Your Students’ Union will work in partnership with the University to support and represent you, and also to provide you with opportunities outside of your studies to make friends and boost your skills.
How do you know what I think about my course?

UUSU & The University work together to support a system of student representation at Ulster. Each course will have a number of representatives who attend Staff/Student Consultative Committees to discuss the student experience and how it can be improved. You could become a Course Representative, or ensure you voice your opinions to them during your time here.

In addition, we use the results from student surveys, both internal for each module and national surveys. The National Student Survey is for 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. More information on this can be found within your Course Support Area on BBLearn.

What do I do if I have a problem with the way in which my course is delivered?

If you have a problem, you can contact your Module Coordinator, your Adviser of Studies, your Course or Subject Director or your Student Union representative. 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 - More information can be found on this in your Student Handbook.

What do I do if I can’t attend class or examinations?

Contact your module coordinator or Course Director as soon as possible. In the case of failure to submit coursework or attend examinations, if you have evidence of extenuating circumstances you should provide this along with the relevant EC1 form. Your module coordinator or Students’ Union representative can advise you further on this. International students should also comply with additional attendance monitoring procedures in line with UK Border Agency requirements.

Who do I contact for help?

Your Adviser of Studies or Course Director can advise you on course choices and other academic issues or direct you to the relevant member of staff. Student Support services can assist with counselling, financial difficulties, health and disability issues. You can also contact your Students’ Union representative for advice, go to WWW.UUSU.ORG

To find out more about all aspects of student life at Ulster, as well as policies and regulations, download your Student Handbook:

www.ulster.ac.uk/studenthandbook

This Charter is not a legal document and does not affect your legal rights.
What students can expect from staff:

- That we will work with you to help you develop your learning skills, recognising that this is an ongoing process.
- That we will support you, both academically and personally, to help you complete your studies.
- That we will provide you with constructive and timely feedback.
- That the teaching you receive will be evaluated and that we will review our courses and services taking account of students with a view to enhancing the quality of our provision.
- That we will provide you with clear information on fees and other costs and methods of payment.

What students can expect from students:

- That you will assist in creating and maintaining an inclusive learning environment which respects and welcomes diversity.
- That you will support each other's learning and work effectively in teams.
- You will respect each other in person and online.
- You will participate together in activities outside of class supported by your Students’ Union, such as student societies and representation.

What staff can expect from staff:

- Academic and professional support, staff will work together to effectively improve the student experience.
- Respect for the expertise of all colleagues.
- Fair and effective team work.
- Engage with their own professional development and scholarship.
- Engage with external and wider HE networks.
- Will create an environment of mutual respect.
- Creating communities of practice within their subject of discipline.

STAFF

STUDENTS

Partnership

See overleaf for useful information