



## **SABARAGAMUWA UNIVERSITY OF SRI LANKA**

**Policy Title – Policy on Student Support Services and Welfare, SUSL**

**Policy Number – Policy / SUSL / Stu Sup / 05**

**Senate Approved Date – 12.07.2022**

**Council Approved Date – 22.08.2022**

**Effective Date – 22.08.2022**

**Revised Dates – NA**

**Approving Authority – The Council, Sabaragamuwa University of Sri Lanka**

**Administrative Responsibility –Senate, Council**

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### **Overview**

The prime aim of the Sabaragamuwa University of Sri Lanka (SUSL) is to produce graduates enriched with capabilities as embedded in the SUSL Graduate Profile i.e. SUSL student should be an effective communicator, career ready learner & lifelong learner, collaborator, innovator & leader, critical thinker and responsible decision maker. Hence, the SUSL is a creator of graduates to cater the global demands crossing the borders of the Island and SUSL is playing a vital role in preparing students to meet the future challenges. In this journey achieving the SUSL goals, it is important to maintain the wellbeing of the students by providing them with supportive and welfare services at the best level for blooming a quality graduate from SUSL.

### **Purpose**

Student support and welfare services facilitate the students to obtain quality education (learning experience) in a very gratified environment. Further provision of proper environment in the university will reduce the dropouts and will strengthen the university life having healthy relationships between students, with academics, university administration and all others including the society at large. The purpose of this policy is to facilitate the mechanisms involved in providing the necessities of the students in providing them with diversity of experiences.

## **Scope**

This policy shall apply to all undergraduate students in all faculties, in the Sabaragamuwa University of Sri Lanka providing directions and guidance for student support and wellbeing at SUSL.

## **Legislative context:**

This policy is supported by the Commission Circular No. 933 issued in 21<sup>st</sup> of October 2010.

## **Definitions**

- a. CQA - Centre for Quality Assurance
- b. SSS & WS - student support services and welfare system
- c. Student – Undergraduate students of the Sabaragamuwa University
- d. SUSL – Sabaragamuwa University of Sri Lanka
- e. UGC- University Grants Commission
- f. University – Sabaragamuwa University of Sri Lanka

## **Policy statement**

1. In order to facilitate, direct and coordinate all the student support services and welfare systems (SSS & WS), it is necessary to appoint a student support services and welfare advisory committee chaired by the Vice Chancellor at SUSL. The composition of the committee shall be as per the UGC circular 933 (Annex I) (Composition and the TOR of the Advisory Committee is in the Annex II).
2. Student support services and welfare system (SSS & WS) should focus on the following areas mainly;
  - a. Student services such as student registration & certification, distribution & disbursement of scholarships, assistantships, prizes, bursaries and registration of student societies and councils and provision of assistance to student social & cultural activities.
  - b. Student accommodation and cafeteria services
  - c. Common amenities & services such as recreational & sport facilities, curative and preventive health care services & facilities for social, cultural, creative & aesthetic pursuits with the assistance of the Physical Education Unit, Arts Centre, Medical Centre, and Career Guidance Unit.
  - d. Student welfare, grievance redress and counselling system that will coordinate with university authorities and faculty level student counselling system
  - e. Career Guidance services
  - f. Marshal and security service
  - g. Psychological counseling

- 3.** All these functions should be under the purview of several administrative, services providing divisions, centers and units of SUSL. Director, SSS & WS should act as a facilitator to ensure liaison and cohesion among student support services divisions and units of SUSL (TOR of the Director is in the Annex III).
- 4.** There should be a separate office space and facilities for the Director SSS & WS to function effectively, and this place should be within the central administrative location for easy access.
- 5.** All the societies such as main student union, faculty unions, student welfare societies, subject societies, etc. should play a complementary role in maintaining the student wellbeing in line with SUSL rules and regulations.
- 6.** Students should be made aware on the University Student Charter and should advice and promote to comply with norms, rules & regulation of the University as well as with the rules & regulations issued by the UGC related to student matters.
- 7.** Interaction sessions/ meetings with students / student groups shall be organized by the SSS & Welfare advisory board to identify their needs
- 8.** Student can convey their grievances to the Director / Advisory Committee as indicated in the “Student Grievances redress policy, SUSL”: Policy / SUSL / Gov & Mgmt / 08 and the procedure (Annex IV) is indicated in the Standard Operating Procedure (SOP) for Internal Students: QA/SOP/Stu Sup/01/2021 (Annex V).
- 9.** Students should provide genuine details for the “Student Satisfaction Survey” that is conducted annually (Annex VI). This survey will be carried out by a team attached with the Centre for Quality Assurance (CQA), SUSL with the support of Centre for Computer Studies and the information gathered through this survey will be directed to the Director, SSS & WS for taking possible measures if necessary as decided by the Advisory Committee on SSS & WS.
- 10.** Students should be equally treated and there should not be inequality among them based on gender, physical & mental disabilities, ethnicity or any other states of the student. Refer to the University policy on Policy on Equality / Non discrimination –SUSL; Policy / SUSL / Gov & Mgmt / 06 (Annex VII).
- 11.** Gender based violence should be addressed effectively as per the Policy Framework for Gender Equity and Equality of SUSL (Annex VIII).
- 12.** Students should be made aware on the student disciplinary By Law of SUSL (Annex IX).

- 13.** Student mentoring system should be strengthened providing them a peaceful mindset for their academic activities. Some of the mentoring aspects are covered under the “Mentoring Policy, SUSL; Policy / SUSL / Stu & Sup / 02 (Annex X).
- 14.** Student should be supported to maintain their mental health and made aware on the “Policy for Psychological Counseling Services and Handling Distressful Situations Encountered by Students”; Policy / SUSL / Stu & Sup / 03 (Annex XI). It is necessary to develop a mechanism to direct students to “Sith Arana, University Psychological counselling service” which is headed by the Director, Sith Arana, SUSL. Meantime faculty level counselling units can involve in the counselling matters and they should work closely with the Sith Arana, University Counselling Centre. On the top of these, it is necessary to make the students aware of this counselling service exist in the SUSL.
- 15.** It is important to ensure that all differently abled students in the university receive treatment with equality, equity and dignity. Some provisions are made in the policy document on “Policy over the Differently Abled people”; Policy / SUSL / Stu & Sup / 04 (Annex XII).
- 16.** The students of SUSL should be provided with hostel facilities for a period decided by the University Council with the recommendation of the Advisory Committee on SSS & WS. Supportive document has been prepared as “Policies for Hostel Maintenance”; Policy / SUSL / Stu & Sup / 01 (Annex XIII).
- 17.** Mechanism should be developed for the maintenance and the monitoring of the hostel facilities. Students should be educated regarding all the rules and regulations within the hostels of SUSL.
- 18.** A system / mechanism should be established to disseminate information to students and also to bridge all the stakeholders for proper provision of services and enhance greater harmony.
- 19.** Activities done by the divisions/ centers / units pertaining to SSS & WS should be monitored by the Director, SSS & WS regularly and necessary action should be made for effective functioning of each sections. If there are some lagging areas in SSS & WS, the recognized activities/actions should be initiated without long delays.

Encourage the students to have healthy relationship among students and staff (academic, administration staff and academic supportive staff). Interaction sessions and programs should be organized to encourage the students by relevant authorities.

- 20.** Arrangements should be made to enhance the public and community engagements.

21. There is a provision for amending this policy whenever necessary in the future.

**Supporting Documents:**

- a. This policy is supported by the Commission Circular No. 933 issued in 21<sup>st</sup> of October 2010.
- b. University Act 1978 with amendments.

**Responsibility:** Vice Chancellor, Deans of the Faculties and the Faculty boards of the Sabaragamuwa University of Sri Lanka, Director, SSS & WS, AR/ SAR- SSS & WS, Student Support Services and Welfare Division of SUSL, Wardens, Sub wardens, Senior student councilor, Deputy senior student councilors, Directors of the Centers -SUSL, Coordinators of the Units-SUSL.

**Promulgation:**

- i. This policy will be circulated as an electronic document among all the faculties and will be available:
- ii. at the University websites
- iii. in the Student Support Services and Welfare Division, SUSL
- iv. Will be circulated among students (electronic version)

**Implementation:**

This policy will be implemented mainly with the direction of the Vice Chancellor, University Council and the coordination of the Director, AR/ SAR, SSS & WS. Further, all the faculties /divisions/centers/ units/ which provide the student support services and welfare are responsible for implementing this policy.

**Annexes:**

1. Annex I UGC circular 933
2. Annex II Composition and the TOR of the Advisory Committee
3. Annex III TOR of the Director
4. Annex IV “Student Grievances redress policy, SUSL”: Policy / SUSL / Gov & Mgmt / 08
5. Annex V Standard Operating Procedure (SOP) Student Grievances redress for Internal Students: QA/SOP/Stu Sup/01/2021
6. Annex VI “Student Satisfaction Survey”
7. Annex VII Policy on Equality / Non discrimination –SUSL; Policy / SUSL / Gov & Mgmt / 06
8. Annex VIII Policy Framework for Gender Equity and Equality of SUSL
9. Annex IX Student disciplinary By Law of SUSL

10. Annex X “Mentoring Policy, SUSL; Policy / SUSL / Stu & Sup / 02
11. Annex XI Policy for Psychological Counseling Services and Handling Distressful Situations Encountered by Students”; Policy / SUSL / Stu & Sup / 03
12. Annex XII Policy over the Differently Abled people”; Policy / SUSL / Stu & Sup / 04
13. Annex XIII Policies for Hostel Maintenance”; Policy / SUSL / Stu & Sup / 01

### **Centre for Quality Assurance**

**May, 2022**

*This policy is prepared by a committee suggested by the Senate Standing on Quality Assurance, SUSL (30<sup>th</sup> SSC-QA meeting, held in June 2021).*

*Composition of the committee*

*Prof. W. Manoj Ariyaratne (Chairman)*

*Prof. H.A.D. Ruwandeepika (Member)*

*Prof. R.G. Sangeeth Rathnayake (Member)*

*Dr. M. Sandun J. Perera (Member)*

*Ms Gayani Dias (Member)*

***\*\*\*\*This policy has been approved at the 265<sup>th</sup> Senate held on 07.12.2022 and 287<sup>th</sup> Council held on 22.08.2022***

## **Annexure II**

### **TERMS OF REFERENCE OF THE STUDENT SUPPORT SERVICES AND WELFARE ADVISORY COMMITTEE**

- i. Initiate activities to implement University Student Charter and thereby students compliance with university norms and rules and regulations.
- ii. Discuss on issues relating to student support services and welfare.
- iii. Review, monitor and evaluate progress of activities carried out by support service units.
- iv. Initiate activities to enhance student's welfare, cultural renaissance, craving for art, drama, music and leisure, creative talents, recreational pursuits, and social and ethnic cohesion and harmony.
- v. Promote activities enhance greater interaction with public and the community around the university.
- vi. Initiate activities to promote greater cohesion and harmony among students, academic staff and administrative and support staff.

### **COMPOSITION OF THE STUDENT SUPPORT SERVICES AND WELFARE ADVISORY COMMITTEE, SUSL**

- I. Vice Chancellor (Chairman)
- II. Deans of the Faculties
- III. Director / Student Support Services and Welfare
- IV. Registrar
- V. Bursa
- VI. Librarian
- VII. Assistant Registrar / Senior Assistant Registrar / Student Services and Registration (secretary)
- VIII. Wardens
- IX. Senior Student Counselor /Deputy Senior Student Counselors
- X. Director / Career Guidance Unit
- XI. Proctor
- XII. Marshal
- XIII. Chief Security Officers
- XIV. University Medical Officer
- XV. Director / Physical Education
- XVI. Maintenance Engineer
- XVII. Curator

## Annexure III

### TERMS OF REFERENCE OF THE DIRECTOR/ STUDENT SUPPORT SERVICES AND WELFARE, SUSL

- i. Create awareness about University Student Charter and promote students to comply with norms, rules and regulations – design and implement awareness programs and activities to improve students conduct and behavior and their compliance with university norms, rules and regulations.
- ii. Entertain any complaints/ problems/ grievance from students as regard to food and lodging and financial, educational and health matters and provided assistance to needy students in liaison with relevant division/units.
- iii. Guide and supervise allocation of hostel accommodation.
- iv. Assist the wardens and sub – wardens in hall management and optimizing the utilization of hostel accommodation and other facilities and ensuring high standards of student accommodation & cafeteria services.
- v. Coordinate student counselling services through the Faculty level student counselors and Professional Counselling Unit (to be operated within the Office of Director/Career Guidance Unit)
- vi. Facilitate management of centers/divisions and common amenities – such as play grounds, gymnasium, Student Centre, open air theatre, health Centre, etc.
- vii. Facilitate planning and implementation of social, cultural, literary and supports programs in liaison with relevant division/councils/societies (*eg. Physical Education Division, Art Council/Circle, Music Society, Dramatic Society, Film Society, Literary Society, etc.*) to promote cultural pursuits, aesthetic talents, values, taste, and creativity, social interaction, and greater harmony and cohesion among student and staff communities.
- viii. Collect, collate and disseminate all relevant information to students.
- ix. Liaise among stakeholders – students, academic staff, administrative staff and support staff and public
- x. Promote interaction among student, staff and community and thereby promote greater harmony and cohesion within and between university and community.
- xi.** Liaise and coordinate university and faculty level activities relating to holding public awareness programs and exhibitions at regional and national level.