



## OUR STUDENT CHARTER

The University of Hull is a community dedicated to advancing knowledge and education. A successful community needs everyone who is a member of it, whether staff, student or visitor, to respect its fundamental values and beliefs. Our own values and beliefs translate into a culture where we, as members of the University community, are open and honest with each other, where we work together in a connected way, and where we strive for excellence. This Student Charter is a manifestation of our culture and says what you as a student can expect from the University, and what is expected from you.

### **Our students are at the heart of the University**

The University, working together with Hull University Union (HUU), your student union, is committed to providing you with an outstanding student experience. Your learning will be facilitated by an excellent teaching body with a high priority on research. You will have access to the learning resources you need to be successful, and to the services you need to manage your student life. You can expect to find a wide range of social, cultural, volunteering and sporting opportunities, many of them provided by HUU. On campus you can expect to study and socialise in an environment which is safe, healthy and committed to sustainability, we expect you to play an active role in maintaining this environment.

### **Our community is based on mutual respect, courtesy and professionalism**

You are a member of a supportive community in which you are expected to play an active part. You will be treated respectfully, courteously and professionally. We expect you to behave in the same way towards fellow students, staff, visitors, and the local community. You can show your commitment by participating fully in your studies, preparing thoroughly for your classes and meeting the attendance and assessment requirements of your course. Academic staff will give you timely and helpful feedback on your work, and support you personally during your time at the University.

### **We all work together and everyone has the chance to be involved**

Partnership between staff and students, and between the University and HUU, is central to life at the University of Hull. Student views directly inform decision-making processes at all levels. All students are automatically members of the HUU and your elected representatives sit on all major University committees. Elected representatives ensure that you have a voice in your academic department, across the University and in the local community. We encourage you to play an active part in these democratic structures.

We value all your individual views, and we listen to you. We regularly seek your opinions through institutional and national surveys. We are proactive in making changes in response to your comments and seek to solve problems quickly and effectively. If you have a complaint, it will be handled professionally and without prejudice. If you have a compliment or comment, we want you to let us know.