



Anglia Ruskin
University

Cambridge & Chelmsford

Student Charter





Welcome from our Vice Chancellor

Welcome to our Student Charter. We are proud of our university community and want everyone to contribute to a stretching and enriching academic experience. We need to be open and honest with each other, treat each other with integrity and respect and deliver on our promises. It is with this in mind that we have created our Student Charter.

We want you to be successful and work with us to make sure you have the best possible experience. You will need to take responsibility for your learning and we actively encourage you to take advantage of the many opportunities that will be available to you.

Our staff are committed to your success. Working in partnership, we all have an important role to play in making sure that you achieve your full potential. As with any partnership, we need to fully understand what each of us is committed to. This Student Charter sets out our commitments to you and we take these promises very seriously. Please familiarise yourself with this charter so you understand what we are asking of you to help us help you succeed.

With every best wish

A handwritten signature in white ink, appearing to read 'Michael Thorne', set against a dark purple background.

Professor Michael Thorne
Vice Chancellor

Our Student Charter

Our Student Charter outlines what you can expect of us and what we expect of you.

We expect all staff and students to contribute to a supportive learning environment and work in line with our values, as outlined in our Corporate Plan 2011-2014.

Our values

- **A sense of belonging.** We are proud to be part of Anglia Ruskin University. We know that lifelong relationships are formed here.
- **Academic ambition.** We want our teaching and research to be excellent. We are determined that our students and staff will realise their full potential.
- **Innovation.** We are purposeful, challenging and curious about our world. We are prepared to do things differently. We are creative, entrepreneurial and bring enthusiasm to everything we do.
- **Supporting each other.** We are friendly and inclusive, and celebrate individuality and diversity. We support and encourage everyone, and strive hard to anticipate and meet needs and aspirations.
- **Honesty and openness.** We operate with integrity, trust and respect for each other and we deliver on our promises. We share ideas, information and challenges and we seek out views and opinions.
- **Concern for the environment.** We want our concern for a sustainable environment to inform every aspect of what we do.

Success as a student is best achieved when you get the right balance of study and work. We know students often have to work, and have other commitments, but it is important you are aware of the amount of time you are expected to dedicate to studying for each module. Remember that studying includes timetabled sessions as well as work you must do on your own or with other students.



Visit your My.Anglia student homepage at
<http://my.anglia.ac.uk>

Our standards

Our staff aim to provide you with the best possible service. To make sure we achieve this, we have set standards for the service you can expect from us.

We will:

- treat you fairly with dignity, courtesy and respect;
- deal with your enquiry immediately – if this is not possible, we will tell you who is dealing with your enquiry and update you regularly on their progress;
- provide a private area where we can discuss any confidential enquiry;
- tell you how you can give us your views on the services we provide;
- arrange appointments with you at times you and we agree on, and tell you in good time, wherever possible, if we cannot keep an appointment;
- aim to increase our levels of customer service (one of our main aims is for 90% of our students to succeed academically and personally, 90% to be satisfied and for 9 out of 10 students to say they would recommend us to a friend);
- answer 80% of calls within five rings or 20 seconds;
- answer 90% of letters that need a response within five working days of receiving them;
- answer 90% of emails that need a response within five working days of receiving them (if the member of staff concerned is absent you will receive an out of office response telling you who to contact);
- meet you within 10 minutes of agreed meeting times;
- make sure our Faculties and support services publish their opening times which will be, at least, 10am to 4pm Monday to Friday; and
- do our best to sort out any problems as quickly as possible.



We have set the standards on the left for our staff but we also expect you to:

- behave respectfully to our staff, students, visitors and neighbours at all times;
- provide us with any supporting documents that we ask for within five days to allow us to give you a decision or response quickly;
- arrive at the agreed time for appointments or let us know if you are running late;
- tell us about any special requirements you have that may affect your dealings with us; and
- tell us if you think we are not keeping our promises or if you think we could make our promises clearer.



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1. Communicating with each other

We have put this section first as it is an essential part of our working partnership. Good communication is a two-way process and it is important you get involved with us and make sure you are familiar with the ways in which we will communicate with you.

We will:

- make sure that when we communicate with you we are always clear, respectful and accurate;
- respond to you within the response times set out in our standards when you communicate with us; and
- provide access to our online services 24 hours a day, seven days a week, whether you are on campus or off-campus.

We will expect you to:

- make sure that you are always clear, respectful and accurate and include your student identification number when you communicate with us;
- use all our communication systems responsibly and do nothing that might damage the reputation of our university or the integrity of the qualifications we award;
- make sure that you keep your username and password for our systems secure – change your password regularly and never give it to anyone else; and
- report any faults or problems as soon as you can, and give us as much detail as possible to help us find a solution.

Our main ways of communicating with you

Email

Your Anglia Ruskin student email account is the main way we will contact you personally.

We will:

- only send messages to your Anglia Ruskin student email account that are to do with your student experience.

We will expect you to:

- use our Anglia Ruskin student email system when you contact us so that we know who you are; and
- check your Anglia Ruskin email account daily (if not daily at least twice a week), and respond to any messages that require you to take action within five working days, or sooner if needed.



My.Anglia intranet pages (my.anglia.ac.uk)

The My.Anglia intranet pages enables you to access our online services such as email, e-Vision, the virtual learning environment (VLE) and your library account. My.Anglia also gives links to many important documents and to information about our Faculties and support services, our academic regulations and our calendar.

We will:

- use the My.Anglia student home page to keep you up-to-date with information you need for your course and for items of interest; and
- use the My.Anglia homepage for urgent announcements relating to services, work being carried out on-campus and unavoidable campus closures.

We will expect you to:

- visit My.Anglia regularly, at least twice a week, to make sure that you are up-to-date with what is going on.

e-Vision

Our student web portal is called e-Vision. You will use e-Vision to register for your course, access your personal timetable, update your personal details and find out your assessment dates, as well as view your results.

We will:

- provide 24-hour access to e-Vision (using the same username and password that you will use to access your student email account); and
- publish timetable and assessment information on e-Vision as it is finalised.

We will expect you to:

- know how to use e-Vision;
- access e-Vision at least twice a week; and
- check that your personal information on e-Vision is correct and update it with any changes – it is your responsibility to make sure that we have correct contact details for both you and the person you want us to contact in an emergency.



Visit your My.Anglia student homepage at
<http://my.anglia.ac.uk>



Virtual Learning Environment (VLE)

Our VLE is where you will access online information relating to your studies, including course and module guides, documents and teaching notes as well as blogs, surveys and discussions boards.

We will:

- provide access to our VLE (you will use the same username and password that you will use to access your Anglia Ruskin student email account and My.Anglia); and
- make sure that online course material associated with a module is available to you within 24 hours of you being registered for that module.

We will expect you to:

- visit our VLE at least twice a week if your course has online content; and
- let the IT helpdesk know if you have problems accessing the VLE.

Text messages

Some Faculties and services use text messages to tell you about changes to classes at short notice or to confirm appointments.

We will:

- only use text messaging when we need to tell you about a change to arrangements at short notice, such as for bad weather or staff absences;
- announce changes to early morning classes by no later than 9am on the morning the change will take place;
- make sure that any message you receive is to do with your studies or support (unless you ask to receive other text message services from us); and
- not send messages to you if you tell us that you do not want to receive them.

We will expect you to:

- provide an up-to-date mobile phone number; and
- tell us if you do not want to receive messages in the future.

2. Starting your studies

We know starting a new course can be daunting. By following any instructions sent to you and contacting us if you have any questions, you will soon settle into your studies and university life.

We will:

- welcome you and organise a programme of activities to help you prepare for your studies;
- send you information on how to register for your course (if you have problems registering online we will help you);
- tell you what extra information you must provide at registration as a condition of your Tier 4 Student Visa if you are an international student;
- give you access to your personal timetable, course information and other important documents, including this Student Charter, your Student Handbook, our Assessment Regulations and our Rules, Regulations and Procedures for Students; and
- tell you who your personal tutor is, and they will contact you during the first four weeks of your course.

We will expect you to:

- start your course at the correct time – or tell us if you are going to miss the start date for any reason;
- register for your course online before you start your course or within the first few days (local arrangements will apply at our partner institutions);
- provide extra information as part of your registration when we ask you to do so if you are an international student;
- take part in the programme of activities we organise and read any information we give you, including our regulations, to help prepare you for your studies;
- let us know if you have any particular needs we can help with; and
- register for your course each year.



Visit your My.Anglia student homepage at
<http://my.anglia.ac.uk>

3. Studying with us

We will provide you with a high-quality learning environment led by professional staff who have an active interest in your subject area and take part in academic activity and research.

Learning and teaching

We will:

- provide a range of learning and teaching approaches supported by a well-equipped learning environment, and give you access to our virtual learning environment (VLE) for every module you register on;
- publish specific details of the hours of expected teaching and the amount of self-directed learning (studying, research and so on that isn't taught in lectures) you will be expected to carry out for each module;
- tell you as quickly as possible if we have to move or cancel a class at short notice;
- only postpone or cancel classes in exceptional circumstances, and make arrangements to make up teaching missed for these reasons within seven working days;
- use the most appropriate means, for example email, phone, text messaging or classroom door, to tell you the time and location of any re-scheduled class;
- monitor your attendance at timetabled classes; and
- make sure all personal tutors schedule three hours a week to be available for you to contact them, and if you are studying off-campus or are on a work placement we will provide scheduled contact times (local arrangements will apply at our partner colleges);

- offer you alternative contact details if the person you are trying to speak to is unavailable; and
- tell you the most appropriate way to contact a member of staff or who to contact if they are absent.

We will expect you to:

- take part in all activities that are part of your course including seminar tasks, field trips, placements and guest lectures;
- attend every session that is part of your course;
- prepare well and arrive on time for your classes;
- turn your mobile phone off during classes;
- use any personal computer only for class-related activities while in class;
- use our virtual learning environment (VLE) and the other forms of technology we provide to help you with your studies;
- tell us about any problems that may affect your studies or if you are unhappy with your choice of course;
- report any unavoidable absences to your Faculty office as soon as possible;
- only take up employment that does not affect your studies or prevent you from going to classes; and
- keep in regular contact with your personal tutor and take advantage of the specialist support we provide for you.

Timetabling

We will:

- publish timetables on our website for the next academic year at least six weeks before teaching starts;
- give you access to your personal timetable on e-Vision five working days after you have registered online if you are a new student (local arrangements will apply at our partner colleges and for our distance learning students);
- give you access to your personal timetable on e-Vision six weeks before teaching starts if you are a returning student;
- tell you if we have to make any changes to your timetable by emailing you and updating your e-Vision timetable; and
- publish general timetabling information on our website including important dates and details of procedures that you may find helpful (for example, how to ask to change to a different seminar group).

We will expect you to:

- check your timetable regularly through e-Vision;
- make sure your timetable includes all the modules you should be studying;
- contact us if you have a question about your timetable or if something appears to be missing or incorrect;
- go to the classes listed on your timetable; and
- contact us by the end of your first week of teaching if you want to change seminar or tutorial groups (where a choice of group is available).

Assessment

We will:

- provide, by the first week of teaching, a module guide with all the information you need for each module, including details of assessment tasks, the deadlines for these tasks, the required format, and any relevant guidance;
- give you clear advice and information on good academic practice to help you avoid accusations of plagiarism (submitting someone else's work as if it is your own) and other academic offences;
- tell you when, where and how to hand in your assignments, what will happen if you hand in an assignment late and how to ask for an extension;
- provide you with proof of submission when you hand in your assignments;
- give you feedback on all of your assignments within 20 working days of the assignment deadline, and within 30 working days in the case of your major project (if you have one);
- publish a detailed exam timetable on our exams website at least four weeks before your first examination;
- publish a detailed 'resit' exam timetable (for if you need to take an exam again) on our exams website at least 10 working days before the first resit exam;
- offer you extra academic help if you fail and need to resit an exam or retake a module or other type of assessment;
- tell you when your results will be published on your e-Vision account; and
- make sure that if you are a student with a disability, we provide extra support as appropriate.

We will expect you to:

- take part in all forms of assessment relating to your modules;
- tell us about anything that may affect how you prepare, present or hand in your assignments;
- make sure that you have understood all assessment information including deadlines, exam dates, and how you should present and hand in your assignments;
- be aware of the academic rules relating to your studies and complete all assessments in your own words, and keeping to the guidance on good academic practice;
- present your written work in a word-processed format, and include all appropriate references correctly;
- hand in your assignments on time and keep proof of submission, and electronic copies of written work until your marks have been confirmed by the assessment panel or panels;
- collect your marked written assignments and keep them until you finish your course;
- use the feedback you receive on your work to improve in future assessments; and
- hand in any claim for mitigation within five working days of the assignment deadline or exam date. (You can hand in a claim for mitigation if you think your performance in any assessment was affected by unexpected circumstances).

Course feedback

We are committed to providing you with an excellent learning experience.

We will:

- give you regular opportunities to comment on your course; and
- listen and respond to your feedback.

We will expect you to:

- fill in module evaluation surveys when we ask you to do so;
- fill in student experience surveys such as the National Student Survey (NSS); and
- tell us as quickly as possible if you have any complaints, using the 'Tell Us' email address: tellus@anglia.ac.uk.



4. Supporting you during your studies

We will help you during your studies by offering a range of high-quality support services.

Your Faculty office

Your Faculty office provides a full support service on issues relating to your course and your timetable. They will let you know of any changes to the location or time of your classes, and will tell you if your classes are cancelled. You can also ask them for help with contacting members of academic staff, for general guidance on assessment matters and about the return of your assessments. Your Faculty office is also responsible for monitoring your attendance so if you are going to be absent from classes, please make sure you tell them as soon as possible so that they can let your lecturer know.

We will:

- be open from at least 10am to 4pm, Monday to Friday;
- help you contact academic staff and give you alternative contacts if needed; and
- give general guidance on assessments matters and the return of your assessments.

We will expect you to:

- tell us if you are going to be absent from classes;
- collect your assignments when they are available after marking; and
- contact your Faculty office if you have any questions about your course.

University Library

We have large libraries at the Cambridge and Chelmsford campuses that cover a variety of disciplines, and two specialist health libraries at Fulbourn and Peterborough. We also have an extensive digital library that provides on and off-campus access to databases, e-journals and e-books.

We will:

- provide 24-hour access to the digital library at least 98% of the time;
- aim to provide long opening hours (that may change throughout the year), including 24-hour opening on four days a week at Cambridge and Chelmsford during semesters;
- provide clearly designated areas for quiet, silent and group study;
- have at least one copy of every item on your recommended reading list in stock;
- make returned items available for borrowing within two hours when university library staff are on duty;
- provide self-service facilities at our Cambridge and Chelmsford campuses – this includes borrowing, returning, renewing and reserving books, photocopying, and access to stock items such as journals and books;
- provide advice and support through one-to-one or group sessions, self-help guides, online support and face-to-face contact;
- provide IT helpline support all day and through the night; and
- give five working days' notice of any planned disruption to services.

We will expect you to:

- treat our staff with courtesy and respect;
- carry your student ID card when visiting us and show it when we ask;
- check our website regularly for service information and updates;
- check your Anglia Ruskin email account, preferably daily, for library notices;
- ask for help when you need it, by email, by phone or in person;
- buy key texts where these are set out in module guides;
- play your part in keeping the library tidy and clean; and
- use designated areas for the specified purpose only, and take care not to disturb others.



IT support

Our Information Systems and Media Services (ISMS) team provide and maintain many of the IT services that you will use while studying with us.

We will:

- provide and maintain online services relating to your studies, including making My.Anglia, e-Vision and our VLE available 24-hours a day, seven days a week (except during planned maintenance and unexpected failure);
- provide computers for you to use on many of our campuses and sites, including Wi-Fi access to our online services and access to the internet;
- provide and support media production facilities, including a media equipment loans service, on our Cambridge campus, for use during your studies;
- supply support for teaching and learning, including modern, high-quality audiovisual facilities, in our university classrooms;
- announce any planned maintenance of our services on My.Anglia in good time and no less than seven days before beginning the work; and
- deal with problems relating to these services as a matter of urgency, to restore normal service as soon as possible.

We will expect you to:

- remember your username and password, keep it secure and change it regularly; and
- report any issues you have with our online services or open-access areas to the student IT helpdesks on 0845 196 6600 or 0845 196 6601, or email student-ithd@anglia.ac.uk

Student Services

We will:

- provide a welcoming, helpful and professional service – our staff will be informed and polite and will not judge you;
- widely publicise the range of support, information and advisory services we provide and the ways you can access these;
- provide you with relevant and up-to-date information about our services and what they can offer through our website;
- publish detailed standards for each of our services through our website;
- provide information about government funds available to some students, for example the Access to Learning Fund and the Disabled Students' Allowance, and help you to apply;
- do our best to provide you with the information or other help that you need without sending you to someone else; and
- if needed, refer you to specialist services within Student Services, other university departments or organisations outside the university.

We will expect you to:

- treat our staff politely and with respect;
- provide us with all relevant information and documents we need to help us meet your needs or deal with your question;
- tell us as soon as possible if you have any special requirements that we will need to make adjustments for;
- go to any events or appointments you have arranged with us, or let us know beforehand if you are not able to be there; and
- give us feedback if we ask you, to help us improve our services.

You can contact Student Services by phone on **0845 196 6700** or **0845 196 6701**, or by email at student.services@anglia.ac.uk
You can also visit us online at www.anglia.ac.uk/student-services

University Accommodation Services (UAS)

Our UAS team provide advice and information on university-managed and private sector accommodation.

We will:

- be open each working day from 9.30am to 4.30pm with longer opening hours at peak arrival times such as the beginning of the academic year;
- provide accurate information in different formats (for example, online, in brochures and so on) about accommodation options, including timeframes for applying and online or downloadable application forms;
- acknowledge applications for accommodation, by emailing or by posting you a receipt, within seven working days;
- offer accommodation in line with our allocations policy, and manage it in line with the Universities UK code of practice for managing student residential accommodation (this code covers standards of accommodation and how we deal with customers);
- tell you within ten working days of receiving your application if we are unable to offer you university-managed housing; and
- provide up-to-date and accurate advice and information on private-sector accommodation, including maintaining our house-hunting database www.angliastudentpad.co.uk

We will expect you to:

- keep to the current version of the Rules, Regulations and Procedures for Students, including paying your rent when it is due;
- respect your accommodation, the rights of other students, and the wider community; and
- help keep your accommodation safe, clean and well maintained by following good housekeeping practice and reporting any problems.

5. Listening to you - your feedback and dealing with difficulties

Feedback

We always welcome your views on the services that we provide and value your feedback, whether it is good or bad.

Tell us about small problems so we can deal with these before they become big problems.

There are a number of ways in which you can make your voice heard.

The comments, compliments or concerns 'Tell Us' scheme

If you have any feedback on the services we provide, contact us on **0845 196 5111**, email us (tellus@anglia.ac.uk) fill in a web form (www.anglia.ac.uk/feedback) or drop a form into one of the post boxes around the campus next to the green and purple 'Tell Us' posters. We regularly display 'You Said, We Did' posters around campus in response to the feedback we have received.

Student surveys

There are regular opportunities to tell us about your experience of studying with us. It is important that you provide us with feedback so that we can continually improve the experience of our students. We will ask you to fill in a module evaluation form each time you take a taught module, and will also ask you to take part in important surveys such as the National Student Survey (NSS). You might also want to act as a student representative or bring ideas and issues to the attention of your student representative.

We will let you know the results of surveys we carry out (including module evaluation and NSS

results) through programme committees and My.Anglia, as well as in our student newsletter 'For Your Information'.

You can also give any comments or suggestions for improvement to:

- **your personal tutor;**
- **your programme leader or module leader;**
- **your Director of Studies;**
- **your Faculty Student Adviser; or**
- **the Students' Union.**

Your student representatives

Every course has elected student representatives who make sure that your comments and any issues about your course are raised with your teaching staff.

We will:

- **hold elections in class for your student representatives no later than week 5; and**
- **tell the Students' Union the names of the people who have been elected no later than week 6.**

We expect you to:

- **take part in elections; and**
- **know who your representative is and give them feedback when asked.**

Dealing with difficulties

We recognise that sometimes things can go wrong. We are committed to putting these things right and ask that you contact us as soon as you have a problem so we can try to sort it out informally, and as soon as possible. Let us know about any issues you are having using the 'Tell Us' contacts or by contacting any of the people listed on the left.

If you want to make a formal complaint, we have two procedures you can use. It is important you understand which procedure to use.

The academic appeals procedure

If you believe your performance in an assessment was affected by something that you were not able to tell us about, for valid reasons, before our awards boards met, or if you think there was an administrative error in the way the assessment was carried out, you should use the **academic appeals** process, set out in the academic regulations.

The student complaints procedure

If you are not satisfied with our facilities or services, or you want to complain about an individual staff member, you should use our **student complaints procedure**. The student complaints procedure is set out in our Rules, Regulations and Procedures for Students.

We can use our **student discipline procedure** if we have to take action against you because we believe that you have broken our code of conduct.

We will:

- take all complaints seriously and deal with them constructively, confidentially and with fairness and consistency;
- provide advice and information on how our procedures work, and encourage you to ask for help from the Students' Union;
- not treat you differently from other students because you have been involved in any procedure; and
- keep to the deadlines in each procedure.

We will expect you to:

- be aware of our Rules, Regulations and Procedures for Students and our Code of Conduct for students;
- try to sort out any problems with the person who is directly involved, or with the support of the Students' Union Advice Service;
- use the ways of giving us feedback explained opposite in the 'feedback' section before going down the formal complaints route, and use the student complaints procedure fully before trying to involve any outside organisations; and
- be reasonable in your response to any action we take to sort out the problem.



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<http://my.anglia.ac.uk>

6. Fees and other funding

We realise you will want to know what your tuition fees are and whether there are any other costs associated with your course. You will also want to know if there is any other funding to help you.

We will:

- publish our standard tuition fees on our website at least six months before the start of your course and every year after that;
- help you understand our tuition fees, scholarships and bursaries and give you advice on how to apply for any other financial support you may be able to get throughout your course;
- tell you about any extra course costs, for example costs for course materials, at the start of your course (we will publish any other costs, such as library fines, photocopying costs and printing costs on the appropriate websites); and
- acknowledge that we have received finance-related questions within three working days and give you a full response within 13 working days.

We will expect you to:

- make all the financial arrangements you need with anyone who is funding your course, such as your employer or the student finance company, before your course starts;
- make sure you or your funding provider pays your tuition fees when they are due;
- tell us as soon as possible if you or whoever is funding your course are having problems paying your tuition fees or any other costs;
- keep to any agreement you have made with us about paying your fees; and
- clear any debts you still owe, including accommodation fees and library fines, before your graduation, or you will not receive your final certificate.



7. Completing your course

We will:

- post your final European Diploma Transcript to your home address, as set out on e-Vision, within five working days of the date of the relevant awards board; and
- post your final certificate to your home address, as set out on e-Vision, within eight weeks of the relevant awards board.

We will expect you to:

- make sure your home address on e-Vision is correct before you finish your course; and
- fill in the Destination of Leavers from Higher Education (DLHE) survey we send you shortly after you graduate. This is an important national survey of all university graduates that takes place six months after graduation and collects information on employment and further study.

Help with your future employment

We believe in supporting you over the long term, so our specialist employment-related services will still be available to you after you graduate.

We will:

- tell you about work and related opportunities if you register with our Employment Bureau.

8. Keeping our promises to you

We consult with our students and staff when we write our Student Charter and we review it every year. We would like to know what you think of our charter, how we are doing in keeping our promises, or if we could be clearer about our expectations. Please contact us:

Visit: www.anglia.ac.uk/feedback

Email: tellus@anglia.ac.uk

Call: 0845 196 5111

We will monitor how effective our Student Charter is and will publish a yearly report on how well we have been doing and where we need to make improvements.



Visit your My.Anglia student homepage at
<http://my.anglia.ac.uk>

Cambridge Campus

East Road

Cambridge

CB1 1PT

Chelmsford Campus

Bishop Hall Lane

Chelmsford

CM1 1SQ

Visit: **www.anglia.ac.uk**

Email: **answers@anglia.ac.uk**

Call: **0845 271 3333**

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