



Information Services Student Charter



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This Charter will be reviewed annually in consultation with staff and student representatives. If you have any comments on this Charter, a list of key contacts is provided at the end of the document.

Introduction

This Charter sets out the standards of service which the University aims to provide in terms of corporate Library, IT and Reprographic services. The University is committed to aiming for the highest quality possible and this Charter is one way of outlining that commitment to you.

What this Charter does

- Most of the rights included in this Charter have been developed as a means of ensuring that we achieve and maintain the highest standards of provision. This is a statement of intent and is not a legal document and there may be occasions when the University or students are prevented or delayed from meeting the expectations outlined in this Charter through circumstances or delays beyond their control.
- This Charter also sets out what we expect of you. The quality of the service that we believe you are entitled to expect is, therefore, balanced with responsibilities placed on you as a student: both are intended to ensure that you gain maximum benefit from your time with us.

The University aims to provide equality of opportunity for all regardless of gender, marital status, religious belief, political belief, race, ethnic origin, age, disability, sexual orientation or responsibility for dependants. We expect that you will help to create and maintain an environment which encourages equality of treatment and is free from harassment and discrimination.

Information Services

Information Services is a major University administrative department with responsibilities covering library, academic and administrative computing, digital communications, audio-visual services and reprographic services.

This charter was developed in consultation with a representative range of students and staff from the University. The charter was produced in conjunction with the Charter Review Group and has been approved by the Senate and Council of the University.

Consultation with Users

Our main opportunity to meet students is at our Student Liaison Meetings that occur on every campus at least twice a year. These meetings are usually attended by elected representatives of the Students' Union but are open to all students within the University. These meetings provide students with the opportunity to raise issues of concern relating to our services and facilities. Minutes of these meetings are published on our website at:

<http://www.ulster.ac.uk/isd/charter>

ISD also has representation on many University committees and working groups containing student representatives and addressing issues important to all students.

Students of other Institutions studying for qualifications awarded by the University of Ulster

The University is the awarding body for a number of courses delivered by other institutions. In recognition of the variety of facilities and methods of provision available at other Institutions, the University does not require partner institutions to implement this Charter.



Library

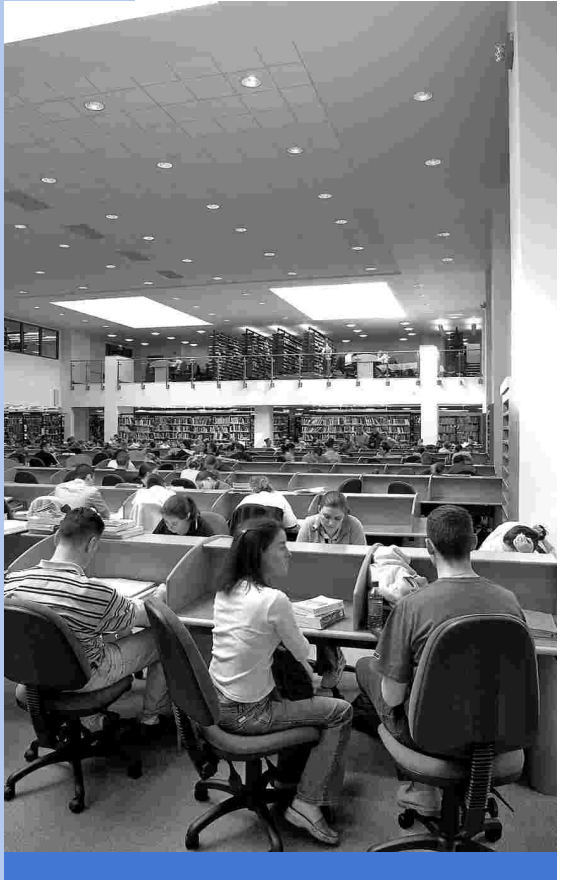
The role of the University of Ulster Library service is the provision of materials, study areas and services which meet the needs of all students in accordance with the University's overall aims and objectives. A team of subject librarians liaises with teaching staff and relevant committees in each faculty to ensure that Library services are planned to meet students' requirements. High quality services are provided by well-trained staff who are responsive to user demands and proactive in the development of services and in the use of new technology.

What students can expect from library services:

- A helpful and courteous service from staff at all times.
- A library environment that is suitable for study.
- The library materials and information needed to successfully undertake each course of study or research will be made available to students in accordance with the library collection development policy.
- Students will be supported in their use of library resources through the provision of induction sessions, users guides, subject classes and one-to-one help.
- The library will provide additional resources and support for client groups with extra demands; these groups include students with disabilities, part-time students and distance learning students.

We expect students to:

- Adhere to the published library code of conduct.
- Adhere to published rules and regulations of library.
- Make appropriate use of your University email account. This will be the primary method of contacting you and should be checked regularly.



We measure our performance against many standards including these:

Basic help and advice on using library services will be available at all times the library is open. More detailed subject enquiries will receive a response within three working days. Library staff will provide induction or subject classes on request from teaching staff.

We will provide a range of electronic resources (databases, e-journals etc.) that will be available to users both on and off campus. We will make these services as reliable as possible and we aim to make them available 95% of the time.

We aim to provide students with access to all books, journals and online resources on reading lists that are submitted in accordance with the library collection development policy.

Complaints / comments about library services will be responded to within 3 working days if a reply is requested.

Our latest performance in these standards and more can be found at:

<http://www.ulster.ac.uk/isd/charter>

A full guide to our services is published in “Guide to Library Services” and on the internet at

<http://www.ulster.ac.uk/library>

IT User Services

IT User Services offers teaching and learning support to staff and students through the services it delivers. These include the provision of IT and media facilities and services, development of the student desktop environment, and a University-wide IT helpdesk team. For students with extra demands (such as students with disabilities), we work closely with the relevant University department to obtain an appropriate level of service. Our division is organised as three sections; an Information Team and two Information and Media Technology Teams, the latter having specific campus-based responsibilities.

What students can expect from our service:

- A media technology, network and server infrastructure to support teaching and learning within the University.
- Your own University email address and access to a range of standard software applications, the internet, and printing facilities from all our corporate PCs.
- Staff at our Helpdesk and Information Points will be available during normal working hours to provide help, information and advice. We will also maintain a wide range of online training materials on our website, covering many of the common desktop applications.

What we expect from students:

- Adherence to the University of Ulster's Acceptable Use Policy.
- Observance of ISD's general policies relating to IT matters Compliance with the University's policies and procedures.
- Appropriate use of your student email account. This will be the primary method of contacting you and should be checked regularly.

We measure our performance against many standards including:

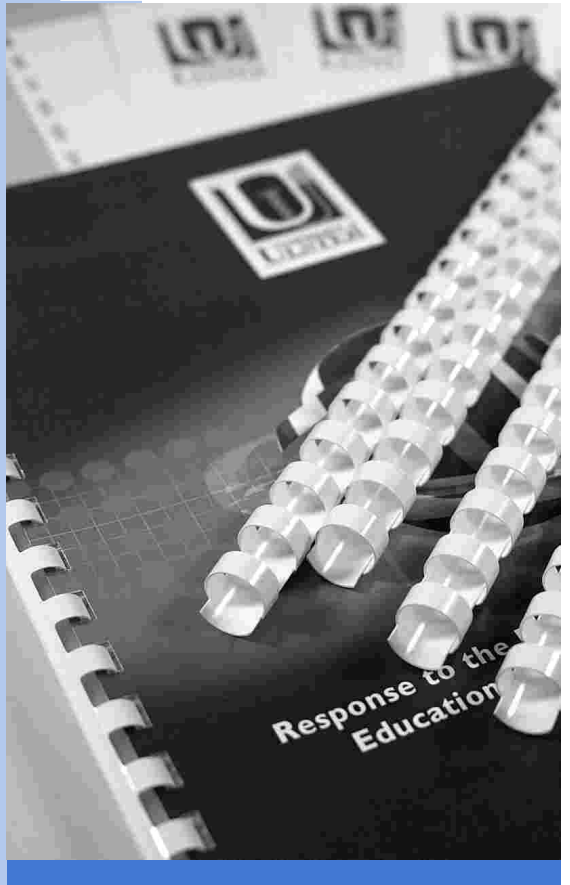
- A University IT account and email address within 5 working days of completing the enrolment process
- Networked and server services: 99.5% availability.
- 95% availability of functional desktops, delivering software profile in each laboratory, provided the disruption is not due to a hardware fault
- Helpdesk and Information Point staff available at least 95% of working day.

Our latest performance in these standards and more can be found at:

<http://www.ulster.ac.uk/isd/charter/>

A full guide to our services is published in “Guide to IT User Services” and on the internet at:

<http://www.ulster.ac.uk/isd/itus>



Reprographics

The Reprographic Division of ISD provides a commercial standard print service to students, offering value for money printing, copying and binding. We continually explore changes in print and copy technologies so that the equipment used is both functional and reliable. Monitoring usage and student requirements to ensure that requested services are offered.

What students can expect from Reprographic Services:

- A high standard of service in all areas of production
- Professional and helpful staff
- Advice for all areas of print/copy/binding

What Reprographics can expect from students:

- A reasonable deadline for production of work (we do know that this is not always possible)
- Work to be presented in a usable format (speak to a member of reprographic staff if unsure)
- To deal with Reprographic staff in a polite and courteous manner

We measure our performance against:

- Commercial printing standards

Please consult our on-line brochure for further information and Reprographic site locations.

<http://www.ulster.ac.uk/isd/reprographics/repro-leaflet.pdf>

If Things Go Wrong

We hope you will find little to complain about our services but if you do bring concerns to our attention you can be sure that they will be treated seriously and that every effort will be made to resolve them.

Most problems can be resolved by contacting our staff at the Library Issue Desks or Information Points on each campus.

If you are not satisfied with our service, you may complete a Comments, Complaints and Compliments form, available at our Information Points or online at:

<http://www.ulster.ac.uk/isd/charter>

We publish the results and actions taken annually. These can be found at the above address. We regard this as a valuable source of feedback and we respond to each comment individually (if requested).

The University also has a student complaints procedure for dealing with most complaints about any aspect of the academic or other services provided by the University. Details are available at:

<http://www.ulster.ac.uk/quality/qmau/complaints.html>

There are a number of types of complaint which are not dealt with under this procedure, such as where the complaint relates to academic decisions or to sexual, racial or religious harassment or discrimination, for which separate procedures exist. Details of all procedures are outlined within the Student Complaints leaflet. Copies of the Student Complaints leaflet are available from University Libraries, Student Support Offices, the Students' Union or from the University website. If you would like advice on the University's procedures, you should contact the Student Complaints Liaison Officer. The Students' Union can also assist with providing advice and support to students.

No student will be disadvantaged because he or she has made a complaint in good faith.

Disciplinary procedures for students

In addition, you should note that there are disciplinary procedures for students who break University regulations or fail to comply with instructions regarding conduct. Details are provided in the Charter, Statutes, Ordinances and Regulations.

