INFORMATION ON AREA 4: STUDENT SELECTION AND SUPPORT SERVICES

4.1 Admission and Selection

Information on Benchmarked Standards

4.1.1 Who is responsible for student selection? State the academic criteria and the mechanisms for admission to programmes and any other additional requirements.

Student selection:
1. Student selection for academic programmes is endorsed by the respective Faculty in UiTM Shah Alam. Perhaps in future student selection will be the responsibility of UiTM Pahang.
2. Student selection for Out-Campus Programmes is endorsed by the respective Faculty in Shah Alam.
3. Student selection for Distance Education Programmes, Collaborative Education Programmes, and Continuing Education Programmes is endorsed by the Institute of Education Development, InED in UiTM Shah Alam.

For the July intake, applications are done online through Bahagian Pengurusan Kemasukan Pelajar IPT (BPKP) Kementerian Pengajian Tinggi Malaysia. Application announcement can be viewed at http://www.mohe.gov.my

For the December intake, admission applications are forwarded directly to the Student Intake Division, UiTM Shah Alam via online at http://www.uitmonline.edu.my
Candidate for Bachelors programmes must sit for MUET and achieve a specific band set by the university. Refer to section 2.1.3 Academic Regulations, amended 2010, and the Buku Syarat Kelayakan Ke UiTM Program Asasi/ Diploma/ Pra Diploma Sepenuh Masa Tahun Akademik 2009/2010, Buku Syarat Kelayakan Ke UiTM Program Ijazah Sarjana Muda Sepenuh Masa Tahun Akademik 2009/2010 as well as the brochures from the Institute of Graduate Studies.

The relevant information can be accessed through the Academic Regulations, amended 2010 and the university’s website at http://www.uitm.edu.my

4.1.2 Provide evidence that the students selected fulfill the admission policies.

All students selected must fulfill the admission policies. The evidence can be found in the student intake data of the student information system database, iISIS managed by the Centre of Integrated Information Systems, at http://isis.uitm.edu.my.

4.1.3 Describe the admission mechanisms and criteria for students with other equivalent qualifications (where applicable).

Students with ‘O’ and ‘A’ level qualifications are admitted with endorsement by respective Faculties in accordance to the MQA accreditation website at http://www.mqa.gov.my/SenaraiKelayakanNtaraf.cfm. There are three modes of studies: full time, part time and distance learning.
For admission requirement to the Masters programme, prospective students can refer to the website of the Institute of Graduate Studies (IPSis) at http://www.ipsis.uitm.edu.my.

For admission to distance learning programmes, prospective students are expected to visit http://www.ined.uitm.edu.my. Refer to the attached document on *Bahagian Pengambilan Pelajar*.

4.1.4 Describe the characteristics of students admitted. Provide a copy of any technical standards that have been deployed for the admission of students with special needs.

The University practices affirmative action policies in student selection. The University admits all prospective students that fulfill the requirements mentioned without any discrimination. (The flyer on *Dasar Pengambilan Pelajar Baru Sepenuh Masa* is referred).

*For students with special need (disabled) UiTM Pahang provides toilet facilities in Academic Block, ramp for those using wheelchairs as well as classrooms on the ground floor.*

4.1.5 Show how the criteria and mechanisms are published and disseminated.

All criteria and intake mechanisms are published and disseminated through the following:
1. Advertisements
2. UiTM website
3. Flyers
4. Expo ‘Selangkah ke UiTM’ *for July Intake*
5. National Higher Education Carnival (organized by the Higher Education Ministry)
6. Academic Mission Programme
7. ‘Buku Syarat Kelayakan ke UiTM’
8. Registration Guidelines for new UiTM students

4.1.6 Provide information on the prerequisite knowledge and skills for student entry.

Only a few selected programmes require prospective students to have prerequisite knowledge and skills.

*For example, the Sport Studies programmes require prospective students to pass the fitness tests and they should at least represented any of one sports at district, state or national level.*

4.1.7 If a selection interview is utilized, describe it.

*For the Sport Studies candidates, interviews are carried out in UiTM Pahang. A representative from the Faculty of Sport Science & Recreation of UiTM Shah Alam will be present during the interview session and he/she will be assisted by the Sport Studies lecturers from UiTM Pahang.*

4.1.8 Show evidence that the admission policy and mechanism is fair and transparent.

To ensure that the admission policy and mechanism are fair and transparent, the University accepted students based on merits. The list of students admitted can be viewed through the student information system, iSIS, managed by the Centre of Integrated Information Systems at [http://isis.uitm.edu.my/](http://isis.uitm.edu.my/)
4.1.9 Describe the appeal policy and its mechanism.

The appeal mechanism in UiTM is regulated by the Student Admission Department. Currently, appeal for re-admission can be done online via the Students portal (e-Appeal) and in writing. However, those admitted via the interview process are not eligible to appeal.

For the July intake, an appeal can be made via http://www.mohe.gov.my. Candidate is given ten days to appeal after the announcement of IPTA’s admission is made.

For the December intake, similarly a candidate must appeal within the duration of ten days after the announcement of UiTM’s admission. The appeal can be made via http://istudent.uitm.edu.my/intake/home/main.asp?pg=frontpg. A candidate can also appeal through the UiTM’s Student Admission Department in Shah Alam by submitting his or her copy of e-rayuan document, academic results and other credentials. Further enquiries can be made via www.bpp.uitm.edu.my website.

4.1.10 State what are the special programmes provided for those who are selected but need additional remedial assistance.

No special programmes are provided for those who are selected but need additional remedial assistance. All admitted students already have fulfilled the minimum university admission requirements.
4.1.11 Summarize the methods of orientation of new students, early warning system for academic difficulty and system of academic counseling, tutoring and remediation.

Orientation for new students is conducted before the beginning of every semester. All new students are required to attend the one week programme called *Minggu Mesra Siswa*. The orientation week is managed by the Office of Student Affairs & Alumni, together with the Office of Academic Affairs. The programme aims to help students adjust to their new learning environment that involves two levels, the residential college level and the faculty level. Please refer to the attached document on *Minggu Mesra Siswa (Diploma/Ijazah) Sesi Januari 2010* and *Minggu Destini Siswa Sesi May 2010 (Kuantan Campus)* for a sample of the recent orientation programme conducted.

The orientation programme includes briefing the new students on university aspirations, expectations, guidelines, rules and regulations, ethics, procedures, University Act 174 by the Orientation Committee (comprised of senior students), officers in charge, the Deputy Directors (Academic Affairs and Students Affairs & Alumni) and the Director of UiTM Pahang.

The students formally register as a student on the second day at a Multipurpose Hall where all required forms such as student’s information, medical reports and proof of payment must be submitted. These data are then entered into iSIS together with their profile for further use throughout their duration of studies.

Students are also briefed by the respective Programme Coordinators on academic matters and requirements such as
calculation of the GPA and CGPA, procedures on how to add and drop courses, class attendance, examination and their responsibility as a student. These information are contained in the Student Handbook (Buku Panduan Pelajar) provided to every student. They are then assisted to register for courses.

At the end of the orientation programme students will be briefed on the National Integrity Plan.

4.1.12 Indicate the student intake in the last three years and the projection of student intake for the next five years. Describe how the size of student intake is determined in relation to the capacity of the HEP and explains the mechanisms that exist for adjustments, taking into account the admission of visiting, exchange and transfer students.

Table 4.1 indicates the student intake from 2007 to 2010 by the two clusters. The projection of student intake for the next five years is as shown in Table 4.2

<table>
<thead>
<tr>
<th>CLUSTER</th>
<th>YEAR</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Science &amp; Technology</td>
<td></td>
<td>2,630</td>
<td>5,592</td>
<td>2,600</td>
<td>3,000</td>
</tr>
<tr>
<td>Social Science</td>
<td></td>
<td>1,793</td>
<td>4,443</td>
<td>2,200</td>
<td>2,400</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>4,423</td>
<td>10,035</td>
<td>4,800</td>
<td>5,400</td>
</tr>
</tbody>
</table>
Table 4.2. Five years Projections of Full Time Student Enrolment by Cluster Of Discipline, 2011-2015

<table>
<thead>
<tr>
<th>CLUSTER</th>
<th>YEAR</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Science &amp; Technology</td>
<td></td>
<td>3,300</td>
<td>2,700</td>
<td>4,000</td>
<td>4,400</td>
<td>4,700</td>
</tr>
<tr>
<td>Social Science</td>
<td></td>
<td>2,700</td>
<td>3,000</td>
<td>3,300</td>
<td>3,400</td>
<td>3,600</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>6,000</td>
<td>5,700</td>
<td>7,300</td>
<td>7,800</td>
<td>8,300</td>
</tr>
</tbody>
</table>

*UiTM Pahang continuously make efforts to expand its facilities by constructing new buildings, besides hiring more staff to provide the best education environment for all students. The Strategic Planning Committee with the assistance of the Development & Facilities Management Office together with all heads of departments has been responsible for a concerted effort to plan for the campus.*

The size of the student intake is projected using capacity-based modeling where the ceiling figure is set according to the government’s request. For example, the 200,000 enrolment of UiTM students was an instruction from the government. *UiTM Pahang in its strategic planning has projected to achieve students enrolment of 10,000 by 2015.*

In addition, policies on the following ratios are adhered to; 30:70 ratio between the science and the non-science discipline, 70:30 ratio of diploma to degree & above, and 1:18 ratio of academic staff to students.

Parameters on the growth that had taken place in the past five years included the distribution percentage by programmes, levels and modes. These set of parameters and its constraints were all
taken into consideration in modeling the next five years of projection. The result for the 9th Malaysia Plan can be viewed in Chapter 4 of the document, *Pelaksanaan Rancangan Malaysia Ke 9 UiTM*.

Table 4.3 below shows the university academic and administrative staff

<table>
<thead>
<tr>
<th>Staff</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>262</td>
<td>283</td>
<td>322</td>
<td>333</td>
</tr>
<tr>
<td>Administrative</td>
<td>302</td>
<td>360</td>
<td>373</td>
<td>383</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>564</td>
<td>643</td>
<td>695</td>
<td>716</td>
</tr>
</tbody>
</table>

4.1.13 How do the HEP continuously monitor and periodically review student selection processes?

UiTM concurs with the following general selections strategy for student selection process.

1. Programme selection should be based on candidates’ interest.
2. Candidates should not apply for programmes they do not qualify in. Applications that do not fulfill minimum requirements will automatically be rejected by the system.
3. Competitiveness of the programme will be taken into consideration for selection.
4. Prospective students can get advice and clarifications from the Academic Affairs Division of the respective campuses.
5. Prospective students are advised to select a suitable and appropriate programme based on their qualifications.
Currently, periodic review of student selection process is done by the Senate. (Reference: Faculty and Senate Academic Board meetings)

4.1.14 Describe how the selection methods are reviewed to comply with the social responsibilities, human resource requirements and needs for furthering studies and lifelong learning.

The University reviews its criteria for acceptance into particular programmes through department and faculty meetings in UiTM Shah Alam. Although UiTM would propose the number of students enrolled into their programmes every year, it is subjected to the government’s planned enrolment as stipulated in the five-year Malaysia Plan agreement (currently the 9th Malaysia Plan).

UiTM Pahang promotes lifelong learning and pathway for further studies by offering programmes under two institutes, which are the Institute of Education Development (InED):

1. Distance Education Programme
2. Collaborative Education Programme

and; Institut Pengajian Siswa T (iPSIS):

1. Continuing Education Programme

Information on Enhanced Standards

4.1.15 Show how the student’s performance is monitored as a feedback mechanism to improve student selection.

There are several stages involve in monitoring the students’ performance:

1. During the Examination Meeting (JKA) examination report will be presented by the respective coordinator to the “Jawatan Kuasa Akademik UiTM Pahang”

2. The examination report will then be presented by the respective coordinator to the “Lembaga Akademik Fakulti (LAF)”

3. Students’ performance will then be tabled at a special senate meeting conducted after every examination at the end of a semester. The percentage of failure is set to not exceed 2%. A programme that achieves a percentage higher than that will be analyzed in detail for root causes, and tied back to the student selection criteria. Any improvements suggested will be acted upon by the Student Intake Division in UiTM Shah Alam.

4.1.16 How does the HEP engage the relevant stakeholders in the review of its admission policy and processes?

UiTM consults the Ministry of Higher Education, industries and other stakeholders regarding the demand and needs in various fields of study. All suggestions are then brought to the Senate for discussion which leads to consensus, decisions and agreement.
4.1.17 Describe how student intake incorporates social responsibility by giving privileged consideration for people with special needs.

Currently, this consideration is given on a case by case basis by the Student Intake Division in UiTM Shah Alam.

4.1.18 Show the relationship between student selection, programmes, and learning outcomes.

*Student selection criteria are carried out by UiTM Shah Alam.*

The criteria reflect the basic competency needed to achieve the learning outcomes of specific programmes. It includes soft skills that can be identified during interviews for some programmes. The student selection criteria act as a first level filter to ensure that students are not burdened by academic requirements that mismatch their capability and competency.

4.2 Articulation Regulations, Credit Transfer and Credit Exemption

Information on Benchmarked Standards

4.2.1 Describe the policies, regulations and processes of credit transfer, credit exemption and articulation practices, and how are these disseminated.

Students can apply for internal credit transfer by filling in HEA/RA/ITC-2007-1 (Pemindahan Kredit Dalaman) form.
Refer to section 2.4.4 of the Academic Regulations book Amended 2009

Students can apply for credit exemption for a course under predetermined rules set by the university. Refer to section 2.4.5 of the Academic Regulations book Amended 2009

This information is disseminated through Academic Affairs notice boards, the book on Academic Regulations and student’s portal website at: http://istudent.uitm.edu.my/stp/home/main2.asp

The policies, regulations and processes of credit transfer, credit exemption and articulation practices are outlined in HEA/RA/PC-2000-1 (Permohonan Pengecualian Kredit) and 2.4.3 (Peraturan Akademik). This procedure involves several parties including Programme Coordinator, Chairperson of the Credit Transfer Committee, Credit Transfer Committee, Resource Person, Academic Advisor and the students.

The credit transfer is only allowed for new students who have diploma from UiTM or other recognized public universities and are going into the Bachelor programme. Students who have gone through the National Service programme will be exempted for one semester for co-curriculum.

Information on Enhanced Standards

4.2.2 Describe how the HEP keeps abreast of latest development with regards to articulation, credit transfer and credit exemption and cross border provisions.
4.3 Transfer of Students

Information on Benchmarked Standards

4.3.1 Explain the policy, criteria and mechanisms to enable qualified students to transfer to another programme. Indicate if there are appropriate mechanisms such as bridging courses for students who need it. Provide figures for the last five years.

The provision for internal transfer of credit which caters for change of programme within UiTM system can be referred to section 2.4.3 of the Academic Regulations book Amended 2010.

The data for the past 5 years shall be made available during the site visit and the responsible party for this matter is the Academic Affairs Division UiTM Pahang assisted by iSIS which maintains the electronic database.

4.3.2 Describe the mechanism to ensure transfer students are given exemptions by taking into account their previous experience, qualifications obtained from another programme, and credits accumulated. Provide figures for the last five years.

To ensure academic quality, UiTM enforces strict guidelines for credit exemptions. Refer to section 2.4.5.1 of the Academic Regulations book Amended 2010 for the guideline and section 2.4.5.2 for the procedure.
Full time students are not required to pay any fee for transfer of credit. However, e-PJJ students wishing to apply for credit transfer are required to pay a processing fee of RM100.00. Data for the past five years will be made available during the site visit.

4.3.3 Indicate how students accepted for transfer have comparable achievements in their previous institution of study. Provide the relevant data to support this.

UiTM Pahang does not have students who have been transferred from other universities. The campus only receives students who applied for a transfer from other branches within the UiTM system.

Information on Enhanced Standards

4.3.4 Describe the policies and mechanisms to facilitate student mobility, exchanges and transfers, nationally and internationally.

Penerapan dari diploma ke ijazah sarjana

Students can only transfer from one branch to another within the UiTM system when applications for transfers are approved by both campuses (current campus and campus being applied for).

4.4. Student Support Services and Co-Curricular Activities

Information on Benchmarked Standards

4.4.1 What support services are made available to students? Show evidence that those who provide these services are qualified. What other additional support programmes provided by other organisations are accessible to students?
In UiTM, the Student Affairs and Alumni Division (SAAD) is responsible for all aspects of students welfare, development, and growth. It is led by the Deputy Vice Chancellor of Student Affairs and Alumni Division. All students in UiTM have full access to student support services and co-curricular activities. The office of the SAAD has the mandate to ensure adequate and conducive infrastructure for student development; on and off campus, in terms of residential facilities, financial aids, health, welfare, personal counseling, career counseling, student body and association activities, as well as sports and entrepreneurship.

**The following are support services available in UiTM Pahang:**

- **HEALTH UNIT**

  UiTM Pahang Health Unit provides primary medical and health service, managed by a team of Medical Officers and other subordinate staffs. *In the event where a condition cannot be treated in the unit, the patient will be referred to a nearby government hospital recommended by the doctor or medical assistant. In practice, further treatments are referred to Hospital Jengka. All related costs will be borne by the university under its Medical Services Scheme.*

- **CAREER AND COUNSELING UNIT**

  Career Counseling Services
  Students Counseling Services
  Students /Graduates Career Placement Services (Job registration/Job advertisement)

  All services are conducted by trained professional counselors (accredited by Lembaga Kaunselor Malaysia):
1. **Puan Salwani Binti Ibrahim** – Ijazah Sarjana Pendidikan (Bimbingan & Kaunseling) UKM
2. **Encik Md Kail @ Ikhwan MD Nor** – Ijazah Pendidikan Bimbingan & Kaunseling UPM.
3. **Norfarhana Zulkifli** – Ijazah Sarjana Muda Psikologi (Psikologi Kaunseling), UMS

- **SPORTS UNIT**

  Sports Equipment rental
  Event management
  Sports Facility usage

  The Sports Unit has the following qualified staff:

  1. **Abdul Kamal Hj Siwi** - Degree in Syariah, UKM
  2. **Wan Mohd Roslin Hj Wan Embong** - Degree in Management, USM
  3. **Noor Aini Zainal** - Degree in Public Administration, UUM

- **RESIDENTIAL COLLEGES AND HOSTELS UNIT**

  All UiTM Pahang students are given the following support services for accommodation:

  1. Residential Colleges for those who qualify based on the Policy of Residential Colleges UiTM. *There are 3 colleges to support students’ accommodation and activities in UiTM Pahang* :
     - Kompleks Kediaman Siswi (Female)
     - Kolej Kediaman Siswi (Female)
     - Kolej Kediaman Siswa (Male)
All the 3 colleges are situated in the campus.

2. The Non-Residential Unit ensures that students who live off-campus are also cared for. This unit assists students in looking for off-campus housing, coordinate activities for off-campus students and more specifically, look into the aspects of welfare and the well being of students, plus those in need of financial and emergency cases.

- **SCHOLARSHIP AND FINANCIAL AID**

A staff from the Students Affair and Alumni Office is entrusted to assist students for PTPTN and other financial aids such as:

- **State Scholarship**
- **Scholarship from JPA**

The Foundation in Law (Asasi Undang-Undang) students and OKUs are provided with allowances from the Ministry of Higher Education (MOHE). For indigenous students, scholarships are provided by the Jabatan Hal Ehwal Orang Asli Malaysia.

- **ILQAM**

Leasing out audio visual aids and telecommunication tools provided by ILQAM to students for approved activities.

- **TRANSPORTATION UNIT**
Manages and coordinates the transportation for all students' activities in UiTM Pahang. Students are provided with reliable transportation within and outside campus.

- **Other support services provided by other departments**:
  
  - **Centre for Islamic Thought & Understanding (CITU) and “Unit Agama”**.  
    This centre provides advisory and support services to students in understanding the Islamic faith, apart from character development in line with Islamic Teaching. Students will be attended by qualified and trained preachers and scholars in Islam.
  
  - **Treasury Office**  
    The main source of financing for our students is from PTPTN. The Bursary Unit with the help from the Students Affairs and Alumni Office assists students for loan applications, agreements, and settlements.
  
  - **Entrepreneurship**  
    Tunas Mekar was conceived and piloted by the Prime Minister’s department which seeks to generate young and talented entrepreneurs. It is based on the concept of intelligent partnership between graduates, entrepreneurs and UiTM Pahang lecturers who act as counselors. Suitable graduates are appointed as working-consultant attached to SMIs for a period of 1 to 2 years under the guidance of the entrepreneurs and the lecturers and are expected to be able to run their own business after the internship.
All departments and units are led by heads and an assistant head together with their skilled and competent support staff to ensure that the best support services are provided to UiTM Pahang students.

- **Specific support services provided by programmes at the respective programme level:**

  o **Academic Advisors**
    To assists students on courses to register and credit transfers. Academic Advisors are appointed among lecturers by the Academic Affairs Office to assist students during course registration, and to monitor students on academic matters until they graduate.

  o **Advisors to Programme Association**
    Lecturers are appointed as Advisor for students’ internal activities. They are to assist students in choosing and evaluating programmes and activities, as well as assisting in the preparation of the necessary working papers for approval by the Deputy Director of the Students Affairs and Alumni and the Deputy Director of the Academic Affairs.

  o **Clubs and Societies**
    Students or staff can initiate clubs or societies to foster the enhancement of multiple intelligences and the development of essential soft skills.

**References :**
2. Peraturan Akademik Program Diploma dan Ijazah Sarjana Muda (Pindaan 2010).BHEA, UiTM.
4.4.2 If the HEP has campuses that are geographically separated, how are student support services provided at these sites?

As UiTM has many branches, it is imperative that UiTM coordinates all its support services and co-curricular activities efficiently throughout its system. Thus, all student support services in UiTM Pahang duplicate the administration structure of the main campus.

References:
1. Organizational Chart of UiTM Pahang
2. Perancangan Strategik UiTM Pahang

4.4.3 How are the adequacy, effectiveness and safety of these services evaluated and ensured?

The mechanism for the adequacy, effectiveness and safety of these services are measured through several mechanisms:

1. ISO documentation and audits.
2. Records of utilization of facilities.
3. Complains and feedback from students and users. – Borang Aduan Maklumbalas Pelanggan (AMP)

References:
1. UiTM Health Centre
2. Complains and feedback –Aduan Maklumbalas Pelanggan (AMP) dan Maklumat Aduan Pelanggan, ISO
3. Formal complaint by the students
4. Borang Maklumbalas Pelanggan
5. E-Aduan
4.4.4 What mechanism is available for students to complain and to appeal on matters relating to student support services?

Students in UiTM Pahang are provided with several mechanisms to air their grievances and make appeal relating to student support services. They can voice their complaints through suggestion boxes provided by each of the support units, E-Aduan, and Customer Feedback Form by MPP and through face to face meetings with the Deputy Director of the Students Affairs and Alumni Office, Deputy Director of the Academic Affairs Office and the respective Head of the support units.

In addition, the Quality Manual of UiTM Pahang also provides a provision for customers’ feedback and satisfaction. Thus, the ISO Corporate certification ensures that students’ complaints be heard of and addressed timely and efficiently through the Customer Charter of each unit.

References:
1. Student Affairs and Alumni Office UiTM Pahang
2. Feedback and Complaints –Maklumat Aduan Pelanggan ISO
3. Formal complaints by student
4. E-Aduan
5. Mesyuarat Kaji Semula Pengurusan (MKSP)
6. Manual Kualiti UiTM Pahang (MK.UiTM.KPH.01)

4.4.5 Describe the roles and responsibilities of those responsible for student co-curricular activities.

The planning and management of co-curricular activities in UiTM Pahang are under the office of the Deputy Director for Student Affairs and Alumni. The Office plays a very significant role in UiTM Pahang to ensure the
smooth running of students’ affairs and development. The Deputy Director is supported by a Unit Pembangunan dan Kepimpinan Pelajar (UPKP) Coordinator and a team of lecturers and staff trained to conduct “Soft Skill Modules” programme for students, designed to complement and enhance academic development.

References:
1. Carta Organisasi Bahagian Hal Ehwal Pelajar dan Alumni
2. Buku Panduan Pelajar, HEP, UiTM, 2008

4.4.6 Describe the management of the activities and maintenance of student records.

The management of the activities and maintenance of student records are managed by the respective units and departments responsible for students’ activities.

For example, the UiTM Pahang Health unit manages the students’ medical records manually through its locked cabinets.

_Lecturers teaching the respective course manage the records of students’ achievement through formative and summative assessments._

At the sports unit, the weekly training and attendance of training session is recorded and students with poor attendance will be given notices or reminders.

The Residential College Unit maintains their records of students occupying _the 3 colleges_. It is updated every semester.
Management of students’ activities and maintenance of students records are described in the ISO documents as follows:

- Students are given the liberty to propose activities to be carried out throughout the semester. They would then seek the advice of the Advisor for students’ internal activities on the choice of activity, venue and invitees.

- A working paper is then presented to either the Deputy Director for Students Affairs and Alumni or Academic Affairs for approval (whoever is relevant).

- Students are required to prepare and submit a hard and soft copy report attached with pictures of the activities carried out to the Academic Affairs Department or Students Affairs Department within two weeks after each activity.

- All records with regards to activities are being maintained by the respective Programme Coordinator for programme based activities, and by the Student Affairs and Alumni or Academic Affairs offices for other activities.

References:
1. Pejabat Hal Ehwal Pelajar dan Alumni UiTM Pahang
2. Unit Kesihatan
3. Unit Sukan
4. Unit Ko-Kurrikulum
5. Unit Pembangunan dan Kepimpinan Pelajar
6. UNIT Kolej
4.4.7 Describe the accessibility, confidentiality and effectiveness of the academic and non-academic counseling and support services (e.g., preventive and therapeutic health services, financial aid, sports and cultural activities, career and academic counseling) available to the students.

The accessibility, confidentiality and effectiveness of the academic and non-academic counseling are well protected under the organizational structure and the terms of reference for each of the units rendering the support services.

There are two kinds of student counseling for the students. The first is academic counseling, headed by *Programme Coordinators, Academic Advisors and lecturers*. The second type is the non-academic counseling provided by professional counselors appointed through the Student Affairs and Alumni Division.

Students can get access with regards to academic matters from certain selected officers; examples, Programme Coordinator and Academic Affairs officers who keep all academic records.

Students can also get access to confidential information and obtain career counseling services from registered counselors available at Students Affairs & Alumni Office.

*Effective from this semester (July-Nov 2009), all graduating students MUST attend Finishing School programme (Module 6 – HEP). The objective of this programme is to prepare students for their career world. This programme is applicable to Bachelor Degree students only.*
With regards to non-academic services, information is available at the UiTM website and student portal.

4.4.7.1 The accessibility of the clinic is shown in Table 4.3 which shows its operating hours.

**Table 4.4 Outpatient Clinic Operating Hours**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MONDAY - FRIDAY</strong></td>
<td>8.00 AM – 5.00 PM</td>
</tr>
<tr>
<td><strong>SATURDAY/SUNDAY/PUBLIC HOLIDAY</strong></td>
<td>CLOSED</td>
</tr>
<tr>
<td><strong>SEMESTER BREAK</strong></td>
<td>8.00 AM – 5.00 PM</td>
</tr>
<tr>
<td></td>
<td>SATURDAY/SUNDAY/PUBLIC HOLIDAY-CLOSED</td>
</tr>
</tbody>
</table>

The medical records are kept in locked cabinets.

Preventive health services provided include:

- Health education programs (healthy life style campaign, health talk/seminar/workshops, health screening basic monitoring, health information: posters, pamphlets etc.)

- Vector borne diseases controlling programmes (Aedes survey, fogging activities, case detection and contact tracing, health counseling etc)

4.4.7.2 Sports Unit:
4.4.7.3 Counseling and Guidance

Therapies – students are provided with facilities ranging from group sessions to individual therapy, face to face meetings with the qualified counselors. Sessions are interactive and confidential.

Basic course for academic excellence [Program ‘Kecemerlangan Akademik’ (KACA)] – a program tailored to assist students with CGPA 2.3 and below, is to improve their academic performance.

4.4.8 Provide information on the availability of an early warning system to detect students with academic difficulties.

The early warning systems (EWS) mechanisms are in place in UiTM. They are placed through the ISO mandatory procedure, Prosedur Kawalan Produk Yang Tidak Memenuhi Spesifikasi. Among others, the procedure identifies those students obtaining a CGPA of 2.3 or below as non-conformity, and the necessary follow-ups is taken by the Program Coordinators, the Student Affairs and Alumni and Academic Affairs offices for remedial and enrichment programs as stated in the ISO Objective 1 of UiTM Pahang. Several programmes are conducted through the Mentor Mentee Programs at the respective department.

The Career and Counseling Unit also provides the services listed below:
Counseling Services (Individual / Group)

- Skills Development Programs
- Sesi Kaunseling Individu
- Sesi Kaunseling Kelompok
- Klinik Kaunseling & Psikologi
- Program Motivasi Kecemerlangan Akademik (KACA)
- Ujian Psikologi
- E-Kaunseling
- Kursus Kemahiran Asas Kaunseling
- Program Motivasi Kaunseling

Career Counselling Services

- Sesi Kaunseling Kerjaya (Individu )
- Sesi Kaunseling Kerjaya (Kelompok )
- Ceramah Kerjaya
- Program Karnival Kerjaya /CAIREX
- Lawatan Kerjaya/Industri
- Program Finishing School
- Ujian Psikologi Kerjaya
- Temuduga Dalam Kampus /Luar Kampus

References:
1. Amanat Tahun Baru 2009
2. Teras Dasar Bahagian Hal Ehwal Pelajar & ALUMNI

4.4.9 Provide information on the qualification of those who provide these services. Explain how the HEP ensures that those who provide these services are qualified.
The support services for students in UiTM Pahang are managed by qualified and competent professionals.

At the UiTM Pahang Health Unit, the team consists of the following:

- Medical officer: Degree in Medical Sciences
- Medical Assistant: Diploma in Med. Assist.
- Jururawat Terlatih: Diploma in Nursing
- Penolong Pegawai Farmasi: Diploma in Farmacy

**Unit Kaunseling & Kerjaya (UKK)**
- Counselor 1: Bachelor Pendidikan Bimbingan & Kaunseling (UPM)
- Counselor 2: Ijazah Sarjana Pendidikan (Bimbingan & Kaunseling) UKM
- Counselor 3: Ijazah Sarjana Muda Psikologi Dengan Kepujian (Psikologi Kaunseling) UMS

**Unit Sukan**
- Pegawai Sukan: Degree in Syariah, UKM
- Penolong Pegawai Sukan (Kanan) 1: Degree in Management, USM
- Penolong Pegawai Sukan 2: Degree in Public Administration, UUM

**Unit Kebudayaan**
- Penolong Pegawai Kebudayaan: Degree in Screen Art.

**Unit Agama**
- Pegawai Penasihat Agama: Ijazah Pengajian Islam
- Pegawai Hal Ehwal Agama Islam: Ijazah Pengajian Islam
- Penolong Pegawai Hal Ehwal Agama Islam (Imam): Diploma Bahasa Arab
4.4.10 How are students orientated into academic programmes of the HEP?

Students are orientated through the *Minggu Mesra Siswa*. Most of the Heads for support services brief students during the orientation week. For example, the Co-Curriculum Unit details the requirements of their components such as the Uniform Bodies, Spiritual, Cultural and Arts and Self Development Programmes. *Minggu Mesra Siswa* activities are conducted through lectures, *campus tours*, *senamrobik*, seminars and forums.

4.4.11 Describe additional support programmes provided by other organizations that the students could access.

Students have access to additional support programmes provided by other organizations as listed below:
4.4.12 Describe the importance given to student support services in the organizational structure of the HEP.

The importance of student support services in UiTM Pahang is at the highest level of management. It is well managed and UiTM Kedah has actually stretched on its resources to ensure that student support services are efficient and adequate. The Student Affairs and Alumni Office of UiTM Pahang is a well established office that manages students. The Deputy Director of Student Affairs and Alumni Office UiTM Pahang is responsible for ensuring that the students are well-equipped with soft skills for employability.

References:
1. Bahagian Hal Ehwal Pelajar dan Alumni
2. Budget for BHEPA

4.5 Student Representation and Participation

Information on Benchmarked Standards

4.5.1 State the HEP’s policy on student participation in the teaching-learning process. Describe how students contribute to the development of these policies.

The participation of students in the teaching and learning process can be clearly seen in the involvement of student alumni in giving feedbacks on proposed programs.
Students are also invited to give feedback through the online student evaluation (SUFO) of the teaching and learning process once a year.

References:
1. Student Evaluation

4.5.2 Explain the measures taken by HEP to encourage student self government and participation in the activities of the governing bodies of the HEP.

Students in UiTM Pahang are also encouraged to participate in leadership skills, project management skills and organizational skills through their involvement in student bodies. The MPP (Majlis Perwakilan Pelajar) is the main student body representing all the 14 faculties with 2 representatives from each faculty.

They are involved directly in the Minggu Mesra Siswa, Independence Day Celebrations, FESTIMA, to name a few.

References:
2. Pejabat Pentadbiran MPP

4.5.3 Show evidence of the statement of student rights and responsibilities and its availability to the campus community.

Students rights and responsibilities in UiTM are protected through several acts such as Undang-Undang Mahasiswa Akta 174, Akta Institusi pelajaran (Tatatertib) 1976 and circulars from UiTM Shah Alam. Students also take an oath (Ikrar Pelajar) and “Aku Janji” for being a university
student in an IPTA during the orientation week (MMS) and Akujanji Kolej Kediaman for those who are provided with colleges facilities.

References:
2. Etika pelajar
3. Akta 174
4. Aku Janji Pelajar
5. Aku Janji Kolej Kediaman

4.5.4 Describe the jurisdiction of judicial bodies, the disciplinary responsibilities of HEP officials, and all disciplinary procedures and their dissemination.

The jurisdiction of judicial bodies, the disciplinary responsibilities of all officials, as well as all disciplinary procedures and their dissemination are very transparent in UiTM. The Legal Office is responsible for all legal matters in UiTM. The 14 faculties and Academic Affairs and the Students Affairs and Alumni Offices in UiTM Pahang are responsible to implement all disciplinary matters pertaining to academic and non-academic respectively.

References:
1. Buku Panduan Pelajar
2. Buku Tatatertib pelajar
3. Etika Pelajar

4.5.5 Describe the policy on active student participation and show how students are encouraged to actively participate in curriculum development, teaching-learning processes as well as in other areas that affect their welfare.
At management level *(both UiTM Pahang and Shah Alam)*, students are represented by **MPP (Majlis Perwakilan Pelajar)** via round table discussions about the direction of the university.

Students union is also active at UiTM Pahang, that it becomes an official channel to voice out their concern to the management through the office of the Campus Director, Deputy Directors of Student Affairs and Alumni and Academic Affairs.

**Information on Enhanced Standards**

4.5.6 How are students and student organisations facilitated to gain managerial and leadership experience, to encourage character building, to inculcate a sense of belonging and responsibility, and to promote active citizenship?

Student and student organizations are encouraged and nurtured to gain exposure to managerial and leadership experience through associations and activities such as *Persatuan Kolej Kediaman, Students Association and Clubs, Projek Tunas Mekar, Pusat Sukan, Unit Pembangunan Perniagaan (MEDEC)*, as well as community projects. Such experiences enable students to demonstrate their civic responsibilities and spirit of community building.

**References:**

2. Laporan Aktiviti Pelajar 2009
3. MEDEC
4. Projek Tunas Mekar
5. Kursus Bina Insan
4.5.7 What is the policy regarding student publication?

All publications have to be approved by the Student Affairs and Alumni Office. Publications are encouraged but must adhere to guidelines provided by UiTM Pahang.

References:
1. AKTA 174

4.5.8 Describe the appropriate channels to allow students participation in the formulation, management and evaluation of the curriculum, and in academic matters relevant to them.

Students in UiTM Pahang are not given allowance to participate in the formulation, management and evaluation of the curriculum at the faculties and UiTM level. However, they can provide feedbacks on academic matters relevant to them through E-Aduan. They can also see the Campus Director, and Deputy Directors to provide feedbacks.

References:
1. E-Aduan
2. Student Evaluation
3. MPP (Majlis Perwakilan Pelajar)

4.5.9 What facilities are available to encourage student involvement in publication?

Students are encouraged to document their activities, write reports and publish their activities.

4.6 Alumni
Information on Benchmarked Standards

4.6.1 How does the HEP encourage active linkages and continuous relationship between it and its alumni?

*UiTM Pahang had established Jawatankuasa Alumni to plan activities for UiTM Pahang Alumni and to assist Students Affairs and Alumni Office in tracking all alumni. Unit Perhubungan Alumni UiTM Pahang is in the process of gathering information about the UiTM Pahang Alumni.*

References:
1. *Unit Perhubungan Alumni*

Information on Enhanced Standards

4.6.2 Describe the role of the alumni in curriculum development, the achievement of the learning outcomes and the future direction of the HEP.

*Not applicable to UiTM Pahang.*

4.6.3 How does the HEP encourage the alumni to assist the students in preparing for their professional future? Show the result of this initiative.

*Students Affairs and Alumni office and Jawatankuasa Alumni UiTM Pahang are in the process of planning to call/invite the Alumni to give talks to student in UiTM Pahang.*