



LUND UNIVERSITY
Faculty of Science

Department of Biology

Education Board

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Do you have problems with your education?

Have you encountered problems during your education that you need to discuss and get help with? There are various instances you can turn to.

You can find out what rights and obligations you have as a student here: [The student's rights and guidelines, LU web](#). Many cases can be handled efficiently at your department, e.g. if you have not received adequate information, if there are problems during courses you are taking or with your study environment. You can turn to course representatives, teachers, Study advisors or the Director of Study. If you do not receive quick help or feel uncomfortable making these contacts at your department, there are other functions you can turn to: the Student Union Luna, the Student Ombudsman, the Student safety officer and Student health can also offer help.

Problems during a course

If problems arise during a course, e.g. inadequate information about course elements, poor communication with teachers, conflicts between students, etc., it is most appropriate to first try to solve this with the help of course representatives, relevant teachers and course leaders. If this does not solve the problem or it feels uncomfortable, contact the Study advisors or the Director of studies as soon as possible. If needed, you can also contact Luna, the Student Ombudsman, the Student safety officer or the Student health.

Study environment

If you experience problems with the study environment at the department, e.g. in the form of a lack of places to study, computers or other resources, contact the Study Advisors and/or the Director of Studies in the first instance. If needed, you can take the matter further to Luna, the Student Ombudsman, the Student safety officer or the Student health.

Discrimination and harassment

The Discrimination Act (2008: 567) exists to counteract discrimination and promote equal rights and opportunities regardless of gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age. Lund University works actively to counter discrimination. Read more about what applies on [Lund University's web](#). If you are a student and feel that you have been subjected to discrimination or harassment at Lund University, you can turn to the head of department, the Health, Safety and

Environment responsible at the department, or another employee that you trust.

Appeal or reconsideration of grades

It is not possible to appeal the examiner's (teacher's) decision on grades (Higher Education Ordinance (1993:100) Chapter 12, Sections 2 and 4). On the other hand, a grade can be reconsidered (Higher Education Ordinance, Chapter 6, Section 24) if the grade is clearly incorrect, if the decision can be changed quickly and easily and the change does not mean that the grade is lowered. Anyone wishing to request a re-evaluation of a grade should do so in writing to the Director of Studies and clearly state what appears to be incorrect.

Credit transfer

Do you feel that a decision regarding an application for credit transfer is incorrect? Some decisions can be appealed. If the decision can be appealed, you must be informed of this together with the decision. Read more on the [Faculty of Science's web](#).

Admission

Did you not become eligible to a course or program? You can appeal these decisions. You will be notified of how this is done when you receive the admission Notification. Read about how an appeal is made at [university admissions.se](#).

Quality of the education

The main way to give feedback on your education is to make course evaluations. Your opinions are valuable. Fill in the questionnaires that come through your department, student unions and from the faculty.

Contacts

- Department of Biology: e.g. course representative, teacher, [Director of Studies, Study Advisors, Health, Environment and Safety responsible](#)
- [Student Union Luna and Student Safety Officer](#)
- [Student Ombudsman](#)
- [Student health](#)

LU:s central information about [Getting help, making a complaint](#)