

## STUDENT CHARTER 2024-25

Our vision at the University of Suffolk is to be a cohesive, reflexive 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. This Charter is updated annually.

The following core values, as set out in [Transforming Lives and our Region: Our Strategy and Vision 2020-2030](#), underpin the University's activities and provide a clear and constant guide to the way we operate. We are:

- Transformational: we believe in the power of education to deliver positive change for the individuals and communities we work with.
- Inclusive: we are a community built on respect, fairness and compassion. We debate our differences sensitively and celebrate the strength and creativity that a diverse community gives us.
- Creative: we dare to challenge established beliefs, generate new ideas and strive to change the communities we serve. We are innovative in finding new ways and solutions to advance the boundaries of knowledge and address real-life issues.
- Empowering: we inspire our students and staff to be the best they can be and support them to realise their potential and goals.
- Collaborative: we thrive through inclusive, trusting and supportive relationships building a sense of community and mutual responsibility, helping us to achieve our shared goals.
- Professional: we strive to deliver the highest standards of service and scholarship, both internally between academics and professional services colleagues, and externally between all University staff and members of our wider community.

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. More information about our shared Values and behaviours can be found on the [University website](#).

### Learning experience and environment

Together we will:

- Create a learning experience and environment which allows each member of the University community to succeed.





## **Communication and interaction**

Together we will:

- Actively promote lawful freedom of speech
- Communicate openly, honestly and with respect, and in ways that are clear, accurate and timely
- Engage in transparent and constructive dialogue
- Work to build a sense of belonging and connection across the wider University community.

As a student I will:

- Keep up to date with University communications and respond in a timely manner when required
- 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 and promote 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 within the Students' Union democratic procedures, providing 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:



As the Students' Union we will:

- Identify relevant safety initiatives and actively promote these among students.
- Provide information, advice and guidance to students regarding personal safety, health and wellbeing.