



STUDENT CHARTER

Introduction

The University is committed to continually improving the quality of its services and this Student Charter is one way of outlining that commitment to you.

This Charter also explains what the University expects of you. The quality of the services that we believe you are entitled to is balanced with responsibilities placed on you. The ethos of a University is different from that you may have experienced at school, further education college or through other training. This Charter explains how you can make the most of the opportunities that the University of Ulster student experience has to offer.

Richard Barnett
Vice-Chancellor

Adrian Kelly
Students' Union President

Studying at Ulster:

You can expect:

- to receive a Student Handbook which provides you with information about the University, its regulations and facilities;
- an induction to the University;
- that the teaching you receive will be evaluated. We will use feedback to enhance the quality of our teaching;
- that we will work with you to help you develop your learning skills, recognising that this is an ongoing process;
- that we will provide a quality learning environment;
- that we will provide you with access to appropriate resources to enable you to complete your studies;
- that we will support you, both academically and personally, to help you complete your studies;
- that staff will be courteous, professional and efficient;
- that we will seek to create and maintain an atmosphere and environment which is conducive to learning;
- that we will monitor admissions, progression and completion data and feedback from students with a view to continually enhancing the quality of our provision;
- in conjunction with the Students' Union, we will provide a wide range of high-quality sporting and cultural activities, with extensive extra-curricular activities for students who want to take part;
- that we will respect your right to confidentiality;
- that we will comply with all relevant legislation.

What we expect of you:

- that you will check your registration details and report any mistakes or omissions immediately;
- that you take part in any induction activities;
- that you will take responsibility for your own learning and assist in creating and maintaining an atmosphere and environment which is conducive to learning for all;
- that you take responsibility for seeking any support you need;
- that you use our facilities with respect and consideration for others;
- that you will be courteous, efficient and behave in a professional manner;
- that you will pay all fees and charges due when required;

- that you will behave responsibly and respect other students, staff and the local community both on and off-campus;
- that you provide the information requested by the University and that you keep the University advised of changes to the data held on your student record;
- that you will comply with University rules, policies and regulations and all relevant legislation;
- that you settle any outstanding debts to the University prior to graduating.

In addition, the University of Ulster Students' Union will:

- work with staff and students of the University to promote and implement the principles of this Charter.

Give us feedback on how we are doing

All courses ask for your views, normally at a Staff/Student Consultative Committee or a Course Committee which is a meeting between students and staff to discuss how the course is going. You can represent your class at this committee or you can feed your views through to someone else and ask them to raise them on your behalf.

If you want to make changes that affect the way the University or your Faculty works, you can have your views considered by the relevant committee. Your Faculty and the University will, from time to time, invite students to attend various Committees. If you are interested in doing this, please contact your Adviser of Studies who will put you in touch with the relevant person. You can also ask the Students' Union to raise issues on your behalf – all students have free and automatic membership of the Students' Union.

**Did you know?
"Students' Union members sit
on University Committees to
tell us your views."**

The University surveys student views regularly. The results of these surveys are analysed and considered carefully by the University. As the questionnaires are often anonymous, you may not receive an individual response from the University but your views will be considered along with those of other students, so that improvements can be made.

The University also participates in the National Student Survey which is a survey of undergraduate students who are about to complete their period of study. The survey is conducted for all UK Universities and results are available for Ulster and for other Universities. The results are published on www.unistats.com and relevant University Committees consider these results.

Complaints

If you have a problem, you can contact your Module Coordinator, your Adviser of Studies or your Course or Subject Director. It is important to tell us about any problems as soon as you can as it is often easier to deal with problems at an early stage. The University also has a formal procedure for student complaints.

**Did you know?
"The Students' Union can
advise you on complaints."**

Appeals procedure

The appeals procedure is the method of appealing an academic decision made by a Board of Examiners. Please note that there are very tight timescales for making appeals. Further information is available in your Student Handbook or online.

Student discipline

You should note that there are disciplinary procedures for students who break University regulations or fail to comply with instructions regarding conduct. Further information is available in your Student Handbook or online.

After you leave:

We hope that your relationship with the University of Ulster will be one which you value both during your time with us and after you leave. We would like you to continue your relationship with us after completing your studies.

You can expect:

- that you will automatically become a member of the Alumni Association;
- that we will send you copies of our alumni magazine, 'The Ulster Graduate', which provides information on developments at the University, other graduates and any reunions;

Did you know?

"A Distinguished Graduate Award is made each year to an alumnus/alumna in recognition of outstanding achievement in their chosen field"

- that, if you are a graduate or holder of a diploma or certificate of the University awarded following a course of study of not less than one year's full-time duration (or equivalent), you will automatically become a member of Convocation, the graduate body of the University. Convocation has the power to discuss and declare an opinion on any matter relating to the University.

Did you know?

"You can use the University's career development centre for 3 years after graduating."

What we expect of you:

- that you help us by completing the destination of leavers from HE survey on request.

Further information

Prospectuses and other course information	prospectus.ulster.ac.uk campusone.ulster.ac.uk
<u>Faculty web pages:</u>	
Art, Design and the Built Environment	www.adbe.ulster.ac.uk
Arts	www.arts.ulster.ac.uk
Computing and Engineering	www.compeng.ulster.ac.uk
Life and Health Sciences	www.science.ulster.ac.uk
Social Sciences	www.socsci.ulster.ac.uk
Ulster Business School	www.business.ulster.ac.uk
Research Study	http://research.ulster.ac.uk
International Student web pages / Centre for English Language Teaching (CELT)	www.ulster.ac.uk/international/
Student Handbook	www.ulster.ac.uk/studenthandbook/
Examinations (online results)	www.ulster.ac.uk/academicsservices/student/
Appeals procedure and forms	www.ulster.ac.uk/academicsservices/student/examinations.html
Student Complaints procedure and forms	www.ulster.ac.uk/quality/qmau/complaints.html
Student Discipline	http://plangov.ulster.ac.uk/governance/studentdiscipline.html
Students' Union	www.uusu.org
Accommodation	www.accommodation.ulster.ac.uk
Career Development Centre	http://careers.ulster.ac.uk
Student Support (including student health, disability services, counselling services, student financial advice)	www.studentsupport.ulster.ac.uk/
IT User Services	www.ulster.ac.uk/isd/itus

Library (including a Guide to Library Services)	library.ulster.ac.uk
Development and Alumni Relations Office	www.ulster.ac.uk/development
University Charter, Statutes, Ordinances and Regulations (includes information on student discipline)	http://plangov.ulster.ac.uk/governance/charter.html

Separate Charters have been developed for:

Teaching and Learning Support Charter

<http://www.ulster.ac.uk/quality/qmau/t&l/supportcharter.pdf>

Information Services (this includes the library and IT facilities)

www.ulster.ac.uk/isd/charter/

Student Support (which includes counselling services and services for students with disabilities)

<http://www.studentsupport.ulster.ac.uk/disability/pdf/supportcharter.doc>

Career Development Centre

http://careers.ulster.ac.uk/general/cdcstudent_charter0809.pdf

Residential Services

<http://www.accommodation.ulster.ac.uk/studentcharter.pdf>

International Students

<http://www.ulster.ac.uk/international/pdf/issc.pdf>

Research Students

<http://research.ulster.ac.uk/info/charter.html>

E-Learning Students

<http://campusone.ulster.ac.uk/aboutus/charter.php>

This Charter is not a legal document and does not affect your legal rights.

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