

Bifröst University Education and Services Policy

The purpose of the Bifröst University Education and Services Policy is to define the University's services. It is the objective of Bifröst University to provide personal and professional services which necessitates that both employees and students are participants and take mutual responsibility for constructive and positive relations.

Students at Bifröst University are responsible for their own educational performance. Learning and its framework supported by teaching and guidance by teachers and other employees of the University. Students are key participants in Bifröst University's study programmes, and services and relations with the University's staff are thus as much their responsibility as that of employees. Studies involve cooperation based on respect and trust, and on students' and teachers' interest in acquiring new knowledge and skills and their willingness to take on challenging assignments.

Guidelines and expectations

- a. Bifröst University strives to offer students education that enhances their knowledge, skills and competences and serves them in their life and work.
- b. Bifröst University has the objective of preparing students for leadership positions in society, emphasising the University's values: Initiative, responsibility and cooperation.
- c. Bifröst University emphasises quality and professionalism in teaching and teaching methods.
- d. Teachers do their best to support their students in their studies by:
 - a. preparing and submitting a clear course plan in a timely manner,
 - b. diligently preparing their teaching and presenting the curriculum in a clear, understandable way,
 - c. delivering evaluation of assignments and examinations as per the course plan,
 - d. evaluating students in a fair and professional manner,
 - e. supporting the students' learning to the extent possible

Students:

- a. Students show initiative and are responsible for their study progress.
- b. Students are expected to prepare themselves for in-person meetings with their teachers in accordance with the course plan and their teachers' instructions, among other things by listening to lectures, reading the course material and participating in discussions. Students shall also hand in assignments in a timely manner.
- c. Students are responsible for asking for further explanations from teachers where needed. This should be done with reasonable notice and within the timeframe provided by the teacher. Students shall keep in mind that teachers require time to respond to students' questions.
- d. Students shall acquaint themselves with and completely respect rules on academic work methods, for example on intellectual property rights and handling of sources.

Communications:

- a. Bifröst University stresses that mutual respect shall be upheld in all communications, whether taking place in the classroom or via another communications medium.
- b. All parties shall make an effort to show courtesy and respect in their relations.

- c. Communication between students and teachers takes various forms and the teacher shall specify in the course plan what preferred communications media are to be used during the course.
- d. E-mail is a common mode of communication between teachers and students, and teachers shall endeavour to respond to e-mails as promptly as possible. However, teachers cannot be required to communicate with students outside of normal working hours.
- e. It is important that all students be able to follow all discussions and communication between students and teachers within a course that relate to the course materials and explanations thereon.
- f. Students are encouraged to actively participate in discussions in groups created for individual courses in the learning management system.

Communications in remote meetings:

If organised meetings or teaching is conducted through virtual conferencing equipment, the following rules apply:

- a. Those who participate in the meeting should have their cameras on during the meeting.
- b. Those who do not have the floor should mute their microphones.
- c. A student wishing to speak should raise a virtual hand.
- d. If teachers plan to record the meeting, this must be stated in the call to the meeting and reiterated at the beginning of the meeting.
- e. A headset with microphone shall be used at meetings to ensure meeting quality for all present.

Reviewed by the University Council 08.04.2022

Valid from 01.08.2022

Confirmed by rector 08.04.2022

This document is a translation. In the event of any discrepancies between the translation and the original text, the original shall take precedence.