

Loughborough Student Charter 2011-2012

Developed with students and staff, and open to annual review, the Loughborough Student Charter exemplifies the partnership that exists here between staff, students, and student representatives. Our mission is to provide the highest quality of educational experience and the widest opportunities for all students.



In topping the Times Higher Education Student Experience Survey for the fifth year in succession, we appreciate that many features of the University contribute to that great experience and support you in your studies. Our world leading academics and a research-led environment provide the basis for outstanding teaching, learning and research studies. They are complemented by the quality of our campus setting, extra-curricular activities, Library and IT

resources, social life, sports and other facilities, as well as the Loughborough Students' Union.

We hope you will support and develop these aspirations with us and enjoy your time at Loughborough.

Shirley Pearce

Prof Shirley Pearce
Vice Chancellor

Rebecca Bridger

Rebecca Bridger
LSU president

In order to enhance student learning, Loughborough University commits to:

- interact with students and colleagues fairly and respectfully;
- provide consistently high standards of teaching, academic support, advice and guidance;
- share the excitement of cutting edge research with all students and encourage their engagement with rigorous scholarship;
- provide students with concise and accessible information relating to their academic programme that includes the following:
 - details of programme regulations, specifications, and modes of programme delivery;
 - notice of the academic timetable and timely alerts regarding any timetable changes;
 - assessment criteria, assessment and examination arrangements, including clear deadlines for assessments and timeframes for feedback on submitted work;
 - academic guidance and support, appeals and complaints procedures, and professional requirements (if appropriate); and
 - programme charges, payment options and deadlines, and an estimate of necessary additional charges;
- offer activities and opportunities within and beyond the curriculum that enhance students' employability and personal development;
- be open to, supportive of and responsive to constructive student feedback;
- ensure that students have clearly defined access to high quality learning resources and to the facilities and materials necessary for the proper conduct of agreed programmes of study and research.
- make available to staff regular opportunities for continuing professional development;
- encourage and support student participation in shaping the quality of programmes, including the election of student representatives;
- ensure that appropriate investment is made in our learning resources, including teaching spaces, the Library and IT Services; and
- facilitate advice and/or counselling to students in areas such as careers, finance, health, and welfare via Student Services, and offer housing support through the Student Accommodation Centre.

In turn, Loughborough University students undertake to:

- treat all staff and their fellow students fairly and respectfully;
- behave respectfully towards neighbours on campus and in the local community;
- meet all the requirements of the programme for which they are registered;
- attend induction, participate in timetabled classes, and attend meetings with tutors and supervisors;
- obtain agreement from their Department/School, in advance where feasible, for any essential absences;
- take responsibility for managing their own learning by actively engaging in their programme of study, adopting a scholarly approach, and ensuring they spend sufficient regular time in private study;
- foster a supportive student learning community by, for example, participating fully in group learning activities and acting as learning facilitators for fellow students;
- support programme representatives and participate in systems which will lead to improvements in the quality of learning and teaching;
- submit assessed work by stated deadlines;
- participate in constructive and helpful feedback to staff;
- make prompt payment of charges made by the institution; and
- respect the physical environment of the institution, including all the facilities.

And, in its commitment to the student experience, Loughborough Students' Union undertakes to:

- support all students to ensure they receive fair treatment and are aware of their rights and responsibilities;
- support student participation in quality enhancement activities – especially through the election, development and training of programme representatives;
- assist students with academic and welfare problems;
- represent the interests of students at local and national level;
- support active student/community engagement, especially with regard to combating anti-social behaviour; and
- provide a range of clubs and societies to enhance personal and professional development.

Further information on the development and maintenance of this resource is available from:

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www.lboro.ac.uk/studentcharter

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