

## Appendix XLII – Student Charter

### Policy & Procedure Title:

South East Technological University Carlow - Student Charter

<b>Effective Date</b>	29 <sup>th</sup> October 2020	<b>Version</b>	3.0
<b>Approved By</b>	Academic Council Governing Body	<b>Date Approved</b>	18 <sup>th</sup> June 2020 15 <sup>th</sup> October 2020

<b>Form(s)</b>	<b>Responsibilities/ Owner</b>
	Vice President for Academic Affairs & Registrar Head of Faculty/Campus Student Union Learner Support and Student Services
<b>Superseded or Obsolete Procedures</b>	
Version 02 – June 2018 Reviewed to update policy to reflect student input	
Version 01 – May 2004 - Reviewed to update policy to reflect student input	

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STUDENT LIFE

## **South East Technological University Carlow will:**

- create an environment in which every student, irrespective of their circumstances, including their age, culture, sexual orientation, gender expression, physical and mental health, and financial situation, has the opportunity to learn, interact and engage with all aspects of student life
- provide an environment in which free speech, independent thought, academic freedom and integrity are protected
- provide student resources, including medical, counselling, accessibility services, and international student supports to ensure that all students receive appropriate advice and guidance during their time at the University
- provide activities and supports that will enable students to develop the skills and personal qualities to prepare them for future employment and/or further study
- invest in its buildings, library, resource learning spaces, sporting facilities and student services
- promote sustainability and reduce its carbon footprint, involving students in the process of promoting sustainability
- work with the Students' Union to provide quality representation and a supportive environment
- facilitate and support activities through University sports and student clubs, societies and community groups, that enable students to continue to develop their skills and talents
- encourage and promote student health and wellbeing programmes that have a positive impact on students' lives
- provide alumni facilities to enable graduates to stay in touch with the University after graduation

## **STUDENT LIFE**

### **The student will:**

- engage in all aspects of student life that offer the opportunity to develop both academically and personally, such as information events and activities arranged by the University and the Students' Union
- be conscious of the needs of fellow students and support the integration of all students into the academic and social life of the University
- act as members of an inclusive community that supports equality, diversity, inclusion, and ethical and responsible behaviour
- treat staff, students and visitors with respect and dignity
- consider the environment and support the University's green initiatives
- be proactive in seeking assistance from University services which provide information, guidance, and support
- accept responsibility for their student card and ensure that the card is retained solely for their own use and present the card whenever required to do so by a member of the University's staff
- take personal responsibility for promoting a safe, healthy and secure environment and actively engage with the conservation of scarce resources
- keep in touch with the University after graduation

## **ACADEMIC DELIVERY**

### **South East Technological University Carlow will:**

- ensure effective governance and management of academic, administrative and social activities
- provide students with a stimulating and challenging learning environment to ensure they fulfil their academic potential
- ensure that sufficient expert teaching staff and professional guidance supports are available for students throughout their academic journey
- recruit and support excellent national and international staff and students to provide an open, outward-looking academic community
- provide general and specialist IT services, library facilities, an online learning environment and other high-quality learning resources and spaces
- ensure that all confidential information gathered during a student's studies is treated in accordance with data protection legislation
- provide accessible course and research guides containing key information, assessment criteria, contact hours, and information on how the University will teach and assess students
- provide information regarding assessment arrangements, deadlines for assignments and timeframes for feedback on submitted work
- ensure that clear, timely, constructive and quality feedback is provided to students
- provide information on course costs, payment methods, and an estimate of any additional costs such as field trips
- observe its own rules, regulations, and guidelines and comply with relevant external regulations

## ACADEMIC DELIVERY

### The student will:

- abide by the assessment and examination rules, regulations, and guidelines that provide for a fair and equitable assessment system for all students
- treat any academic breaches of the academic policies and regulations as serious, and deal with alleged cases according to the procedures established by the University
- treat University facilities, buildings, infrastructure and the living landscape with respect taking into consideration other users
- inform their department of any absences due to illness or other exceptional circumstances
- be proactive in asking staff for clarification on assessment deadlines or expectations and in asking for feedback on grades provided by University staff
- check their University e-mail and Blackboard regularly in order to be aware of important notices and instructions
- adhere to the rules, regulations and guidelines and comply with relevant external regulations

*This Student Charter does not constitute a legally binding contract and does not impose legal obligations on the part of South East Technological University Carlow.*

## STUDENT CONTACT INFORMATION

### On-Campus Contacts:

Student Services: Carlow Campus

E: [studentservices@itcarlow.ie](mailto:studentservices@itcarlow.ie)

T: 059 917 5600

Student Services: Wexford Campus

E: [studentserviceswexford@itcarlow.ie](mailto:studentserviceswexford@itcarlow.ie)

T: 053 918 5802

Admissions Office

E: [admissions@itcarlow.ie](mailto:admissions@itcarlow.ie)

P: 059 917 5172

Counselling Service: Carlow Campus

E: [counselling@itcarlow.ie](mailto:counselling@itcarlow.ie)

T: 059 917 5600

Counselling Service: Wexford Campus

E: [wexfordcounselling@itcarlow.ie](mailto:wexfordcounselling@itcarlow.ie)

P: 053 918 5802

Counselling Service: Qualifying Lifelong Learning Students

T: 1800 201 346

Campus Health Centre

T: 059 917 5606

E: [nurse@itcarlow.ie](mailto:nurse@itcarlow.ie)

Chaplaincy Office

E: [martin.smith@itcarlow.ie](mailto:martin.smith@itcarlow.ie)

T: 059 917 5612

Library Services

E: [libdesk@itcarlow.ie](mailto:libdesk@itcarlow.ie)

T: 059 917 5760

Computing Services

E: [itservices@itcarlow.ie](mailto:itservices@itcarlow.ie)

P: 059 917 5678

Sports Office

E: [sport@itcarlow.ie](mailto:sport@itcarlow.ie)

T: 059 917 5617

Career Services

E: [careers@itcarlow.ie](mailto:careers@itcarlow.ie)

T: 059 917 5085

Estates Office

E: [estates@itcarlow.ie](mailto:estates@itcarlow.ie)

### Students' Union Contacts:

Administration Office

E: [itc.su@itcarlow.ie](mailto:itc.su@itcarlow.ie)

T: 059 917 5620

President

E: [supresident@itcarlow.ie](mailto:supresident@itcarlow.ie)

T: 059 917 5621

Vice-President of Welfare & Equality

E: [suwelfare@itcarlow.ie](mailto:suwelfare@itcarlow.ie)

T: 059 917 5623

Vice-President of Education & Lifelong Learning

E: [sueducation@itcarlow.ie](mailto:sueducation@itcarlow.ie)

T: 059 917 5624

Vice-President of Entertainments & Communications

E: [sucomms@itcarlow.ie](mailto:sucomms@itcarlow.ie)

T: 059 917 5622

### Off- Campus Support Contacts:

Samaritans

E: [jo@samaritans.ie](mailto:jo@samaritans.ie)

P: 116 123

Available 24/7

24/7 Mental Health Helpline

T: 1800 74 24 44

USI Mental Health Text line

P: 086 1800 280

Text "USI" to avail of the service 24/7

Rape Crisis Centre Helpline

P: 1800 778 888