

"Approved"
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associate professor Sirmbard
S.R.



Regulations on the Adam University Student Support Service

Quality Management System		
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1. General regulations

- 1.1. The Student Support Service (hereinafter referred to as the Service, SSS) is a structural unit of the university that provides support to students at all stages of their studies and in the process of social adaptation.
- 1.2. These Regulations regulate the activities of the Service, define its tasks, functions, rights and duties of employees, and the organization of work.
- 1.3. The Service supports students in matters of academic, psychological, social and legal problems, and also provides assistance in resolving emerging conflict situations, helping to create comfortable conditions for successful learning and development.
- 1.4. The Service operates in accordance with the legislation of the Kyrgyz Republic, university regulations and these Regulations.
- 1.5. The Vice-Rector for Academic Affairs coordinates the activities of the Service.
- 1.6. The Rector approves the structure, number and staffing table, as well as changes to the structure and staffing table of the Service on the recommendation of the Vice-Rector for Academic Affairs.
- 1.7. The labor duties of Service employees and their working conditions are determined by employment contracts concluded with each employee, Internal Regulations and other local regulations of the University, and job descriptions of Service employees.
- 1.8. Job descriptions of the Service employees are approved by the Rector.**
- 1.9. The interaction of the Service with other structural units is determined by the tasks and functions assigned to it by this Regulation.
- 1.10. The staff of the SSS includes the head and assistants. The head of the SSS must have a university degree, be fluent in English and have at least three years of work experience in educational or medical institutions. The head of the SSS may be a member of the collegial bodies of the university.

2. The purpose of the Student Support Service

- 2.1. The main purpose of the Service is to create favorable conditions for full-fledged and comfortable education of students, to support them in solving academic, social and psychological issues, and to increase student satisfaction with the educational process and life at the university.
- 2.2. Also, the purpose of the Service is to provide students with access to necessary information and assistance, assistance in overcoming academic and personal difficulties, the development of the student community and the involvement of students in the life of the university.

3. Tasks of the Student Support Service

- 3.1. 3.1. Providing psychological support to students, consultations on adaptation to the learning process, personal and interpersonal problems.
- 3.2. 3.2. Assistance to students in solving academic issues, such as planning the educational process, organizing consultations and helping them solve difficulties with educational materials.
- 3.3. 3.3. Providing legal assistance to students in matters relating to their rights and obligations, as well as in case of disputes with teachers or the university administration.
- 3.4. 3.4. Conducting information and educational events, trainings, seminars to increase the level of social activity of students, their involvement in the cultural and sports life of the educational institution.
- 3.5. 3.5. Providing assistance in solving students' social and household issues (housing, financial problems, and others).
- 3.6. 3.6. Collecting and analyzing student feedback and suggestions, conducting surveys to monitor student satisfaction with the learning process and learning conditions.

4. Student Support Service relationships with other departments

- 4.1. The Student Support Service interacts with a number of university departments, including:
- Educational department for solving issues of academic performance and organization of the educational process;
 - HSE Dean's Office — to provide comprehensive support to students on academic, social and personal issues, as well as to address issues related to academic performance and the organization of the educational process;
 - HRM and Law Department to ensure the registration of employment relations, academic issues for students, the provision of necessary information and reference materials, advising students on legal issues;
 - Department of External Relations for visa support and obtaining a study permit, students' compliance with migration requirements;

- Career Center for the coordination of work on the organization of leisure and cultural events;
- The University administration to resolve conflict situations concerning students.

4.2. Interaction with other departments of the university is based on partnership and coordination of efforts to ensure a high level of student satisfaction with their learning conditions. (Appendix 1)

5. Responsibilities and responsibilities of the Student Support Service

5.1. Responsibility of the Service:

- ensuring the accessibility and quality of services provided to students;
- processing and storing information received from students in a confidential manner;
- informing students about the available forms of support and their rights at the university;
- control over the fulfillment of tasks assigned to the Service.

5.2. Duties of the Service:

- providing students with advice on all issues related to learning, social adaptation and personal problems;
- organization of events and actions aimed at improving conditions for students;
- helps students adapt to the conditions of study, life and everyday life at the University, explains the rules of internal regulations and monitors their compliance;
- monitors academic subjects and students' academic performance;
- keeps in touch with the parents (representatives) of students, if necessary, notifies them of missed classes, attestation results and violations of the University's internal regulations;
- organizes educational work with University students through moral, aesthetic and physical education;
- monitors the visa regime for entry and exit from the country, compliance with migration conditions in cooperation with the Department of External Relations;
- organizes regular medical checkups for students;
- evaluation of the Service based on student feedback and analysis of proposals;

- preparation of reports on the activities of the Service and submission to the university administration.

6. The Student Support Service has the right to:

- 6.1. To make decisions aimed at improving the work of the Service and meeting the needs of students within their competence.
- 6.2. Request the necessary information and documents from other departments of the University to fulfill their tasks.
- 6.3. Contact the university management with suggestions on improving the conditions of study and social support for students.
- 6.4. Organize surveys and questionnaires among students to identify problems and needs in the field of educational process and social support.
- 6.5. Involve volunteers and students to participate in activities aimed at solving the tasks of the Service and assisting in the provision of assistance.
- 6.6. If necessary, conduct unscheduled consultations with the university administration on issues related to conflicts or acute problems requiring immediate resolution.

7. Termination of the Student Support Service

- 7.1. The activity of the Service may be terminated or suspended in the following cases:
 - making a decision by the university's governing bodies on changing the structure of the university;
 - reforming or merging of structural divisions, within which the work of the Service can be integrated;
 - low work efficiency, confirmed by the results of monitoring and feedback from students.
- 7.2. Termination of the Service's activities requires a decision by the University administration based on an analysis of the reporting on the Service's activities and the results of its work.
- 7.3. In case of termination of the Service, all obligations and functions related to student support are transferred to other departments of the University, taking into account the interests of students.
- 7.4. Information about the termination of the Service and its possible reorganization should be communicated to students through the University's official communication channels (for example, the website, notifications, meetings with management).