

## **STUDENT CHARTER/RIGHTS AND RESPONSIBILITIES**

SISFU recognizes the importance of a Charter defining student rights and responsibilities and encouraging diversity among the students.

### **Policy Statement**

1. All students have the right to:

- access University services and facilities;
- be treated fairly with respect and dignity;
- study in a supportive and nurturing environment ;
- assemble in peaceful manner in the campus;
- access their records;
- be informed of the existence of this Charter and to have access to it;
- have access to education, service and representation regardless of gender, sexual orientation, race, religious conviction or other status;
- be free from all sexual, physical and racial harassment and from other inappropriate behavior;
- access relevant information provided by the University concerning financial assistance provided by the University such as grants and scholarships;
- access accurate, timely and sufficient information regarding enrolment and other administrative procedures;
- have their intellectual property and copyright recognized;
- be able to communicate freely; to voice alternative points of view in rational debate, and to have their intellectual freedom protected;
- expect the University to provide a safe and accessible environment including facilities, equipment and grounds;
- have their opinion represented through the student council on all matters affecting students; and
- be able to appeal or register a complaint or grievance against any academic assessment, academic procedure, administrative procedure, perceived discrimination or harassment, or the abrogation of any right stated in this Charter.

2. All students have the responsibility to:

- recognize the rights of every other SISFU student;
- respect and uphold principles of academic integrity;
- ensure that their student record is accurate at all times;
- uphold the reputation of the University while engaged in University activities;
- act at all times in a way that respects the right and privileges of others;
- to respect University property and the property of others;
- complete obligations in a timely manner and pay any fees, charges or fines as they fall due or to make alternative arrangement for payment.
- participate actively in the teaching and learning and research environment , in particular by attending classes as required, complying with workload expectations, and submitting required work on time;

- take an active part in the management of their enrolment with the University and monitor their own progress within the teaching-learning environment;
- understand that despite all efforts to promote successful teaching and learning outcomes, student work may still not reach the standard required to pass a unit; and
- familiarize themselves and comply with the review, appeal, complaint or grievance procedure.
- Ensure the processing of their student visa in accordance with the University rules and procedure and as mandated by law.

## **B. TRANSNATIONAL UNIVERSITY OF CHOICE – EXCELLENCE IN STUDENT EXPERIENCE AND CUSTOMER SATISFACTION**

- Continuous Enhancement of Student Experience and Customer Satisfaction
- On-going dialogue with students and parents; continue to develop student support programs identified in these dialogues
- Continue to enhance opportunities for students' financial literacy
- Equal access to education in SISFU through scholarships and financial grants to deserving students
- Develop innovative academic and non-Student Relations programs as conditions and students' needs change
- Expand students' accommodations/dorms
- Enhance sports programs
- Embed the 5Cs culture (character, competence, commitment to achieve, creativity, collaboration) in contextualizing the curricula and in students' extra-curricular activities.

## **C. GROWTH AND SUSTAINABILITY**

- Ensure SISFU's sustainability
  - Provide best value proposition for students and parents in the ASEAN region.
  - Expand/diversify course offerings through academic partnerships which can offer SISFU excellent and innovative curricula for Top-up in Business, MBA, Post Graduate Education, Computing and Hospitality Management
  - Increase enrolment and maintain high levels of student retention –
  - Launch International Student Recruitment in Asia
  - Develop programs to meet anticipated increase in demand for specialized educational programs as a result of K-12 implementation and the ASEAN Integration e.g., expansion of the English Language Center, offering Senior High School Program for Grades 11 &12, and introducing short courses for continuing education and professional development
- Incorporate sustainability goals, major activities and outcomes in all management reports.