## 2436 Refund the tuition fee

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Summary: Covid-19 has been affecting our students drastically since March 2020 when UEA shut down and shifted most of the modules to online. After the academic year 20/21 started, most students were experiencing largely (if not total) online learning. Students came from various parts of the UK or different countries, such as Mexico and China, to attend online modules. UEA laid out to students that they would get some face-to-face teaching, however, most of the content was online and there were many students who did not receive any face-to-face teaching. Despite the Universities positive approach to online learning, to keep students learning, the access to facilities and resources is much diminished for this years' cohort and is thus not the same experience. Universities and their staff have been working hard to keep up with the rapidly changing national situation. The Government has been unclear and indecisive, leaving students and university staff with little guidance. The pandemic has exacerbated many existing inequalities and social issues those caused by the marketisation of education. This has forced universities to compete for students and brought some to the edge of financial collapse even before the pandemic. Universities do not have the funds to refund tuition fee and we believe this responsibility sits with the Government. We believe the SU should continue to support students and encourage them to come together and put collective pressure on the government together. This is a national priority and one that has been of particular concern to UEA students. We want to empower students to write to their MP's and ministers about the current situation and join the national conversation with NUS (National Union of Students). We cannot ignore students' calls and we wish to support them in the best way possible to ensure their voices are heard and their demands are met.

## **Council Notes**

- 1. We estimate the Government has spent approximately £210bn on the pandemic, including £112bn supporting UK businesses so far. To date, the UK Government has spent NO MONEY to support universities with learning and teaching costs or accommodation fees. UEA's eight-week rent rebate will cost the University £5m at a time when their finances are severely challenged by the pandemic.
- 2. Some universities are at risk of financial collapse, and UEA is not immune to the financial pressures created by the pandemic.

## **Council Believes**

- 1. We believe the responsibility of tuition fee refunds sits with the Government.
- 2. The lack of Government support for UK Higher Education institutions is disgusting; we feel this is a deliberate attempt by the Government to undermine Universities in the UK.
- 3. We believe students and UEA should unite in their call for the Government to support Universities financially.

## **Council Resolves**

- 1. To mandate the Undergraduate and Postgraduate Education Officer to work the university on actively monitoring the quality of online teaching.
- 2. To lobby the university to campaign with students for fair HE funding, including compensation for students
- 3. To mandate the full-time officers to work with NUS and other Student Unions to create national pressure.

- 4. To mandate the full-time officers to lobby the government on reducing tuition fees for academic year 20/21 as recommended by an independent enquiry which the Government should commission. The same process should be carried out to identify fee reductions for 21/22 based on the expectation that most but not all services will return for the next academic year.
- 5. To mandate the Undergraduate and Postgraduate Education Officers to lobby the government for increased funding for universities to meet the costs of increased and hig