

THE STUDENT CHARTER

UEA is a premier research and teaching university dedicated to the advancement of learning and the increase of knowledge. Our mission is to understand, empower and act, to enhance the lives of individuals and the prospects of communities in a rapidly changing world. Our vision is:

- ***To advance understanding through research, scholarly communication and research-led teaching, underpinned by a commitment to excellence, interdisciplinarity and creativity;***
- ***To empower our students by providing an exceptional education and a wider experience that is second to none – equipping them with marketable skills and preparing them for global citizenship;***
- ***To respond to the grand challenges of the 21st century through the fruits of our research, the talents of our graduates, our engagement with policymakers, businesses and communities, and our undertaking to be sustainable.***

The Student Charter reflects this vision and is an expression of values, intent and direction of travel. It is not a contractual document between students and the University. It flows, instead, from our concept of the University as a community of learning and our aspiration that its members exhibit good citizenship within UEA and in their dealings with the wider world. The Charter rests on the guiding principle that students are to be active partners in their own education and in the academic development of the University.

Rights and Responsibilities

Students have the right to:

- participate in the academic, intellectual, cultural and social life of the University and to do so in an environment that is welcoming, inclusive and supportive of its diverse community;
- be represented in the academic areas of the University's business;
- receive appropriate guidance through contact with academic staff, advice from an academic adviser, and access to relevant learning support facilities, including library and computer provision;
- receive fair and transparent assessments with coursework returned in a timely manner which allows constructive feedback;

- be treated fairly by staff and with courtesy and respect;
- use University property, grounds and facilities for all permitted purposes;
- study within a structure which is governed by clearly articulated and easily accessible policies, procedures and regulations.

Students have the responsibility to:

- engage fully with the educational opportunities provided by the University, including timetabled teaching sessions;
- respect University property, grounds and facilities so they may be equally available to others;
- respect the rights of other students and staff by refraining from actions that may compromise or disrupt academic activities or other events, or that prevent others from freely expressing their views in accordance with the law;
- ensure that all work submitted for assessment is their own work and not the work of someone else, except where collaboration is expressly permitted and acknowledged;
- respect the rights of all members of the University's diverse community and treat staff and fellow students with courtesy and respect;
- understand as appropriate and follow the policies, procedures and regulations governing their study at the University.

The Student Charter will be kept under review by Faculty Learning, Teaching and Quality Committees, by the Student Experience Committee and by the Learning and Teaching Committee.

Students wishing to pursue specific individual concerns should do so through the usual mechanisms within their School – Adviser, Senior Adviser, Staff-Student Liaison Committee, Head of School. Beyond this, the University has a comprehensive set of procedures – for example, the Academic Appeals, Academic Complaints and Non-Academic Complaints Procedures – which enable students to raise specific concerns without prejudice.