

University of Surrey Student Charter

The University of Surrey is a world class, research intensive institution which places a high value on teaching, scholarship, enterprise and innovation. Our core values, shared by students and staff alike, are excellence, collegiality, professionalism and integrity. During your studies here, you will have the opportunity to interact proactively with recognised leaders in scholarship and research. You will also have the opportunity to develop your personal skills and those necessary for the world of work.

University staff in academic and support departments and the Students' Union work very closely together to ensure a high quality learning experience/environment within a supportive and safe community. We place a strong emphasis on mutual respect between staff and students, and our campus provides a warm and friendly learning environment. The University and the Students' Union offer a wide range of extra-curricular opportunities for students as well as support and guidance as and when required. You will be encouraged to provide feedback on all aspects of your academic and non-academic experiences either individually or via elected student representatives.

The University undertakes to provide:

- High quality staff, teaching and research support; academic advice and guidance; a Personal Tutor or Research Supervisor for each student;
- A high quality, relevant and ever improving academic experience for all students;
- High quality library, IT, laboratory and teaching facilities;
- Access to a wide range of activities that will enhance personal development and employability;
- A range of services ensuring students feel supported when necessary;
- Regular opportunities for students to feedback and a proactive approach towards enhancing the student experience;
- A safe working environment.

You undertake to:

- Do your very best; to strive to succeed and to fully engage in a positive way with all aspects of your studies;
- Take full responsibility for managing your own independent learning and personal development;
- Actively participate in sessions specified for your programme of studies or research and submit all assessed work by stated deadlines;
- Read the student handbook and comply with the general and assessment regulations governing your studies or research programme;
- Give constructive feedback on your University experience at all levels;

- Regularly check and respond, in a timely manner, to University emails, letters and other communications from staff and student representatives;
- Make appropriate use of the student union provision for student representation on formal decision making bodies and the staff/student committees of your faculty;
- Treat fellow students, staff and your environment with respect; in the context of the institution's diverse and multicultural community;
- Be aware of responsibilities for the health and safety of yourselves and others;
- Make prompt payment of tuition and all other fees charged by the institution.

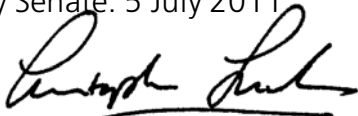
The Students' Union undertakes to:

- Offer students a means to feedback to the University and to enable continuous improvement of the services provided;
- Support students to ensure they receive fair treatment, are treated equally and are aware of their rights and responsibilities;
- Assist students with academic and welfare problems;
- Provide a range of sports clubs, societies and other activities to enhance personal development, meet other students and develop hobbies and interests;
- Support students in engaging with the community;
- Represent the interests of all students at local, regional and national level.

The University undertakes to provide all students with the following information:

- Lecture and examination timetables in good time;
- Clear deadlines and timeframes for feedback on submitted work;
- A handbook containing information relating to your programme such as academic regulations, exams, appeals, complaints and late submissions (see also <http://portal.surrey.ac.uk/calendar/index.jsp>)
- Programme tuition fees and payment options;
- Student welfare and support.

Date approved by Senate: 5 July 2011

Vice-Chancellor 

President of Students' Union 

Our Student Charter gives a summary of our aspirations and expectations for each other at the University of Surrey. It is not, however, a legally binding contract and it is not intended either to define or limit the legal rights and responsibilities of the University of Surrey, the University of Surrey Students Union and each student. All students should ensure that they are aware of all documents published by the University of Surrey and the Students Union which relate in any way to being a registered student and/or a member of the students' union (including the Charter, Statutes and Ordinances and all regulations, policies, procedures, protocols and guidelines issued by the University of Surrey and/or the Students Union from time to time).