

Student and staff partnership manifesto

2023-2024





This Partnership Manifesto sets out the broad principles, shared values and key mechanisms which allow our community to work well together. We believe that these outcomes can be achieved through everyday joint actions and positive behaviours. As a joint Surrey community, we will promote the following at all times:

- ▶ An inclusive and inspirational education, learning and research environment
- ▶ A supportive community contributing to a positive student experience
- ▶ Communicate and collaborate across the whole student journey.

We all have a role to play in ensuring students and staff can reach their academic potential and deliver on the University's mission. At a time of considerable national change and rapid sector development there is a need for an agile, evolving and effective collective response to change.

The University and the Students' Union have developed this Manifesto jointly. As our environment and our needs evolve, both parties are committed to uphold, promote and review the manifesto annually. We must ensure it remains fit for purpose, directing our joint approach to ensure shared success.

Our values



**PROFESSOR MAX LU,
VICE-CHANCELLOR**

University values

Integrity

Innovation

Inclusivity

Inspiration



**JO YAU,
USSU PRESIDENT**

Union values

Support

Approachability

Democracy

Ethics

Dynamism






Staff

AS A STAFF MEMBER OF THE UNIVERSITY, YOU ARE A PIVOTAL PART OF HELPING CREATE STUDENTS' JOURNEYS AND ARE A VALUED MEMBER OF THE COMMUNITY.

As part of the Surrey community you will:

- ▶ Actively promote respect, diversity and inclusivity.
- ▶ Emphasise that the University is an open learning and research environment, in which challenge and debate is accepted, thereby promoting tolerance while stretching and stimulating students.
- ▶ Ensure the education provided and research environment supports and includes everyone of all races, beliefs, abilities, sexual orientation and gender and is free from discrimination on these or any other grounds.
- ▶ Encourage and enable opportunities for the co-creation of curricula, services and other projects which enhance the Surrey community.
- ▶ Promote and respond to student voice and feedback on professional services and learning opportunities and research experience available at the University.
- ▶ Provide timely information on changes which may affect the experience of current or future students and student cohorts and clear feedback pathways.
- ▶ Provide effective educational and support contributions to student personal development and success, ensuring fair access to the support offered.
- ▶ Support access to extra-curricular activities throughout the year, whether a Union or University-organised activity.
- ▶ Promote student safety, security, and wellbeing, referring to relevant services where appropriate.

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- ▶ Ensure clear and timely communication using the most appropriate channels.
 - ▶ Ensure all parties take responsibility to inform and be informed. Promote belonging and ownership through respectful active, not passive, engagement.
 - ▶ Practice open governance, publishing key committee minutes and feedback from students/surveys wherever possible, to ensure transparency, evidence actions and share outcomes/learning.
 - ▶ Engender and promote pride and care for all our staff and students as one University of Surrey community.

Student

AS A STUDENT YOU ARE A KEY MEMBER OF THE UNIVERSITY AND WITHOUT YOU THE CAMPUS WOULD NOT BE THE THRIVING COMMUNITY IT IS.

As part of the Surrey community you will:

- ▶ Actively promote respect, diversity and inclusion.
- ▶ Enthusiastically engage in the educational experience provided by the University.
- ▶ Be open-minded, respectful and accepting of differing views and experiences within a diverse but inclusive community, irrespective of differences in race, beliefs, ability, sexual orientation, age and gender and challenge discrimination of any kind.
- ▶ Submit work that is your own, and clearly identify and fully acknowledge all material that is entitled to be attributed to others, such that work is produced in accordance with the principles and practices of academic integrity.
- ▶ Engage with opportunities through the Students' Union and University for co-creation of curricula and other projects, play an active part in the research culture of the University, contributing to and engaging with other researchers and students, and to provide ongoing feedback on aspects of the student experience and highlight opportunities for improvement or change.
- ▶ Engage with professional and operational services staff to promote Surrey's success, and your personal development and employability.
- ▶ Contribute to your personal development and success through extra-curricular engagement.
- ▶ Be aware of your safety, security and wellbeing and act responsibly (in a way that will not put ourselves or anyone else in harm's way), contacting the relevant help if required.
- ▶ Ensure all parties take responsibility to inform and be informed. Promote belonging and ownership through active and respectful (not passive) engagement.
- ▶ Engender and promote pride and care for all our staff and students as one University of Surrey community.



**SURREY
STUDENTS'
UNION**



Further information

Information on the University's Policies, Codes of Practice and Regulations are available for **staff** and for **students**.

Feedback

The University and the Students' Union listen to views through formal and informal feedback channels, responding and improving services and facilities wherever and whenever possible.

Students can provide feedback through direct communication with the relevant department, by using our student voice platform called MySurrey Voice, through MySurrey Hive, or for postgraduate researchers, the Doctoral College. The University and Students' Union also work in partnership to support Course Representatives on each programme as a means of capturing student feedback throughout the year. Additionally, annual surveys give an overview of collective

student experiences and subsequent university actions.

To access MySurrey Voice download MySurrey App via your usual mobile app store, or search "MySurrey Voice" at: **my.surrey.ac.uk**

For more information on course representatives, visit: **ussu.co.uk/voice/course-reps/**

For more information on ways to provide your feedback to the University, visit: **campus.surrey.ac.uk/have-your-say**



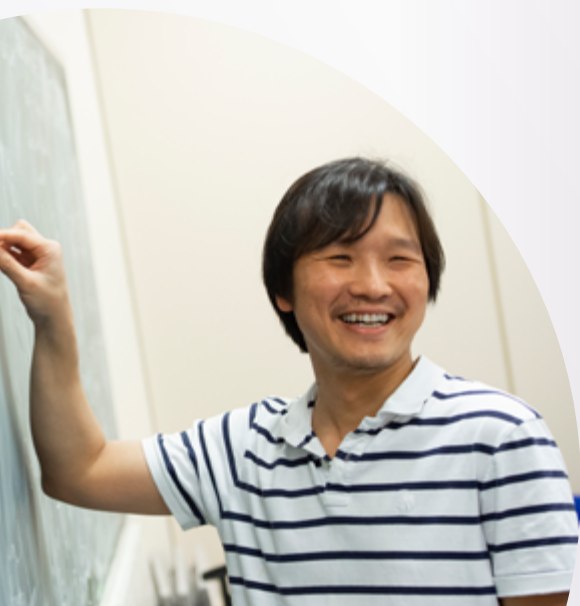
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We've made all reasonable efforts to ensure that the information in this publication was correct at the time of print in October 2023, but we can't accept any liability for any inaccuracies in the information published, and the information might change from time to time without notice.

For the latest and most up-to-date information, please visit our website at: surrey.ac.uk



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