

## Student Union Malmö's operational report 19/20

### §1. Introduction

The operational year of 19/20 has been filled with many constructive, intense, and productive discussions that have permeated the organization. It has provided a good basis for the Student Union Malmö (Union) during the year to work on writing new documents and policies. Reviewed the task and responsibilities within the board to increase the efficiency of the Union's work, but also focus on important questions for the students. There have unfortunately been some unforeseen events during the year, such as a vacancy in the board and Covid-19, which to some extent affected the board's possibility to work as usual.

This operational report will present the development of the operational year and how we work with the council's priorities.

### Covid19

In March, the university decided to go into distance education and work from home. The Union was involved early on in at the university, first being part of the crisis group and later consulted before decisions that have relevance to students and education. We have taken the approach that it is important to support each other and to ensure that the university doesn't contribute to increased infection risk.

This has affected our operations in different ways. We had to cancel our soup lunch, breakfast, and other physical activities and events we had planned. There have been almost no students coming to Kølsvinet. Festemesteriet closed the student pub and other associations cancelled their events as well. The Union still had the reception open, with a change that we decided to have close on Fridays.

To reach the students, we tried to have some of our events online, such as Coffee with the Union, the ceremony for Union prize. We also had a new concept of having lunchtime quizzes.

This situation has resulted in some loss of income but also fewer expenses. For example, we haven't gotten income in the form of new memberships, soup lunch, and breakfast but also fewer expenses, for example, on coffee and other equipment, we usually use.

Even though the students haven't been on campus, the Union has continued to work at the office with the possibility of working from home. Without the students, our work has mainly focused on education monitoring and the work towards the university. The Union has also started planning for the fall semester and for different forms the operations might take depending on the situation with Covid-19.

With the Covid-19 situation, the Union's chance to be physically close to students was limited as our physical activities was cancelled until further notice. Therefore, the faculty unbound ombud, together with the Union's communicator, developed a new concept called Digital Lunch Quizzes. To reach out to students and show that we are there for them during these times. These quizzes have been executed a few times now and usually take place every second week. The plan is to develop this concept further and make it part of the regular Union operations, even if the restrictions are lifted.

## § 2. Focus areas

During the operational year, the Union has been working with the following focus areas.

- Mental Health
- Pedagogy
- Student representative
- Malmö student city

## §3. Monitoring of courses and program and student influence

One of the Union's main tasks and responsibilities is to ensure student influence and to be active in the monitoring of courses and programs.

### 3.1 Student influence Forum

At the beginning of the operational year, FORUM was held at the faculty of Health and society. At the meeting, two students attended, which were more than last year. One of these students, later on resign from the assignment, but the other one carried on the whole year. Before next year there needs to be a strategy from the Union and the faculty on how the formal student influence on the faculty can be improved.

In FORUM, there were students elected for every position, continuing the KS tradition. Another tradition at KS is that many of these students are international students; however, this year, most spoke or at least understood Swedish. I was in contact with the formal student representatives before and after every meeting they have. Provided them with knowledge on what the points at their meetings entail, and encourage them to push for change. I asked for the meeting agenda and protocols and was also given notes by the formal student representatives.

In Education and Society the Union succeeded with appointing several active student representatives through the autumn FORUM but also a digital registration of interest during the spring semester. These student representatives have secured the student influence in several important committees and boards, such as faculty board, appointment board, board for VFU, VFU coordination group, and course plan committee by taking an active role in the discussion in these meetings.

For the TS FORUM, four people got elected with two taking TS positions and two joining FUM, thus making three TS students sitting in FUM. Despite the low number, this is considered a success and a significant improvement from last year, where no students attended.

Unfortunately, throughout the year, most of the student representatives gradually dropped out of their positions. By the end of the academic year, we had one student representative sitting in the course committee and two in FUM.

Next year the ombud of TS should continue working with this re-occurring problem of recruiting student representatives for the different councils in the faculty. During the quality dialogues, the Faculty of Technology and Society promised that they will assist the new ombud in any way they can to increase the faculty's formal student influence.

### 3.2 Equal treatment

The Union has been very active in questions regarding equal treatment at the university. The University's Advice Board for Equality and Equal Rights has been an area where the Union has been able to lift student's equal treatment questions. At least one Union worker has been actively sitting in the JoLV this operational year. This work and collaboration will continue in the future.

### 3.3 Pedagogy

Pedagogy is a very complex and comprehensive part of education, that in a big way determent the quality of education.

During the year, the Union has been taking part in many discussions about pedagogy regarding the new and big changes within the university's organization and structure.

The Union has been having problems securing the student influence in forums that deal with teaching environment questions, which is often regarding pedagogy.

For the future, the Union needs to create better contact and cooperation with the Centre for Teaching and Learning (CAKL). By finding suitable people within the Centre, that is passionate about student questions and student influence.

Digital solutions and alternative digital activities within programs/courses have been encouraged in a different context during the year, such as course evaluations. However, the Union failed to inform the students about different pedagogical methods, which is important because the students shall have a good understanding of what is a good method in teaching and examinations.

At every faculty, there is an academic appointment board that works with recruitment, conducts interviews and tests- and associates professor lectures whit candidates. Later on, give the vice-chancellor recommendation on which to hire. This recommendation is later on brought up on the vice-chancellors decision meeting, where the president sits. Therefore the president needs the information on how the recruitment process has been handle on the faculty. The Union has been working on improving the internal process regarding roles and how we can strengthen the communication between the student representatives in these meetings and the president who partake in the decision. Creating local guidelines for the academic appointments board will start soon and the Union needs to be part of this work.

Furthermore, the Union has been placing together a supportive material for the student representatives in these groups. Which will support them in work and their assignment in assessing the pedagogical merits and skills the candidates have. The Union also needs to broaden and develop the knowledge and competence in this area because pedagogy is one of the most important questions in higher education.

### 3.4 Quality of education

A part of the quality of education questions that were addressed on the central level at the university had a focus on the course evaluation process as a whole and not just the course evaluations questionnaire. The Union has been part of these discussions on different levels and participated in the quality forum where the theme where the course evaluation process. One question that the Union have been pushing for is that the course reports always shall be of easy access for all students at the university web-page, which also is according to the central guidelines for the course evaluation process within the university.

Another part of the quality work has been the overhaul of the instructions for education and syllabus, where the Union pushed for the question about obligatory parts in the education. Hopefully this will be an obligatory part of all syllabus at the University; this is also an important question that has been addressed by the students.

### 3.5 Strategy for education monitoring (faculty- and institution level)

The committee for education monitoring has drafted a strategy, with the purpose to improve the process of education monitoring. The strategy aims to improve the education monitoring process by structure the routines and components already in place. It applies, to a large extent, to the connection in work between the student representatives and the Union. At the program level, there are already many active students that drive the question about student representation and influence, and the Union needs to strengthen its connection to them.

### 3.6 Student representative

The handbook for the student representatives has been revised during the operational year. Old info was updated, and new info added, for example, info on different positions within the university and systematic quality work. For the upcoming operational year, the Union need to focus more on getting the handbook out to the representatives and increasing its visibility.

### 3.7 Student errand management

The Union has continued the work with the report of student errand to the Educational Advisory Board. Our annual report has been developed by including more analysis, statistics, and concrete example for the different faculties. The reporting has been in two steps, presentation and discussion in the Educational Advisory Board and a written report. Furthermore, the Union has developed the internal registration process regarding student errands by having a more detailed follow-up of the different criteria and parts of the work.

Another part of the work is regarding a different form of reporting that will reach both employees and students. This new form will cover the annual report and contain thoughts and questions from program committees, discipline errands, and different aspects from the course evaluations. This report aims to make the work with student errand management more visible. This work will be continued for the upcoming years as well.

During several years the Union has been pushing the question about university common guidelines for handling and management of student complaints, called student errand within our organization. The biggest reason for this is the significant discrepancy between the errands the Union register and the errands registered from the University. Student complaint management is one of the prioritized questions for the Educational Advisory board, which led to a working group on the central level. The assignment is to come up with suggestion on a university common definition on student errand and creating university common guidelines on how student errands shall be handled and registered.

The group has, amongst others, discussed what a university common student errand would be, different types, classification of these and how the process will be, and how to follow-up. The Union has played an important and active role in the group, with our experience and knowledge in the field.

## §4 Student Union operation

### 4.1 Know your rights

During the fall semester of 2019, the Student Union Malmö organized a series of lectures under the name of "Know your rights". During four week there was one lecture per week. The themes were mental health, housing, students' rights, and student economy. However, one of the lectures was cancelled; the student economy. These lectures were organized in cooperation with other actors such as the university, researchers, and external actors. There were approximately 2-3 different speakers who shined light upon the various issues from different angles during one event. The series was directed towards students to learn more about their rights and who to turn to. Unfortunately, the series did not gather as many students as initially hoped for. Still, the board did an evaluation and had some ideas if the Union would like to try the concept out again in a renewed format.

### 4.2 Working environment

The Student Union is an organization representing students at four different faculties. Still, it has only two people hired at the office and six full-time board members. The workload at times can be high, which can result in tensions between people. During this operational year, we have written a work environment policy for the Union, which would be implemented on its form for the first time during the operational year 20/21. We have also planned for the next president to

receive more education on the matters of the work environment and how to lead an organization. These are recognized to be extremely important when the president, who also is the employer with the work environment responsibility, has only a mandate for one year. We have also planned on booking a company to come and help us during the fall on ergonomics as well as consultants to come and discuss workload, stress, and communication.

#### **4.3 Faculty time**

The Union has improved the routines for faculty time, the time the student ombud spend out in their faculty. For example, there are weekly updates in our social media on the faculty time on respective faculty. To be out in the faculty shall always be a priority to have close contact with the students. It is unfortunately almost impossible to have established specific time from week to week due to meetings and individual schedules. However, we must keep our students updated on the times we schedule and even more vital that we priorities being there. During the spring semester, we also had digital faculty time due to Covid-19.

#### **4.4 Union house**

The work regarding a new Union house has advanced a lot during this operational year. We have seen the original documents from the city regarding a permanent Union house and how we have agreed on the city's financing. The student coordinator is involved in this process and the university has shown engagement in the question. We have looked at some possible scenarios together with the city and the university. Still, most likely, most of the work will be done next operational year.

The question with a new Union building is still unsolved and should be prioritized during the upcoming operational year.

#### **4.5 Kommittéerna**

##### **4.5.1 Committee for equal treatment**

The president was in charge of the committee for equal treatment. The committee made suggestions for changes in the existing policies in the Student Union after reiewing them from a norm-critical perspective. The committee also drove a survey to be done in the Student Union about how the students view the Student Union and its associations' events and locales from an equal treatment point of view. The answer rate was not high, but most of the answers were positive. There were plenty of suggestions that the committee has taken forward, such as planning new informational materials and posters to the building. The committee has as well written a draft on guidelines in case of harassment to support our associations when they are organizing events.

##### **4.5.2 Committee for education monitoring**

One of the newly created committees for the operational year 19/20 is the committee for education monitoring. Which consisted of the vice president that has the overall responsibility for the education monitoring process, and all the ombuds that work with education questions on their faculty and members from the council. The meetings have been a place for discussing education quality.

The committee has been meeting regularly during the year. It has been focusing on two main points – an opinion document for course evaluation process within the university and an internal strategy that would improve and give more structure for education monitoring and local (faculty) level by including program representatives in Union work but also generally strengthen the connection between the Union and the students in program committees or corresponding.

The committee has also followed up on some of the Swedish Higher Education Authority's audits regarding how the routines within the university have been applied and developed as well as prepared for the faculties annual quality dialogues.

In the future, the committee needs to focus on local education and education quality questions and strengthen the connection between faculty and the central level in relation to our work with education monitoring. Furthermore, the committee and the Union need to think about how the council members can be more involved and attracted to the committee work.

#### **4.5.3 Committee for student engagement**

To build upon our FORUM meetings in the autumn, we initiated an online form where people could sign up to be student representatives in the meetings where we did not manage to get representatives.

We have worked on a plan to promote FORUM in the autumn better and get a more higher interest of students to be a representative, this included get-active events. A similarly plan was made to work towards a more well-functioning local student council.

We have started working to create sections. These are a type of associations that focus on students who study at certain parts of the university and attempt to create a social bond between them. Depending on their task, sections will also help us with being in touch with the program and course representatives.

The importance of student representation was brought up in meetings all year long of different types.

With study social events, we worked with the following.

Ensure that the introduction programs are inclusive. So they create lasting bonds between students by encouraging all introduction weeks to cooperate to hold an event that brings together international and national students in an inclusive manner.

Further, develop study social events not only during the introduction but throughout the year as well. Continued work on the Music Pub continued work on the Faculty Cup - connected to the overalls as well.

#### **4.5.4 Committee for mental health**

The Union has been following student health-related questions on local, regional, and national levels. This led to that we were updated in the question about the inquiry of student health service and got the opportunity to answer a questionnaire form from the Swedish Higher Education Authority.

The Union participated in a networking meeting related to different forms of addiction. This meeting is convened by the Student health service, but representatives from the local and regional levels also take part. These meetings will be the next operational year as well. It is recommended for the Union to keep being a part of them.

The Union also participated in a research project that collects data about students' mental health to later on being able to offer online counselling to the students that participated. This is a project of Malmö university together with other universities, where the Union also has been a co-applicant for research funds. The pilot project starts now in May with the intent to start properly after the summer. This is the first university common questionnaire about mental health that has been done at the university since 2015.

#### 4.6 Council (FUM)

Part of regular operations was to develop and work with the student council and its role as the Union's highest decision-making body. The board prepared a survey that was answered during a Council meeting. The council members answered questions of how the meetings have worked and how they could be further improved. Some of these suggestions were put in motion, for example, roll call.

The council also decided to make it stricter for the council members to partake in the meetings. Followed by this, the board and the organization administrator wrote rules of procedure which the council then voted through.

We wrote about what had happened in the Council in SUM to make the council more visible and to inform the students what was brought up in the council.

#### 4.7 Visibility and communication

The Union communication goal is to make the work of the Union visible to the students and other stakeholders, make a dialogue with our members, capture the students' opinions and reach out to and engage more students in Unions activities and work.

The Union's communication must be given high priority, as it is our chance to reach out with our work and our main messages. To conduct anchored student representation, we must succeed with our goal of capturing the students' opinions. From a membership recruitment perspective, it is essential that both potential and existing members have full transparency in the Union's activities and also can influence this.

During the past operational year, the focus has been on developing existing communication channels and making our work visible by increasing the number of posts on Facebook and Instagram. Furthermore, working with two-way communication and creating discussions in our different channels has increased during the year. During the operational year 2019/2020, the Union focused on the following communication channels:

##### 4.7.1 Social media

###### Facebook

The Unions Facebook page is one of our most important channels for spreading information about Union activities and sharing pictures and other current events. Facebook is also an important contact area with the students. They can ask questions and get quick answers via the chat. At the time of writing, the Unions Facebook page has 4793 likes-markings, an increase from 4506 people last spring. Facebook is an important tool for conveying Union's message. We can gain a lot from taking advantage of the transparency Facebook offers our brand. The Union has reduced to helping outside companies to share their information. Instead, they have to share their posts on Unions Facebook page as visitors or publish in our four student groups for the different faculties. This is partly because the Union has enough to share from ourselves, our associations, or sometimes institutions from Malmö University and partly because we want to be more consistent. However, the Union can share posts for payment according to our document "Marketing through the Union".

Paid post for the Union has been used two times, to highlight special, bigger events such as Music pub and the Union election. Total spent was 280 SEK on these posts, which resulted in 37 event responses and reach 2136 individuals'. Our communication on Facebook will, in the future, consist of more paid adds and post. What determines whether a company contribution is visible is the interaction between people, so we need to get people to talk to each other in Union's post. To keep up with this development, one should consider an increased involvement in the posts we share, such as, "tag a friend in the post that you can take with you at Soup lunch". The Union has

Facebook events for all its activities that occur continuously during the operational year with the following statistics. Due to the ongoing situation with Convid-19, the statistics in only over the autumn semester events.

- Music pub: 201 answers (184 responses the semester before)
- Soup lunch: 168 answers (85 responses the semester before)
- Student breakfast: 144 answers (319 responses last operational year)
- Coffee with the Union: 155 answers (101 responses the last operational year)

The Union also adds all the events of the associations under their page on Facebook to increase visibility. On average, posts shared on our Facebook page reach out to 1000-2000 people. Posts, such as, the presidium blog, shared opinions from the students, live streams, and events such as soup lunch and student breakfast, reach most people.

A clear trend on social media and above all, Facebook is an increased demand for moving material. These posts gets the most interaction. During the operational year 2019/2020, several films have been created. Movies about a regular week for the presidium and ombuds were made with great response. Videos about the election have also been done. This is often more time-consuming to create but often worth it. Facebook is an important channel for us to share both internal and external material in an easy way, and we can create a discussion with our target group.

### **Instagram**

The Unions Instagram Account acts as a complement to other social channels. It is based on spontaneous and direct communication, where we share snapshots. This also makes the planning spontaneous and requires that all in the workgroup contribute with pictures from current events to quickly be posted on Instagram before they lose their actuality. Instagram has been prioritized and at the time of writing, in May 2020: 911 followers (from 717 followers in May 2019).

During the last operational year, the channel has grown naturally and gained an increased number of followers. The "stories" function is widely used. The possibility of posting direct posts that can be seen for 24h has been available. All ombuds has used this during the year, where spontaneous thoughts and reflections occur during events. The events of our associations are also shared on stories. To increase student engagement and give a personal share, the strategy "the association weeks on Instagram" has been developed to develop the channel. This is nothing that has been used during the operational year 2019/2020 but can be a future solution for increased interaction on Unions Instagram. Videos have been more prominent this year with, for example, Arrival day, the Union election, saddle covers for the students, and about the different roles within the Union. Further on, this is a format that should be used to an even bigger extent. The most attractive way is short and rapid clips, preferably in the form of music montage.

### **Twitter**

The Unions Twitter has great potential as a communication channel but is not fully utilized. Twitter is a useful tool for participating in social debates and sharing the Union's political work. For a more personal dialogue with students and other actors, Twitter should be used by, for example, the Presidium. Before the coming operational year, we should have a clear structure on how we can use this channel more continuously.



### **Union website - malmostudenter.se**

The Union website contains a lot of information that does not exist in any other place and is an important information base and channel for us. The contract with Tigerton, how took care of the support, ended. The communicator took over the technical responsibility. Focus during the year has been on structuring and making the web more user friendly. A solution for the calendar was developed to mirror our and the associations' event, so they are available. The majority of all pages are now mirrored in English.

### **Canvas – The Unions own course area**

Early autumn 2019, the Union properly started our page on Canvas. Here the students can join and get direct info about what is happening at the Union. The info on Canvas is a small sum of our Webb, info on how to contact us, what we do, and what is happening for the moment. At the time of writing, our Canvas has 275 students that choose to subscribe. Every start of a new semester, the University does a post about our Canvas that reaches all new students, that they can subscribe to our Canvas.

The potential for the development of our Canvas is tremendous. There are a lot of interactive modules that we don't use today. For example, one can create discussions forum, quiz, or information pages that can lead to different modules through links as a game or similar to our Webb page. The work with Canvas will be developed through workshops next year.

### **Other**

There are three digital screens in the Union, two in Kølsvinet, entrance, and reception, and one in the study room, installed by the University Media (also the owner of the Studieblocket). All screens have worked well and have given us on the Union increased visibility among our members. On these surfaces, Union has thus got new digital communication channels visible in the Union house. The screens are updated continuously in connection with new events and events at the Union.

### **Student calendar**

The university has allowed us to promote events in their digital student calendar on their website. Here we can post about our different psychical events Unfortunately, there have not been that many psychical events. Still, on a few occasions we used this, for example, for Coffee with the Union. This gives us increased visibility at the University, which is highly appreciated.

## **4.7.2 Printed material**

### **Posters and flyers**

As before, printed material in the form of posters and flyers is used to promote Union activities. A certain reduction has occurred in the production of posters since many of our activities are regularly recurring. One advantage is instead using social media to spread them.

Except for of the Union election, the production of flyers has almost been non-existent. Because this can mean a littering in Malmö. Surveys show that posters and flyers are a difficult channel to reach through. However, they still fulfil an important function by strengthening the Union's profile and highlighting our messages. Order generic posters in a bigger format could be a great investment for the future. It is often difficult to be visible with the smaller sizes A4/A3, which is the format our printer can print.

### Survival guide

The Union Survival Guide was printed for the first time autumn semester 2014. The survival guide has previously only existed in digital format but is now distributed to the new students during the first weeks of the semester. The survival guide contains useful information and tips for the first time as a student in Malmö. The guide turned out to be very popular, especially in English, and at the end of the year (May 2019), it almost run out. After the initial distribution of the guides at the start of the semester, the ombuds have put out the survival guides for the students at the faculties. One can also get a copy in, for example, Kølsvinet, printed in total 3800 copies.

### Appendix to the membership invoice

The appendix is sent out at the beginning of each semester, together with the membership invoice. It is a compressed version of the Survival Guide with useful information for the semester. Same info in both English and Swedish, printed in total 12 000 copies, main part go to Membit.

### Other print

The vice President and communicator have designed a student representative handbook that is ready for print on budget and interest. Until now, it has been printed inhouse on ordinary paper.

We have also printed new versions of rollups before Union election. The idea behind these is that they should be timeless and not needed to change from year to year.

Pins and stickers with the Union logo on have been printed. You get the pin as a FUM member, board member, or as a delegate in the SFSFUM delegation. The stickers are for marking binders and prizes that are handed out during the semester.

### Profile Products

Before the autumn semester 2018, an order for profile products was made; pens, bike lights, saddle covers, and key bands. We evaluated the interest of these and opted out of key bands on behalf of bottle openers, which proved to be popular. A new order of saddle covers was made in May 2020, and that order will last for two years. New for this operational year is that we ordered fair-trade cloth bags. These were bought in to be sold, and increase our visibility on Campus; sadly, we haven't sold any. However, some have been given away as prizes.

Our profile products are distributed during various activities and for prizes and have been highly appreciated by the students.

### Mailings

The Union sends out a welcome email in connection to the start of the autumn semester to all new students at Malmö University. The email contains information links to, among other things, the Survival Guide, Union website, and Insparken. The mailing statistics show a high opening frequency and many link clicks, which means that this is an important and effective communication channel. A newsletter from the Union has been planned for since last year but hasn't been implemented. It is intended to be sent via our platform Apsis, the same platform that we use for the Union election.

### 4.8 SUM

The collaboration between Union and SUM has worked well during the operational year. The communicator has been in constant contact with SUM's editor-in-chief and good insight into

SUM's work and finances. The communicator also manages the contact with SUM's suppliers. At present, there are agreements with Bring City Mail regarding the distribution of SUM and Elvin's graphic printing of the magazine. Both of these collaborations have worked well.

The contract with Förbundsmedia media ended at the end of 2019. During the operational year, 4 (one magazine was two issues) issues have been released three times and have been printed in 4000 copies. The magazine receives mixed critic, and we still have problems with not being able to get the students to take the magazine. The Union's wish is that the magazine is more study political and with a journalist touch.

Unfortunately, revenue from the ads has decreased gradually throughout the year, which results in SUM losing a lot of money. This is due to many different factors, and the editorial staff, in consultation with the communicator, have tried to counteract the negative trend. The result of this is that the magazine printing cost is no longer included in the Unions budget. Therefore, SUM will, in the future, ask for money as the other associations do. The magazine will, due to this, only have two issues per year.

Two new editors-in-chief have been recruited for the upcoming operational year.

During the year, SUM's editorial team has been diligent in using the Instagram account `sum_magazine` to reach out to our students. A Facebook page was started, an important tool for visibility.

The communicator and the organization administrator continue with the policy document, which is signed by the editor-in-chief when the assignment commences, to clarify who is responsible for what and for having a clear profile for the magazine that fits both the Union and the readers. SUM is printed in 64 pages. FUM / Union has access to five pages, for visibility and a broaden student perspective in the student magazine. Three pages are the communicator responsible for, and the remaining is FUMs.

## § 5. Student union operation; area of responsibility

### 5.1 Housing

When it comes to working with these study political issues, such as housing, different things where done. The president was in contact with Hyresgästföreningen and a part of writing a debate article together about the students' housing situation in southern Sweden. The president was in contact with MKB to be updated about the housing situation from their side. The Union has not worked actively with the students themselves this operational year.

### 5.2 Music pub

The Music pub has been working well during the operational year. Unfortunately, due to Covid-19, the spring semester pub night was cancelled. The question about future music pub is still unclear, especially in a couple of years when The Union moves from Bassängkajen. The current issue is mostly about if Music pub still should be a Union event or if Festmesteriet should take over. This needs to be discussed in the upcoming operational year with the boards from both organizations.

### 5.3 Election

After years of not having any kind of social event for candidates running in the Union elections. We this year had a "Make your own t-shirt/poster"- Workshop, where the candidates could mingle and get to know each other while working on their campaign. There were more events planned, like pub quizzes and different challenges for the candidates to complete, but unfortunately couldn't be executed due to the Covid-19 situation.

#### 5.4 Soup lunch and student breakfast

This operational year the faculty unbound ombud took over the primary responsibilities for the popular Union events soup lunch and student breakfast. She planned together with the associations who would take over which soup lunch during which week and helped execute it during the Unions turn together with her colleagues. Up until March, there was soup served every Wednesday as well as breakfast every last Tuesday before CSN, but once the Covid-19 situation became worse, the Union decided to cancel all food-related events until further notice to keep contamination possibilities as small as possible.

#### 5.7 Cultural cooperation

During this year, Secret seats, cooperation with performing arts institutions within Malmö, have been wholly launched. This cooperation is function well, it is popular amongst the students, and the cooperation should be continued. However, since Malmö city renounced ownership from Malmö opera and Skånes dansteater to Region Skåne, the cooperation needs to be renewed.

#### 5.8 Sofa project

The Sofa project has been working successfully throughout the year, with two noticeable spikes of interest in the autumn and in the spring semester. The autumn period starts in mid-August and continues until the beginning of October. The spring period is mostly throughout the entire January until mid-February. In this period, many students find themselves in need of a sofa, so this should be the number one priority for the one responsible for the Sofa project during these periods.

Like previous years, an e-mail is sent to all those who have participated before the sofa project and ask them if they want to continue being part of it. Besides this, the Sofa project needs to be promoted on social media to recruit more hosts and inform the students of the possibility of finding temporary accommodation when/if needed.

#### 5.9 Internationalization

The Union has been actively working with internationalization issues and is always keen on expanding its knowledge in this area. That is why two ombuds took part in Jönköping's Student Union Spring Forum: An Internationalized Student Movement. At the forum, they discussed integrated student democracy, outgoing and international student movements, and the work with international perspectives in education.

During the year, I have been working closely with the International Office(IO) to further develop the concept of the Certificate of International Merits (CIM) and install it in the other faculties apart from HS, which already has it running. After many meetings, including different universities that already have a similar certificate, the council, and different Faculty international councils, the CIM working group started installing the certificate in the Faculty of Technology and Society. The chairperson of the International Council for TS embraced the idea and has already applied and been granted funds to start the installation of the project.

On the other hand, the area of establishing more connections with other student unions from Europe has not been developed as much as it was needed.

Other than that, in light of the corona pandemic, I did thorough research on how other universities in Europe and Sweden are coping with the situation. This information was presented to the Union board during a board meeting.

### 5.10 Coffee with the Union (KMK)

KMK this operational year started as usual, with the first edition in October, as the Union days happens in September. We continued having KmK in three buildings: Orkanen for LS, Allmänna Sjukhuset for HS, and Niagara for TS and KS. Topics we asked students for their opinion about and informed about were housing, course syllabi, and our council elections. Due to the Covid-19 pandemic, we were unable to do physical KMK's after February. We worked on and executed different ways to still reach out to the students in a digital format.

### 5.11 Introduction

The ombuds were, as usual, at the faculties to recruit members during the first two weeks. The Union also was part of Tjuvkik, which is part of the Swedish version of the introduction week, where the students the week before the start of the semester will have the opportunity to visit the University and the Union.

The Union also had its traditional Union days during the third week of September. The days of the Union are a three-day fair to introduce the students to the Union and the activities of the associations. The City of Malmö and the University were also on these days so that the students would get as much information as possible. This year we also had the Union days at the beginning of the spring semester.

### 5.12 Collaboration

The work that started during the previous operational year has been further worked on during this year. The strategy of visibility of relevant companies and organizations has been further worked on, and this has led to more companies and organizations wanted to visit the university. In this way, the Union has been able to increase its income for collaboration. The collaboration with Studenthäftet has proved to be very good for giving the students another benefit, and it is very popular.

### 5.13 Association

The operational year 19/20, saw an active student engagement in the name of the Student Union's associations. There where one association (The Amnesty International Student Group Malmö) and two student groups created, as well as one association that was effectively revived (Vi Idrottsvetare). There was a high activity from the Union's associations during the Autumn Semester and there were plans to host a Climate Week in April which was a cooperation between a couple of them and the Union. However, the Corona pandemic put a halt to these plans. The Spring semester was essentially devoid of physical activities, with only a small number of the associations continuing to organize digital activities.

The third aspect was to ensure that the Student union and its associations can work in the best way possible in the future. A part of this has been to see the area in our office on how to use it most effectively. This work has been done together with the associations.

## § 6. Student Union operation faculties

### 6.1 Health and Society (HS)

The faculty time at HS needs to be improved, due to that the ombud spent less time than the last operational year. It is mainly the question about reducing the meeting at the Union house and other parts of the university to focus more and always to prioritize being at the faculty.

The question about classroom visitation needs to be addressed, due to that this hasn't happened at HS, except for the regular roll call for the start of the semester. At the beginning of the semester, the ombud participated in Tjuvkik and introduction for all the bachelor programs and

the master program for criminology. Hopefully, in the future, more master program can be visited due to that it is important that also these students meet the ombud.

The ombud has been working with visibility for both the Union and himself by participating in program councils on both first and second cycle level and also by being available in the faculty union office as often as there were opportunities. The perception is that many know how the ombud is and that the students, to a large, extend, know to whom and where to go if they have problems.

The student errands at the faculty have been few but complex and often the errands have been going on for weeks and even months. Mainly it is about the change of examiner, problem with grades, and questions about problems whit exams.

## 6.2 Education and society (LS)

As the Faculty of Education and Society has had no ombud for the first months during the Fall semester 2019, the responsibility for the faculty was divided between board members as a temporary solution. It has mostly been the presidium that has been sitting in the different councils and committees, but during the spring semester, the Union manages to appoint several active student representatives from the faculty to sit in the different committees and councils, which contributed to a more balanced workload and division for the board. Essentially the Union was able to secure the student influence on the faculty even if there was no faculty bound ombud in place.

After discussions on the board and the council, a new ombud was elected at the end of the autumn semester. Since it is tough for a new person, without proper transition, to start working as a faculty ombud, the new ombud got the task of social activities, student engagement, internationalization, and faculty time at LS. The task connected to a faculty ombud was divided between more experienced board members. The faculty unbound ombud started working at the Union in November 2019 and began doing Faculty Time regularly at the Orkanen office. This has been well advertised on Facebook by the Communicator via the Unions Facebook page as well as by the ombud, who posted her available times in the student Facebook group Studenter på LS. Some free merchandise like pens, studentblockets, and studenthäftets have been put out during these time slots in the hallway on the 4<sup>th</sup> floor in Orkanen close to the ombud's office to encourage students to stop by, but unfortunately, only one student has done so during this operational year.

Once the university had switched to digital learning due to Covid-19, the faculty unbound ombud started having a digital Faculty Time regulary, which was announced through Facebook. Although Faculty Time in the Faculty of Education and Society has been rather unsuccessful this year, the ombud still received a good amount of student emails, which shows that the ombud was visible despite not having her faculty. Those emails were then redirected to the HS ombud, who is currently responsible for student errands from LS.

Besides doing faculty time for the Faculty of Education and Society, the faculty unbound Ombud also took care of handing out the Student Union Magazine SUM and distributing the Unions monthly information sheet the Toilet paper, which has all important events and news that concern the Union and its associations.

## 6.3 Culture and Society (KS)

The amount of student errands continued in amounts of the previous year. Where during certain times of the year it was noticeable more student errands of a certain type came in, there was a good spread overall during the year with no moments sticking out where there was a much larger

workload. While there were treatment issues, most errands related to administrative matters and grading.

A started and now on-going project at KS is the work to improve the connection between the Union and the semi-formal student representatives, the program, and course representatives. While I attempted this at every department on the departmental level, I bumped into mostly administrative boundaries, relating to extra work for University staff. K3 however, basically took the idea and started working with it on their own, and wrote a suggestion to strengthen the student influence, with support from the Faculty's Vice Dean for Education. Work to implement it further has to be done with cooperation between the KS ombud and faculty and departments.

Unfortunately, not all KS educations have program councils, since some only course councils. It is still an issue that freestanding courses have limited to no student influence. I have been pushing for program councils to happen, but the Covid-19 pandemic moved the focus of university staff to other priorities.

KS has had a longer-standing issue that course reports are not uploaded to the external website. The faculty started to change the document regarding the guidelines on course evaluations, which deals with the way course reports have to be made public. A lot of work went into making sure the document was not changed in a way that we do not see as beneficial to students. The faculty will now start to upload the course reports to Canvas, and sees uploading them to the website as a lesser priority.

#### **6.4 Technology and Society (TS)**

Although starting promisingly in the Autumn semester, the classroom visitations have gradually diminished due to corona and other factors. This area needs to be further developed since it has been proven that classroom visitations are one of the best ways for the ombud to convey information to the students from their respective faculty.

Faculty time is one of the areas which the Union has managed to develop the most during the operational year 19/20. The team came up with a system that stipulates that during every Monday meeting, there is a standing point of "Faculty time". This has significantly increased the number of students contacting the ombud and has worked towards increasing the Union's visibility. The ombud of TS needs to continue working with this aspect further, especially in light of Covid-19.

During the year of TS has seen a substantial increase in student engagement in terms of student representatives. This has been vivid both via FORUM and the local student council in which a record number of students participated.

However, the TS ombud should continue working with the question of reaching out to the student representatives and keep in touch with them throughout the year.

During one of the TS Faculty board meetings, I, together with Jessica Wastring presented Mental Health as an important issue that needs to be further researched by the faculty and that the mental health of the students is of the utmost importance.

Following this meeting, during a couple of TS collaboration meetings, I lifted questions from the students regarding their working environment and shared with the teachers collegium the student's opinions and reflections on several of topics related to mental health.

## § 7. External collaboration

### 7.1 Malmö Student city

Student Union Malmö has been an active member of the steering group of Malmö student city. In the group, there are students represented through Student Union Malmö and Odontological Student Union, representatives from Malmö University, and Malmö city. The student coordinator acts as the convener. During the operational year, most of the work has been to work with the action plan for the student coordinator. Student Union Malmö has been very active in the discussions; the student coordinator also came to the student council to present the draft and the council was able to contribute with their thoughts, which were sent in as an internal remiss.

Part of the work in the steering group, we have sent in a suggestion, which was also sent to the Student Council and the Odontological student union to get their approval, about what we wish to see regarding student influence in the city. Student Union Malmö has had two meetings with the student coordinator and Odontological student union about how this could be structured. We are aiming to establish this for the next operational year. According to the suggested structure, it would content three levels: first, just a meeting between the two unions and the student coordinator to update each other and to identify issues they would like to take upon other levels; a communal student council where the student unions could meet politicians; and a technical student council where the student unions could meet the city's employees from relevant boards and committees in the city.

### 7.2 SFS

During the operational year, the Union has participated in two SFS members meeting and SFSFUM in April. Due to Convid-19, the physical SFSFUM meeting in Halmstad was cancelled. Instead, there was a small digital meeting where only the most important points were brought up. To SFSFUM, we sent in 15 motions; most of these will be handled on the extra SFSFUM meeting in the autumn. The Unions delegation was active during the digital meeting and discussed the few motions that were brought up. The delegation elected for the ordinary SFSFUM will also be part of the extra SFSFUM in autumn.

### 7.3 Other Student Unions

The Student Union Malmö has also been driving to establish better cooperation with the two other unions at Malmö university. The contract for cooperation will most likely be signed before the operational year is over; otherwise, it will be done at the beginning of the next operational year.

During the year, the president has also actively tried to get Studentkårer Syd to renew their cooperation. Studentkårer Syd is a cooperation between the student unions who are part of the universities in Lärosäten Syd. The unions have been looking into renewing the contract on their cooperation as well as a manifesto on which questions they should drive together in Lärosäten Syd. At this moment, it is unsure whether the contract will be able to be renewed before this operational year is over.

Student Union Malmö has also been taking part in Region Skånes regional student council meetings, but due to corona, the constellation has not been active during the spring semester.

### 7.4 Sveriges Enade Ombud (SEO)

The collaboration with SEO has been continued during the operational year. SEO is part of the Unions work with student influence. This collaboration gives a great opportunity to share experience and knowledge with other ombuds around the country. During this operational year, there has only been one digital meeting due to Convid-19; at this meeting, the ombuds shared experience around the situation that the education went distance and digital.