



University of Essex

Online



University of Essex Online
Student Charter



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WELCOME

"The University of Essex Online experience relies on a successful partnership between our team and our students.

Our aim is to create a strong sense of community that is characterised by the balance we achieve between our educational, social and pastoral experiences, where our learning environment allows expectations to be met and ambitions realised."

- Nicola Pittman
Managing Director

"Here at University of Essex Online, we work hard to bring the best technology to the people with the ambition to improve their careers and self-esteem.

Over the last ten years, we have worked with academic experts and industry leaders to refine our course delivery and student support to the highest possible levels within the online education industry."

- David Dixon
Academic Director

OUR VISION AND MISSION

Our vision

To become a world leader in online learning, making higher education accessible to anyone with the potential and drive to succeed.

Our mission

To continue to transform students' lives and careers by delivering and expanding our portfolio of innovative, industry-led and career-enhancing higher education programmes.





ABOUT THE CHARTER

We are committed to supporting you as you work towards fulfilling your academic and personal potential. The Student Charter outlines what our responsibilities are and what we may expect from each other.

The Student Charter will be reviewed annually, with comments and feedback sought from the student body.

OUR COMMITMENT TO YOU

As University of Essex Online staff members we will...

- Ensure we treat students and colleagues with respect, dignity and courtesy.
- Provide a higher education curriculum which offers choice and meets the needs of online distance learning students.
- Provide clear and accessible information relating to studies, including: programmes and modules, assessments, feedback; and, wherever possible, advanced notice of timetable changes, cancelled classes and any rescheduling of content.
- Provide a high-quality virtual learning environment (VLE) with clear and accessible information and learning resources to enable students to develop as independent learners.
- Offer support and resources that enable students to overcome study barriers and study in way that meets their needs.
- Maintain high academic standards through fair and challenging assessment.
- Provide effective means of resolving appeals and complaints, with a clear and equitable procedure for academic appeals and formal complaints.
- Provide opportunities for constructive student feedback, encouraging and supporting student participation in shaping the quality of your learning experience.
- Provide clear programme costs, payment options and deadlines; and an accurate estimate of the necessary additional costs you may incur.





YOUR COMMITMENT TO US

As University of Essex Online students we will...

- Ensure we treat staff and fellow students with respect, dignity and courtesy.
- Make the commitment to study by actively engaging in the course, adopting a scholarly approach.
- Use learning materials and resources that are available to us and complete the scheduled learning, research and assessment activities by the stated deadlines.
- Constructively engage in academic debate with others to support freedom of speech and to facilitate learning and the exchange of ideas.
- Familiarise ourselves with the academic regulations and policies that relate to our programme of study.
- Take responsibility for our own learning and research whilst maintaining a high standard of academic integrity.
- Participate in processes which will lead to enhancements in the quality of learning and teaching, such as the National Student Survey and module feedback questionnaires.
- Raise any concerns at the earliest opportunity to facilitate the provision of appropriate and timely support.
- Discharge our financial responsibilities regarding tuition fees promptly.







OUR COMMUNITY COMMITMENT

As members of the University of Essex Online community we will...

- Ensure we treat one another with respect, tolerance and courtesy, regardless of identity, background or belief, both in person and online.
- Recognise and value positive contributions from others to enrich the learning experience.
- Work fairly and effectively with one another both inside and outside the academic context.
- Challenge one another intellectually and contribute to the advancement of knowledge.
- Make responsible use of the University of Essex Online learning environment, facilities and resources.
- Be accountable for our actions and conduct.
- Provide opportunities to engage with one another to influence the continuous enhancement of the student learning experience.



JOIN THE CONVERSATION

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OUR MISSION IS
TO CONTINUE TO
TRANSFORM
STUDENTS' LIVES AND
CAREERS BY
DELIVERING
AND EXPANDING
OUR PORTFOLIO
OF INNOVATIVE
INDUSTRY-LED
HIGHER EDUCATION
PROGRAMMES.

We're always here to answer any questions about our
programmes, policies or mission.

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