



UNIVERSITY GRANTS COMMISSION

Commission Circular No. 933

No. 20, Ward Place,
Colombo 07.

21st October 2010

Vice-Chancellors of Universities,
Rectors of Campuses,
Directors of Institutes,

Student Support Services and Welfare System in Universities

The Student Support Services and Welfare System encompasses six broader areas, namely, i) Student services (i.e. *student registration and certification, distribution and disbursement of scholarships, assistantships, prizes, bursaries and registration of student societies and councils and provision of assistance to student social, and cultural activities*), ii) Student accommodation and cafeteria services, iii) Common amenities and services such as recreational and sports facilities, curative and preventive health care services and facilities and facilities for social, cultural, creative and aesthetic pursuits (eg. *Student Centre with cafeteria, bookshop, communication centre, barber saloon, tailor shop, post office, grocery shop, etc., indoor and open air theatres, gymnasium and play grounds, recreational parks, etc.*), iv) Student welfare, grievance redress, and counseling system that will coordinate with university authorities and faculty level student counseling system, v) Career Guidance Services and vi) Marshal and Security services. These six broader functions are coming under the purview of several administrative and service divisions and functional units, namely i) Student Services and Registration Division, ii) General Services Division, iii) Maintenance Division, iv) Health Centre, v) Physical Education Division, vi) Student Counseling System, vii) Security Division, viii) Marshal Unit, ix) Career Guidance Unit, etc. In addition, university level councils/societies/ (such as *Arts Council/Circle, Dramatic society, Music Society, Literary Society, etc.*), also play an important complementary role in this regard. However these divisions/units, and councils/societies carry out their defined and mandatory functions without much coordination, direction, guidance and monitoring as there is no coordinating or liaison unit which brings these divisions, units, functional systems and societies together for regular meetings, discussions, reviews and thereby to promote greater coordination and mutual cooperation. Moreover, there is no central entity to which the students and others could bring their grievances and issues and seek solutions and a relief. Similarly there is no coordination unit that oversees the coordination and cohesion among several service divisions and units to ensure smooth functioning of the system and to remedy shortcomings and deficiencies and to extend assistance for the students in need.

The Standing Committee on Career Guidance and Welfare having considered the above mentioned shortcomings, and through several rounds of stakeholder discussions prepared and submitted a comprehensive memo to the University Grants Commission, recommending wide array reforms aimed at streamlining and enhancing greater coordination among divisions/units that provide student support and welfare services of universities/higher educational institutions. The University Grants Commission has approved the recommendations at its 803th meeting held on 06th May 2010 and has decided to issue directives all universities /higher educational institutions through a UGC Circular for compliance and necessary action.

Accordingly, all universities/higher educational institutions are hereby directed to reorganize the Student Support and Welfare Services as prescribed below and submit to the University Grants Commission **by 31st January 2011** for information and approval.

1. Establish a coordinating body and network called **Student Support Services and Welfare System (SSS&WS)** to coordinate student support services and student welfare system by networking i) Student Services and Registration Division, ii) Service Divisions (i.e. *Health Centre, Physical Education Division, Maintenance Division, Security Division and marshal Unit*), iii) Student Counseling System, iv) Career Guidance Unit.
2. The principal features of **Student Support Services and Welfare System** are as follows:
 - a. **Student Support Services and Welfare System** is headed by a senior academic, appointed on full time or part-time basis on 3-year terms, designated as **Director of Student Support Services and Welfare (D/SSS&W)** with well-defined Terms of Reference to liaise with divisions, units and functional system namely, i) Student Services and Registration, ii) Service Divisions (i.e. *Health Centre, Physical Education Division, Maintenance Division, Security Division and Marshal Unit*), iii) Student Counseling System, iv) Career Guidance Unit. The Director Student Support Services and Welfare besides crying out his defined functions shall function as a facilitator to ensure liaison and cohesion among student support services divisions and units which shall continue to function under the heads of the respective divisions and units. Terms of Reference of Director Student Support Services and Welfare is given in Annexure I. The person holding the post of Director of Student Support Services and Welfare shall be remunerated as per guidelines issued by the UGC.
 - b. **Advisory Board or Committee**, called **Student Support Services and Welfare Advisory Board under the chairmanship of the Vice Chancellor** shall guide, advice and monitor the activities undertaken by all the relevant divisions, units and functional system of the system. The composition and Terms of Reference of the Advisory Board is given in Annexure II.
 - c. The **Office of the Director of Student Support Services and Welfare** shall be established within the central administrative building/complex to ensure closer liaison with the Office of the Vice Chancellor, Office of the Deputy

Vice Chancellor, Student Services and Registration, General Services or Administration Division, Career Guidance Unit, Marshal Unit and Security Division and Public Relation Office. The Office shall be provided with required facilities including communication and computer facilities and human resources (i.e. staff assistant or clerk/computer application assistant and a peon) and the required human resources could be found by reallocating the existing cadre of the central administration.

Please take action accordingly with immediate effect.



(Prof. Gamini Samaranyake)
Chairman/UGC

- Copies :
1. Chairman's Office/UGC
 2. Vice-Chairman/UGC
 3. Members of the UGC
 4. Secretary/UGC
 5. Deans of Faculties
 6. Registrars of Universities
 7. Financial Controller/UGC
 8. Bursars of Universities
 9. Librarians/SAL/AL of the Higher Educational institutions/Institutes
 10. Deputy Registrars/Snr. Asst Registrars/Asst. Registrar of Campuses/Institutes
 11. Deputy Bursars/Snr. Asst. Bursars/Asst. Bursars of Campuses/ Institutes
 12. Chief Internal Auditor/UGC
 13. Govt. Audit Superintendents of Universities
 14. Snr. Asst. Int. Auditor/Asst/Int. Auditor of HEI
 15. Secretaries of Trade Unions
 16. Auditor-General

File No. UGC/IUA/CG/01/09

Annexure I

Terms of Reference of the Director /Student Support Services and Welfare

- i) Create awareness about University Student Charter and promote students to comply with norms, rules and regulations – design and implement awareness programmes and activities to improve students conduct and behavior and their compliance with university norms, rules and regulations
- ii) Entertain any complaints/problems/grievances from students as regard to food and lodging and financial, educational and health matters and provide assistance to needy students in liaison with relevant divisions/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 counseling services through the Faculty level student counselors and Professional Counseling Unit (to be operated within the Office of Director/Career Guidance Unit).
- vi) Facilitate management of centres/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 sports programmes in liaison with relevant division/councils/societies (*eg. Physical Education Division, Arts 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 and support staff and public
- x) Promote interaction among students, 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 programmes and exhibitions at regional and national level.

Student Support Services and Welfare Advisory Committee

Composition:

- i. Vice Chancellor (Chairman)
- ii. Deputy Vice Chancellor (if the post is in place)
- iii. Deans of Faculties
- iv. Director/Student Support Services and Welfare
- v. Registrar
- vi. Bursar
- vii. Librarian
- viii. Assistant Registrar/Senior Assistant Registrar/Student Services and Registration (Secretary)
- ix. Wardens (two nominated by the Vice Chancellor)
- x. Chairman /Senior Student Counselors
- xi. Director/Career Guidance Unit
- xii. Proctor
- xiii. Chief Marshal
- xiv. Chief Security Officer
- xv. University Medical Officer
- xvi. Director/Physical Education
- xvii. Maintenance Engineer
- xviii. Curator

Terms of Reference of the Student Support Services and Welfare Advisory Committee

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