

[Approved by the E.C. in its 345th meeting held on 23 & 24 March 2018
vide Resolution No. 18]

Dibrugarh University Student Charter

Purpose of Charter

The student Charter is a statement of the University's aspirations and mutual expectations of staff and students, as they work together to achieve the University's Mission. It represents our shared commitment to the values of the university and to develop and maintain a stimulating, diverse and supportive environment that is conducive to learning.

The main purpose of the student charter is to set out our partnership in learning. It is because the Achievement of the University's mission is only possible through the respectful interactions of all members of the University community, fair student representation and active student participation in University life and community.

The student Charter applies to all students encompassing undergraduates, postgraduate and research of the University regardless of the learning mode and location of their studies. The charter encourages the commitment of all staff and students to their rights and responsibilities, and lays out the basis on which our partnership works. By undertaking the responsibilities within the Student Charter we can all contribute to and take pride in the ongoing development of a vibrant university community.

General Values and Commitment of University

The University in pursuit of the objectives is committed to

- Provide a conducive environment free from discrimination, harassment or bullying.
- Promote mutual respect of individual rights and adhere to the ethical norms and standards.
- Provide a supportive and stimulating research-led environment so as to empower the student to reach their full potential.

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- Provide facilities and services to the students community for high-quality learning experiences
 - Give access to activities that will enhance employability, professional excellence and personal intellectual development.
 - Support for the student participation in programme management and the life of university, including election of representatives.
 - Provide the students an opportunity to participate in the functioning of the university.
 - Recognizing the diversity and valuing it too.
 - Have access to information with a fair and efficient complaint and appeals process to any related issues including payment, cancellation and refund information.
 - Initiate support services to the student community for any social related issues like Pandemic and give access advice on health, welfare and accommodation.
 - Maintain and respect their privacy and confidential information properly used and protected.

Student Charter

1.1 Teaching, Learning, Assessment and Research Expectations

The Students Can Expect:

- Assistance in their orientation and transition to Dibrugarh University
- A range of learning and teaching approaches that facilitate engagement and communication between the students and their teachers.
- Reliable, fair and valid assessment including timely feedback on their academic work
- Clear information regarding course and program requirements, changes in the programs and courses made.
- Reasonable and equitable access to library, laboratory, studio, internet, computing

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and general course resources

The University Expects the Students to:

- Work to the best of their ability for the development of Dibrugarh University
- Actively participate and with integrity in teaching, learning and research activities
- Provide constructive feedback on their learning
- Take responsibility for managing their own learning in accordance with the academic calendar ensuring full participation in all learning activities and complete all required assessment task within required time frames.
- Comply with the minimum information technology requirements for the study in the course in which they enroll.
- Respect University property and use information technology and other resources in accordance with the University's Code of Practice and intellectual Property Policy

1.2 Equity and Ethical expectations

The Students can expect:

- To be treated with courtesy and respect
- Their reasonable needs are being address regardless of gender, ethnicity, religion, age, background, disability or sexual orientation.
- To enjoy congenial environment free from harassment, discrimination, bullying and other unlawful behaviour.
- A transparent admission system that is inclusive and equitable, administered in accordance with published criteria.

The University Expects Students to:

- Treat and communicate with University staff and other students with courtesy, acceptance and respect at all times including via social media
- Observes reasonable standards of behaviour with respect to university activities and property onwards all persons
- Uphold professional standards of behaviour to all persons they interact with their capacity as a university student.

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- Adhere to the highest ethical standards and undertake assessment tasks in an honest and trustworthy manner consistent with their purpose.

1.3 Feedback, Complaints and Discipline Expectations

Students Can Expect

- Their complaints to be addressed in a timely and Professional manner
- The University to seek and welcome their feedback on matters relating to the learning environment and courses and be advised of the outcomes of such reviews
- Staff to be aware and of uphold their responsibilities under the University's policies and procedures as they affect them and their interaction with students

The University Expects the Student to

- Attempt to resolve issues informally before seeking a review of a decision or making a student complaint
- Refrain from engaging in frivolous or vexatious complaints
- Be aware of and uphold their responsibilities under the University's policies and procedures and abide by the conditions which necessarily follow and accept sanctions applied for ailing to do so.

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