

# Staff-Student Partnership Agreement



The University of Chester is made up of a large and diverse community of students and staff, all of whom help to build and maintain the University's leading role in teaching and research, whilst working together to enhance the student experience.

As an academic community, our aspiration is that all staff and students understand our shared responsibilities and expectations, as this will help to ensure a positive and productive partnership.

This Staff-Student Partnership Agreement has been designed and developed collaboratively by staff, students and the University of Chester Students' Union. It gives all members of our academic community a clear understanding of what we can expect from each other as partners.

This supports our **University Mission, Vision and Foundational Values**, as at the heart of the University's vision is an unwavering commitment to ensuring an outstanding student learning experience.





## NOTIFICATIONS

### STAFF:

The department is expected to notify students of lectures which need to be cancelled, in advance. This notification is expected to always go out via the **Attendance Monitoring App**. In circumstances where this is not possible, then a member of the administration or programme team is expected to greet the students and explain any arrangements with regard to self-directed study, re-scheduling of the session, or otherwise (as appropriate to the situation).

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### STUDENTS:

Students are expected to report their absence directly using the **Attendance Monitoring App**. On some programmes, this is already an expectation and a requirement. An exception to this applies to all students within the Department of Performing Arts, as these students can **not** report their absence directly using the Attendance Monitoring App and must adhere to reporting procedures as specified in the department attendance policy.

## AVAILABILITY

### STAFF:

In terms of tutor availability, it is expected that this is made clear, visible, and accessible to all students. The extent of tutor availability will be determined at local level and as appropriate by Personal and Academic Tutors (PATs) and module teams.

Tutors are expected to promote their availability within Moodle pages and provide information to students on how to make contact. This may, for example, direct students to a physical noticeboard or to an online scheduling system (such as Moodle scheduler), but for reasons pertaining to equality of accessibility, it is expected that this will be published initially via Moodle.

Students can expect to receive a reply to their request within **2-3 working days**, with **3 working days** as the maximum window (this can be an automated email - and staff are expected to follow the process outlined within the **Communication by Email** section below). *This period may be slightly longer if the tutor is part-time or a Visiting Lecturer (VL) and students are expected to be made aware of this by the relevant tutor.*

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### STUDENTS:

Students are expected to notify staff if they can no longer make an arranged meeting at the earliest possible convenience and at least within 24 hours before the scheduled appointment.

## TIMETABLING

### STAFF:

In the event of a room change, it is expected that a notice is posted in a timely fashion on the door of the original room directing students to the new location.

**Staff involved in timetabling** are expected to schedule at least half an hour for lunch breaks within the students' timetables.

**Staff involved in timetabling** are also expected to ensure that Wednesday afternoons are kept free for all undergraduate courses from 1pm. This will provide students with opportunities to get involved in extra curricula activity, sports, societies, and volunteering. *The exceptions are courses which have professional placement expectations or course related requirements such as fieldwork.*

## COMMUNICATION BY EMAIL

### STAFF:

Staff are expected to respond to student emails (where a response is necessary) within **2-3 working days**, with **3 working days** as the maximum window.

Where staff anticipate that they will not be able to respond promptly to emails over a period of time (and within the 3 day window) it is expected that they will set up an automated response. *This period may be slightly longer if the tutor is part-time or a Visiting Lecturer (VL) and students are expected to be made aware of this by the relevant tutor.*

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### STUDENTS:

When emailing departments, it is expected that students provide clear information regarding a query (for example, module code) and an accurate subject line.

It is expected that students only use their university email account when communicating with staff. *The exception to this is if students are expected to use the email account associated with their professional placement.*

Students are expected to respond to staff emails (where a response is necessary) within **2-3 working days**, with **3 working days** as the maximum window.





## TEACHING AND LEARNING

**STAFF:**

Tutors are expected to use a range of appropriate learning, teaching and assessment approaches, which help to scaffold students' learning in meeting the specified learning outcomes.

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**STUDENTS:**

Students are expected to attend and to view their attendance as reflecting a responsibility towards others within our learning community. They are expected to also take responsibility for their own learning and treat peers and tutors with respect.

## ONLINE LEARNING AND MOODLE

**STAFF:**

All Moodle module spaces are expected to comply with the [Moodle Models within Handbook I](#), Quality and Standards Manual. This is to ensure consistency and familiarity, in addition to fitness for purpose, within and across each department, subject and module.

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**STUDENTS:**

Students are expected to regularly engage with the relevant module content on Moodle pages from the outset of the module.

## ASSESSMENT (In addition to regulatory expectations detailed within [Handbook F, Quality and Standards Manual](#))

### STAFF:

For each module, it is expected that all items cited within handbooks and/ or the E-Library on Moodle pages, are available within the library at the start of the module. **LIS Subject Librarians to initiate this process with academic staff, in a timely fashion and at set points during the course of the academic year.**

It is expected that there will be appropriate spacing of individual module assessments within any particular subject. This is to maximise the opportunity for students to effectively use assignment feedback within the context of subsequent assignments.

All feedback on assessments are expected to include developmental feedback which students can use and apply within the context of future assignments.

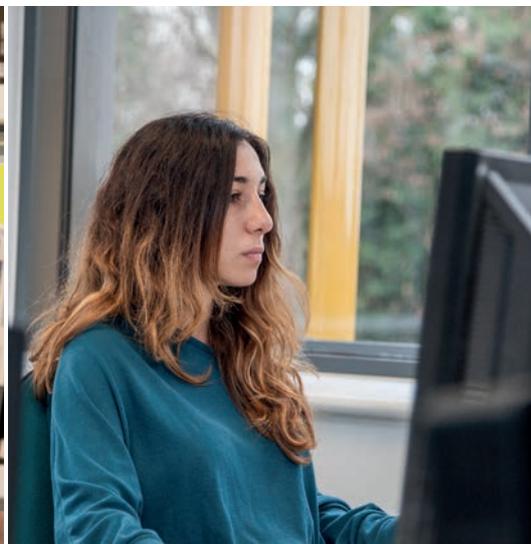
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### STUDENTS:

Students are expected to return resources/ sources which they have loaned from LIS or the department, in the same condition as they were loaned and within a prompt timescale so as to allow access by others.

Students are expected to familiarise themselves with the [documentation for Turnitin](#) on the [Registry pages](#), particularly in relation to the submission of assessed work through Turnitin.

Students are expected to engage with all elements of assignment feedback and respond to developmental feedback within the context of subsequent assignments. Students are also expected to be proactive in seeking feedback from their marking tutor if clarification is required.





## ACADEMIC STUDY SKILLS AND CAREERS AND EMPLOYABILITY SKILLS

### STAFF:

Staff are expected to explicitly embed academic study skills within module content and assessment tasks, as appropriate. Mapping and embedding in this way will promote comprehensive coverage, continuity and progression of this range of skills. Templates and guidance within [Handbooks A and B, Quality and Standards Manual](#) represent the basis of this activity.

Staff are expected to aim to provide openings for students to attend careers fest and volunteering fairs, so as to increase attendance and opportunities available to all students. **Student Futures to initiate this communication with academic staff in a timely fashion and at set points during the course of the academic year.**

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### STUDENTS:

Students are expected to engage with [the LTI Study Skills web site](#) and use this independently to help to self-assess and develop their academic study skills.

Students are expected to be pro-active in seeking opportunities to develop their skills of careers and employability and are expected to engage with the [Careers and Employability web site](#).



This Staff-Student Partnership Agreement gives a summary of our aspirations and expectations for each other at the University of Chester.

It is not a legally binding contract and it is not intended either to define or limit the legal rights and responsibilities of the University of Chester, University of Chester Students' Union or individual students.

