

# **NOVENA UNIVERSITY STUDENT CHARTER**

## **Introduction**

Novena University is devoted to supporting the experience and interest of our students as they work towards fulfilling their academic and personal career. Hence, this Student Charter is committed to the principles underpinning the partnership between Students, Novena University and the University Communities (staff, alumni, our visitors, our regulators, and other stakeholders) in general.

This Student Charter reflects the value and reference point for our students and staff. It sets out our expectations, rights and responsibilities and what we are entitled to as members of the university community.

It is not a legally binding contract but gives an overview of how together we establish and maintain our unique learning and living culture in a scholarly community. In this context, this charter was written taking into account our core values and commitments to the common enterprise of learning in an environment that respects diversity in all its forms, and pursuant to the principles of justice, equity and the pursuit of excellence through learning.

This Student Charter was jointly developed by the University and our Students' Representatives (SR) in 2019 and approved in 2020. In the implementation of the Student Charter, Novena University has worked in partnership with our students since it was approved.

## **THE CHARTER**

**As part of the University Community, we jointly commit to:**

- i. Treat staff and students with the respect, dignity, and courtesy they deserve as individuals, with different needs and expectations.
- ii. Protect first and foremost the safety and wellbeing of all members of the University Community
- iii. Promote an inclusive culture with a zero-tolerance approach to harassment, bullying or victimisation by challenging these forms of behaviour with our dignity
- iv. Take personal responsibility and accountability for our behaviour, actions and decision making and actively take steps to understand their impact.
- v. Promote an environment of equal opportunity that ensures all individuals progress with success.
- vi. Create space and time to truly engage, listen and learn from each other, and respond to and act on feedback received at all times for the overall interest of all individuals.

## **Novena University Staff Responsibility**

The University staff are committed to:

- i. Continually develop and improve the university's practices and structure to provide an inclusive and diverse student environment
- ii. Provide fair, equitable and mutually supportive learning and working environment for our students.

- iii. Take positive action to prevent sexual misconduct in all its forms, and to take timely and appropriate action in response to reports of sexual misconduct.
- iv. Ensure that our curriculum and its delivery support equality.
- v. Support and enhance student's experience and effective engagement of studying at Novena by providing high quality services through access to high quality Library, Information Technology and specialist laboratory facilities
- vi. Offer adequate, timely and fair assessment and feedback to students to enable them learn and improve their performances to academic deliverables.
- vii. Provide clear information about programme costs, payment options and deadlines.
- viii. Provide information and the route to resolve any difficulties encountered at the level of the faculty where any problem may have occurred.
- ix. Provide continued advice and support to students through awareness and development programs
- x. Provide a clear and equitable procedure for formal complaints and resolutions
- xi. Regularly review policies, processes, practices, official documentation and publications to accord equal opportunity and health and safety principles to all staff and students.

### **Students' responsibility**

To ensure that the university supports students in their best interest, the responsibilities of students are presented as follows:

- i. Engage with the university to formulate their own educational and career goals in line with their programme objectives
- ii. Attend all induction sessions, participate in class activities, and attend meetings with their lecturers and academic supervisors.
- iii. Provide useful and constructive feedback, for use in enhancing the quality of learning and teaching and the student experience
- iv. Pursue their academic studies with diligence, honesty, and integrity
- v. Demonstrate respect for the freedoms and rights of others with respect to political and or religious views and to understand that such views have limitations to some certain circumstances
- vi. Wherever possible obtain agreement from their provost (faculty) in advance, for any important absences and report back to faculty upon return to study after approved absence
- vii. Ensure familiarization with the university's regulations that relate their programme of study.
- viii. Raise any concerns at the earliest opportunity to ensure you receive timely and appropriate support, and to respond to key university communications
- ix. Comply with all university's policies and procedures.

**Professor Nduka, G.**

**Student Name here**

Vice Chancellor  
Novena University

Student Representative  
Novena University