



UNIVERSITY OF
SURREY

University & Student Partnership Agreement

This Partnership Agreement sets out the broad principles, shared values and key mechanisms which support our mission. The focus here is on the University culture, acknowledging that desired outcomes are often achieved through everyday joint action and positive behaviours. This agreement has been shaped in the context of the existing regulations, codes of practice and detailed University policies.

The University of Surrey is one of the UK's top universities. Surrey has a world-class profile and sector leading reputation.

Our mission is to be, “a research-led institution pursuing learning, scholarship and research, and advancing and disseminating knowledge. The University is committed to working closely with its students, business, government and civil society to transition knowledge to the benefit of humanity.” ^[1]

We all have a role to play in ensuring students and staff can reach their potential and deliver on the University 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 challenge.

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

Max Lu, Vice-Chancellor

USSU President

[1] <http://www.surrey.ac.uk/about/management-and-strategy/strategic-plan>

1. a) The University's values and approach toward partnership working

Objective	We will
Respect Ambition Collaboration Integrity Excellence.	<u>RESPECT</u> – We include everyone <i>Through valuing equality and diversity in people, cultures and ideas we build a vibrant and caring environment to support people based on compassion and fairness.</i>
	<u>AMBITION</u> – We set stretching goals <i>Through focusing our energy into the common purpose of improving the University and its benefits to students, partners and society.</i>
	<u>COLLABORATION</u> – We prefer to work in partnership <i>Through supporting staff and students in working closely together, across disciplines, with businesses and industry, to benefit society.</i>
	<u>INTEGRITY</u> – We always aim to 'do the right thing' <i>Through a commitment to honesty, decency and transparency we uphold the highest ethical standards and professionalism in our activities.</i>
	<u>EXCELLENCE</u> – We strive to be the best we can <i>Through always seeking to improve in everything we do and thereby taking things to a higher level.</i>

1. b) The Students' Union values and approach toward partnership working

Supportive Approachable Democratic Dynamic Ethical	<u>SUPPORTIVE</u> – The Union promises to provide a variety of support to students or be able to signpost them in the right direction.
	<u>APPROACHABLE</u> – The Union is open to all students and encourages participation from across the student community.
	<u>DEMOCRATIC</u> – The Union ensures students are given the opportunity to debate and make informed decisions as a whole student body
	<u>DYNAMIC</u> – We will innovate in ways which best support students' needs.
	<u>ETHICAL</u> – The Union will act in an ethical way that shows its accountability to students.

2. An inclusive and inspirational learning environment

Objective	We will
2.1 As staff members of an academic community:	a) Emphasise that the University is an open learning environment, in which challenge and debate is accepted, thereby promoting tolerance whilst stretching and stimulating students.
	b) Develop our course provision, teaching methods & technology to meet the needs of a diverse student body, business, government and society.
	c) Provide effective academic support services which contribute to student personal development and success, ensuring fair access to the support offered.
	d) Provide advice and feedback to students in a timely manner to encourage academic development.
	e) Set clear expectations regarding student engagement with learning spaces and each other, so that together we can maximize joint learning outcomes.
	f) Promote opportunities for student representation and feedback.
	g) Provide access to an appropriate learning environment
	h) Ensure the learning environment supports and includes everyone of all races, beliefs, abilities, sexual orientation and gender and is free of discrimination on these grounds.
	i) Ensure fair decision making in academic assessment and related procedures.
	j) Provide timely information on changes which may affect the experience of current or future cohorts and clear complaint pathways.
2.2 As student members of the academic community:	a) Be open minded and accepting of differing views and experiences within a diverse but inclusive community.
	b) Engage with the learning environment and commit to use learning materials and resources fully.
	c) Submit work that is my own work 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
	d) Use academic support services and resources, such as personal tutor sessions, SPLASH and the VLE, to achieve and enhance our learning, employability and career goals; contributing to personal development and success.
	e) Engage with mechanisms for academic feedback at the right point in time and to the necessary depth, to promote best learning outcomes.
	f) Respect others' learning opportunities across different teaching spaces and support one another, so that together we can maximize our learning experience.
	g) Engage with opportunities through the Students' Union and University to provide ongoing feedback on aspects of the student experience and highlight opportunities for improvement or change.
	h) Include everyone irrespective of differences in race, beliefs, ability, sexual orientation and gender and challenge discrimination of any kind in the learning environment.

3. A supportive community contributing to a positive student experience

Objective	We will
3.1 As staff members of the community	a) Contribute to student progression, achievement, personal development and employability through professional support services.
	b) Support access to extra-curricular activities throughout the year, whether through Union sports clubs and societies or activities organised by the University.
	c) Listen and respond to the student voice and feedback on professional services and learning opportunities available at the University.
	d) Promote diversity and inclusivity.
	e) Promote student safety, security, and wellbeing, making referral to relevant services where appropriate.
3.2 As student members of the community	a) Engage with professional support services to promote our success, personal development and employability
	b) Contribute to our personal development and success through extra-curricular engagement
	c) Engage with opportunities to provide student voice and provide feedback on professional services
	d) Promote diversity and inclusivity
	e) Be aware of our safety, security and wellbeing and act responsibly (in a way that will not put ourselves or anyone else in harm), contacting the relevant help if required.

4. Communication and collaboration across the student journey

Objective	Staff and students will
4.1 To facilitate staff and student communication and collaboration across the student lifecycle.	a) Ensure clear and timely communication using the most appropriate channels (electronic, face to face) while recognising data rights and any privacy impact on all parties involved.
	b) Ensure all parties take responsibility to inform and be informed. Promote belonging and ownership through active, not passive, engagement.
	c) Practice open governance, publishing key committee minutes and feedback from students/surveys wherever possible, to ensure transparency, evidence actions and share outcomes / learning.
	d) Encourage students to be active members of their academic and non-academic communities, to continue this post-graduation through the Advancement (Alumni) office.

5. Further Information

The Student Charter

For more information on the University of Surrey Student Partnership agreement approach visit the website: www.surrey.ac.uk/studentpartnership, where we have linked out to the University policies, regulations/codes of practice and forums which facilitate the delivery of our shared ambitions. The Student Experience Sub Committee [of ULTC] and University / Student Union steering group exist to ensure this partnership agreement is successful in reaching the aims and ambitions.

Feedback

We listen to views through formal and informal feedback channels, responding and improving services and facilities wherever and whenever possible.

You can provide feedback through direct communication with the relevant department or professional service area. 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.

For more information on course representatives, visit: www.ussu.co.uk/voice/Pages/Course-Reps.aspx
For more information on student surveys, visit: www.surrey.ac.uk/currentstudents/ask/surveys/

Contacts

The University of Surrey, Stag Hill Campus, Guildford, GU2 7XH
Tel: +44(0)1483 682221 Website: www.surrey.ac.uk

University of Surrey Students' Union (USSU), Stag Hill Campus, Guildford, GU2 7XH
Tel: +44 (0)1483 89223 Website: www.ussu.co.uk

Other formats are available on request.