

## **STUDENT CHARTER**

Our vision at the University of Suffolk is to be a cohesive, self-critical and student-centred academic community. We recognise that students, staff and the Students' Union are all partners in this community. Every partner has a role and a voice, and, through active engagement, contributes to our shared success.

The following values and principles, as set out in Vision for Change 2016-2021, underpin the University's activities and provide a clear and constant guide to the way we operate:

1. To be a beacon for aspiration and achievement
2. To actively serve and be accountable to our communities
3. To excel in meeting the expectation of our students
4. To provide a great environment to work and study
5. To drive a spirit of exploration, innovation and creativity
6. To be enterprising and entrepreneurial
7. To consistently maintain the highest ethical standards and uphold academic freedom
8. To be inclusive, valuing the contribution of every member of the institution
9. To relish challenge and enjoy success
10. To work with strategic partners for long-term mutual benefit

The Student Charter has been developed jointly by the University and the Students' Union in the spirit of partnership. It reflects our shared values and principles and sets out what we can expect from each other as partners in our academic community.

### **Learning experience and environment**

Together we will:

- Create an environment that is welcoming and inclusive, with everyone being treated fairly and with dignity, courtesy and respect
- Embrace and value diversity, recognising that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings strength
- Respect the rights of individuals to hold different beliefs and views and to express them through appropriate contribution to discussion and academic debate, refraining from any activities that may compromise or disrupt academic activities

As a student I will:

- Manage my own learning and development, recognising the importance of attendance and my own contribution to the wider academic community

- Make relevant staff aware of any additional learning requirements or special circumstances so that appropriate arrangements can be put in place
- Be prepared to be challenged by the learning experience and to challenge myself to make the most of the opportunities offered

As a University we will:

- Provide students with all appropriate course information, including academic timetables, expected contact hours, assessment schedules, additional course costs and information on course content
- Provide access to relevant learning support facilities, including library and computer provision
- Invest in the development of academic and support staff, campus facilities and services and respond as appropriate to student feedback to ensure that the student experience is the best it can be
- Maintain high academic standards through fair and challenging assessment
- Enable students to be partners in their learning experience
- Advance knowledge and understanding through research and scholarly activity which is conducted to a high ethical standard

As the Students' Union we will:

- Promote, deliver and sustain a range of activities and services that help students get the most from their time at the University of Suffolk

### **Academic, personal and professional development**

Together we will:

- Actively engage with developmental opportunities with the aim of constructively challenging and enhancing one another in order to succeed both academically and professionally

As a student I will:

- Engage fully with the educational opportunities provided by the University, including attendance at timetabled sessions, induction, tutorials and meetings
- Make use of the information, advice, guidance and services provided to support learning and the achievement of career goals
- Engage as an independent learner and take responsibility for achieving my potential
- Ensure that all work submitted for assessment is my own work and not the work of someone else, except where collaboration is expressly permitted and acknowledged

As a University we will:

- Assess all students fairly and transparently, with assessed work returned in a timely manner which allows for constructive feedback
- Provide appropriate guidance and support on all aspects of student life, as well as access to a Personal Tutor
- Provide students with access to careers information, guidance and support throughout their studies and for three years after graduation

As the Students' Union we will:

- Provide students with opportunities to broaden their experiences and skills as well as support their personal, professional and academic development
- Support students in areas that affect their lives as students, and offer confidential, independent advice on academic and personal welfare issues

### **Communication and interaction**

Together we will:

- Communicate openly, honestly and with respect, and in ways that are clear, accurate and timely
- Engage in transparent and constructive dialogue

As a student I will:

- Keep up to date with, and respond in a timely manner to, University communications
- Engage with feedback mechanisms
- Express my views to student representatives and give true and honest feedback to the University and the Students' Union to provide the best understanding of students' needs

As a University we will:

- Provide effective and efficient mechanisms for consultation and feedback
- Provide timely and accurate information, including notification of any changes which may affect the student experience
- Listen and respond to any concerns in a timely manner
- Respond in a fair, timely and transparent manner to academic appeals and complaints

As the Students' Union we will:

- Empower students to have a voice and provide them with effective representation at the University, in the local community and as part of the national student movement

### **Contribution to the local community**

Together we will:

- Be a positive and responsible part of our local community, respecting the views of our neighbours and the communities in which we live and work
- Endeavour to study and work in an environmentally sustainable way

As a student I will:

- Respect the local community environment, as well as the University's campus and facilities, so they may be equally available to others
- Behave in a responsible manner and act as an ambassador for the University

As a University we will:

- Provide a curriculum which develops the skills and knowledge to meet the needs of students and the society in which we live and work
- Contribute to the cultural life of our communities

As the Students' Union we will:

- Provide students with the opportunity to play an active role in society as well as within the University's student community