.	in English	SC, Guro, Arnoud
		12:00-13:00	Lunch		Aud A (outside).	-	S+S, SC, lærerling
		13:00-14:00	Outdoor life & sports in Norway by DNT + Q&A.		Aud Max.	in English	SC, Guro, Arnoud
		12:00-15:00	Booths: Sammen, Police, ENGAGE.EU, Chaplain, DNT, Skatteetaten, SUA, UDI and Ombudsman		Hall between the new wing and the main entrance.	in Norwegian and English	SC, Guro, Arnoud
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Wednesday, 14 August 2024	10:30-12:00	Welcome by the Academic Director & Practical Information + Q&A.		Aud Max.	in English	
		12:00-13:30	Lunch and Master Specialisations, ENGAGE.EU, SIR, PhD		Speilsalen.	in English	S+S, SC, lærerling
		14:15-15:15	New Student Essentials Session. For international students.	This session will cover	Aud C.	in English	Arnoud
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Thursday, 15 August 2024	11:00-12:00	An inspiring speech on AI.		Aud A + streaming Aud B.	in English	Arnoud
		12:00-13:00	Lunch.		Aud A (outside).	in English	S+S, SC, lærerling
		13:00-14:00	Orientation Session: Opportunities Ahead!	SIR & ENGAGE	Aud A.	in English	
		14:00-16:00	Info session for Double Degree students + Meet & Greet.	By invitation only.	Aud M.	in English	
		± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
			Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
	Friday 16 August 2024	12:00-15:00	Sports- and activities day.		Stemmemyren sports fields, across from NHH campus.	in Norwegian and English	NHHS
		18:00-22:00	Hallaen concert.		Koengen, Bergen. See the NHHS website for details.	in Norwegian and English	NHHS
	Saturday, 17 August 2024	± 13:00 and onwards	NHHS programme.		See the NHHS website for details.	in Norwegian and English	NHHS
	Sunday, 18 August 2024	13:00-17:00	Alternative bus guiding through town.		See the NHHS website for details.	in Norwegian and English	NHHS



Evaluation NHH Welcome Week 2024

Exch. & CEMS DAY & DATE	TIME	EVENT	INFO	LOCATION	LANGUAGE	ANSATTE
Friday, 9 August 2024	16:00-20:00	Grill & Greens: NHH Staff Serving Up Smiles and Sizzle.	Only international	NHH campus, seaside.	in English	SC, Arnoud, Guro, Norunn, NHH staff
Monday, 12 August 2024	10:00-11:30	Welcome to NHH.		Aud Max.	in English	Norunn & co
	11:30-12:30	Discovering NHHS.		Aud Max.	in English	NHHS
	12:30-13:30	Lunch-bag & Division into fadder groups.		Hall between the new wing and the main entrance.	in English	NHHS
	± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
		Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
Tuesday, 13 August 2024	10:00-11:00	Outdoor life & sports in Norway by DNT + Q&A.		Aud Max.	in English	Arne will help with IT + Børge
	11:00-12:00	Meet NHH leadership & NHH culture.		Aud Max.	in English	Norunn & co
	12:00-13:00	Lunch		Speilsalen.	-	S+S, SC, læringer
	13:00-14:00	Sammen, Fire brigade, Chaplain, Ombudsman + Q&A.		Aud Max.	in Norwegian and English	Norunn & co
	12:00-15:00	Booths: Sammen, Police, ENGAGE.EU, Chaplain, DNT, Skatteetaten, SUA, UDI		Hall between the new wing and the main entrance.	in Norwegian and English	Norunn & co
	± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
		Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
Wednesday, 14 August 2024	12:30-13:30	Drop-in Booth: SIR and Career Centre		Speilsalen.	in English	Norunn & co
	± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
		Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
Thursday, 15 August 2024	13:00-14:30	Beyond the Fjords: Unravelling Norwegian Culture.		Aud Max.	in English	Arne intro
	14:30-15:30	Examination, registration, rules and regulations.		Aud Max.	in English	Norunn & Section of Exam
	15:45-16:45	How to handle unforeseen events.		Aud Max.	in English	Norunn & co
	± 18:00 onwards	Evening celebrations.		See the NHHS website for details.	in Norwegian and English	NHHS
		Note: daily from 10:00-14:00 hrs, walk-in IT services booth. Located near the service centre. Information & Help concerning: NHH user account, wifi, Studentweb, student-ID app, key-chip, webmail etc.				
Friday 16 August 2024	12:00-15:00	Sports- and activities day.		Stemmemyren sports fields, across from NHH campus.	in Norwegian and English	NHHS
	18:00-22:00	Hallaen concert.		Koengen, Bergen. See the NHHS website for details.	in Norwegian and English	NHHS
Saturday, 17 August 2024	± 13:00 and onwards	NHHS programme.		See the NHHS website for details.	in Norwegian and English	NHHS
Sunday, 18 August 2024	13:00-17:00	Alternative bus guiding through town.		See the NHHS website for details.	in Norwegian and English	NHHS

WELCOME WEEK 2024 SURVEY RESULTS

AN APPENDIX TO THE WELCOME WEEK 2024 REPORT 'ANALYSIS & RECOMMENDATIONS

30.08.2024

By Arnoud Monster

Programme		Responses	%	#
		All programmes	14 %	187

ALL	Q2	Type of respondent	%	#
		Bachelor – BØA programme	34 %	62
		Bachelor – BEDS programme	7 %	13
		Master – MØA or MRR programme	18 %	33
		Master – MSc or Double Degree programme	7 %	13
		Exchange or CEMS programme	34 %	65

ALL	Q3	Gender identity	%	#
		Male	53 %	100
		Female	47 %	87
		Non-binary	0 %	0
		Prefer not to say	0 %	0
		Other	0 %	0

ALL	Q4	Nationality	%	#
		Austria	2 %	4
		Belgium	2 %	3
		Bulgaria	1 %	1
		Canada	2 %	4
		China	1 %	2
		Cyprus	1 %	1
		Czech Republic	2 %	3
		Estonia	1 %	1
		Finland	3 %	5
		France	5 %	9
		Germany	11 %	20
		Ghana	1 %	1
		Hungary	1 %	1
		Italy	5 %	8
		Japan	1 %	1
		Netherlands	1 %	1
		Norway	55 %	102
		Poland	1 %	2
		Portugal	2 %	3
		Singapore	2 %	3
		South Korea	1 %	1
		Spain	2 %	6
		Sweden	1 %	2
		Switzerland	1 %	1
		United Kingdom of Great Britain and Northern Ireland	1 %	1
		Zimbabwe	1 %	1

ALL

Q5

Age	%	#
18-24	87 %	162
25-34	13 %	24
35-44	1 %	1

ALL

Q107

Overall, how would you rate your experience of Welcome Week 2024?	%	#
I did not attend Welcome Week 2024	3 %	6
Excellent	32 %	49
Good	51 %	95
Fair	11 %	20
Poor	4 %	7
Bad	0 %	0

ALL

Q108

Would you recommend the Welcome Week to new incoming students?	%	#
I do not know as I did not attend Welcome Week 2024	3 %	5
Definitely yes	71 %	132
Probably yes	21 %	39
Not sure	4 %	8
Probably no	1 %	1
Definitely no	1 %	2

BØA

Q6

What was your experience with the 'Immatrিকuleringsseremoni' held on Monday 12 August?	%	#
I did not attend this session	3 %	2
Excellent	32 %	19
Good	50 %	30
Fair	13 %	8
Poor	2 %	1
Bad	0 %	0

BØA

Q58

What was your experience with the 'Informasjonsmøte med Sammen, brannvesenet og Ombudsmannen' held on Tuesday 13 August?	%	#
I did not attend this session	60 %	36
Excellent	3 %	2
Good	20 %	12
Fair	17 %	10
Poor	0 %	0
Bad	0 %	0

BØA

Q59	What was your experience with the 'Velkommen innom programleder & praktisk informasjon + Q&A' held on Tuesday 13 August?	%	#
	I did not attend this session	63 %	38
	Excellent	12 %	7
	Good	15 %	9
	Fair	8 %	5
	Poor	2 %	1
	Bad	0 %	0

BØA

Q60	What was your experience with the 'Liten messe med boder av Sammen, politi, brannvesen, DNT, ENGAGE.EU, Skatteetaten, UDI, SUA, Ombudsman, studentprest' held on Tuesday 13 August?	%	#
	I did not attend this session	80 %	47
	Excellent	2 %	1
	Good	5 %	3
	Fair	13 %	8
	Poor	2 %	1
	Bad	0 %	0

BØA

Q61	What was your experience with the 'Møt NHHs ledelse & NHHs kultur' held on Wednesday 14 August?	%	#
	I did not attend this session	62 %	37
	Excellent	18 %	11
	Good	17 %	10
	Fair	3 %	2
	Poor	0 %	0
	Bad	0 %	0

BØA

Q62	What was your experience with the 'En inspirerende tale om kunstig intelligens av Avo Consulting' held on Wednesday 14 August?	%	#
	I did not attend this session	82 %	49
	Excellent	10 %	6
	Good	8 %	5
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

BØA

Q63	What was your experience with the 'Orientation Session: Opportunities Ahead!' held on Thursday 15 August?	%	#
	I did not attend this session	65 %	39
	Excellent	8 %	5
	Good	13 %	8
	Fair	13 %	8
	Poor	0 %	0

Bad	0 %	0
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BØA

Q64	What was your experience with the 'Case om bærekraft og det grønne skiftet' held on Thursday 15 August?	%	#
	I did not attend this session	45 %	27
	Excellent	7 %	4
	Good	37 %	22
	Fair	8 %	5
	Poor	3 %	2
	Bad	0 %	0

BEDS

Q65	What was your experience with the 'Grill & Greens: NHH staff serving up smiles and sizzle >' held on Friday 9 August?	%	#
	I did not attend this session	67 %	8
	Excellent	17 %	2
	Good	8 %	1
	Fair	8 %	1
	Poor	0 %	0
	Bad	0 %	0

BEDS

Q66	What was your experience with the 'Matriculation ceremony' held on Monday 12 August?	%	#
	I did not attend this session	8 %	1
	Excellent	50 %	6
	Good	17 %	2
	Fair	25 %	3
	Poor	0 %	0
	Bad	0 %	0

BEDS

Q67	What was your experience with the 'Welcome by the academic director & Practical information + Q&A' held on Tuesday 13 August?	%	#
	I did not attend this session	17 %	2
	Excellent	50 %	6
	Good	25 %	3
	Fair	8 %	1
	Poor	0 %	0
	Bad	0 %	0

BEDS

Q68	What was your experience with the 'Information session by Sammen, the Fire department and the Ombudsman' held on Tuesday 13 August?	%	#
	I did not attend this session	25 %	3
	Excellent	42 %	5
	Good	8 %	1

Fair	8 %	1
Poor	17 %	2
Bad	0 %	0

BEDS

Q69	What was your experience with the 'Outdoor life & sports in Norway by DNT + Q&A' held on Tuesday 13 August?	%	#
	I did not attend this session	75 %	9
	Excellent	17 %	2
	Good	8 %	1
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

BEDS

Q70	What was your experience with the 'Small fair with booths/stands of Sammen, Police, Fire department, DNT, ENGAGE.EU, Skatteetaten, UDI, SUA, Ombudsman, and the Student chaplain' held on Tuesday 13 August?	%	#
	I did not attend this session	50 %	6
	Excellent	17 %	2
	Good	25 %	3
	Fair	0 %	0
	Poor	8 %	1
	Bad	0 %	0

BEDS

Q71	What was your experience with the 'Meet the NHH leadership & NHH culture' held on Wednesday 14 August?	%	#
	I did not attend this session	17 %	2
	Excellent	58 %	7
	Good	17 %	2
	Fair	8 %	1
	Poor	0 %	0
	Bad	0 %	0

BEDS

Q72	What was your experience with the 'New Student Essentials Session >' held on Wednesday 14 August?	%	#
	I did not attend this session	50 %	6
	Excellent	25 %	3
	Good	25 %	3
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

BEDS

Q73	What was your experience with the 'Orientation Session: Opportunities Ahead!' held on Thursday 15 August?	%	#
	I did not attend this session	33 %	4

Excellent	25 %	3
Good	33 %	4
Fair	8 %	1
Poor	0 %	0
Bad	0 %	0

BEDS

Q74	What was your experience with the 'MathTechQuest' held on Thursday 15 August?	%	#
	I did not attend this session	42 %	5
	Excellent	8 %	1
	Good	25 %	3
	Fair	17 %	2
	Poor	8 %	1
	Bad	0 %	0

MØA & MRR

Q75	What was your experience with the 'Immatrিকুলeringsseremoni' held on Monday 12 August?	%	#
	I did not attend this session	3 %	1
	Excellent	50 %	16
	Good	34 %	11
	Fair	13 %	4
	Poor	0 %	0
	Bad	0 %	0

MØA & MRR

Q76	What was your experience with the 'Møt NHHs ledelse & NHHs kultur' held on Tuesday 13 August?	%	#
	I did not attend this session	63 %	20
	Excellent	19 %	6
	Good	13 %	4
	Fair	6 %	2
	Poor	0 %	0
	Bad	0 %	0

MØA & MRR

Q77	What was your experience with the 'Informasjonsmøte med Sammen, brannvesenet og Ombudsmannen' held on Tuesday 13 August?	%	#
	I did not attend this session	72 %	23
	Excellent	9 %	3
	Good	16 %	5
	Fair	3 %	1
	Poor	0 %	0
	Bad	0 %	0

MØA & MRR

Q78	What was your experience with the 'Liten messe med boder av Sammen, politi, brannvesen, DNT, ENGAGE.EU, Skatteetaten, UDI, SUA, Ombudsman, studentprest' held on Tuesday 13 August?	%	#
	I did not attend this session	81 %	26
	Excellent	3 %	1
	Good	13 %	4
	Fair	3 %	1
	Poor	0 %	0
	Bad	0 %	0

MØA & MRR

Q79	What was your experience with the 'Velkommen ved programleiarane for Master i økonomi og administrasjon – siviløkonom (MØA) og Masterstudiet i regnskap og revisjon (MRR) + Q&A' held on Wednesday 14 August?	%	#
	I did not attend this session	31 %	10
	Excellent	25 %	8
	Good	34 %	11
	Fair	9 %	3
	Poor	0 %	0
	Bad	0 %	0

MØA & MRR

Q80	What was your experience with the 'Messe om masterspesialiseringer, ENGAGE.EU, karriere, dobbeltgrad, utveksling og PhD' held on Wednesday 14 August?	%	#
	I did not attend this session	47 %	15
	Excellent	25 %	8
	Good	16 %	5
	Fair	9 %	3
	Poor	3 %	1
	Bad	0 %	0

MØA & MRR

Q81	What was your experience with the 'En inspirerende tale om kunstig intelligens av Avo Consulting' held on Thursday 15 August?	%	#
	I did not attend this session	81 %	26
	Excellent	3 %	1
	Good	3 %	1
	Fair	13 %	4
	Poor	0 %	0
	Bad	0 %	0

MØA & MRR

Q82	What was your experience with the 'Orientation Session: Opportunities Ahead!' held on Thursday 15 August?	%	#
	I did not attend this session	72 %	23
	Excellent	13 %	4

Good	13 %	4
Fair	3 %	1
Poor	0 %	0
Bad	0 %	0

MSc & DD

Q83	What was your experience with the 'Grill & Greens: NHH staff serving up smiles and sizzle' held on Friday 9 August?	%	#
	I did not attend this session	8 %	1
	Excellent	38 %	5
	Good	38 %	5
	Fair	15 %	2
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q84	What was your experience with the 'Matriculation ceremony' held on Monday 12 August?	%	#
	I did not attend this session	15 %	2
	Excellent	54 %	7
	Good	31 %	4
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q85	What was your experience with the 'Meet the NHH leadership & NHH culture' held on Tuesday 13 August?	%	#
	I did not attend this session	23 %	3
	Excellent	38 %	5
	Good	38 %	5
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q86	What was your experience with the 'Information session by Sammen, the Fire department and the Ombudsman' held on Tuesday 13 August?	%	#
	I did not attend this session	15 %	2
	Excellent	31 %	4
	Good	15 %	2
	Fair	38 %	5
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q87	What was your experience with the 'Outdoor life & sports in Norway by DNT + Q&A' held on Tuesday 13 August?	%	#
	I did not attend this session	23 %	3

Excellent	38 %	5
Good	23 %	3
Fair	15 %	2
Poor	0 %	0
Bad	0 %	0

MSc & DD

Q88	What was your experience with the 'Small fair with booths/stands of Sammen, Police, Fire department, DNT, ENGAGE.EU, Skatteetaten, UDI, SUA, Ombudsman, and the Student chaplain' held on Tuesday 13 August?	%	#
	I did not attend this session	38 %	5
	Excellent	23 %	3
	Good	15 %	2
	Fair	15 %	2
	Poor	8 %	1
	Bad	0 %	0

MSc & DD

Q89	What was your experience with the 'Welcome by the academic director & Practical information + Q&A' held on Wednesday 14 August?	%	#
	I did not attend this session	31 %	4
	Excellent	38 %	5
	Good	31 %	4
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q90	What was your experience with the 'Fair on master's specialisations, ENGAGE.EU, career, double degree, exchange programmes, and PhD' held on Wednesday 14 August?	%	#
	I did not attend this session	23 %	3
	Excellent	31 %	4
	Good	46 %	6
	Fair	0 %	0
	Poor	0 %	0

MSc & DD

Q91	What was your experience with the 'New Student Essentials Session' held on Wednesday 14 August?	%	#
	I did not attend this session	8 %	1
	Excellent	15 %	2
	Good	62 %	8
	Fair	15 %	2
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q92	What was your experience with the 'An inspiring speech on AI by Avo Consulting' held on Thursday 15 August?	%	#
	I did not attend this session	54 %	7
	Excellent	15 %	2
	Good	31 %	4
	Fair	0 %	0
	Poor	0 %	0
	Bad	0 %	0

MSc & DD

Q93	What was your experience with the 'Orientation Session: Opportunities Ahead!' held on Thursday 15 August?	%	#
	I did not attend this session	38 %	5
	Excellent	15 %	2
	Good	46 %	6
	Fair	0 %	0
	Poor	0 %	0

MSc & DD

Q94	What was your experience with the 'Welcome & Information session for Double Degree students' held on Thursday 15 August?	%	#
	I did not attend this session	54 %	7
	Excellent	31 %	4
	Good	15 %	2
	Fair	0 %	0
	Poor	0 %	0

Exchange & CEMS

Q95	What was your experience with the 'Grill & Greens: NHH staff serving up smiles and sizzle' held on Friday 9 August?	%	#
	I did not attend this session	31 %	19
	Excellent	30 %	18
	Good	30 %	18
	Fair	8 %	5

Exchange & CEMS

Q96	What was your experience with the 'Welcome to NHH' held on Monday 12 August?	%	#
	I did not attend this session	2 %	1
	Excellent	54 %	33
	Good	39 %	24
	Fair	3 %	2
	Poor	2 %	1

Exchange & CEMS

Q97	What was your experience with the 'Outdoor life & sports in Norway by DNT + Q&A' held on Tuesday 13 August?	%	#
	I did not attend this session	11 %	7
	Excellent	36 %	22

Good	41 %	25
Fair	11 %	7
Poor	0 %	0
Bad	0 %	0

Exchange & CEMS Q98

What was your experience with the 'Meet the NHH leadership & NHH culture' held on Tuesday 13 August?	%	#
I did not attend this session	10 %	6
Excellent	51 %	31
Good	31 %	19
Fair	8 %	5
Poor	0 %	0
Bad	0 %	0

Exchange & CEMS Q99

What was your experience with the 'Information session by Sammen, the Fire department and the Ombudsman' held on Tuesday 13 August?	%	#
I did not attend this session	20 %	12
Excellent	23 %	14
Good	43 %	26
Fair	11 %	7
Poor	2 %	1
Bad	2 %	1

Exchange & CEMS Q100

What was your experience with the 'Small fair with booths/stands of Sammen, Police, Fire department, DNT, ENGAGE.EU, Skatteetaten, UDI, SUA, Ombudsman, and the Student chaplain' held on Tuesday 13 August?	%	#
I did not attend this session	28 %	17
Excellent	20 %	12
Good	38 %	23
Fair	10 %	6
Poor	5 %	3
Bad	0 %	0

Exchange & CEMS Q101

What was your experience with the 'Drop-in booth of the Section International Relations and the Career Centre' held on Wednesday 14 August?	%	#
I did not attend this session	56 %	34
Excellent	13 %	8
Good	26 %	16
Fair	5 %	3
Poor	0 %	0
Bad	0 %	0

Exchange & CEMS	Q102	What was your experience with the 'Beyond the fjords: Unravelling Norwegian Culture' held on Thursday 15 August?	%	#
		I did not attend this session	11 %	7
		Excellent	56 %	34
		Good	23 %	14
		Fair	8 %	5
		Poor	0 %	0
		Bad	2 %	1

Exchange & CEMS	Q103	What was your experience with the 'Examination, registration, rules and regulations' held on Thursday 15 August?	%	#
		I did not attend this session	8 %	5
		Excellent	20 %	12
		Good	38 %	23
		Fair	25 %	15
		Poor	7 %	4
		Bad	3 %	2

Exchange & CEMS	Q104	What was your experience with the 'How to handle unforeseen events?' held on Thursday 15 August?	%	#
		I did not attend this session	44 %	27
		Excellent	28 %	17
		Good	23 %	14
		Fair	5 %	3
		Poor	0 %	0
		Bad	0 %	0

ALL	Q109	How would you rate the quality of the lunches provided during Welcome Week 2024?	%	#
		I did not attend the lunches	11 %	19
		Excellent	24 %	42
		Good	37 %	66
		Fair	23 %	41
		Poor	5 %	9
		Bad	1 %	1

Student category	What suggestions do you have for improving Welcome Week next year?
BEDS	A substantial amount of people (around 40-50) including me was not granted access to "sveiseaften" that took place on Saturday during the welcome week even though its included in the ticket we paid for. Apparently the maximum capacity was reached after 3 hours of standing in line and we were told to just go home. This event should've been better organised to be able to accommodate for everyone that wanted to attend.
BEDS	I felt that the programme started quite early considering the NHHS activities. The whole day was filled from morning to late at night.
BEDS	Less information-meetings. And the matriculation lasted a bit too long. Weird that they messed up when giving out diplomas to the new students
BEDS	The group event on Saturday needs to be better organised with a larger amount of groups and spaces. There was an overwhelming amount of students that were not placed in a group and were sent home
BEDS	It felt like most of the presentations and information was just given to have something to do. Not a lot felt relevant or necessary.
BEDS	Maybe make faddergrupper with only beds students, so that i would be easier to make friends with the people you actually will attend classes with.
BEDS	It would be good to include some ice breaker activities at the school rather than just at the evening celebrations by the NHHS
BEDS	The morning activities could be organized a bit later, due to parties, many people weren't able to join to morning meetings or events. :)
BØA	Maybe provide some simpler food in the lunches so that the picky eaters among us, could eat something as well
BØA	I am a very extroverted person who generally loves getting to know people. But I was very disappointed with how insanely much of what was organised by the orientation groups revolved around alcohol. I find it disappointing both because I know there are many things one can do in Bergen city centre for new students and to get to know each other, but also because I think it excludes an extreme number of people. I know for sure that many felt pressured to drink and participate in everything just because they had to get to know people. But many don't even get to know each other. I believe there could have been much more focus on barbecues across orientation groups, activities like hiking over the ridge, etc., etc. I strongly believe that more social events where you don't have to drag yourself out of bed because you're hungover from the day before would have had a significant positive impact. I feel that orientation weeks across Norway have become a repeat of the "russ" period. And I think that's insanely sad and not very inclusive. Unfortunately, I believe many didn't participate. And yes, there was an alcohol-free alternative, but I think it's so stupid that it has to be either/or because there should be a way to come up with many other things that don't involve alcohol. BC and symposium, insanely good stuff, but there should be more social activities and less partying to create a more inclusive orientation week, where people actually get to know each other while sober. I'm sure many others feel the same but don't dare to say it because, let's be honest, there's an insane amount of pressure at this school. Sorry for the rant, but I thought I was going to loooove orientation week and was really looking forward to it, but I felt so much pressure and that I didn't really get to know people.
BØA	It would have been nice if there were separate alcohol-free orientation groups. The alcohol-free activities were good, but there were too few of them and therefore not sufficient on their own to get to know people well
BØA	I think making the «fadderne» encourage going to the happenings during the day at school. I was prioritizing getting rest before going to the evening events
BØA	During saturdays event, there «were to many people» so we just got sent home, without any compensasion or alternative activity. During an including welcome week this really shoulnt happen.
BØA	Bigger meals
BØA	Everybody should have a group on Sveis!
BØA	More free lunches
BØA	To coordinate with NHHS so the programs don't crash. We often had vors at 15:00 and Welcome Week at school to 15:00.
BØA	The matriculation ceremony took unnecessarily long.
BØA	Kanskje litt mer plass rundt stansen
BØA	Some of the segments took way too long. Good variety of stands which was informative, but the information took to long.
Exchange & CEMS	The mentors sometimes didnt know the schedules of the exchange students
Exchange & CEMS	The grill and greens was a very nice event in a nice surrounding. It helped me a lot to get to know a few people already. Otherwise I would have been much more nervous on Monday. And the Burgers were very good too. I appreciate it that you offered so much vegetarian and vegan food. The events during the actual welcome week were very informative too. Especially the one of DNT, the fire department and the one about Norwegian culture. I'm positively surprised how well organized everything is. The incoming team of NHH does a great job and I feel very welcome and looking forward to my semester at NHH. Tusen takk!
Exchange & CEMS	Nothing special - having been on a few exchanges this Welcome Week was the most complete and concise I have experienced. Thank you for the time and effort put into it, it means a lot when we discover the country at the same time as our host university!
Exchange & CEMS	On Monday morning 12 Aug at Aud Max, on the slide that showed the countries where the exchange students are from, China and Taiwan were listed separately even though on the website of UDI, Taiwan is shown as a province of China. Not sure if it's the staff's personal stand or it represents the school's as well. Hope next year can get better on this matter.
Exchange & CEMS	It is good that you have lunches for vegan students but the majority of students eat meat so for the next time I would recommend you that the meat option was the default option and not the vegan.
Exchange & CEMS	Grill & Greens was nice, but I expected information (e.g. NHH leadership to introduce themselves instead of doing that on Tuesday). I know the Norwegians probably wouldn't like this, but more events together with Bachelor students in their 1st semester would have been nice.
Exchange & CEMS	During the BBQ on Friday, having some sort of animation (games, tasks, goals, etc.) would have been a great and easier way to meet people. Also, giving students a sticker to put on their shirt with their name and nationality could help us better remember names and spark some conversations!
Exchange & CEMS	I think Noreen did a great job, I always liked the presentations she held even when I was not interested in the topic. The presentation about exams registration and regulation was not that good I think. I was very scared after this presentation and still am as well as everyone I talked to after the presentation. I think Noreen could help with that, her way of presenting would maybe make many students much more comfortal while also stressing the importance of the topics.
Exchange & CEMS	It would be great if you and the mentors coordinate with each other since our mentors were not aware of our schedule so activities overlapped. Besides that, I really enjoyed the welcome week and look forward to the term here at NHH. Thank you a lot!
Exchange & CEMS	I would think about a program for the grill on 09. August as it was very hard to connect with others. It would have helped to play some games to get to know the others. Honestly I felt quite lost and expected something different from this evening.
Exchange & CEMS	A visit of NHH might be interesting and helpful to avoid getting lost while looking for our classroom during the first few days or finding the right location of events, such as the hall where the sports teams are presented.
Exchange & CEMS	As an exchange student, I found Welcome Week at NHH to be an exciting introduction to campus life, but I felt it could have been more inclusive for international students. While the events were generally enjoyable, I noticed that many activities and information sessions were primarily conducted in Norwegian, which made it challenging for non-Norwegian speakers to fully participate and understand. It would have been helpful to have more English-language options or simultaneous translations available. Additionally, I think there could have been more focus on helping international students navigate practical aspects of living in Bergen, such as setting up bank accounts or understanding the public transportation system. Despite these areas for improvement, I appreciated the effort to make us feel welcome and the opportunities to meet fellow students. However, enhancing the English-language accessibility and providing more targeted support for international students would greatly improve the experience for those of us coming from abroad.

Exchange & CEMS	1. The Fadders could say more about shorter ways and times to come directly to events at the city center from fantoft (for example: " We will meet an NHH at 4pm and take the bus to the city. If you want to come directly to the city, you should be there at...." 2. At the Grill & Greens: NHH staff serving up smiles and sizzle, there could have been more seats and some social starter games. 3. One hike could be added to the list of extra events. 4. Let the students at the Escape Room choose if they want to do Lasertag or the Escape Rooms, because there is not enough time for both. 5. DNT or other hiking organisations could drop more dates to join hikes directly.
Exchange & CEMS	Some of the activities were at the same time as other things in the planning. For example, if I remember correctly, the zip line was supposed to be the same time as an information meeting. It would be nice to not have any conflict with important informations events. This would be my suggestion to improve, but overall, I really enjoyed the welcome week and the BBQ was a good opportunity to get to know new students.
Exchange & CEMS	More information about extra curricular activities in the school, suggestion could be to organise booths and stands with sign up sheets and trial days information.
Exchange & CEMS	Get together games at the first meeting
Exchange & CEMS	The "beyond the fjords" lecture was so amazing
Exchange & CEMS	Sometimes there was little programm in the morning and I did not know where to go or what to do
Exchange & CEMS	More events to meet the others
Exchange & CEMS	There wasn't always a vegetarian option during lunch.
Exchange & CEMS	mix the nationalities a bit more if possible and get the groups to interact more with each other
Exchange & CEMS	More activities during the day like seeing the city together.
Exchange & CEMS	To have some microwaves on the campus !
MSc & DD	At the grill & greens event it would have been nice to have the ability to get to know all the 2 Year master Student separately for an overview to get to know everyone who is staying with me for two years. The way it was it seemed a little chaotic. Besides that some information were given double. For example the information about the international opportunities. In general, I really liked the welcome week and the given information helped me to get started here.
MSc & DD	The welcome week was very well organized and I really enjoyed it! There were a lot of useful information and NHH served very good meals. The free gift was also a nice addition. Here are my comments on some of the events: For the matriculation, I would have better indicated that there is a dress code. It's only because of a friend that I knew it. I have skipped it on the website. Also, as a new international student, I would have really appreciated if someone could show how canvas and student web work. What other useful apps/services does NHH provide. How the library works and so on. I felt that the information session for new students was not deep enough, or, because of so much information, a second session would be great. Lastly, the "BOOTH WITH INFORMATION ABOUT" was a little disappointed for me, because we arrived at 14h00 and there was almost noone left in the hallway, only the DNT representative. The event should have finished at 15h00. But beside that, I really enjoyed that week. Thank you for its organization!
MSc & DD	The school building could be explored in small groups. And it would be particularly useful to learn about the school's systems, for example how the library works.
MØA & MRR	Encourage faddere to make their group go to the school during the fadder week. Also, preferably split the fadder group into MRR and MØA so that MRR students get to know other MRR students and not only MØA students.
MØA & MRR	I think the welcome week would be more fun for us master students if there were any venues where we could have been seperated from the new bachelor students. I say this both because some of us felt that we were «outnumbered», and perhaps this made it Harder to Connect with fellow masterstudents.
MØA & MRR	Make sure that there are enough groups for all new students at Sveiseaften. Being informed that there are no more available spots is worsened by already waiting for three hours in a queue.
MØA & MRR	Offer everyone a place in a group on welding night.
MØA & MRR	The speakers during the matriculation ceremony, particularly the dean/rektor and the student alumni, were not engaging at all in my experience. Meaning no offense, selecting speakers from their prowess in public speaking would be of great benefit to the overall experience, I struggled paying attention and found myself drifting into thought several times. Maybe consider offering some courses in engaging public speaking for all matriculation speakers, but especially the dean/rektor and next years student alumni. I hope this does not come across as offensive or aggressive, but this is my uncensored honest opinion, which I believe will be of more help than not being straight forward. I am very conscious of what I put in my body, and the lunches served during the welcome week were not particularly healthy, so I ended up not eating any of them after taking a close look at the selection. I commend the water served, but finding other options than plastic bottles would also be of benefit.
MØA & MRR	Maybe some more interactive activities, maybe getting a tour of the school or more activities for the day time instead of only having lecture style presentations. This would allow for the possibility of asking more questions in a less pressured environment, and also would allow students to interact more with each other outside of the Fadder gruppe. Perhaps also separating people into the majors they are planning to do so you can meet your classmates before the first day of classes
MØA & MRR	I think that MRR should have their own group. It was hard to get to know MRR students when u did not meet them until the first week of school. I liked the dinner that the school arranged for the MRR students
MØA & MRR	There should be more information on Sveiseaften. That if you attend you will have to host back and pay even if you cannot attend the reversible. We didnt get that information beforehand so it came as quite a shock when the guys expected us to spend 2000NOK each for the reversible. It would have been fine if we knew this before
MØA & MRR	Separate meetings for MRR. Extremely much information, and thus also Q&A, which is only relevant for MØA.
MØA & MRR	Would have liked a tour around campus in smaller groups.
MØA & MRR	Have the opportunity to reserve and sign up for fadder groups that do not focus on alcohol
MØA & MRR	Get elon musk
MØA & MRR	Allow external and internal master students to get to know each other.
MØA & MRR	Some more non alcoholic events for everyone.

AREALUTFORDRINGER OG BEHOV STUDENTARBEIDSPLASSE VED NHH

Saksbehandler Brigt Vaage
Arkivreferanse 23/06537-2

Utvalg
Læringsmiljøutvalget

Møtedato
10.09.2024

Utvalgsnr
26/24

Forslag til vedtak:

Orienteringen tas til etterretning / Vedtak blir utformet i møtet

Bakgrunn:

Leder av eiendomsavdelingen Eivind Drange er invitert av LMU for å orientere om hvordan eiendomsavdelingen tenker rundt arealutfordringer på NHH.

Drange har utarbeidet et kort notat der han skisserer ulike løsninger for å bedre utnytte eksisterende areal. Notatet er bakgrunnsmateriale for videre diskusjon i LMU.

Vedlegg:

Notat: Arealutfordringer og behov studentarbeidsplasser ved NHH

Arealutfordringer og behov studentarbeidsplasser ved NHH

NHH har arealmessige kapasitetsutfordringer knyttet til en rekke av høyskolens funksjoner. Det er knapphet på areal til arbeidsplasser for studenter og ansatte, undervisningsareal tilpasset etterspurt studentaktiv pedagogikk og faglige samhandlingsarealer, men også knapphet på sosiale soner og areal for studentforeningsaktivitet. Særlig oppmerksomhet har vært rettet mot behovet for studiearbeidsplasser.

Utfordringen knyttet til studentarbeidsplasser er i vesentlig grad knyttet til eksamensperiodene, men også til kortere perioder i undervisningsdelen av særlig høstsemesteret, trolig grunnet studentenes arbeid med kursgodkjenninger. De samlede utfordringene er vesentlig større i høstsemesteret enn i vårsemesteret.

Høyskolen har i vårsemesteret hatt en prosess for å vurdere ulike løsninger på arealutfordringene, inkludert muligheten for å etablere en to-campus løsning ved å leie nye lokaler utenfor dagens campus. At høyskolen valgte å vurdere løsninger utenfor dagens campus skyldes at man initialt ikke anså at en intern løsning var mulig innenfor det tilgjengelige fysiske og organisatoriske handlingsrommet.

De betydelige kostnadene som ville påløpt ved en ekstern leieløsning, endret imidlertid handlingsrommet for interne løsninger. Det ble følgelig utredet en intern løsning som Styret ved NHH ga sin tilslutning til. I hovedtrekk innebærer denne løsningen;

- Innføre dele-løsninger arbeidsplass vitenskapelig stab (landskap, flerpersonekontor, kontorpool)
- Redusere areal utleid til SNF
- Si opp leieavtaler med AFF og Akademika
- Bruk av kveldseksamen hvis behov

Mens de to første tiltakene bidrar til løsning for arbeidsplasser ansatte, kan de to sist nevnte tiltakene bidra til etablering av studentarbeidsplasser.

Fremtidige løsninger med betydning for studentarbeidsplasser

Som nevnt innledningsvis har NHH også noen utfordringer knyttet til undervisningsrom tilpasset studentaktiv læring. Løsninger for dette er også godkjent av Styret. Disse løsningene bidrar til at det kan etableres flere studentarbeidsplasser i undervisningsrom i eksamensperioden.

I areal ved Speilsalen vil 12 grupperom fjernes til fordel for et nytt undervisningsrom med flatt gulv og plass til ca. 100 studenter i gruppeoppsett. Rommet kan gi inntil 150 studentarbeidsplasser i eksamensperioden.

Auditorium B og M ombygges til gruppeundervisning med plass til henholdsvis ca. 50 og ca. 70, og kan til sammen gi inntil 175 studentarbeidsplasser i eksamensperioden.

I arealet som i dag huser Akademika og AFF etableres det gruppearbeidsplasser som kompensasjon for plassene man mister i speilsalen. Mer effektiv arealbruk tilsier at dette gir en økning i antall studentarbeidsplasser.

Det er i tillegg på sikt mulig å etablere ca. 200 nye studentarbeidsplasser i undervisningsdelen av semestrene. Dette gjennom en kombinasjon av omdisponering av areal og mer effektiv utnyttelse av eksisterende areal. Ved etablering av totalt tre nye undervisningsrom tilpasset studentaktiv pedagogikk, kan det være mulig å omgjøre to av

dagens klasserom til lesesaler. Dette vil gi ca. 50 nye plasser. Det blir nå etablert et «rom i rommet» i studentkantinen. NHHS-aktivitet som i dag skjer i den gamle personalkantinen kan flyttes hit, noe som kan åpne for at det etableres ny lesesal i den gamle personalkantinen. Dette vil kunne gi inntil 50 lesesalsplasser. I tillegg ses det på mulighetene for å utvide kapasiteten på Bontelabo med 100 plasser.

Samlet vil det da være mulig å etablere inntil 525 nye studentarbeidsplasser i eksamensperioden. Nødvendige bygningsmessige tilpasninger kan utføres i 2025 og 2026. Hoveddelen av nye plasser vil være tilgjengelige fra høsten 2025. Det er håp om at økt kapasitet Bontelabo kan etableres før den tid. Også omdisponering bruk av den gamle personalkantinen kan gjøres før høst 25.

Utfordringer knyttet til effektiv utnyttelse av studiearbeidsplasser

Noe av problemet med for få studentarbeidsplasser skyldes manglende effektiv utnyttelse av de plassene høyskolen har.

Grunnet økt behov for gruppearbeidsplasser, både til selvstudier og til organisert undervisning er det de seneste årene prioritert å etablere denne typen plasser. En gruppearbeidsplass krever 20 prosent mer areal enn en enkeltleseplass. Når vi estimerer effektiv utnyttelse av gruppeplasser finner vi at disse krever nær dobbelt så mye areal som enkeltplasser. Både for gruppeplasser tilpasset 3, 4 og 6 studenter ser vi stadig at det bare sitter to studenter ved gruppeplassen, og det er heller ikke uvanlig at de benyttes av en enkelt student. Samtidig er det tidvis behov for denne størrelsen gruppeplasser, enten i undervisningssammenheng eller til studentdrevet gruppearbeid. Når gruppearbeidsareal er møblert fleksibelt med tanke på flerbruk av arealer, ser man i tillegg at det skjer studentinitierte ommøbleringer som reduserer utnyttelsesgraden ytterligere. Det siste har vi sett både på Bontelabo, i gamle personalkantine og på biblioteket.

Med andre ord reduseres arealeffektiviteten både av prioritering av gruppeplasser fremfor enkeltplasser, størrelsen på gruppeplassene, og studentenes bruk av plassene. Når nytt areal for gruppearbeidsplasser nå skal etableres vil det tilstrebes å utforme disse slik at de bedre er tilpasset reell bruk. Det bør også vurderes om det er hensiktsmessig å etablere et regelverk for utnyttelse av slike arbeidsplasser, slik det er gjort ved noen andre institusjoner.

Den samme vurderingen kan gjøres med tanke på bruk av lesesalsplasser. Det observeres at studenter reserverer seg plass på lesesal før de går på forelesning. Ved telling over en uke i oktober 2023 fant man at på nær 30 prosent av opptatte leseplasser satt det ingen studenter. Noen har pause av ulike grunner, men det estimeres at 5 – 10 prosent av lesesalskapasiteten går til studenter som er på forelesning. Ikke alle læresteder eller studier aksepterer slik praksis.

Gjennom de tiltak som nå planlegges gjennomført, gjerne kombinert med tiltak for økt brukseffektivitet, bør situasjonen knyttet til studentarbeidsplasser bedre seg vesentlig og forhåpentligvis oppleves som tilfredsstillende.

Eivind Drange, NHH Eiendomsseksjonen, 03.09.24

ÅRSRAPPORT FRA STUDENTOMBUDET

Saksbehandler Brigt Vaage
Arkivreferanse 24/06826-1

Utvalg
Læringsmiljøutvalget

Møtedato
10.09.2024

Utvalgsnr

Forslag til vedtak:

LMU tar rapporten til etterretning

Bakgrunn:

Karsten Aarestrup er studentombud for NHH og presenterer sin rapport for 2023. Rapporten blir fremlagt for styret og LMU ved NHH.

Studentombudsordningen er en tjeneste som er til for å støtte og veilede studenter i saker som berører deres rettigheter og plikter. Studentombudet er en nøytral og uavhengig instans som gir råd og veiledning til studenter, og kan bistå i møter og prosesser dersom studenten ønsker det.

Studentombudet har taushetsplikt, noe som betyr at informasjon og samtaler mellom studenten og ombudet ikke vil bli delt med andre uten studentens samtykke. Ombudet kan også gi råd om hvordan studenter kan gå frem for å løse en konflikt eller en klage.

Studentombudet skal bidra til at studentenes rettssikkerhet blir ivaretatt, og kan ta opp generelle forhold som angår studentenes læringsmiljø med ledelsen ved lærestedet.

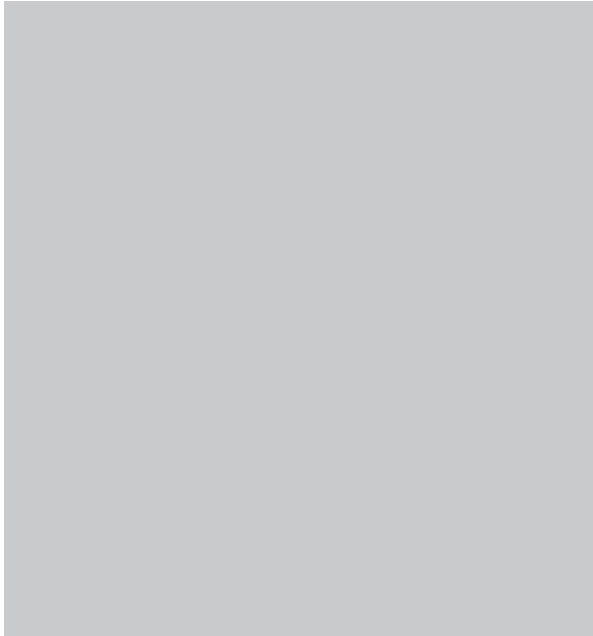
Ordningen med studentombud er lovfestet, og alle universiteter og høyskoler skal ha et slikt tilbud til sine studenter.

Vedlegg:

Årsrapport 2023 Studentombudet ved NHH

Årsrapport 2023

STUDENTOMBUDET VED NHH



NHH



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1. FORORD

I perioden fra 1. januar til 31. desember 2023 har studentombudet mottatt og fulgt opp 102 henvendelser fra studenter og phd-studenter ved Norges handelshøyskole. Det er stor variasjon i den enkelte saks kompleksitet og omfang. Noen henvendelser kan løses gjennom en samtale, mens andre krever jevnlig oppfølging over flere uker og måneder. I tillegg til oppfølging av saker og studenthenvendelser, deltar studentombudet blant annet som fast observatør i læringsmiljøutvalget (LMU) ved NHH.

Pågangen hos studentombudet har vært økende sammenlignet med fjoråret, og i enkelte perioder med mange henvendelser kan det være utfordrende å imøtekomme studentenes ønskede tidspunkt for møter, bisitting og veiledning. Derfor er det svært gledelig at Universitetet i Bergen i skrivende stund styrker ombudsordningen med ett årsverk til, i samarbeid med BAS og NHH. Dette vil bidra til å sikre en mer robust ombudstjeneste og styrke det faglige miljøet, noe jeg tror vil gagne institusjonene og alle dens studenter og ansatte.

I tillegg til en generell økning i henvendelser, har ombudet merket økt pågang fra studenter og phd-studenter som søker veiledning knyttet til læringsmiljøsaker, varsling, varslingsprosess og saksbehandling.

Studentombudets årsrapport er offentlig og skrevet i tråd med ombudets mandat ved NHH. Rapporten legges frem for læringsmiljøutvalget (LMU) og styret som orienteringssak, og gir en oversikt over henvendelsene studentombudet har mottatt, samt innspill til forbedringer ved NHH.

Bergen, mai 2024

Karsten Olav Aarestrup

Studentombud ved NHH

2. OM STUDENTOMBUDET

2.1 Om studentombudsordningen

Norges Handelshøgskole (NHH) har hatt studentombud siden 1. januar 2016. Ombudsordningen ble senere lovfestet. Den 1. august 2019 trådte lovendringen i universitets- og høyskolelovens (uhl.) § 4-17 i kraft. Etter denne bestemmelsen skal alle studenter i Norge ha tilgang til et studentombud.

Fra høsten 2020 leverte Universitetet i Bergen studentombudstjenesten for NHH. Gjeldende avtale med UiB om kjøp av studentombudstjeneste er under reforhandling knyttet til utvidelse av estimert arbeidsmengde som NHH kjøper. I lys av at antallet saker har økt siden 2017, er det naturlig å øke dagens estimat.

Studentombudet utfører sitt arbeid med utgangspunkt i uhl. § 4-17 og mandatet som styret ved NHH har fastsatt. Studentombudet er en uavhengig bistandstjeneste som har i oppgave å ivareta rettssikkerheten til studentene gjennom råd og veiledning. At studentombudet er en uavhengig bistandstjeneste kommer til syne organisatorisk ved at ombudet er plassert under HR-avdelingen ved UiB. Studentombudet har en uavhengig stilling i forhold til NHHs organisasjon.

Studentombudet er et rådgivende organ og fatter ikke vedtak i enkeltsaker. Det er et grunnleggende prinsipp at studentombudet skal fungere på en måte som ikke fratar andre enheter ved NHH ansvar og arbeidsoppgaver. Studentombudet skal være et supplement til øvrige systemer og rutiner for veiledning og oppfølging.

Studentombudet sin viktigste funksjon er å gi råd om rettigheter og plikter i saker som gjelder studentenes studiesituasjon. Studentombudet er ikke representant på vegne av eller for studentene i enkeltsaker, men gir uavhengig rådgivning og saksgjennomgang. Bistand kan innebære oppfølging overfor NHHs ulike enheter dersom det er behov for oppfølging av rutiner, rettighetsavklaring eller det avdekkes saksbehandlingsfeil.

Ansatte har anledning til å ta kontakt med studentombudet om kritikkverdige forhold som gjelder studentene sin studiesituasjon, for veiledning om studentenes rettigheter og for veiledning om reglene for saksbehandling i forvaltningen som gjelder studentsaker.

En naturlig følge av ombudets mandat, er at saker også tas opp på eget initiativ, det vil si uavhengig av enkeltsaker. Studentombudet kan likevel få informasjon om feil via enkeltsaker. Saker som ombudet tar opp på eget initiativ kan eksempelvis omhandle saksbehandlingsfeil, svakheter i rutiner, mangel på rutiner eller regler, manglende samsvar mellom lokale og sentrale regler, samt systemfeil.

Studentombudet mottar henvendelser fra studenter og avgjør om henvendelsen er innenfor ordningen. Dersom henvendelsen ikke er innenfor ordningen, vil vedkommende få hjelp til å finne veien videre til rett sted. Det er gratis og uforpliktende for studenter å ta kontakt med

ombudet. All kontakt med studentombudet er underlagt taushetsplikt og henvendelser fra studenter og ansatte behandles konfidensielt.

Arbeidet som studentombud er allsidig og omfatter i tillegg til rådgivning og veiledning av studenter, deltakelse på kurs og konferanser, foredragsvirksomhet, møter og besøk til aktuelle enheter ved NHH.

2.2 Studentombudets arbeid i 2023

Mye av studentombudets arbeid gjennom 2023 har bestått i å gi råd og veiledning til studenter. Henvendelsene kommer til studentombudet først og fremst via telefon, SMS, besøk på kontoret eller e-post.

Henvendelsene varierer i omfang og kompleksitet, og det er stor variasjon i tidsbruk knyttet til den enkelte henvendelse. Noen henvendelser avklares med en samtale eller svar på e-post, mens andre krever jevnlig oppfølging over lengre tid.

Det er alltid opp til studenten selv i hvilken grad ombudet involveres. En stor andel studenter som kontaktet ombudet i 2023 ønsket en uavhengig person å diskutere sin sak eller opplevelse med, uten at saken nødvendigvis ble tatt videre. Noen studenter ønsker at studentombudet blir med som en observatør og støttespiller i møte med institusjonen, mens andre foretrekker å rådføre seg med ombudet uten at dette blir tatt opp i studentens møte med NHH.

Studentombudet bidrar også med informasjons- og presentasjonsvirksomhet overfor studenttillitsvalgte og ansatte på forespørsel.

Informasjon om studentombudet finnes blant annet på nettsiden til NHH¹. Studentombudet har fast kontorsted i Parkveien 1 på Studentsenteret i 2+ etasjen, kontor 214. Grunnet tidvis stor pågang og mange henvendelser må avtaler gjøres på forhånd, enten per telefon eller e-post:

- E-post: studentombod@nhh.no // studentombud@nhh.no
- Telefon: (+47) 482 86 130

2.3 Studentombudenes nettverk

Studentombudet er del av et nasjonalt, skandinavisk og europeisk nettverk for studentombud. Gjennom deltakelse i ombudsnettverkene har vi hatt gode faglige diskusjoner, god dialog og verdifull erfaringsutveksling. Dette bidrar til å styrke ombudets kompetanse og kvalitet på ombudstjenesten til studentene.

Det nasjonale nettverket for studentombud i Norge avholder jevnlig nettverkssamlinger med faglig innhold.

Høsten 2023 var studentombudet ved UiB, BAS og NHH vertskap for nasjonalt nettverkstreff på hjemmebane i Bergen. Det ble satt sammen et variert og spennende program med både

¹ <https://www.nhh.no/for-studenter/servicesenteret/studentombud/>

eksterne bidragsytere, interne innlegg, faglige diskusjoner og hyggelige møtepunkter. I tillegg til nettverkssamlinger arrangeres det digitale temabaserte møter. Slike kontaktflater er både nyttige og viktige for faglig utvikling og harmonisering av praksis.



Bildet viser noen av studentombudene i Norge som deltok på den nasjonale nettverkskonferansen høsten 2023, der studentombudet ved UiB, BAS og NHH var vertskap.

3. STATISTIKK

3.1 Saker i 2023

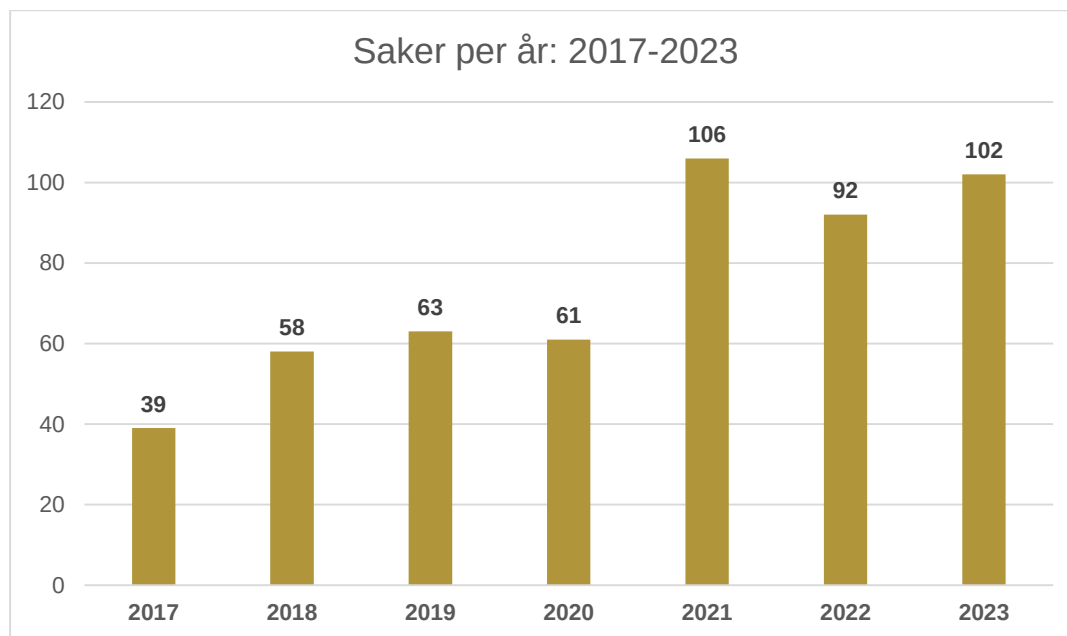
Kapittel 3 inneholder statistikk og en oversikt over henvendelser studentombudet har mottatt i rapportperioden fra og med 01.01.23 til og med 31.12.23.

I rapporten fremgår det hvordan henvendelsene fordeler seg år for år, fra måned til måned, hvordan henvendelsene behandles og hvilken sakstype henvendelsene kategoriseres innenfor.

Studentombudet ser det nødvendig å presisere at statistikken er en redegjørelse av mottatte henvendelser. Det er ikke hensiktsmessig eller mulig å trekke noen konklusjon om den

helhetlige tilstanden på NHH ut fra statistikken som presenteres, men den kan ha verdi som et supplement til overordnede undersøkelser. Gjentakende tilbakemeldinger og saksforhold/utfordringer som fortjener særskilt oppmerksomhet adresseres i kapittel 4.

3.2 Antall saker per år fra 2017 til 2023



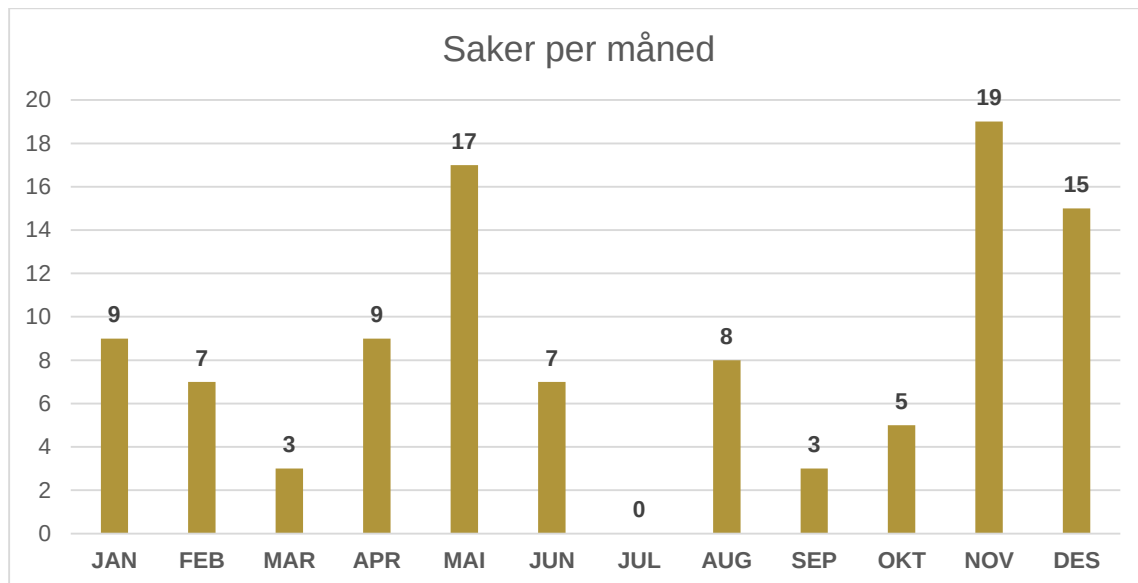
Figur 1. Figuren viser et stolpediagram med en fremstilling av saker mottatt år for år: 2017 (39), 2018 (58), 2019 (63), 2020 (61), 2021 (106), 2022 (92), 2023 (102).

For kalenderåret 2023 mottok studentombudet 102 henvendelser fra NHHs studenter. Det er kun reelle henvendelser der studenten søker hjelp og veiledning som er innatt i statistikkføringen.

Henvendelser som gjelder generell informasjon om studentombudsordningen eller som er sendt feil, er ikke tatt med i beregningen av antall henvendelser. Det samme gjelder spørsmål som stilles i forbindelse med opplæring, møtevirksomhet, kurs eller lignende.

Statistikken viser at det i 2023 med 102 saker har vært en liten økning i henvendelser sammenlignet med 92 saker i 2022.

3.3 Antall henvendelser mottatt etter måned i 2023



Figur 2. Figuren viser et stolpediagram med antall henvendelser fordelt per måned: Januar (9), Februar (7), Mars (3), April (9), Mai (17), Juni (7), Juli (0), August (8), September (3), Oktober (5), November (19), Desember (15).

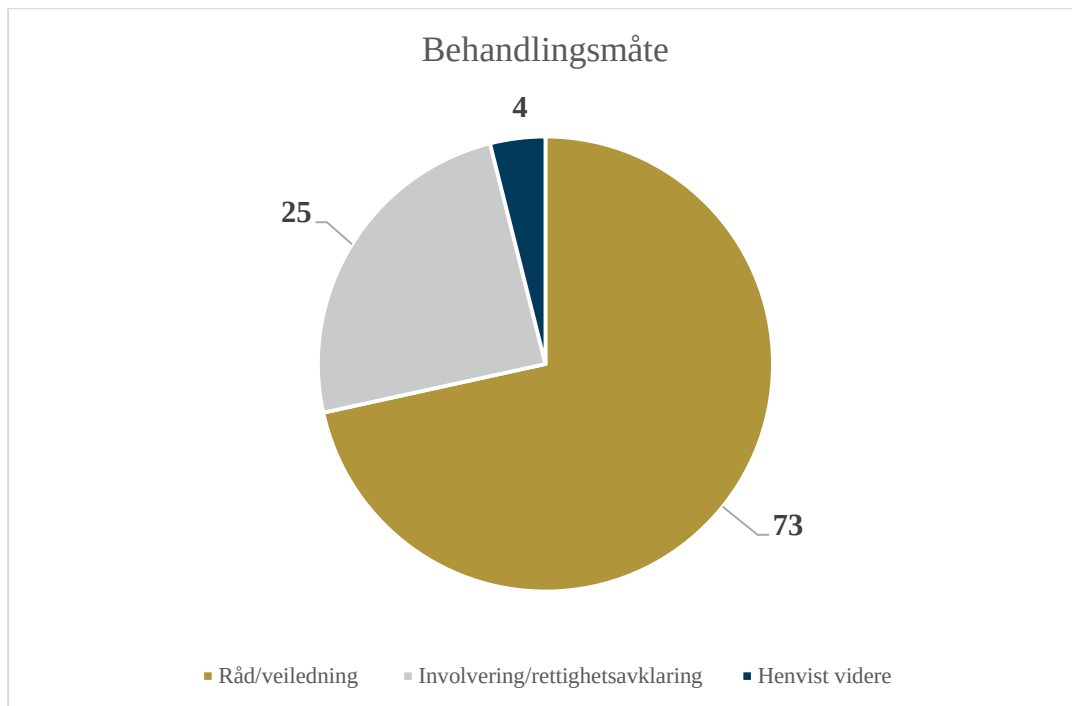
Antall henvendelser per måned viser at det er noe ulik tilstrømming. Det kan være ulike grunner til ulik mengde henvendelser. Blant annet erfarer studentombudet at særlig ferieavvikling og eksamensgjennomføring virker inn på statistikken.

3.4 Saker kategorisert etter behandlingsmåte

Studentombudet følger opp alle mottatte henvendelser. Henvendelsene kommer til ombudet via ulike kanaler. Flesteparten av henvendelsene i rapportperioden har kommet via e-post og telefon. Noen henvendelser lar seg besvare med én e-post eller telefonsamtale, mens andre henvendelser krever mer tid, undersøkelser, oppfølging og involvering. Det er varierende hvor lenge studenter har behov for bistand, og/eller hvor tidkrevende det er å finne en løsning i dialog med vedkommende enhet. Henvendelsene varierer stort i omfang og kompleksitet.

Studentombudet har som utgangspunkt å gi studentene tilstrekkelig med råd og veiledning til at de løser saken på egen hånd. I visse tilfeller der studenten ikke kommer videre med saken overfor aktuell enhet – og relevante forhold fremdeles står ubesvart – kan ombudet etter samtykke fra studenten ta direkte kontakt med saksbehandler. Studentombudets behandling og oppfølging av henvendelsene kan overordnet kategoriseres på tre måter:

1. Studenten gis alminnelig råd og veiledning.
2. Studentombudet involveres og følger opp saken overfor den aktuelle enhet på NHH etter samtykke fra studenten.
3. Dersom henvendelsen faller utenfor studentombudets mandat henvises studenten videre til rett instans.

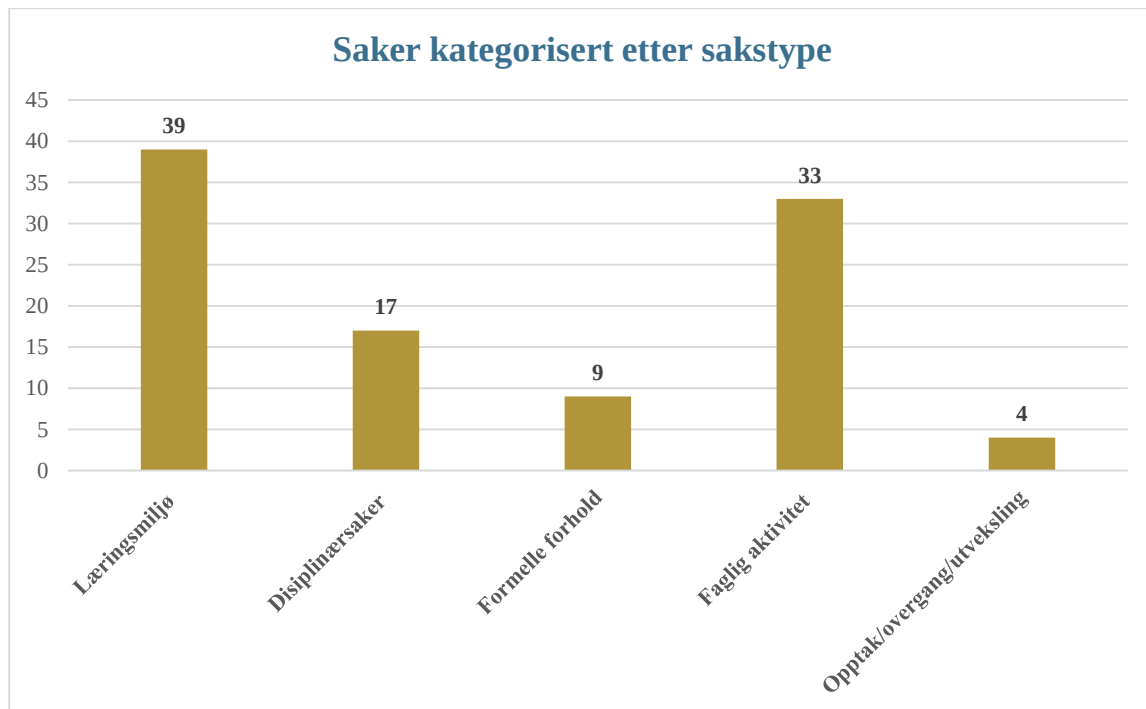


Figur 3. Figuren viser et sektordiagram med en fremstilling av saker fordelt på kategorier etter behandlingsmåte: Råd/veiledning (73 saker). Involvering/rettighetsavklaring (25 saker). Henvist videre (4 saker).

3.5 Henvendelser kategorisert etter sakstype i 2023

Henvendelser blir plassert i én hovedkategori. Hver hovedkategori har underkategorier. Se eget vedlegg i kapittel 5.2 for en nærmere beskrivelse og redegjørelse for de ulike kategoriene. Selv om en henvendelse ofte kan plasseres i flere kategorier, gjør studentombudet en vurdering av hva som er hovedinnholdet i henvendelsen og plasserer den i en av følgende hovedkategorier:

- Læringsmiljø
- Disiplinærsaker
- Formelle forhold
- Faglig aktivitet
- Opptak/overgang/utveksling



Figur 4. Figuren viser antall henvendelser kategorisert etter sakstype: Læringsmiljø (39). Disiplinærsaker (17). Formelle forhold (9), Faglig aktivitet (33). Opptak/overgang/utveksling (4).

Læringsmiljøsakene er varierte og omfatter alt fra uønsket adferd som seksuell trakassering og mobbing, til fysisk læringsmiljø og tilrettelegging.

Andelen disiplinærsaker omhandler henvendelser fra studenter som er mistenkt for fusk på eksamen eller fusk i forbindelse med obligatoriske arbeidskrav.

Kategorien om faglig aktivitet favner vidt, herunder eksamensrelaterte saker som klage på karakter og formelle feil. Videre er det også i 2023 flere henvendelser som knytter seg til levering av studentarbeid etter frist. I tillegg har studentombudet mottatt henvendelser fra studenter som fikk feil versjon av eksamen.

4. BEMERKNINGER

4.1 Innlevering av studentbesvarelser etter frist

Samtlige momenter som er pekt på i fjorårets rapport er fremdeles aktuelle.

Studentombudet pekte i rapporten for 2022 på utfordringer knyttet til manglende forskriftsregulering av unntaksregel for saker som gjelder innlevering av studentbesvarelser etter frist grunnet omstendigheter utenfor studentens kontrollsfære. Ordlyden i NHHs studieforskrift § 4-3 (1) sier blant annet at «(...) frister knyttet til en vurderingsordning er absolutte». En mangel på eksplisitt unntakshjemmel svekker studentenes rettssikkerhet og hindrer NHH i å fatte rimelige og fornuftige vedtak i særskilte tilfeller.

4.2 Lang saksbehandlingstid og svartid

Studentombudet skrev i årsrapporten for 2021 om utfordringer ved NHH knyttet til lang saksbehandlingstid. Studentombudet erfarer at denne tematikken fremdeles er aktuell, og får mange tilbakemeldinger fra studenter som opplever det utfordrende å ikke få svar på sine henvendelser til administrasjonen innen rimelig tid.

Studentombudet viser til tidligere årsrapporter (se rapport for 2021 på side 11 og rapport for 2017 på side 10), for en mer utfyllende redegjørelse om tematikken, konkrete bemerkninger og konsekvenser lang saksbehandlingstid har for studentenes læringsmiljø ved NHH.

4.3 Varslingssaker

Studentombudet har i rapportperioden for 2023 hatt en økning i henvendelser fra studenter og phd-studenter som søker veiledning rundt spørsmål om varsling og prosessen for håndtering av varslingssaker. Studentombudets innspill og avklaringer vedrørende varsling og varslingsprosessen kan leses om i K7 Bulletin.²

² [Fra ubehag til uttalelse: varslingsprosessen ved NHH - K7 Bulletin](#) (21.02.24)

5. VEDLEGG

5.1 MANDAT FOR STUDENTOMBODET PÅ NHH

1. Studentombudet skal vera ein uavhengig bistandsperson for studentar på NHH som kan yta hjelp og gje råd i saker som gjeld studiesituasjonen.
2. Studentombudet skal nytta dei kanalar som til ei kvar tid høver seg best for å informera studentane om kva tenester som vert ytt. Vidare skal studentombudet gi opplæring til studenttillitsvalde om studentane sine rettar og plikter.
3. Studentombudet skal sjå til at sakene får ei forsvarleg og korrekt handsaming, og at studentane sine rettar vert ivaretekne. Vidare skal studentombudet bidra til å opplysa om prosess og at saka vert løyst på lågast mogleg nivå.
4. Studentombudet er uavhengig og kan ikkje instruerast. Prinsippet om uavhengigheit gjeld så langt dette er praktisk gjennomførleg. Studentombudet skal heller ikkje gjera vedtak i saker eller på annan måte instruera sakshandsamarar, utval etc. på NHH.
5. Studentombudet skal gjera ei konkret vurdering for kvar sak som kjem inn om det er andre etablerte organ på eller utanfor høgskulen som er meir nærliggjande at yter hjelp og råd.
6. Studentombudet er underlagt teieplikt eksternt og internt om alle tilhøve han/ho vert kjent med i kraft av sitt virke etter forvaltningslova § 13.
7. Studentombudet rapporterer årleg til rektor i form av årsrapport som også vert lagt fram for læringsmiljøutvalet (LMU) og som orienteringssak for styret. Rektor skal haldast løpande orientert om særleg alvorlege eller prinsipielt viktige saker. Studentombudet kan fremja saker for styret ved NHH i tråd med gjeldande prosedyre for styresaker.
8. Studentombudet har ikkje tilgang til Felles studentsystem (FS) og har berre innsyn i studentopplysningar eller dokumenta i ei sak så lenge studenten saka gjeld har gitt samtykke til innsyn.
9. Studentombudet skal rådgje studentane i studentsaker, men skal som utgangspunkt ikkje representera studenten. Der dette er naturleg kan studentombudet delta i møte etc. saman med studenten.
10. Studentombudet står fritt til, i samarbeid med den einskilde student, å tilpassa si tilnærming og arbeidsmåte til kvar einskild sak.
11. Studentombudet avgjer sjølv kva saker som skal prioriterast og om det er saker som ikkje er eigna til handsaming av studentombudet. Avslag på bistand skal grunngjevast og kan ikkje klagast på.

Vedteke av styret på NHH 18. april 2018

5.2 Kategorisering av henvendelser etter sakstype

Henvendelser blir plassert i én hovedkategori. Hver hovedkategori har underkategorier. Selv om en henvendelse ofte kan plasseres i flere kategorier, gjør studentombudet en vurdering av hva som er hovedinnholdet i henvendelsen og plasserer den i en av følgende hovedkategorier; Læringsmiljø, Disiplinærsaker/skikkethet, Formelle forhold, Faglig aktivitet, Opptak / overgang / utveksling, Utenfor ordningen.

1. Læringsmiljø:

- Adferd/opptreden (ansatte, medstudenters eller andres adferd/opptreden)
- Fysisk læringsmiljø
- Tilrettelegging
- Sosialt/psykososialt læringsmiljø

2. Disiplinærsaker:

- Mistanke om fusk
- Fusk
- Saker om bortvisning/utestengelse

3. Formelle forhold:

- Progresjon/ permisjon
- Antall eksamensforsøk
- Semesterregistrering/ avgift
- Bekreftelser
- Vitnemål
- Personvern
- Åndsverk

4. Faglig aktivitet:

- Adgang
- Gjennomføring
- Eksamen

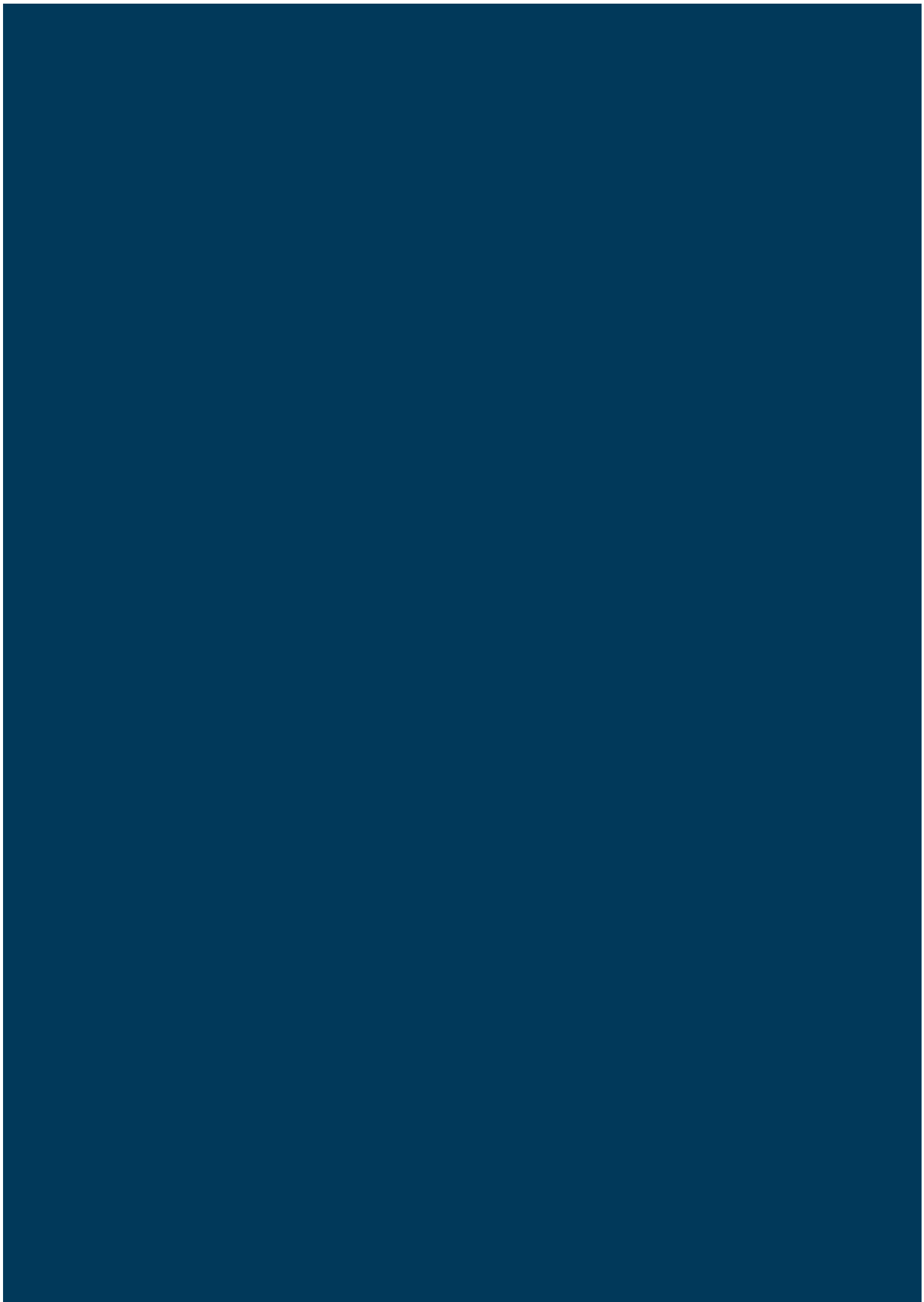
- Sensur/ vurdering
- Begrunnelse
- Veiledning: kvalitet/omfang
- Undervisning

5. Opptak/ overgang/ utveksling:

- Masteropptak
- Overgang til ny studieordning
- Utveksling
- Opprykk/ fritak fra/ innpassing av emner
- Andre opptak

6. Saker utenfor studentombudsordningen som henvises videre:

- Husleierett
- Arbeidsrett
- Samboer/ekteskapsrett
- Lånekassen
- Avtalerett etc.



EVENTUELT LMU

Saksbehandler Brigit Vaage
Arkivreferanse 24/01894-3

Utvalg
Læringsmiljøutvalget

Møtedato
10.09.2024

Utvalgsnr

Forslag til vedtak:

Vedtak utformes i møtet

Bakgrunn:

Eventuelt saker presenteres i starten av møtet og blir normalt behandlet i slutten av møtet.