



Royal University of Bhutan

**Student Services Management  
Policy and Guidelines  
2021**

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## Introduction

- 1.1 Student support services in a university are vital in contributing to the academic and personal development of students and their ability to succeed in their studies. The Royal University of Bhutan aims to provide student services to support the diverse development needs of students in terms of academic, personal growth and wellbeing during the course of their studies at the University.
- 1.2 This document seeks to serve as a guideline and reference for the College management and Student Service Division in providing the required services. It will facilitate the planning of student services and effective response to changing needs of student service requirements. The Office of the Dean of Student Affairs at the Colleges shall oversee the provision of effective student support services.

### 1.3 Purpose

The purpose of the Student Services Management Policy and Guidelines is to:

- 1.3.1 Ensure delivery of student services in a seamless and meaningful manner in harmony with the academic mission of the University;
- 1.3.2 Build effective operations for student services that put the student at the centre of all activities;
- 1.3.3 Provide parity in educational opportunities;
- 1.3.4 Foster a sense of belonging, improve retention and maximize the success of all students at the University;
- 1.3.5 Support students with behavioural, mental health and welfare issues;
- 1.3.6 Enhance career development, employability and life-long learning capabilities of students;
- 1.3.7 Enhance the capacity of Colleges to support students who are at risk of disengagement and not achieving their educational potential;
- 1.3.8 Facilitate students' transition into, through and out of higher education into society and the workplace;
- 1.3.9 Strengthen partnerships between Colleges and communities to provide responsive, diverse and coordinated services; and
- 1.3.10 Deliver student services that are consistent with GNH values and principles.

# Chapter I

## Welfare Services

Student welfare services pertain to the provision of basic services and programmes to assure relevant, efficient and effective support and assistance for the well-being of all students at the University. The services listed hereunder aim to create a safe and healthy learning environment, protect the emotional and mental health of students, prevent exclusion, and promote learning and balanced development.

### 1.1 Counselling Services

Students undergo increased stress from various factors such as academic load, peer pressure, unstable family environments and substance abuse, all of which create barriers to learning. Counselling services are intended to help foster student health and well-being through early intervention to address issues of disengagement before it becomes severe.

Every College shall establish a 'Happiness and Well-being Centre' wherein a counselling unit shall be one of the key components. The counselling unit shall comprise of trained counsellors, at least one male and one female, to cater to the needs of students. The unit shall be responsible for the following:

- 1.1.1 Provide individual counselling for students and additional monitoring for students with special needs as and when required;
- 1.1.2 Provide appropriate facilities and spaces for the provision of counselling services;
- 1.1.3 Train Student Service Officers in basic counselling, application of basic life skills and first aid, and provide refresher course every two years;
- 1.1.4 Ensure peer counselling through organized student groups;
- 1.1.5 Train newly appointed student leaders in basic leadership and life skill counselling.

The Office of the Dean of Student Affairs shall ensure that the counsellors in the counselling unit are certified by the Bhutan Board for Certified Counsellors (BBCC).

### 1.2 Health and Emergency Services

Colleges may establish a Health Centre with a health professional to cater to health services for students. The Health Centre shall be responsible for the following:

- 1.2.1 Provide basic health examinations and treatment;
- 1.2.2 Ensure provision to house any sick student under observation;
- 1.2.3 Make referrals to the hospital for services that cannot be provided by the Centre and arrange transportation.
- 1.2.4 Provide basic first aid training to student leaders;
- 1.2.5 Monitor and ensure hygiene and sanitation in the student residences, mess and canteens;
- 1.2.6 Conduct advocacy programmes on communicable diseases and STIs, and any disease outbreak; and
- 1.2.7 Coordinate first-aid services during the time of disaster and also during the conduct of major games and sports events.

Accommodation for the health professional may be provided within the campus in Colleges where such Centres are established. Colleges shall designate a utility vehicle for emergency medical services.

### **1.3 Awareness Programmes**

Colleges shall provide awareness programmes on the following:

- 1.3.1 Conduct annual awareness programmes on substance abuse, alcohol and associated risk factors facilitated by personnel from relevant agencies such as Drug Regulatory Authority (DRA), Bhutan Narcotic Control Authority (BNCA) and health professionals from the Dzongkhag hospital;
- 1.3.2 Conduct annual awareness programmes on sexual harassment, gender-based violence and related issues, facilitated by personnel from relevant agencies such as Respect, Educate, Nurture, Empower, Women (RENEW), and National Commission for Women and Children (NCWC); and
- 1.3.3 Conduct annual awareness programmes on emerging and re-emerging infectious diseases and other health-related issues facilitated by personnel from relevant agencies such as the Ministry of Health.

### **1.4 Legal Counselling**

Students in need of legal advice may seek this service from the Legal Officer at the Office of the Vice-Chancellor through the Dean of Student Affairs of the respective College. The services of the Legal Officer shall be limited to providing advice. S/he will not represent the student in the court of law.

### **1.5 Students with Special Needs**

The University is mandated to provide access to higher education to all youths of the country. This entails the development of facilities to cater to the needs of students with special needs. Colleges shall develop infrastructure and facilities to meet the needs of such students based on the RUB Space Norms Guidelines.

The Dean of Academic Affairs shall submit the names and details of special needs students to the Dean of Student Affairs after the admission process is complete.

### **1.6 Peer Mentoring**

The transition from school to university is challenging for most students. Students need to make significant adjustments since changes are expected in their physical, psychological, academic and social environments. To help students cope with such difficulties, Student Service Officers and student leaders shall identify students in need of additional support and report to the Dean of Student Affairs. The Office of the Dean of Student Affairs shall:

- 1.6.1 Assess the students' problems and needs;
- 1.6.2 Attach them with senior matured students to guide and mentor them; and
- 1.6.3 Engage them in special tutorial classes.

### **1.7 Cultural and Spiritual Programmes**

In keeping with the need to preserve and promote culture as a key pillar of GNH, the University shall promote Bhutanese culture and traditions. Towards this, the Office of the Dean of Student Affairs shall:

- 1.7.1 Organize *driglam namzhag* sessions for students;
- 1.7.2 Organize mindfulness sessions;
- 1.7.3 Invite mindfulness and meditation practitioners;
- 1.7.4 Provide proper space and facilities for students to practice mindfulness; and
- 1.7.5 Invite experts to talk on Bhutanese Values and Ethics.

### **1.8 International Student Support**

Colleges are encouraged to admit international students on a full-time, semester abroad and exchange programmes to enhance international collaboration with external universities, for diversity, to enrich the learning environment with cross-cultural perspectives, and also to conduct collaborative research. Colleges shall provide the following services:

- 1.8.1 The Office of the Dean of Research and Industrial Linkages shall be responsible to facilitate visits of international students through the DRER at the OVC;
- 1.8.2 The Office of the Dean of Student Affairs shall organize orientation on college norms, national etiquettes and information on other services;
- 1.8.3 Full-time international students shall be entitled to facilities availed by regular students; and
- 1.8.4 For exchange students, the College shall provide basic facilities as per the agreed terms and conditions.

### **1.9 Student Welfare Scheme**

The student welfare scheme shall serve the purpose of providing financial assistance to students in the event of an emergency or extenuating circumstances.

Colleges shall institute a student welfare scheme and induct all students as members. The student welfare scheme shall be managed by the Dean of Student Affairs. The Office of the Dean of Student Affairs shall ensure students are aware of the student welfare scheme and its services.

The Dean of Student Affairs shall present an update on the status of the welfare account on an annual basis to the College Management.

## **Chapter II**

### **Career and Employment Services**

#### **2.1 Career Counselling**

The University aims to support students to help them understand their strengths and weaknesses with regard to their study programme or aspired profession to assess their options. Colleges shall support students in their career planning, exploration, job hunting, and development of life-long career management skills and integration of academic interest. The Office of the Dean of Student Affairs in collaboration with the Deans of Academic Affairs and Research and Industrial Linkages shall facilitate this service.

Therefore, Colleges shall:

- 2.1.1 Foster and maintain relationships with prospective employers, agencies, industries and alumni;
- 2.1.2 Invite prospective employers to talk on career opportunities and prospects;
- 2.1.3 Organize career workshops at least once a year;
- 2.1.4 Facilitate networking through the RUB or College Alumni Association;
- 2.1.5 Assist with aspects of job search process such as resume/CV writing, and interview preparation;
- 2.1.6 Encourage in-campus interviews and recruitments;
- 2.1.7 Facilitate the development of work-related skills and confidence through career counselling; and
- 2.1.8 Assist those wishing to avail internships during vacation.

#### **2.2 Guest speaker programme**

Workplaces are constantly evolving. Students should be supported to broaden their perspectives, prepare for change and be adaptable in a constantly changing work environment. Colleges shall invite guest speakers to promote engagement with key industry personnel to provide insight into the real world of work.

Guest speakers shall be identified and proposed based on their relevance to programmes being offered at the Colleges.

## **Chapter III**

### **Academic and Research Support services**

#### **3.1 Tutorial Assistance**

Module tutors may identify students in need of additional academic support. Tutors may organize additional classes for such students to help them cope. Tutors shall report to the Dean of Academic Affairs who shall organise special assistance.

#### **3.2 Soft Skills Development**

Soft skills are personal attributes that enable students to interact effectively and harmoniously with others. Colleges shall reinforce/support the acquisition of soft skills for the wholesome development of students and enhance their employability.

The soft skills component shall consist of, among others, the following:

- 3.2.1 Leadership development programmes (decision-making skills, creativity, problem-solving skills, communication skills and team-building skills);
- 3.2.2 Value education and mindfulness programmes (meditation, yoga and spiritual activities); and
- 3.2.3 Basic life skills programmes (time management, social skills, self-motivation, media and information literacy, work ethics and interpersonal skills).

Appropriate facilities and spaces will be provided to support initiatives related to the development of soft skills. These activities shall be hosted within the "Happiness and Well-being Centre" once a semester, coordinated by the Student Service Officer, under the overall guidance of the Office of the Dean of Student Affairs.

#### **3.3 Information & Communication Technology Services**

Rapid technological advancements and globalisation mandate students to be prepared for a wired and digital future driven by sophisticated technologies. Digital competency is core to enhancing student learning. ICT services shall be provided to support student engagement in collaborative learning, research activities, lifelong learning and to prepare students to live in an integrated society.

- 3.3.1 Colleges shall provide Wi-Fi enabled internet access on campus, including academic zones, residential areas, meeting halls, and conference and seminar halls;
- 3.3.2 The use and terms of access to internet facilities shall be subject to the ICT policy of the Royal University of Bhutan.
- 3.3.3 Necessary software and applications for student learning will be explored and made available; and
- 3.3.4 Dedicated labs and ICT equipment will be identified and developed to support student learning and administration.

#### **3.4 Library Services**

The library offers resources and services that support learning, teaching and research activities. Library services may be available in digital or print that aid in the conservation of knowledge and intellectual development of both staff and students. Colleges shall provide fair and equitable access to library services.

- 3.4.1 Access to and use of library services shall be subjected to library user policy and guidelines of the Royal University of Bhutan; and

3.4.2 The Department of Academic Affairs, Office of the Vice-Chancellor, shall coordinate the development of library user policy and guidelines for the University.

### **3.5 Research Support Services**

The University shall encourage a culture of enquiry and innovation among the students and foster a culture in which research as an intellectual endeavour is not only encouraged but promoted as an integral part of the Colleges' academic programmes (Zhib'tshol).

Colleges shall encourage student participation in research activities. The Office of the Dean of Research and Industrial Linkages through the College Research Committee shall recommend to the College Management Committee the nature of funding support to be provided to the students to participate in conferences and seminars.

## **Chapter IV**

### **Sports and Recreational Services**

#### **4.1 Games and Sports Services**

Games and sports promote the mental, emotional and physical well-being of students and support the development of attributes such as team spirit, endurance and social skills.

Colleges shall provide basic games and sports facilities with equitable access to all students. These facilities shall meet the requirements outlined in the RUB Space Norms Guidelines.

The Office of the Dean of Student Affairs shall be responsible for providing services and facilities for games and sports.

#### **4.2 Recreational Services**

Recreational services to promote and develop individual interests and to balance academic pressure with physical and mental well-being shall be organised through student clubs and other associations. Services that shall be provided as per the RUB Space Norms and Guidelines are as follows:

- 4.2.1 Recreational room in hostels with TV facilities, reading materials, and board games;
- 4.2.2 Basic gymnasium facilities and fitness centre;
- 4.2.3 Room equipped with both traditional and modern musical instruments;
- 4.2.4 Common rooms/student lounges in various academic spaces for students;
- 4.2.5 Other outdoor and indoor games and sports facilities (football ground, futsal field, basketball court, and volleyball court);
- 4.2.6 Other facilities that support student recreational services (music room, open-air theatre); and
- 4.2.7 Colleges shall maintain parks, cafeterias and recreational spaces.

The Office of the Dean of Student Affairs shall be responsible for providing all the recreational services and facilities.

#### **4.3 Student Clubs**

Students clubs shall be set up to promote volunteerism and social services aligned with the vision, mission and core values of the Colleges. These clubs shall be maintained by students.

- 4.3.1 Clubs shall be approved by the College Management Committee upon presentation of its Terms of Reference.
- 4.3.2 Clubs shall have a student coordinator and faculty advisor.
- 4.3.3 Club coordinators shall submit an annual report to the Office of the Dean of Student Affairs.
- 4.3.4 Clubs shall be subject to auditing by Student Audit and Integrity Unit at the end of each semester.
- 4.3.5 A student must be enrolled in at least one of the clubs in the College, and membership of a student shall be limited to two clubs.
- 4.3.6 On approval of the Dean of Student Affairs, the club coordinator shall collect a nominal one-time membership fee from the members.
- 4.3.7 Non-functional clubs, on the advice of the Student Audit and Integrity Unit, shall be dissolved.

#### **4.4 Community Services**

Community service is an activity carried out to benefit others nearby. Community service helps inculcate a sense of volunteerism, belongingness, and the acquisition of life skills and knowledge. Through community services, students are expected to learn the value of community vitality and learn to live in harmony with communities and nature around them.

The following entails the formation and operation of community service:

- 4.4.1 The proposal for community service shall be routed through the Dean of Student Affairs for approval by the President;
- 4.4.2 The College may provide transportation services, where required; and
- 4.4.3 Community services shall be focused on community developmental activities.

## **Chapter V**

### **Accommodation and Food**

#### **5.1 Hostel Accommodation**

Colleges shall provide decent, safe, and hygienic student accommodation within the campus based on availability.

- 5.1.1 Student hostels shall provide a decent environment with space provision related to room size, circulation space, washrooms and common spaces as per the RUB Space Norms and Guidelines.
- 5.1.2 Basic facilities such as bed, study table, chair, wardrobe and bookrack with single shelf shall be provided.
- 5.1.3 Maintenance of hostel facilities shall be looked after by the office of the Estate Manager.
- 5.1.4 All hostel residents shall be governed by the student accommodation Policy of the College.

The Office of the Dean of Student Affairs shall be responsible for the management of student hostels.

#### **5.2 Student Mess**

Student mess is a commonplace provided for students residing in the hostels for their meals. Students are required to be given a balanced diet and hygienic environment to keep them healthy. Colleges shall provide a centralized student mess system consisting of kitchen, dining hall, safe drinking water and washing area.

- 5.2.1 Colleges shall provide centrally catered mess services with designated infrastructure such as dining hall, kitchen, service counter, and washing area based on the RUB Space Norms and Guidelines.
- 5.2.2 Students residing in self-catering hostels shall be provided with appropriate spaces for kitchen, dining and store on each floor as per the RUB Space Norms and Guidelines.
- 5.2.3 Self-financed students may also avail of centrally catered mess services upon payment of equivalent fees.
- 5.2.4 Colleges shall provide good quality and balanced diet.
- 5.2.5 Mess fees shall be deducted from the student's stipend.
- 5.2.6 The mess shall be managed by a Mess Management Committee chaired by the Dean of Student Affairs. The decisions of the Committee shall be implemented by the Mess In-charge.
- 5.2.7 Colleges shall institute Terms of Reference for the Mess Management Committee.

#### **5.3 Canteen**

Colleges shall set up a canteen to provide an alternative food source for students. The canteen will also serve as a place for the students to relax and socialize. Colleges shall:

- 5.3.1 Set up a clean and hygienic canteen in a centrally located area which is easily accessible;
- 5.3.2 Provide a good variety of affordable food and beverages excluding alcohol;
- 5.3.3 Regulate and control the rate of the items through open tender; and

- 5.3.4 Institute a regulatory committee chaired by the Dean of Student Affairs to monitor and ensure enforcement of the terms of reference.

#### **5.4 Hygiene and Sanitation**

Proper hygiene and sanitation are essential for preserving individual and community health. Implementing such practices are particularly important on college campuses where students often live in close quarters.

Colleges shall ensure the following:

- 5.4.1 Hygiene and sanitation on campus;
- 5.4.2 Provision of appropriate bathroom facilities based on RUB Space Norms and Guidelines;
- 5.4.3 Student engagement in regular campus cleaning;
- 5.4.4 Segregation of degradable and non-degradable wastes at the source;
- 5.4.5 Provision of waste bins separately for degradable and non-degradable waste;
- 5.4.6 Provision of appropriate sanitary bins and incinerators at the toilets; and
- 5.4.7 Provision of tools and safety gear, where necessary.

Student Service Officers and student leaders shall manage and monitor all these activities.

## **Chapter VI**

### **Student Information & Administration**

Information on student support services must be disseminated widely to the students to create awareness of the facilities and services that can be availed during their stay at the Colleges. The following information and administrative support services shall be made available for students:

#### **6.1 Information Helpdesk**

The Office of the Dean of Student Affairs shall ensure that there is a student information helpdesk in the student service centre.

#### **6.2 Student Handbook**

The student handbook shall provide comprehensive information on College rules and regulations, student support services and facilities available.

Colleges shall publish an updated annual student handbook which is made available to all students through the College website.

The student handbook shall contain the following:

- i. Vision and mission
- ii. College Management
- iii. Academic Structure
- iv. Assessment Mode
- v. Examination
- vi. Attendance and Leave
- vii. Student Services
- viii. Student Code of Conduct and Ethics
- ix. Code of Teaching and Learning Practice
- x. Student Welfare Scheme

The Dean of Student Affairs shall be responsible to update the handbook in consultation with the Deans of Academic Affairs and Dean of Research and Industrial Linkages to ensure current information. The Dean of Student Affairs shall be responsible to make the updated handbook available to students.

#### **6.3 College Prospectus**

Colleges shall publish a prospectus. It shall contain the basic information of the College, including the list of academic programmes, entrance requirements for each programme and admission policy. Among others, it shall also highlight special events, functions and facilities.

The Dean of Research and Industrial Linkages shall be responsible to update the prospectus and ensure dissemination on the College website and other media.

#### **6.4 Student Registration**

Registration of students shall be done to ensure verification of the physical presence of a student on campus. Registration of students shall be carried out at the start of each semester.

The Office of the Dean of Academic Affairs shall be responsible for the registration of students. The registration team shall comprise of the following members:

- i. Dean of Academic Affairs, Chair
- ii. Examination and Student Record Officer(s)
- iii. Student Service Officers
- iv. Finance Personnel(s)

- v. Support staff as per requirement

The Dean of Academic Affairs shall update the list of registered students in the RUB IMS. The Student Service Officer, Registry Department, Royal University of Bhutan, shall maintain an updated record of the number of registered students for all Colleges on a semester basis to provide official students' statistics to the University. The Student Service Officer, therefore, shall act as the single-source focal point for dissemination of all official statistics on students for the University.

### **6.5 Orientation**

New students admitted to the Colleges are required to be familiarized with the College management structure, academic structure and regulations, student services and facilities, rules and regulations, and various infrastructural locations on the campus.

The Office of the Dean of Academic Affairs shall be responsible to coordinate the student orientation for newly admitted students each year. The Dean shall also coordinate orientation for international students that may report to Colleges during other times of the year.

### **6.6 Student Identity Cards**

The student identity card confirms studentship in a College and will be used for identification during various events/programs/examinations and to avail library services.

The distribution of student identity cards shall be coordinated by the Office of the Dean of Academic Affairs. The following information shall be included in the student identity card:

- i. Name of College
- ii. Name of student
- iii. Student number
- iv. CID number
- v. Programme
- vi. Year of Admission
- vii. Validity (duration of the programme)
- viii. Blood group
- ix. Passport-sized Photo
- x. College and university logo

In the event the student identity card is lost or damaged, a duplicate shall be provided upon payment of Nu.200/- per card. Nu. 400/- per card will be charged for additional requests.

### **6.7 Graduation & Convocation**

Graduation Day marks the successful completion of study at the University. Colleges shall organise a basic traditional ceremony to celebrate Graduation Day.

The Dean of Academic Affairs shall coordinate the Graduation Day and report the list of graduating students to the Student Service Division, Registry Department, Office of the Vice-Chancellor, Royal University of Bhutan.

Convocation for graduates of the Royal University of Bhutan shall be coordinated by the Office of the Vice-Chancellor, Royal University of Bhutan.

### **6.8 Student Governance**

Student governance is considered to be instrumental in the creation of improved trust and understanding among students in the Colleges. Further, such structures will support students' participation in matters of importance to them, including improving means of participation in the governance process.

To support student self-governance, the Colleges shall provide necessary office spaces and facilities for the Student Governance Body. All student office bearers shall be provided with office space as detailed in the RUB Space Norms and Guidelines.

Colleges shall constitute a Student Governance Body consisting of the following student members, commonly referred to as Student Leaders.

- i. Chief Councilor/Equivalent
- ii. Deputy Chief Councilor
- iii. Councillors
- iv. Club/Unit Coordinators
- v. Academic Representatives

All the student leaders shall be elected by the students and staff:

- i. The students and staff shall nominate candidates for student leaders, including self-nomination, and submit to the Dean of Student Affairs;
- ii. Eligibility of a candidate to stand for election shall be screened based on leadership quality, academic performance and disciplinary records;
- iii. The Student Governance Body shall oversee all the student activities.

Any activity proposed by the Student Governance Body shall be routed through the Office of the Dean of Student Affairs. For each activity, the student leader concerned shall submit a report to the Dean of Student Affairs.

#### **6.9 Feedback**

To understand the general needs of students and emerging issues and opportunities, regular feedback and consultations will be sought from students while on campus. Therefore, the Dean of Student Services shall implement feedback at the end of each semester and follow up on actions required.

#### **6.10 Discipline Committee**

All students are expected to abide by the University's Student Code of Conduct. The University's Student Code of Conduct aims to protect the rights of students and enable them to complete their studies successfully. It shall ensure that all-round student development is emphasized, national and community interests are met, and that students receive uniform and fair treatment, while promoting harmonious living.

Colleges shall have a College Disciplinary Committee constituted and implemented in adherence to the provisions outlined in the University's Student Code of Conduct.

## **Chapter VII**

### **Other Services**

#### **7.1 Transportation Services**

Colleges shall provide transportation services to students during extenuating circumstances, and for essential activities.

#### **7.2 Reprographic Services**

Reprographic service is essential for students in supporting their learning and other academic-related work. Availability of these services on the campus gives students the advantage of low cost and ease of accessibility.

Colleges shall provide space for reprographic centres as per the RUB Space Norms and Guidelines. The reprographic centres shall provide the following services among others:

- i. Printing
- ii. Photocopy
- iii. Scanning
- iv. Binding
- v. Passport size photograph printing

Reprographic services may either be outsourced or managed by the Colleges through student clubs or start-up activities. These activities shall be monitored by the Dean of Student Affairs.

#### **7.3 Additional Services**

To provide students with access to diverse services, the Office of the Dean of Student Affairs may facilitate the provision of the following services on campus:

- i. Stationery store
- ii. IT maintenance support service
- iii. Banking and postal facilities
- iv. Insurance facilities
- v. Beauty saloon
- vi. Tailoring shop
- vii. Souvenir shop
- viii. Laundry
- ix. Cobbler
- x. Barber

#### **7.4 Disaster Management and Student Safety**

Bhutan is vulnerable to natural disasters, particularly earthquakes, floods and fire. With a huge number of students and staff on campus, it is essential to put in place a disaster contingency plan for each College. Therefore, Colleges shall:

- 7.3.1 Develop a College Disaster Contingency Plan;
- 7.3.2 Have basic equipment in place;
- 7.3.3 Carry out mock drills once every semester;
- 7.3.4 Ensure all buildings and facilities have disaster resilient features as provided under the RUB Space Norms and Guidelines;
- 7.3.5 Install street lights and CCTVs in strategic locations for the safety of students; and
- 7.3.6 Put in place a strong security system with professional personnel to take care of student security.

The Office of the Dean of Student Affairs shall coordinate the disaster management activities.

**Status:**

*Endorsed by the 17<sup>th</sup> University Strategic Response Committee Meeting on 28-29 April 2021*

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