



CENTER FOR QUALITY ASSURANCE

RAJARATA UNIVERSITY

OF

SRI LANKA

STANDING COMMITTEE MEETING

AGENDA AND MINUTES

FOR

Meeting No – CQA/42

Center for Quality Assurance
Rajarata University of Sri Lanka
Mihintale

21.08.2024

To all Members of the Senate Standing Committee of CQA,

The 42nd Meeting of the Senate Standing Committee of CQA

The 42nd Standing Committee Meeting of the Center for Quality Assurance, originally scheduled for April 30, 2024, was postponed due to unforeseen circumstances and is now rescheduled to be held on Tuesday, 27th August 2024, at 2:00 p.m. in the Main Auditorium.

Your participation is highly appreciated.



Act. Assistant Registrar/CQA

Agenda

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MINUTES OF THE 41st STANDING COMMITTEE MEETING ON QUALITY ASSURANCE, HELD ON 27th MARCH 2024 IN THE MAIN AUDITORIUM, RAJARATA UNIVERSITY OF SRI LANKA AT 2.00 P.M.

Present:

1. Prof. G. A. S. Ginigaddara - Vice Chancellor
2. Dr. D. K. Hettiarachchi - Director/CQA
3. Prof. P. M. B. Jayathilake - Dean/ Faculty of Management Studies
4. Dr. P. H. G. J. Pushpakumara - Dean/Faculty of Medicine and Allied Sciences
5. Mrs. A.S. Siriwardana - Librarian
6. Dr. L. Senarathna - Director/Staff Development Centre
7. Prof. W. A. D. Nayananjalie - Faculty Coordinator – Faculty of Agriculture
8. Mr. M.K.D.D. Sadaruwan - Faculty Coordinator/ Faculty of Applied Sciences
9. Dr. C. M. Y. S. S. Bandara - Faculty Coordinator – Faculty of Management Studies
10. Dr. P.A.S.R.I. Bandara - Faculty Coordinator – Faculty of Medicine & Allied
11. Dr. N.D.A.D. Wijegunawardana- Faculty Coordinator/ Faculty of Technology
12. Mrs. T. Wanasinghe - Coordinator/ Library
13. Mr. S. H. Uwaisulkarni - Acting Registrar
14. Mr.S.S.K. Godakumbur - Bursar

Excused:

1. Prof. G.V.T.V. Weerasooriya - Dean/Faculty of Agriculture
2. Dr. W.M.S.Fernando - Dean/ Faculty of Applied Sciences
3. Prof. E.M.S. Ekanayake - Act. Dean/ Faculty of Social Sciences and Humanities
4. Prof. T.C. Bamunuarachchge - Dean, Faculty of Technology
5. Prof. W.P. Wijewardena - Director/Centre for Continuing Education
6. Dr. K.A.S. H. Kulathilake - Director/Center for IT Services
7. Prof. M. H. J. P. Gunarathna - Coordinator/ Centre for Distance Education
8. Prof. W. K. D. Keerthirathne - Faculty Coordinator - Faculty of Social Sciences & Humanities Sciences

In Attendance:

1. Ms. K.H.W.K.G. Kahawala - Act. Assistant Registrar, CQA

41.01 Preliminaries

The Vice Chancellor of the University chaired the meeting and welcomed all the members to the 41st meeting of the CQA. She special welcomed Dr. Dr. P.A.S.R.I. Bandara while appreciating the service given by Dr. S.P.A.S. Senadheera and Dr. H.T.W. Weerakoon.

41.02 Confirmation of the Minutes

The Minutes of the 40th meeting held on 16.01.2024 were confirmed.

41.03 Matters Arising from the Minutes

41.03.01 (40.03.03) Library Manual for RUSL

Mrs. A.S. Siriwardana, the Librarian informed that she has submitted the Library Manual and Policies of the Library to the Director/CQA.

41.03.02 (40.04.04) Media Policy of Rajarata University of Sri Lanka

The Chairperson stated that the Media Policy of Rajarata University of Sri Lanka has tabled at the Council and waiting for the comments of the members of the Council.

41.04 Regulation, Procedures and Guideline

41.04.01 Mentoring Policy

This document was discussed and comments were received from the members. It was recommended to forward this document to the next Senate meeting after incorporating the suggestions.

41.04.02 Staff Development Policy

The committee discussed the Staff Development Policy and suggestions were given. It was recommended to forward this document to the next Senate meeting after including the suggestions.

41.04.03 Policy on Stakeholders' Feedback

The committee was recommended to forward the Policy on Stakeholders' Feedback to the next Senate meeting.

41.04.04 SOPs for General Administration Division

The Chairperson asked the Acting Registrar to go through the SOPs and send his suggestions to the next meeting and the document was forwarded to the next meeting.

41.04.05 SOPs for Student Examination and Academic Division

The Chairperson asked the Acting Registrar to go through the SOPs and send his suggestions to the next meeting and the document was forwarded to the next meeting.

41.04.06 SOPs for Student Services Division

The Chairperson asked the Acting Registrar to go through the SOPs and send his suggestions to the next meeting and the document was forwarded to the next meeting.

41.04.07 Physical Education and Policy

The policy was discussed lengthily and in detail at the meeting and suggestions were given. Committee recommended to change the name of the policy as "Physical Education and Sports Policy".

The committee suggested to display the General Rules Regulations in common areas of Physical Education Unit and give the rules and regulation to outside users with the application form as an annexure and get signatures for the regulations only from external users. It is recommended to mention the hiring facilities for outsiders in the policy.

It was recommended to forward the Physical Education and Sports Policy to the next Council meeting after incorporating the suggestions.

41.05 Activity Plan, Progress Reports, Annual Reports and Matters Arising from FQACs

41.05.01 Progress Reports of the FQACs

The Director/CQA stated that the progress reports of all the Quality Assurance Cells of the Faculties, Library and CDCE for the first quarter of the year 2024 would be tabled in the next meeting.

41.06 Reviews - Programme Review, Institutional Review and Internal Review

41.06.01 Programme Review

The Director/CQA mentioned that three action plans from the Faculty of Applied Science and action plans for BBA Degree Programme are pending and need to be submitted soon.

The Chairperson instructed to prepare the action plans soon for the degree programmes which have already completed the site visits, since if the action plans are submitted late there may be not much time to implement the objectives mentioned in the action plan.

41.06.02 Institutional Review - 2024

The committee decided to appoint the following member to the Criteria 06 - Student Assessment and Awards team of Institutional Review - 2024.

- Faculty Coordinator/ Faculty of Technology - Dr. H. K. S. de Zoysa

The Chairperson instructed all the teams to collect evidence documents within a month since Prof. Aruni Weerasinghe agreed to conduct a moc evaluation of evidence documents from 1st April 2024.

41.07 Workshops, QA Programmes and Other Activities

Nothing to report.

41.08 Sub-Committees Progress

41.08.01 Sub-Committee on Revising the Management Guide and Preparing SOPs for the Divisions of the University

The Director, CQA stated that the SOPs for the Administration Division, Student Examination and Academic Division and Students Services Division are tabled at this meeting.

41.08.02 Sub-Committee for Preparing Human Resource Plan

The Dean, Faculty of Management Studies stated that they have appointed a committee to work on this and they are waiting to obtain relevant circulars from the Establishments Division.

41.09 Quality Assurance Council, UGC Meeting

Nothing to report.

41.10 Any other Matters

Nothing to report.

The meeting was adjourned at about 4.00 p.m.



Ms. K.H.W.K.G. Kahawala
Act. Assistant Registrar/CQA

To: Chairperson, Senate Standing Committee, CQA
From: Director, Centre for Information Technology Services
Subject: Electronic Mail Usage Policy
Date: 26th March 2024

Dear Madam,

Herewith, I am forwarding the drafted “Electronic Mail Usage Policy”, and the relevant SOP which was prepared by the Centre for Information Technology Services, for discussion and approval of the committee.

Thank you.



Dr. K.A.S.H. Kulathilake
Director, Center for Information Technology Services



RAJARATA UNIVERSITY OF SRI LANKA

Electronic Mail Usage Policy

Prepared by:

Centre for Information Technology Services

2024

Policy Number: 01

Electronic Mail Usage Policy - 01

On the recommendation of the Senate, the Council of the Rajarata University of Sri Lanka, as the governing authority of the Rajarata University of Sri Lanka by resolution adopts the following Policy. **Policy is cited as Policy No: 01.**

Accepted Date:

Council Approved Date:

Senate Approved Date:

Amended Date:

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1. Introduction

The University Electronic Mail (Email) Usage Policy outlines the guidelines and regulations governing the appropriate and responsible use of email services provided by the university. Email communication plays a critical role in facilitating academic and administrative functions, and it is essential to establish a clear policy to ensure the security, efficiency, and professionalism of university's email system. This policy sets forth the principles that all members of the university community must adhere to when using their university-issued email accounts to foster effective communication and protect the university's digital environment. University provides Google corporate accounts as the official email accounts of the Rajarata University of Sri Lanka.

2. Purpose

The primary purpose of the University Email Usage Policy is to provide a framework for the proper use of university email accounts by the university community. The policy aims to:

- i. **Safeguard Information Security:** Implement measures to protect sensitive university-related information from unauthorized access, data breaches, and other security risks.
- ii. **Ensure Efficient Communication:** Encourage the effective and timely exchange of academic, administrative, and official communications among members of the university community.
- iii. **Promote Professionalism:** Set expectations for respectful and courteous email communication to maintain a positive and productive environment within the university.
- iv. **Comply with Legal and Regulatory Requirements:** Align email practices with applicable laws, regulations, and data protection standards to avoid legal liabilities and safeguard the university's reputation.
- v. **Educate on Digital Etiquette:** Promote email etiquette and best practices to enhance the clarity and professionalism of email communication.

3. Policy Statement

3.1 Format of the Email

The format of the Rajarata University’s email address consists of two parts, namely local part and domain as shown in the example below.

<local_part>@<sub-domain>.rjt.ac.lk

Local Part: the local part is the part of the email address that comes before the "@" symbol. It usually represents the individual user or mailbox on the email server.

Domain: The domain is the part of the email address that comes after the "@" symbol. It identifies the university's domain hosting the email account.

Accordingly, the domain of Rajarata University is rjt.ac.lk.

Together, the local part and domain form a complete email address, which serves as a unique identifier for the user's mailbox.

Currently, the Rajarata University domain is divided into eight sub-domains to represent the different academic institutions of the university as shown in Table 1.

Table 1: Sub domains

Sub Domain	Academic Entity
agri	Faculty of Agriculture
as	Faculty of Applied Sciences
cdce	Centre for Distance and Continuing Education
fgs	Faculty of Graduate Studies (reserved)
lib	Library
med	Faculty of Medicine and Allied Health Sciences
mgt	Faculty of Management Studies
ssh	Faculty of Social Sciences and Humanities
tec	Faculty of Technology

3.2 Types of the Email

There are currently three types of email issued to the university community. They are individual, role-based, and group.

3.2.1 Individual-based email

Individual email addresses are available to university council members, staff, and students. Permanent academic staff, permanent non-academic staff, temporary academic staff, and research assistants are considered staff members and undergraduate, full-time, and part-time research students are considered students.

Running title

The local part of individual-based emails created for University Council members and staff is based on his/her legal name. Example <legal_name>@<domain>

When an assigned staff member is transferred to another division within the Rajarata University of Sri Lanka, a new email account will be created.

The former email account will be deactivated and redirected to the new email.

The local part of the individual-based emails created for the students is based on the registration number. Example: <registration_number>@<domain>

Each council member, staff member, and student can have only one institutional email.

However, staff members can have more than one role-based email.

3.2.2 Role-based email

Role-based email addresses are email accounts that are associated with specific job functions, departments, or services rather than being tied to individual person.

These email addresses are created to serve special purposes within the university's administrative structure and facilitate efficient communication and organization.

Role-based email addresses play a crucial role in enhancing the university's communication channels and ensuring that important messages reach the appropriate departments or personnel. Examples: dean@mgt.rjt.ac.lk, ar@med.rjt.ac.lk, exam@ssh.rjt.ac.lk.

All role-based email accounts should be handed over to the next person who comes into that role/position after the password reset.

Such accounts should be used for official purposes and not for private messages.

Users should not remove official messages as these role-based email accounts are used exclusively for archiving purposes.

Also, role-based emails can be further classified into three categories:

i. Designation-based:

These email addresses created for specific job roles or designations within the university. Instead of being tied to individual employees, these email addresses represent certain positions or responsibilities held within the university.

ii. Organization-based:

Organization-based emails in the university refer to email addresses that are associated with specific departments, units, or functional areas within the institution. (ex. student council, society)

iii. Temporary-based:

Temporarily role-based emails in the university refer to email addresses that are created for specific roles or functions on a temporary or limited basis.

These email addresses are typically used for short-term projects, events, or specific administrative tasks within the university.

The temporarily role-based emails are established for a defined period and are then deactivated once the task or project is completed.

3.2.3 Group Emails

Group email addresses (also known as email distribution lists or mailing lists) are email accounts that are associated with a specific group or category of individuals.

These email addresses are created to simplify the process of sending emails to multiple recipients who share a common interest, affiliation, or role within the university.

Group email addresses allow for efficient communication and dissemination of information to a targeted audience without having to individually select each recipient.

Group email addresses can be organized based on various criteria, such as: academic departments, student organizations, faculty committees, administrative teams, special interest groups, and editorial committees.

3.3 Account Provisioning and Access

This section defines the creation, activation, deactivation, and termination of university email accounts.

The Center for Information Technology Services (CITS) is responsible for creation, activation, deactivation, and termination of university email accounts.

3.3.1 Email Creation

To issue an individual-based email to Council members, staff members, and full-time and part-time research students, the candidate must send a formal request to the Director of CITS.

Institutional emails for undergraduate students are issued in bulk and based on formal requests by the relevant faculties.

Role-based and group e-mails are issued based on formal requests from the Vice-chancellor, Editors-in-Chief of the editorial groups, Heads of Divisions, Faculties, Departments, Units, Centers, and Libraries.

3.3.2 Email Activation

Email accounts created for council members remain throughout the appointment.

Staff email accounts are provided only while the user is employed by the University.

The individual-based email account will continue to function when staff members are in service.

Student email accounts will be kept active from the date of creation until three months after graduation.

3.3.3 Email Disable and Termination

Council Members and Staff Members:

Email accounts that have been inactive for 6 months will be deactivated and a notification will be sent prior to deactivation.

After another 3 months, such accounts will be deleted.

All accounts will be deactivated after 3 months of resignation or retirement.

Also, those deactivated email accounts are deleted permanently after another month without further notice. i.e., 4 months after resignation or retirement.

A notification will be sent to the concerned user before deactivation.

If employment is suspended subject to termination or disciplinary action, the account will be deactivated on the date of suspension and will be deleted thereafter if the employee is terminated.

Running title

User accounts may be deactivated when such accounts are reported for unauthorized activity.

Deactivation may be based on a request made by the Vice-Chancellor, Editors-in-Chief of editorial groups, Heads of Divisions, Faculties, Departments, Units, Centers, and Libraries.

Deletion of Council Members' and Staff Members' e-mail will be initiated after the confirmation to CITS from the respective establishment branches.

Once an email account is deleted, the content is no longer available/recoverable.

Students:

Email accounts that have been inactive for 6 months will be deactivated and a notification will be sent prior to deactivation.

After another 3 months, such accounts will be deleted.

All student's email accounts will be deactivated after 3 months after the convocation.

Also, those deactivated email accounts are deleted permanently after another month without further notice. i.e., 4 months after the convocation.

A notification will be sent to the concerned students before deactivation.

If the studentship is suspended subject to disciplinary actions the email account will be deactivated on the date of such suspension, and it will be subsequently deleted in another 3 months.

Deletion of student e-mails begins after CITS receives the list of degree conferrals by the respective faculties.

Once an email account is deleted, the content is no longer available/recoverable.

3.4 Acceptable Use

The university email system is provided to facilitate official communication and enhance collaboration among students, faculty, and staff. To ensure the system's integrity, security, and efficiency, all users are expected to adhere to the following guidelines:

- i. Official Communication: University email accounts should be used primarily for official communication related to academic, administrative, and professional matters.
- ii. Academic Purposes: Students and faculty can use university email for academic purposes, such as exchanging course-related information, submitting assignments, and engaging in academic discussions.
- iii. Administrative Communication: University staff can use email for administrative purposes, including official announcements, meeting scheduling, and sharing relevant information within the university community.
- iv. Professional Development: University email may be used for professional development opportunities, such as attending conferences, workshops, and networking with colleagues.
- v. Collaboration: Email can be used to facilitate collaboration among students, faculty, and staff on projects, research, or university-related initiatives.

- vi. Student Services: University email accounts can be used for communicating important student services information, including financial aid updates, campus events, and counseling services.
- vii. Emergency Notifications: In cases of emergencies or urgent situations, university email may be used to disseminate critical information to the campus community.
- viii. Compliance with Laws and Regulations: Users must adhere to all applicable laws and regulations when using university email accounts, including but not limited to copyright laws, data protection regulations, and the university's policies.
- ix. Professional Language: Use professional and respectful language in all email communications. Avoid using offensive, discriminatory, or inflammatory language that could be harmful or offensive to recipients.
- x. Respectful Communication: All users are expected to communicate respectfully and professionally in their email exchanges, refraining from any offensive, discriminatory, or harassing language.
- xi. Confidentiality and Privacy: Users should be mindful of the sensitive nature of some information shared via email and must not disclose confidential data or personal information without appropriate authorization.
- xii. Anti-Phishing Measures: Users should be cautious of phishing attempts and report any suspicious emails to the CITS immediately.
- xiii. Minimization of Personal Use: While limited personal use of university email may be acceptable, it should not interfere with work or academic responsibilities.
- xiv. Data Security: Users are responsible for protecting their email accounts with strong passwords and avoiding sharing account credentials with others.
- xv. Prohibition of Spam and Chain Emails: Sending unsolicited commercial emails (spam) or chain emails within the university's network is strictly prohibited.
- xvi. Limited Use of Mass Emailing: Mass emailing should be limited to essential communications to avoid unnecessarily burdening recipients.
- xvii. Appropriate Use of Distribution Lists: Users should use distribution lists judiciously and ensure they are sending relevant information to the appropriate recipients.
- xviii. Monitoring and Compliance: The university reserves the right to monitor email usage to ensure compliance with the policy and applicable regulations.
- xix. Consequences of Policy Violations: The policy should outline the potential consequences for violating these guidelines, which may include disciplinary action or loss of email privileges.
- xx. No Misuse of System: Users will not engage in any activities that could disrupt the email system's normal operation or compromise its security.
- xxi. Reply Promptly: Respond to emails in a timely manner, acknowledging receipt and providing necessary information or actions as required. If more time is needed, communicate the expected response time.
- xxii. Attachments with Caution: Attach files only when necessary and ensure that they are relevant and virus-free. Compress large files to avoid overwhelming recipients with unnecessarily large attachments.
- xxiii. Avoid Overuse of High Priority/Urgent Tags: Use the "high priority" or "urgent" tags sparingly, reserving them for genuinely critical messages that require immediate attention.
- xxiv. Signature Consistency: Follow the university's standardized email signature format to maintain a professional and consistent appearance in all communications.
- xxv. No Personal Attacks or Cyberbullying: Refrain from engaging in personal attacks, cyberbullying, or any form of harassment through email.
- xxvi. Double-Check Recipients: Verify the recipient list before hitting the send button to avoid accidental disclosure or sending emails to unintended recipients.

3.5 Data Security and Confidentiality

The following guidelines have been published to maintain data security and confidentiality in email communications:

- i. **Identify Sensitive Information:** Clearly understand what constitutes sensitive university-related information. This may include personal data, financial records, research data, student records, and any information protected by privacy laws or university policies.
- ii. **Data Minimization:** Only collect and retain the minimum amount of sensitive information required for legitimate university purposes. Avoid unnecessary storage of sensitive data in email accounts.
- iii. **Data Classification:** Categorize data based on its sensitivity level and handle it accordingly. Use appropriate security measures for each category.
- iv. **Authorized Recipients Only:** Do not forward sensitive information to individuals who are not authorized to access it. Ensure information is sent to the correct recipient.
- v. **Beware of Phishing:** Be cautious of phishing attempts and never share sensitive information via email in response to unsolicited requests. Verify the sender's identity before providing any confidential data.
- vi. **Secure Passwords:** Use strong passwords for email accounts and avoid sharing login credentials with others. Change passwords regularly and do not reuse passwords across multiple accounts.
- vii. **Logout and Lock Devices:** Always log out of email account when not in use and lock the device with a password or PIN to prevent unauthorized access.
- viii. **Secure Wi-Fi Networks:** Avoid using public or unsecured Wi-Fi networks to access university email, especially when dealing with sensitive information.
- ix. **Report Security Incidents:** If a security breach or unauthorized access to sensitive information is suspected, report it to CITS immediately.
- x. **Employee Offboarding:** Have a well-defined process for disabling email access when employees leave the university or change roles.

3.6 Email Signature and Disclaimer

3.6.1 Signature

Email accounts should display a standard signature to improve professionalism, identification, branding, consistency, and communication [Sample signatures are attached with SOPs].

3.6.2 Email Disclaimer

Email disclaimer is displayed after the signature on all emails sent by council members, staff members, roles, and groups to emphasize legal protection, privacy notice, data protection compliance, misdirected emails and limiting liability [Sample disclaimer is attached with SOPs].

4. Scope

This policy applies to the University community which includes the following personnel.

- i. University council members
- ii. University administrative officers

- iii. Permanent academic staff
- iv. Permanent non-academic staff
- v. Temporary academic staff
- vi. Undergraduate students
- vii. Research assistants
- viii. Full time and part time research students

5. Definitions and Keywords

- Domain:** The email domain is the unique identifier that distinguishes one email address from another and indicates which organization or institution is associated with the email account.
- Sub-domain:** Sub-domains are used to create additional email addresses that are associated with specific departments, divisions, or functional units within an organization.
- Anti-phishing:** Anti-phishing, in the context of email communication, refers to the set of proactive measures, technologies, and practices implemented to detect, prevent, and mitigate phishing attacks targeting email users. Phishing is a type of cybercrime where attackers attempt to deceive recipients into revealing sensitive information, such as login credentials, financial data, or personal details, by posing as a legitimate and trustworthy entity through fraudulent emails.
- Spam:** Spam refers to unsolicited and often irrelevant or inappropriate messages sent in bulk to many recipients without their consent.
- Chain email:** Chain email, also known as chain letter or forward email, is a type of email message that encourages recipients to forward the email to multiple others, with the expectation that the chain will continue indefinitely.
- Mass email:** Mass email refers to the practice of sending an email message to many recipients simultaneously. Unlike spam, mass emails may have legitimate purposes, such as communicating important announcements, newsletters, or updates from an organization to its subscribed members or stakeholders.

6. Procedure

The following standard operating procedures will be applied in implementing the policy.

List of SOPs

Student Email Accounts

Issuing Student's Emails:

SOP EP01 – Issuing Student Email Accounts

Deactivation of the Student Email Accounts:

SOP EP02 – Deactivating Students' Inactive Emails

SOP EP03 – Deactivating Students' Emails after Graduation

SOP EP04 – Deactivating Student Emails due to Leaving the University

SOP EP05 – Deactivating Student Emails due to Punishment and
Disciplinary Actions

Re-activation of the Student Email Accounts:

SOP EP06 – Reactivation of the Students' Email Accounts

Deletion of Student's Email Accounts:

SOP EP07 – Permanent Deletion of the Student Email Accounts

Changing the Password of Student's Email Accounts:

SOP EP08 – Changing the Password of Students' Email Accounts

Staff Email Accounts

Issuing Staff Emails:

SOP EP09 – Issuing Staff Individual Email Accounts

SOP EP10 – Issuing Staff Individual Email Accounts for Internally
transferred academic members.

Keep Activation of the Staff Email Accounts:

SOP EP11 – Keep Activation of Email Accounts of Staff are on Long-term
Release, Sabbatical or Vacation Leave.

Deactivation of the Staff Email Accounts:

SOP EP12 – Deactivating Staff Inactive Emails

SOP EP13 – Deactivating Staff Emails due to Retirement or Resignation

SOP EP14 – Deactivating Staff Emails due to Punishment and Disciplinary
Actions

Re-activation of the Staff Email Accounts:

SOP EP15 – Reactivation of the Staff' Email Accounts

Deletion of the Staff Email Accounts:

SOP EP16 – Permanent Deletion of the Staff Email Accounts

Changing the Password of Staff Email Accounts:

SOP EP17 – Changing the Password of Staff Email Accounts

Role-based Email Accounts

Issuing Role-based Emails:

SOP EP18 – Issuing Role-based Email Accounts

Changing the Password of Role-based Email Accounts:

SOP EP19 – Changing the Password of the Role-based Email Accounts

Deactivation of the Temporary Role-based Email Accounts:

SOP EP20 – Deactivating the Temporarily Role-based Email Accounts

Re-activation of the Temporary Role-based Email Accounts:

SOP EP21 – Reactivating the Temporarily Role-based Email Accounts

Deletion of the Temporary Role-based Email Accounts:

SOP EP22 – Permanent Deletion of the Temporarily Role-based Email Accounts

Group Email Accounts

Issuing Group Emails:

SOP EP23 – Issuing Group Email Accounts

Changing the Password of Group Email Accounts:

SOP EP24 – Changing the Password of the Group Email Accounts

Other SOPs

SOP EP25 – Creating New Email Sub-Domains

SOP EP26 – Generating Reports of Email Usage

SOP EP27 – Managing the Complaint Report System for the Email Accounts

SOP EP28 - Increasing the storage capacity of the Gmail inbox

See the Appendix 1 for detailed SOPs.

7. Responsibilities

The responsibility for implementing the policy is assigned to the Director of the CITS of the Rajarata University of Sri Lanka. Executing, monitoring, documenting, and reporting the Standard Operating Procedures referred to in Section 6 will be the duties of the System Analyst at CITS.

8. Review

The policy must be reviewed once a year by the External Review Board (ERB) consisting of at least two relevant officers nominated by the Director of the CITS of the Rajarata University of Sri Lanka and confirmed by the Vice-Chancellor of the Rajarata University of Sri Lanka.

9. Related documents

Policy on use of computing resources of the UGC – Version 0.10

10. Abbreviations

Email: Electronic Mail
CITS: Center for Information Technology Services
ERB: External Review Board

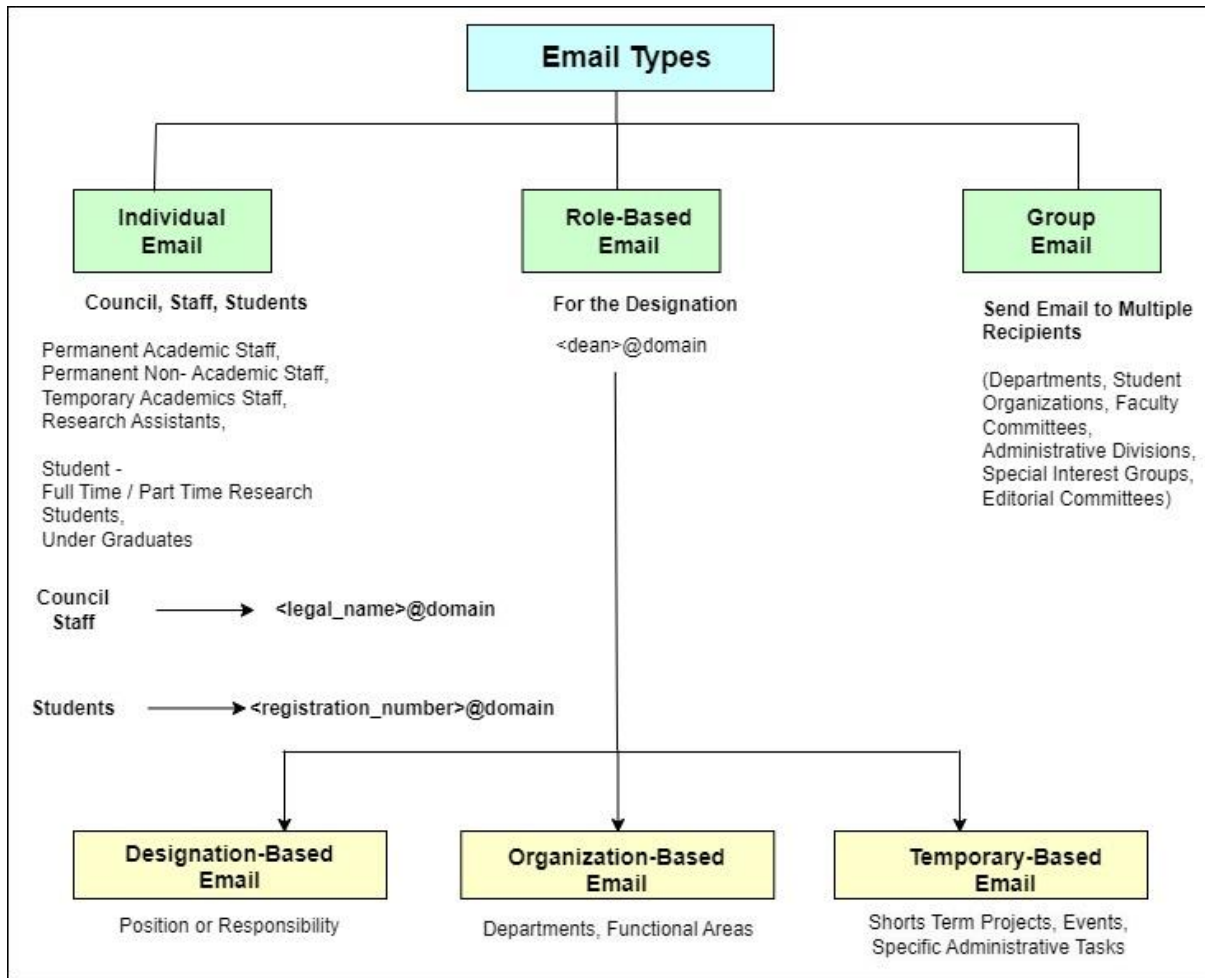
11. Approval and Amendments

Date adapted :
Date Commenced :
Administrating Authority :
Date of Review :
Date Rescinded

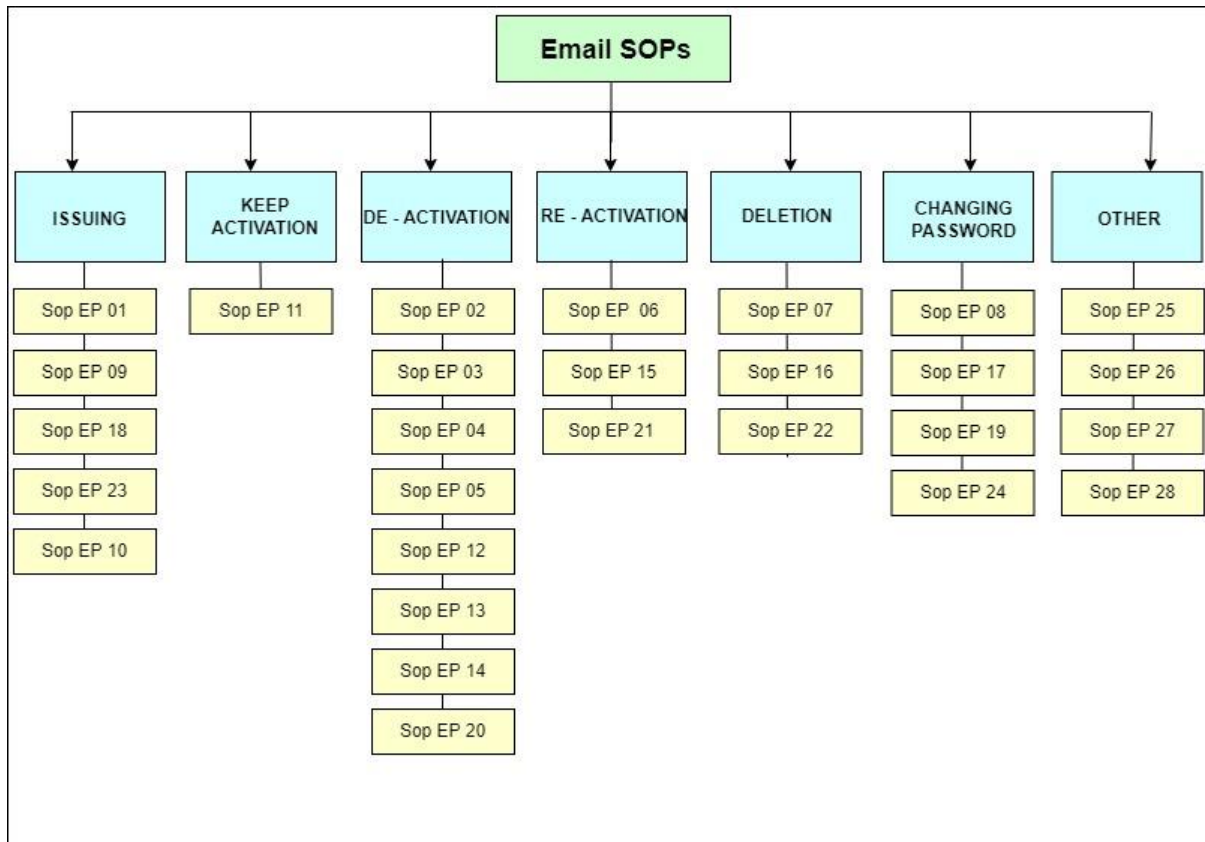
Appendix 1

EMAIL -STANDARD OPERAITION PROCEDURES

Institutional Email Types



Key for Institutional Email SOPs



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP01

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 1 (D/W/M)

1. **Title:** Issuing Email to Students
2. **Purpose:** Issuing institutional email to registered students.
3. **Scope:** Issuing institutional email to registered students.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How to obtain the new institutional email by the new students?

End user(s): Registered Students, Vice-Chancellor, Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: Students must be enrolled in either the internal undergraduate or the postgraduate (research-based) degree program.

Guidelines for how to complete the task:

SOP EP01 – Issuing Student Email Accounts – Activity Breakdown

1. Relevant faculty Registrar should send a formal request to the Director (CITS), along with the duly filled **Student Data Collection (SDC) Form**.
2. Mail Admin checks the SDC form and creates the student email accounts.
3. Mail Admin creates a group email account for the batch of the students.
4. Mail Admin updates the **Master Email Log (MEL)** with the necessary email account creation details (including tentative deactivation and deletion dates).
5. Mail Admin prepares two **Student Email List (SEL)** sheets with and without login credentials of the created emails.
6. Mail Admin informs the creation of the email accounts to the Director (CITS).
7. Director (CITS) confirms to issue the email accounts.
8. Mail Admin sends the **SEL** sheet with the login credentials to the Registrar of the relevant faculty along with the group email address created for the entire batch of students.

Running title

- 9. Mail Admin sends the **SEL** without containing the login credentials to the Vice-Chancellor, Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Student Data Collection (SDC) Form
- ii. Master Email Log (MEL)
- iii. Student Email List (SEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

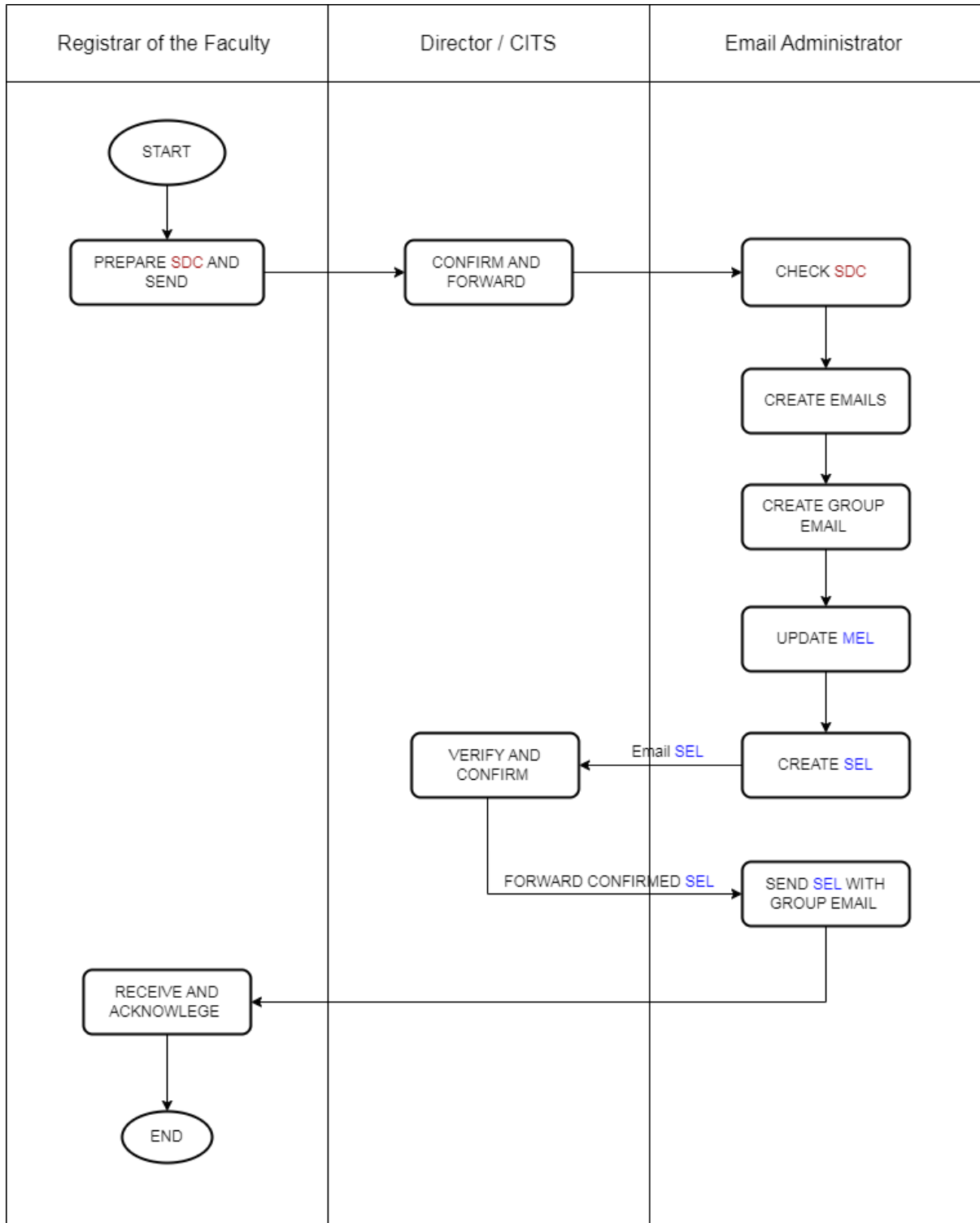
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Date: 2024/03/26 **Signature:** 

Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP01 – Issuing Student Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP02

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Deactivating Students' Inactive Emails
2. **Purpose:** Deactivating Students' Inactive Emails.
3. **Scope:** Deactivating Students' Inactive Emails.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How to Deactivate students' inactive emails?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units

Pre-conditions: Students have been issued an institutional email that is currently inactive.

Guidelines for how to complete the task:

SOP EP02 – Deactivating Students' Inactive Emails - Activity Breakdown

1. System displays the inactive emails for six months.
2. Mail Admin deactivates the inactive emails by sending a notification email (**EN01**) to the relevant students' institutional and alternate emails.
3. Mail Admin withdraws the email account from the groups that it has been already added.
4. Mail Admin updates the inactive emails in the **MEL** with the deactivation date and account deletion date.
5. Mail Admin prepares a **Status Report** regarding the account deactivation.
6. Mail Admin sends the status report to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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- c.

Date: 2024/03/26

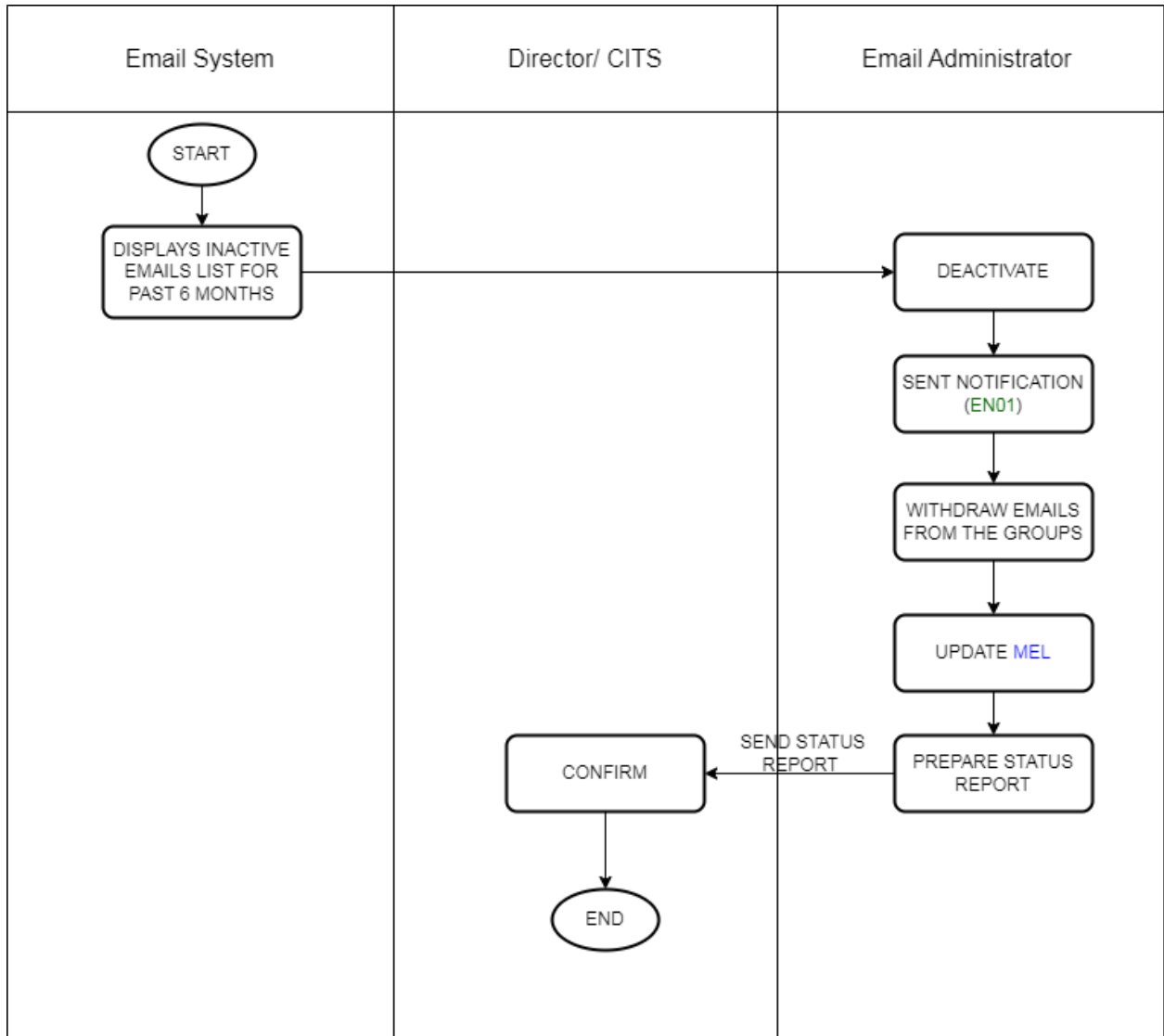
Signature:



Designation: Director/ CITS

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SOP EP02 – Deactivating Students’ Inactive Emails – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP03

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/H/M)

1. **Title:** Deactivating Students' Emails after Graduation
2. **Purpose:** Deactivating Students' Emails after Graduation.
3. **Scope:** Deactivating Students' Emails after Graduation.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How to Deactivate students' emails after graduation?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers and Units

Pre-conditions: The list of graduands will be received after the official announcement of the general convocation date.

Guidelines for how to complete the task:

SOP EP03 – Deactivating Students' Emails after Graduation -Activity Breakdown

1. The Director (CITS) sends the official request to the Registrar to get the graduand list after the official announcement of the date of the General Convocation.
2. Registrar sends the **Graduand List** of each faculty to the Director (CITS).
3. Mail Admin verifies the email accounts with **MEL** to start the deactivation process.
4. Mail Admin sends the three months email deactivation notification (**EN02**) for each student in the list.
5. Mail Admin deactivates the relevant email accounts after the three months from the notification date.
6. Mail Admin withdraws the email account from the relevant groups.
7. Mail Admin updates the deactivation details in the **MEL** with the deactivation date and account deletion date.
8. Mail Admin prepares a **Status Report** regarding the account deactivation.
9. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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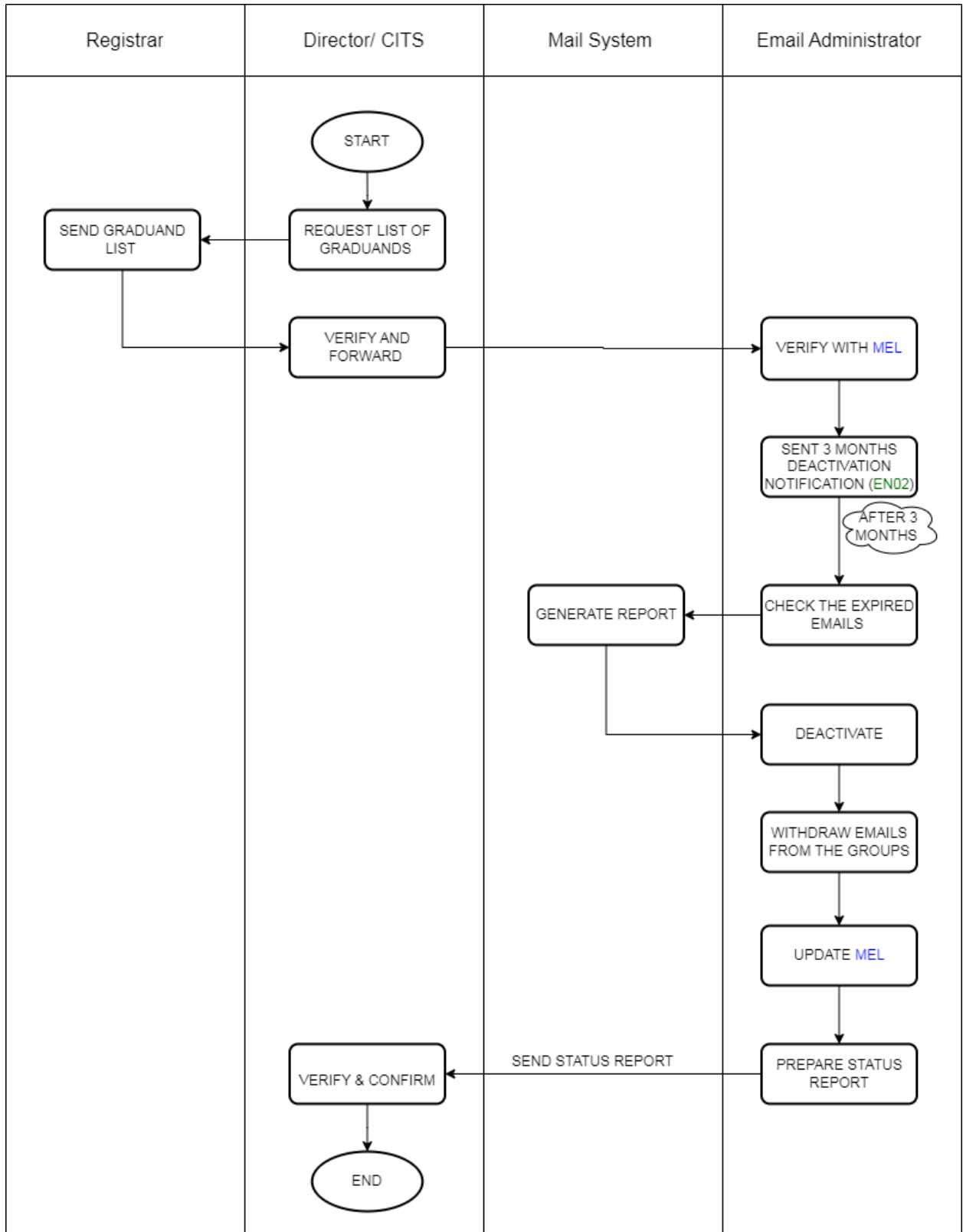
Date: 2024/03/26

Signature: 

Designation: Director/ CITS

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SOP EP03 – Deactivating Students’ Emails after Graduation – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP04

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/ 01

Maximum time required for the procedure: 1 (D/W/M)

1. **Title:** Deactivating Student Emails due to Leaving the University.
2. **Purpose:** Deactivating Student Emails due to Leaving the University.
3. **Scope:** Deactivating Student Emails due to Leaving the University.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792
6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How to Deactivate students' emails due to leaving the university?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers and Units

Pre-conditions: The list of students who left the university will be received by the Director of CITS.

Guidelines for how to complete the task:

SOP EP014 – Deactivating Student Emails due to Leaving the University - Activity Breakdown

1. The Director (CITS) sends the official request to the Registrar to get the **Student Leaving List** two times per year.
2. Registrar sends the **Student Leaving List** to the Director (CITS).
3. Mail Admin verifies the email accounts with **MEL** to start the deactivation process.
4. Mail Admin sends the three months email deactivation notification (**EN02**) for each student in the list.
5. Mail Admin deactivates the relevant email accounts after the three months from the notification date.
6. Mail Admin withdraws the email account from the relevant groups.
7. Mail Admin updates the deactivation details in the **MEL** with the deactivation date and account deletion date.
8. Mail Admin prepares a **Status Report** regarding the account deactivation.

Running title

- 9. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

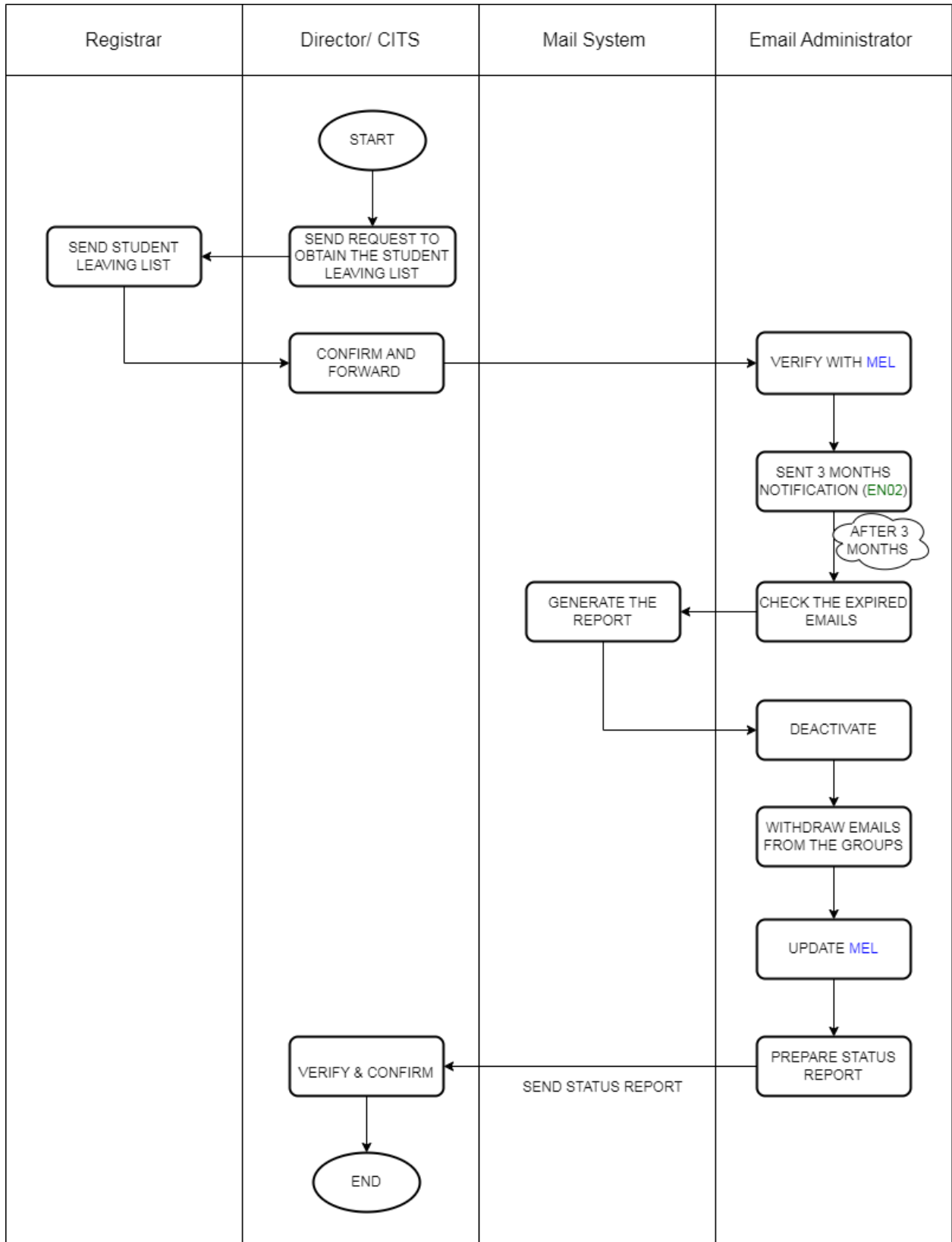
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Designation: Director/ CITS

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SOP EP04 – Deactivating Student Emails due to Leaving the University – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP05

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Deactivating Student Emails due to Punishment and Disciplinary Actions
2. **Purpose:** Deactivating Student Emails due to Punishment and Disciplinary Actions.
3. **Scope:** Deactivating Student Emails due to Punishment and Disciplinary Actions.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How to Deactivate students' emails due to punishment and disciplinary actions?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers and Units

Pre-conditions: The request of email deactivation sent by the Vice-chancellor.

Guidelines for how to complete the task:

SOP EP05 Deactivating Student Emails due to Punishment and Disciplinary Actions - Activity Breakdown

1. The Vice-Chancellor/Registrar officially informs the deactivation of e-mails of student(s) subject to punishment or disciplinary action to the Director (CITS).
2. Director (CITS), Acknowledges the request.
3. Mail Admin verifies the email accounts with **MEL** to start the deactivation process.
4. Mail Admin deactivates the relevant email accounts without sending the deactivation notification.
5. Mail Admin withdraws the email account from the relevant groups.
6. Mail Admin updates the deactivation details in the **MEL** with the deactivation date and account deletion date.
7. Mail Admin prepares a **Status Report** regarding the account deactivation.
8. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

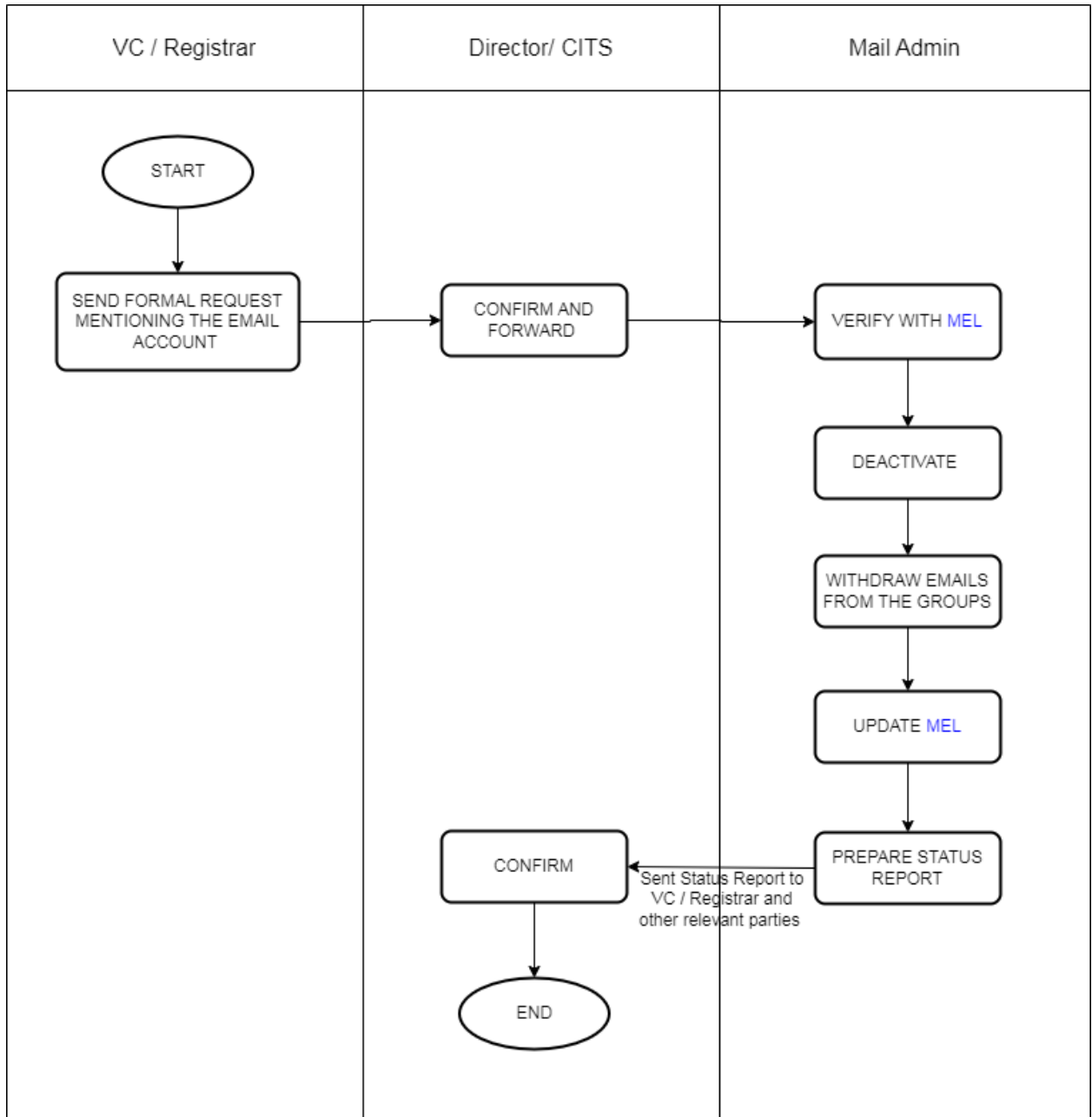
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP05 – Deactivating Student Emails due to Punishment and Disciplinary Actions – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP06

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Reactivation of the Students' Email Accounts.
2. **Purpose:** Reactivation of the Students' Email Accounts.
3. **Scope:** Reactivation of the Students' Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How to reactivate students' emails?

End user(s): Vice-chancellor, Student, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units

Pre-conditions: The request of email reactivation sent by the student.

Guidelines for how to complete the task:

SOP EP06 – Reactivation of the Students' Email Accounts - Activity Breakdown

1. Student should send a formal request to the Director (CITS), along with the duly filled **Email Activation Form (EAF)**.
2. Mail Admin verifies the email accounts with **MEL** and activate the email account.
3. Mail Admin adds the activated email account to the relevant groups.
4. Mail Admin update the **MEL** with email activation status, the deactivation date, and account deletion date.
5. Mail Admin sends the notification of the email activation (**EN03**) to the student's alternate email.
6. Mail Admin prepares a **Status Report** regarding the account activation.
7. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nill

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Email Activation Form (EAF)
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

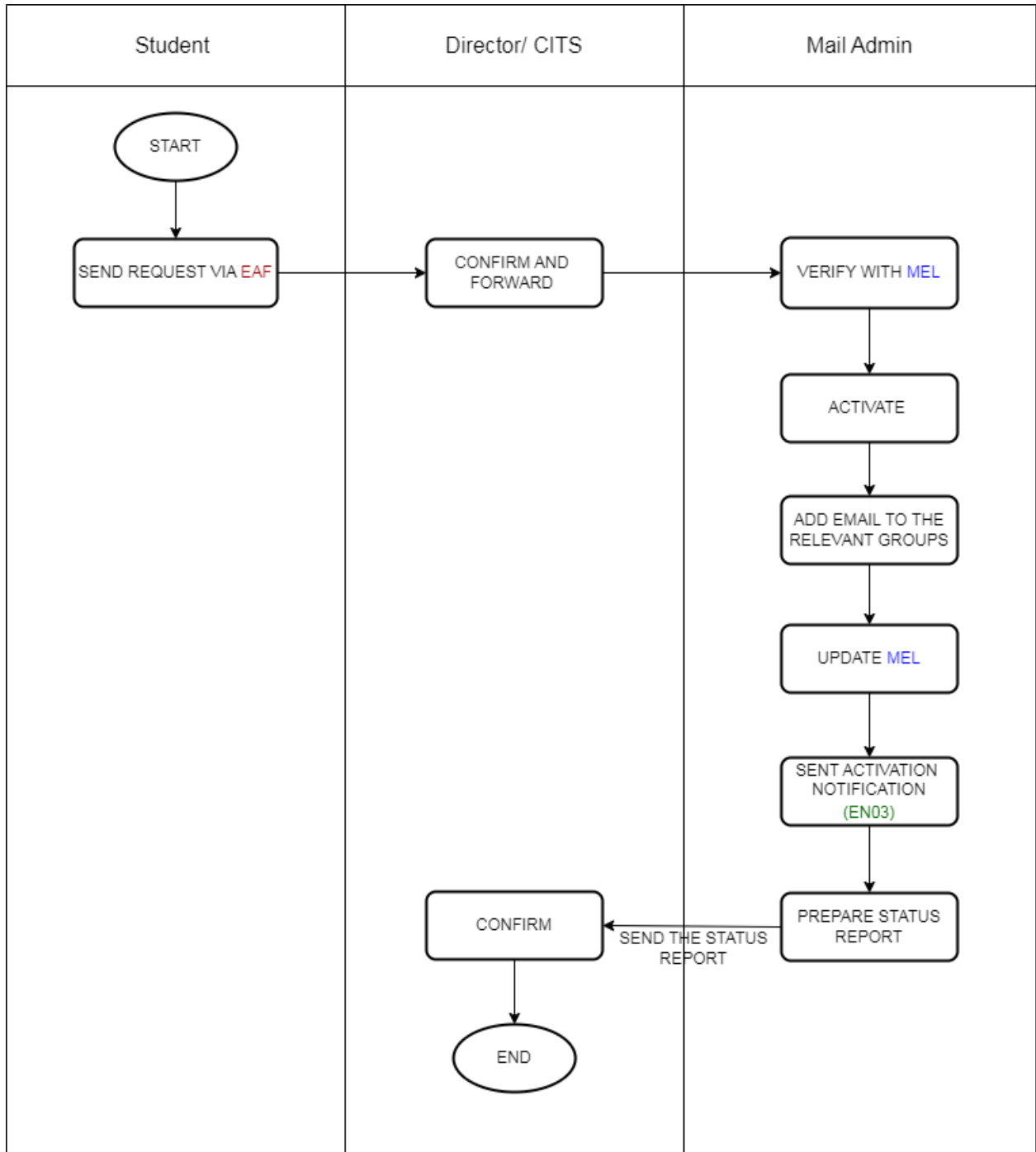
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP06 – Reactivation of the Students’ Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP07

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 1 (D/W/M)

1. **Title:** SOP EP07 – Permanent Deletion of the Student Email Accounts.

2. **Purpose:** Permanent Deletion of the Student Email Accounts.

3. **Scope:** Permanent Deletion of the Student Email Accounts.

4. **Overall Responsibility – Monitoring the SOP:**

a. **Designation:** Director/ CITS

b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**

a. **Designation:** System Analyst cum Programmer/ CITS

b. **Contact Number:** 0252266792

6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How to permanent delete the students' institutional emails?

End user(s): Vice-Chancellor, Student, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: The email system generates the list of students' emails to be deleted.

Guidelines for how to complete the task:

SOP EP07 – Permanent Deletion of the Student Email Accounts - Activity Breakdown

1. Mail Admin check the **MEL** to filter the email accounts to be deleted.
2. Mail Admin deletes the deactivated accounts for four months without further notice (Once the email account is deleted the contents is no longer available/recoverable.)
3. Mail Admin delete the group email if the account deletion done for a batch of students.
4. Mail Admin updates the email accounts deletion status in the **MEL**.
5. Mail Admin prepares a **Status Report** regarding the account deletion.
6. Mail Admin sends the **Status Report** to the Vice-Chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. **A note on Special Circumstances (by the officer responsible for implementing the SOP):** Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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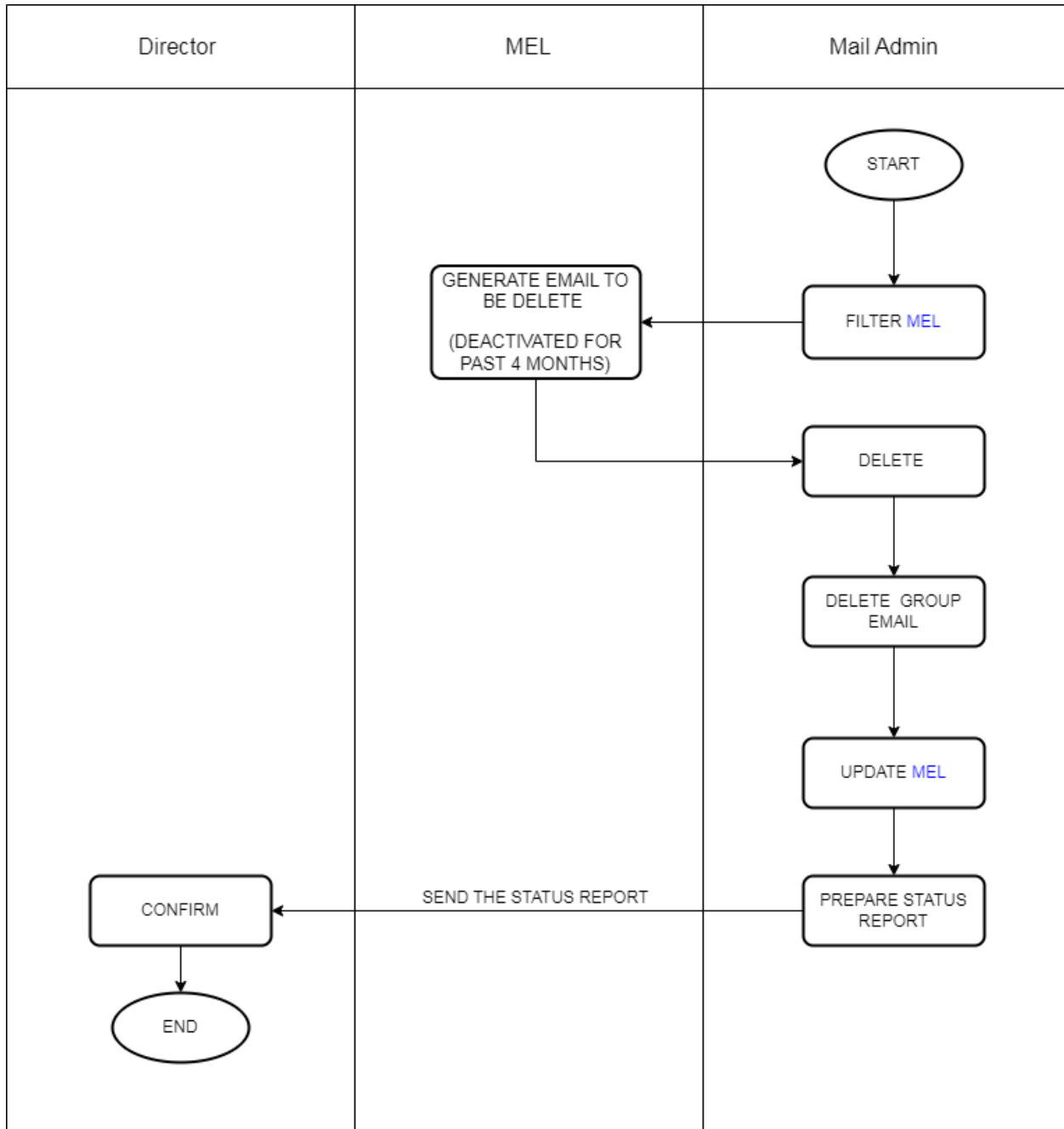
Signature:



Designation: Director/ CITS

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SOP EP07 – Permanent Deletion of the Student Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP08

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Changing the Password of Students' Email Accounts
2. **Purpose:** Changing the Password of Students' Email Accounts.
3. **Scope:** Changing the Password of Students' Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How to change the password of the student's email account?

End user(s): Student.

Pre-conditions: The student made a request to change the password for their institutional email.

Guidelines for how to complete the task:

SOP EP08 – Changing the Password of Students' Email Accounts - Activity Breakdown

1. Student should send a formal request to the Director (CITS), along with the duly filled **Student Password Change Form (SPC)** Form along with the scanned copy of both sides of the student's identification card.
2. Mail Admin validates the submitted details and checks the **MEL** for account activation status.
3. If the email account is in active state, and the submitted details are correct, the mail admin changes the password.
4. Mail Admin updates the **MEL** with the password update status.
5. Mail Admin sends the notification of new login credentials (**EN04**) to the alternate email of the student.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. **Related documents:** include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Student Password Change Form (SPC)
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

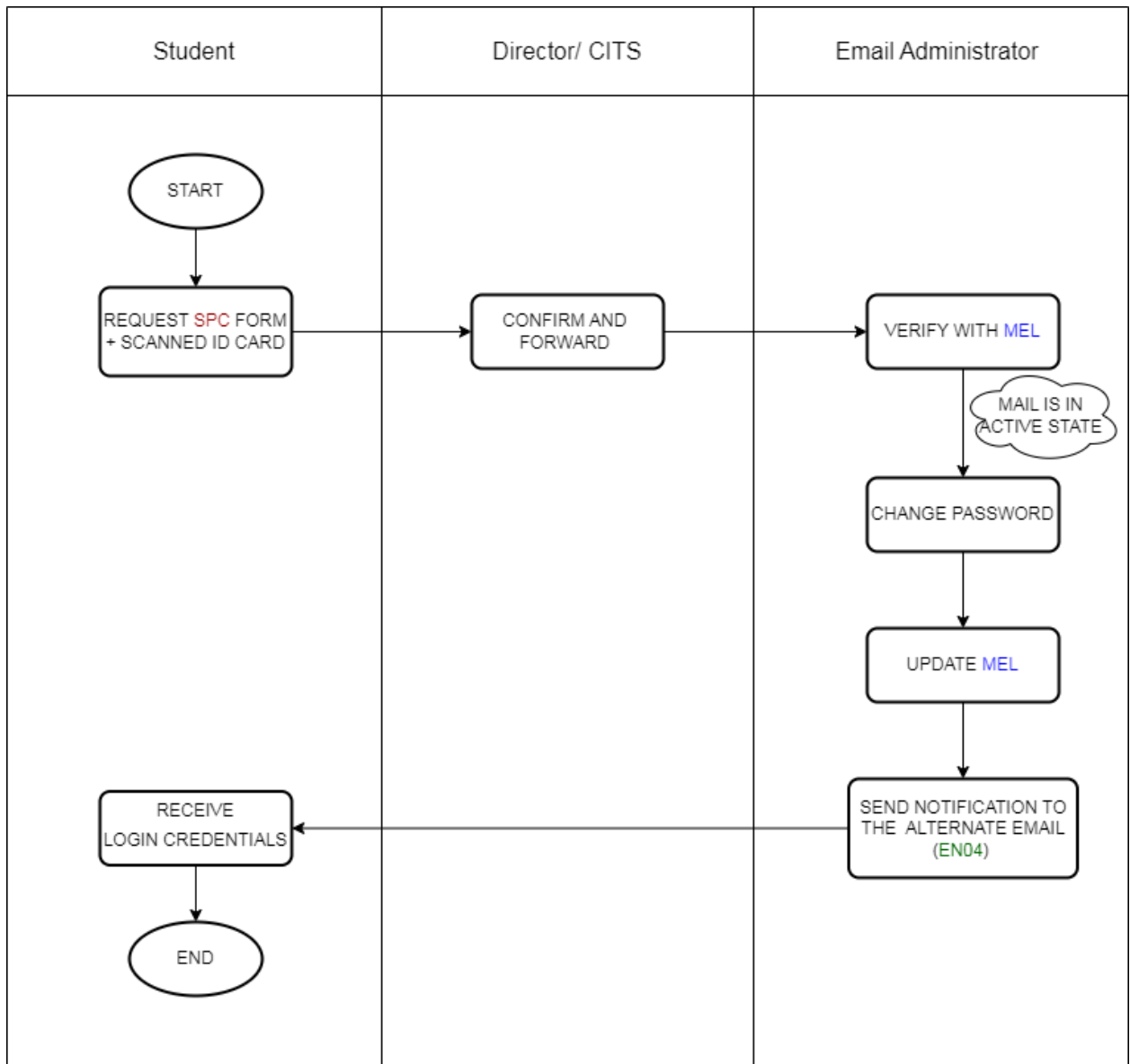
Signature:



Designation: Director/ CITS

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SOP EP08 – Changing the Password of Students’ Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP09

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Issuing Staff Individual Email Accounts
2. **Purpose:** Issuing Staff Individual Email Accounts.
3. **Scope:** Issuing Staff Individual Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How to issue an institutional email to the staff?

End user(s): University staff.

Pre-conditions: The Director (CITS) will receive a copy of the staff member's appointment letter or the duly filled Staff Data Collection (SDC-STAFF) form.

Guidelines for how to complete the task:

SOP EP09 – Issuing Staff Individual Email Accounts - Activity Breakdown

1. Registrar of the relevant establishment division should send a formal request to the Director (CITS), along with the duly filled **Staff Data Collection (SDC-STAFF) Form**.
2. Mail Admin validates the submitted details and check the **MEL** for duplications.
3. If there is no duplication and the submitted details are authentic, the mail admin creates a new email account.
4. Mail Admin designs the **Email Signature (Figure 1)** and adds it to the email account with **Disclaimer**.
5. Mail Admin adds the newly created email to the relevant group emails.
6. Mail Admin updates the **MEL** with tentative deactivation and deletion dates.
7. Mail Admin informs the creation of the email accounts to the Director (CITS).
8. Director (CITS) confirms to issue the email accounts.
9. Mail Admin sends the login credentials to the relevant staff member via the alternative email address.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. **Related documents:** include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Staff Data Collection Form (SDC-STAFF) Form
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested:~~

- a.
- b.
- c.

Date: 2024/03/26

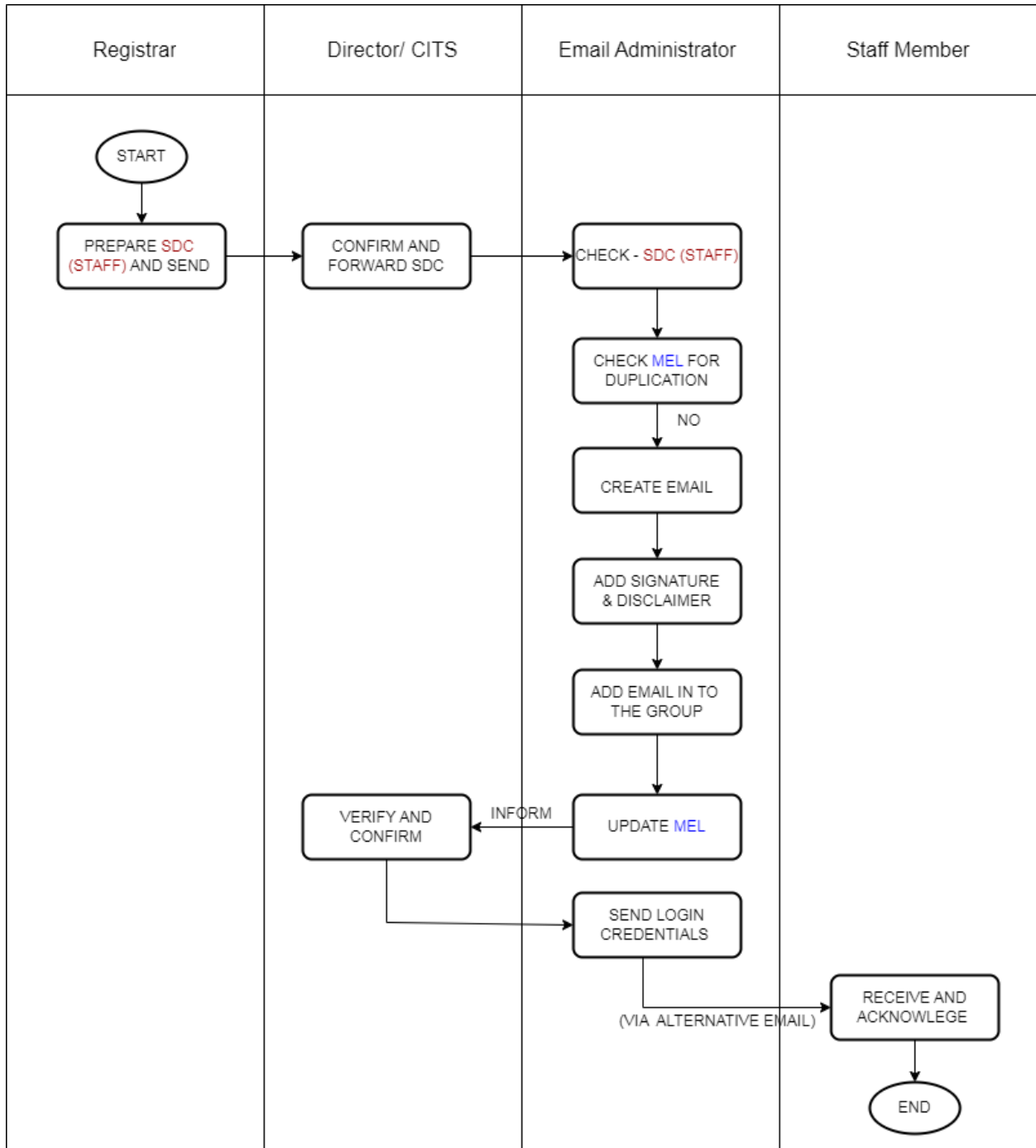
Signature:



Designation: Director/ CITS

**, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.*

SOP EP09 – Issuing Staff Individual Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP10

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/02/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Issuing Staff Individual Email Accounts for Internally transferred academic members.
2. **Purpose:** Issuing Staff Individual Email Accounts for Internally transferred academic members.
3. **Scope:** Issuing Staff Individual Email Accounts for Internally transferred academic members.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How should staff individual email accounts be issued for internally transferred academic members within the institution?

End user(s): University staff who have been internally transferred.

Pre-conditions: The Director (CITS) will receive a copy of the staff member's appointment letter.

Guidelines for how to complete the task:

SOP EP10 – Issuing Staff Individual Email Accounts for Internally transferred academic members. - Activity Breakdown

1. Registrar of the relevant establishment division informs to the Director (CITS) about the internal transfers of a staff member, along with the copy of new appointment letter.
2. Directs, CITS acknowledge the request.
3. Mail Admin validates the submitted details and check the **MEL** for duplications.
4. If there is no duplication and the submitted details are correct, the mail admin creates a new email account.
5. Mail Admin designs the **Email Signature (Figure 1)** and adds it to the email account with **Disclaimer**.
6. Mail Admin adds the newly created email to the relevant group emails.
7. Mail Admin updates the settings to redirect the older email account to new email and deactivate the older email.

Running title

- 8. Mail Admin updates the **MEL** with tentative deactivation and deletion dates.
- 9. Mail Admin informs the creation of the email accounts to the Director (CITS).
- 10. Director (CITS) confirms to issue the email accounts.
- 11. Mail Admin sends the login credentials to the relevant staff member via the alternative email address.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

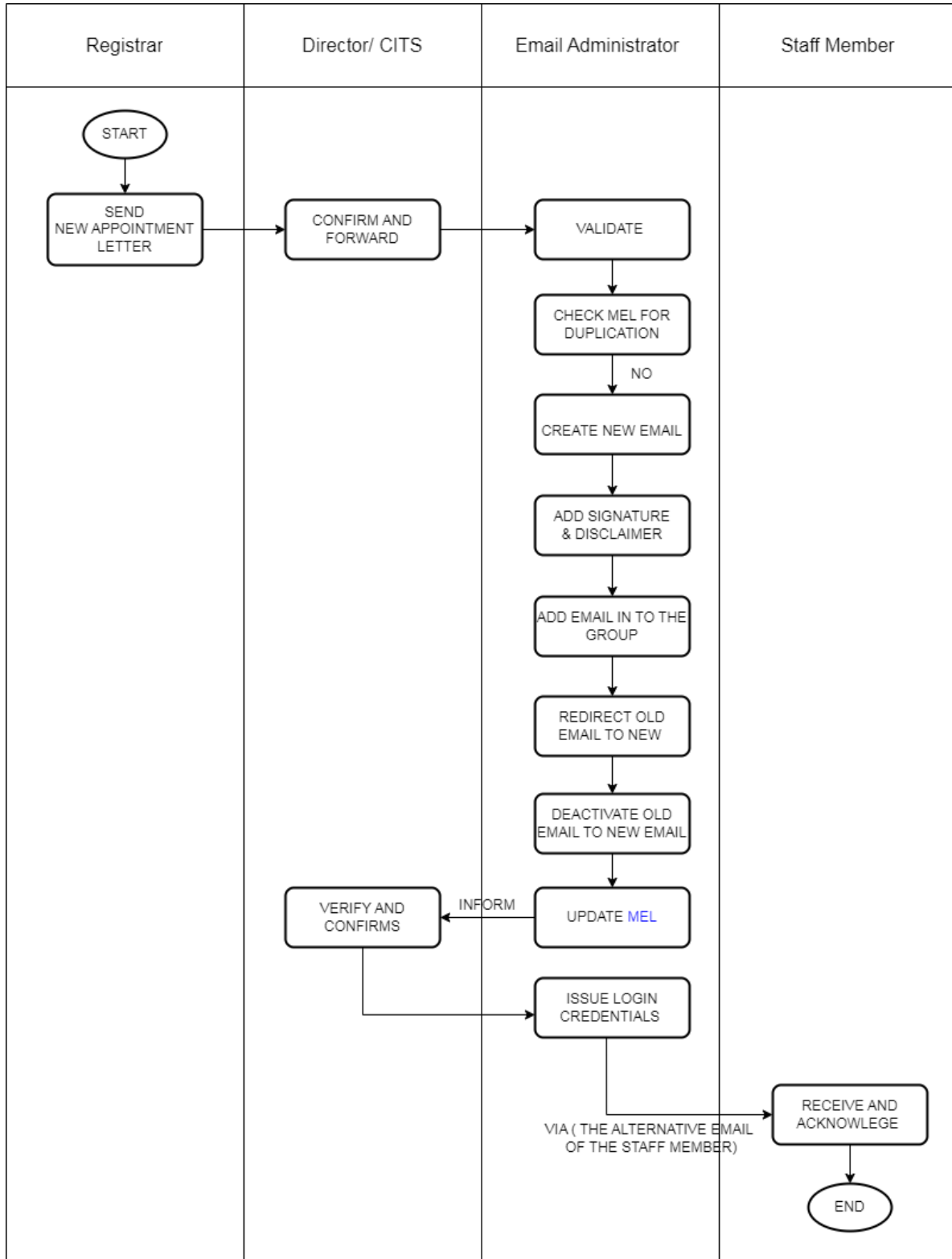
- a.
- b.
- c.

Date: 2024/03/26 **Signature:** 

Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP10 – Issuing Staff Individual Email Accounts for Internally transferred academic members. – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP11

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Keep Activation of Email Accounts of Staff are on Long-term Release, Sabbatical or Vacation Leave.
2. **Purpose:** Keep Activation of Email Accounts of Staff are on Long-term Release, Sabbatical or Vacation Leave.
3. **Scope:** Keep Activation of Email Accounts of Staff are on Long-term Release, Sabbatical or Vacation Leave.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792
6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can email accounts be kept active for staff who are on long-term release, sabbatical, or vacation leave?

End user(s): University staff who are on long-term release, sabbatical, or vacation leave.

Pre-conditions: The Director (CITS) will receive a copy of the staff member's appointment letter.

Guidelines for how to complete the task:

SOP EP11 – Keep Activation of Email Accounts of Staff are on Long-term Release, Sabbatical or Vacation Leave. - Activity Breakdown

1. Registrar of the relevant establishment division informs to the Director (CITS) about the long-term release, sabbatical or vacation leave, along with the copy of the leave letter.
2. Directs, CITS acknowledge the request.
3. Mail Admin validates the submitted details with the email recorded in **MEL**.
4. Mail Admin updates the **MEL** with the status as “ON LEAVE”
5. Mail Admin informs the changed has been done to the Director (CITS).
6. Director (CITS) confirms the change.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

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Date: 2024/03/26

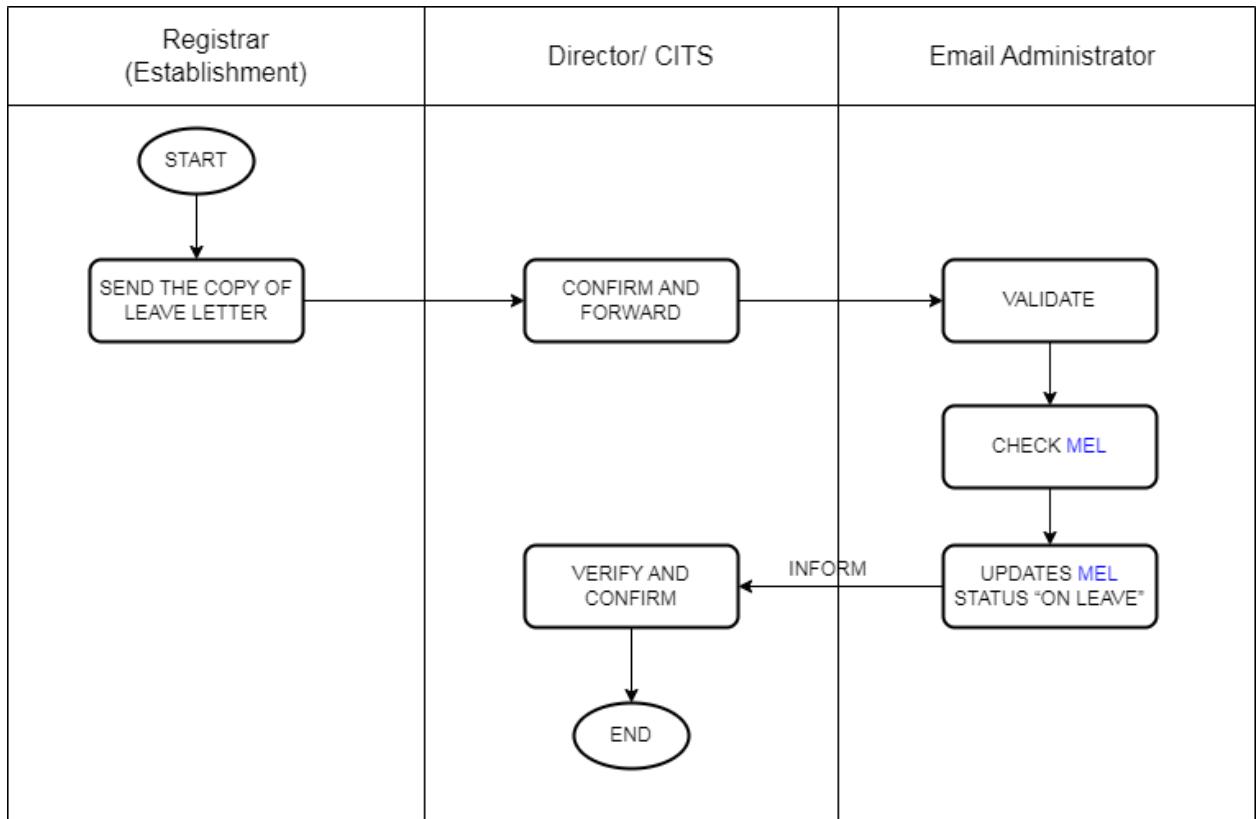
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP11 – Keep Activation of Email Accounts of Staff are on Long-term Release, Sabbatical or Vacation Leave. – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP12

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D#M)

1. **Title** Deactivating Staff Inactive Emails
2. **Purpose:** Deactivating Staff Inactive Emails.
3. **Scope:** Deactivating Staff Inactive Emails.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How should staff's inactive email accounts be deactivated?

End user(s): University staff who have inactive institutional email.

Pre-conditions: The Director (CITS) will receive a list of inactive emails for six months.

Guidelines for how to complete the task:

SOP EP12 – Deactivating Staff Inactive Emails - Activity Breakdown

1. System displays the inactive emails for six months.
2. Mail Admin deactivates the inactive emails by sending a notification email (**EN01**) to the staff member' institutional and alternate emails.
3. Mail Admin withdraws the email account from the groups that it has been already added.
4. Mail Admin updates the inactive emails in the **MEL** with the deactivation date and account deletion date.
5. Mail Admin prepares a **Status Report** regarding the account deactivation.
6. Mail Admin sends the status report to the Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

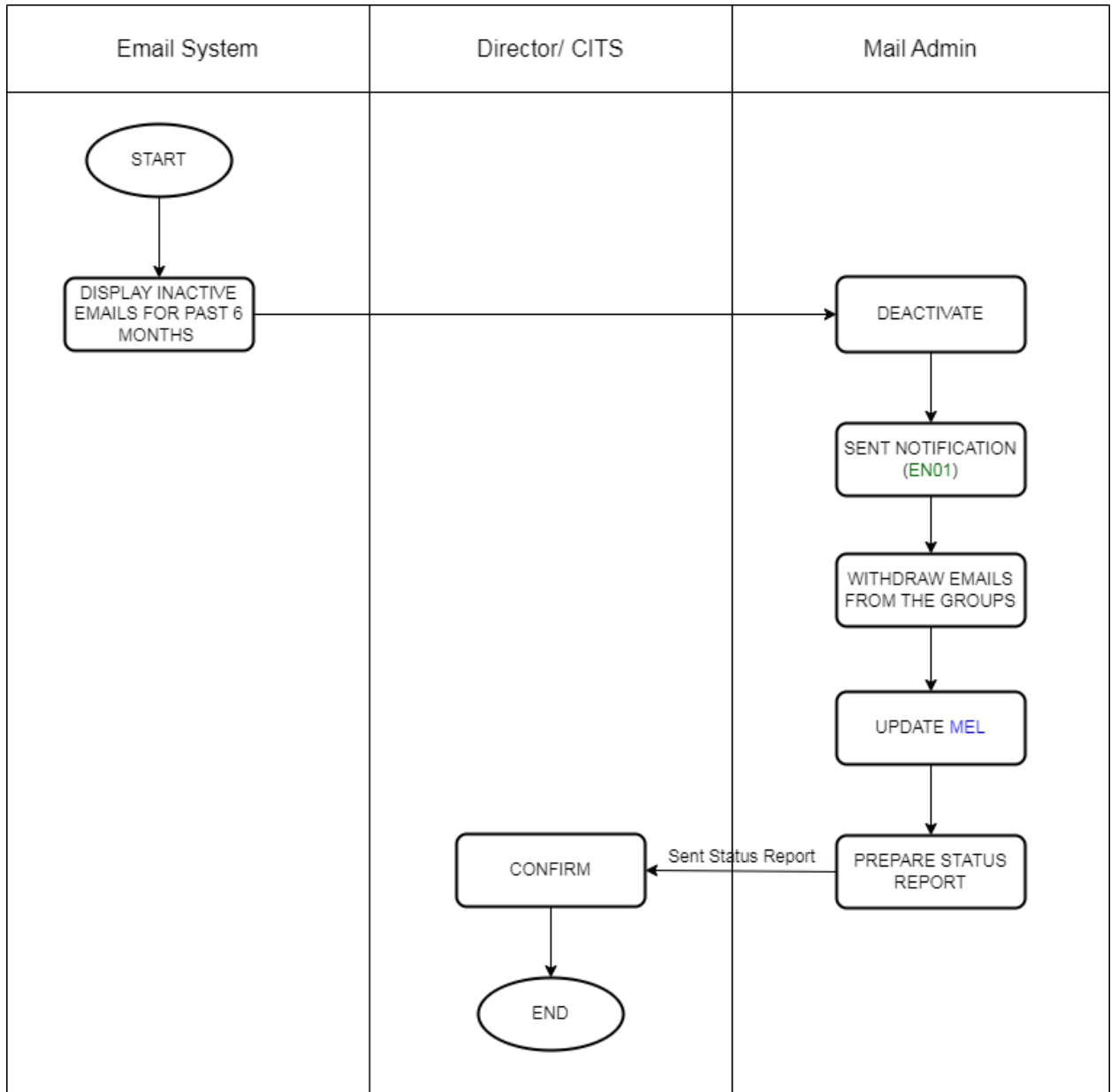
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP12 – Deactivating Staff Inactive Emails – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP13

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/H/M)

1. **Title:** Deactivating Staff Emails due to Retirement or Resignation
2. **Purpose:** Deactivating Staff Emails due to Retirement or Resignation.
3. **Scope:** Deactivating Staff Emails due to Retirement or Resignation.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can staff email accounts be deactivated due to retirement or resignation?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: The Director (CITS) will receive a copy of the retirement or resignation letter.

Guidelines for how to complete the task:

SOP EP13 – Deactivating Staff Emails due to Retirement or Resignation

1. Registrar from the relevant establishment branch informs to the Director (CITS) the retirement or resignation of the staff member along with the copy of the retirement or resignation letter.
2. Director of CITS acknowledge to the mail.
3. Mail Admin verifies the email accounts with **MEL** to start the deactivation process.
4. Mail Admin sends the three months email deactivation notification (**EN02**) to the staff member.
5. Mail Admin deactivates the relevant email accounts after the three months from the notification date.
6. Mail Admin withdraws the email account from the relevant groups.
7. Mail Admin updates the deactivation details in the **MEL** with the deactivation date and account deletion date.
8. Mail Admin prepares a **Status Report** regarding the account deactivation.

Running title

- 9. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

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- b.
- c.

Date: 2024/03/26

Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP14

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Deactivating Staff Emails due to Punishment and Disciplinary Actions.
2. **Purpose:** Deactivating Staff Emails due to Punishment and Disciplinary Actions.
3. **Scope:** Deactivating Staff Emails due to Punishment and Disciplinary Actions.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792
6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How are staff email accounts deactivated due to punishment and disciplinary actions?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: The Director (CITS) will be informed of the deactivation request.

Guidelines for how to complete the task:

SOP EP14 – Deactivating Staff Emails due to Punishment and Disciplinary Actions - Activity Breakdown

1. The Vice-Chancellor/Registrar officially informs the deactivation of e-mails of staff(s) subject to punishment or disciplinary action to the Director (CITS).
2. Director (CITS), Acknowledges the request.
3. Mail Admin verifies the email accounts with **MEL** to start the deactivation process.
4. Mail Admin deactivates the relevant email accounts without sending the deactivation notification.
5. Mail Admin withdraws the email account from the relevant groups.
6. Mail Admin updates the deactivation details in the **MEL** with the deactivation date and account deletion date.
7. Mail Admin prepares a **Status Report** regarding the account deactivation.
8. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

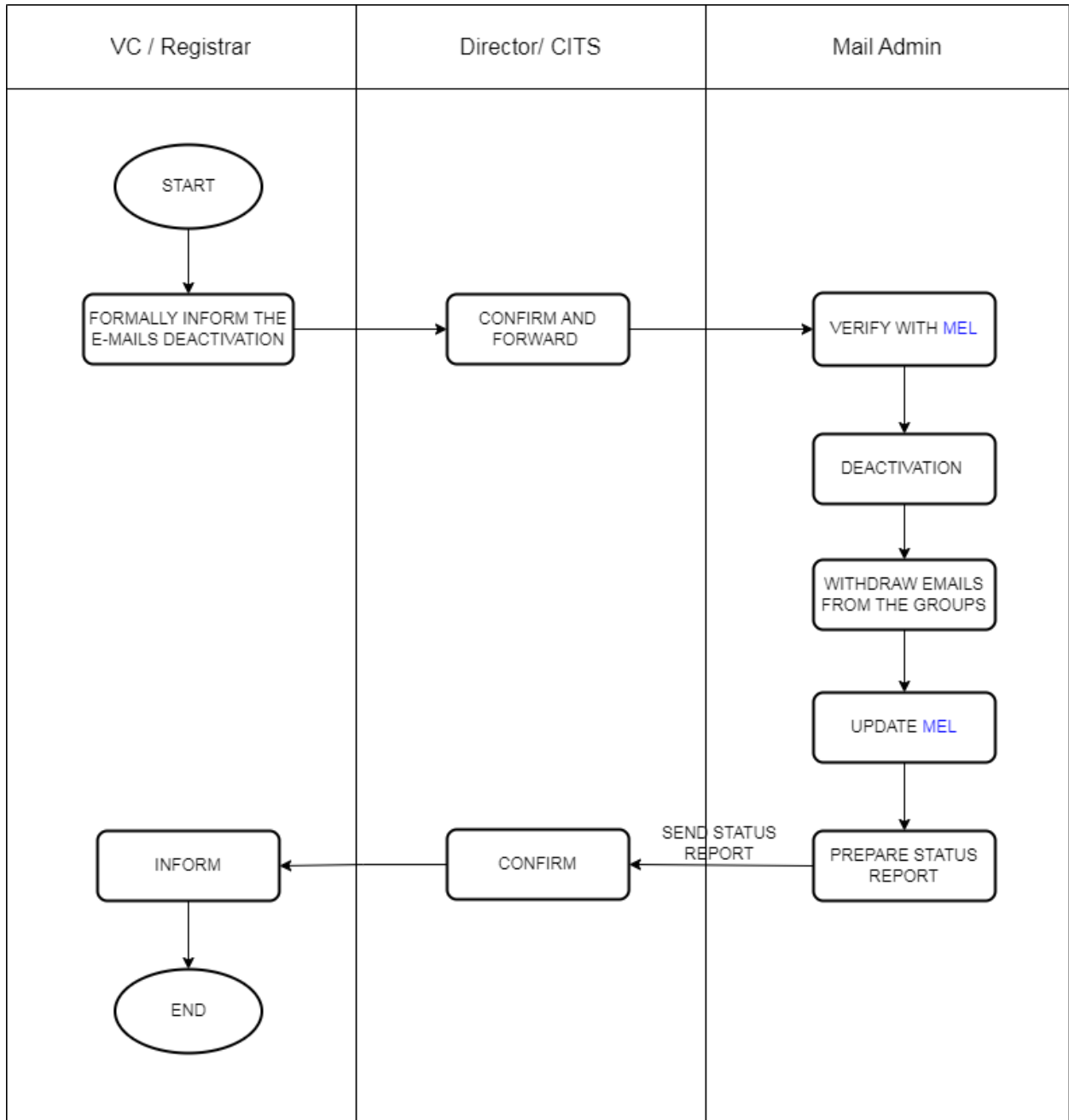
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP14 – Deactivating Staff Emails due to Punishment and Disciplinary Actions – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP15

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Reactivation of the Staff Email Accounts.
2. **Purpose:** Issuing institutional email to registered students.
3. **Scope:** Issuing institutional email to registered students.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can staff email accounts be reactivated?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: The Director (CITS) will receive the Email Activation Form (EAF-STAFF).

Guidelines for how to complete the task:

SOP EP15 Reactivation of the Staff Email Accounts - Activity Breakdown

1. Staff member should send a formal request to the Director (CITS), along with the duly filled **Email Activation Form (EAF-STAFF)**.
2. Mail Admin verifies the email accounts with **MEL** and activate the email account.
3. Mail Admin adds the activated email account to the relevant groups.
4. Mail Admin update the **MEL** with email activation status, the deactivation date, and account deletion date.
5. Mail Admin sends the notification of the email activation (**EN03**) to the staff member's alternate email.
6. Mail Admin prepares a **Status Report** regarding the account activation.
7. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. **Related documents:** include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Email Activation Form (EAF-STAFF).
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested~~

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Date: 2024/03/26

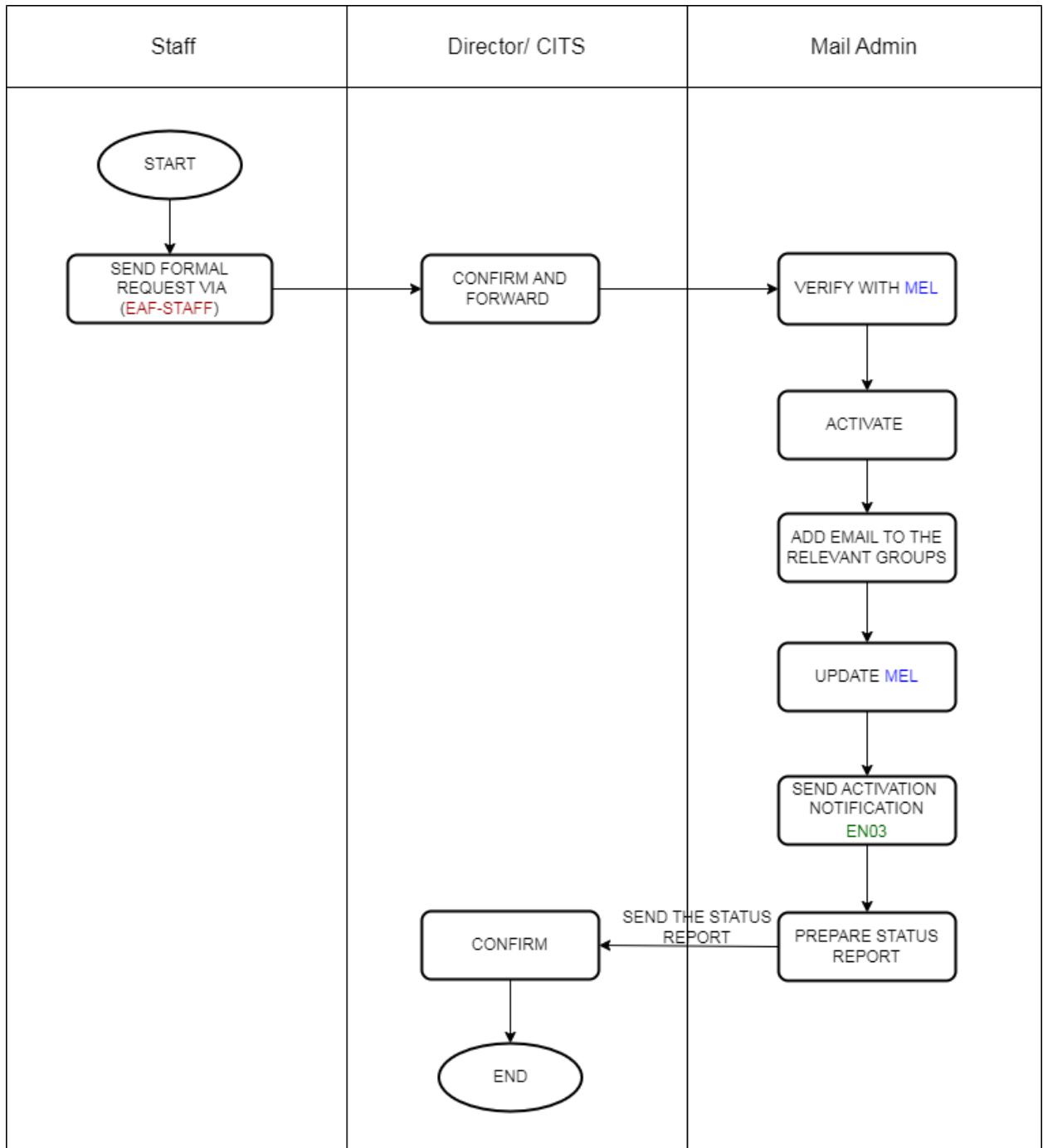
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP15 Reactivation of the Staff Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP16

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Permanent Deletion of the Staff Email Accounts.
2. **Purpose:** Permanent Deletion of the Staff Email Accounts.
3. **Scope:** Permanent Deletion of the Staff Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How can staff email accounts be permanently deleted?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: The email system generates the list of staff emails to be deleted.

Guidelines for how to complete the task:

SOP EP16 – Permanent Deletion of the Staff Email Accounts – Activity Breakdown

1. Mail Admin check the **MEL** to filter the email accounts to be deleted.
2. Mail Admin deletes the deactivated accounts for four months without further notice (Once the email account is deleted the contents is no longer available/recoverable.)
3. Mail Admin updates the email accounts deletion status in the **MEL**.
4. Mail Admin prepares a Status Report regarding the account deletion.
5. Mail Admin sends the Status Report to the Director (CITS), Vice-Chancellor, Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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- b.
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Date: 2024/03/26

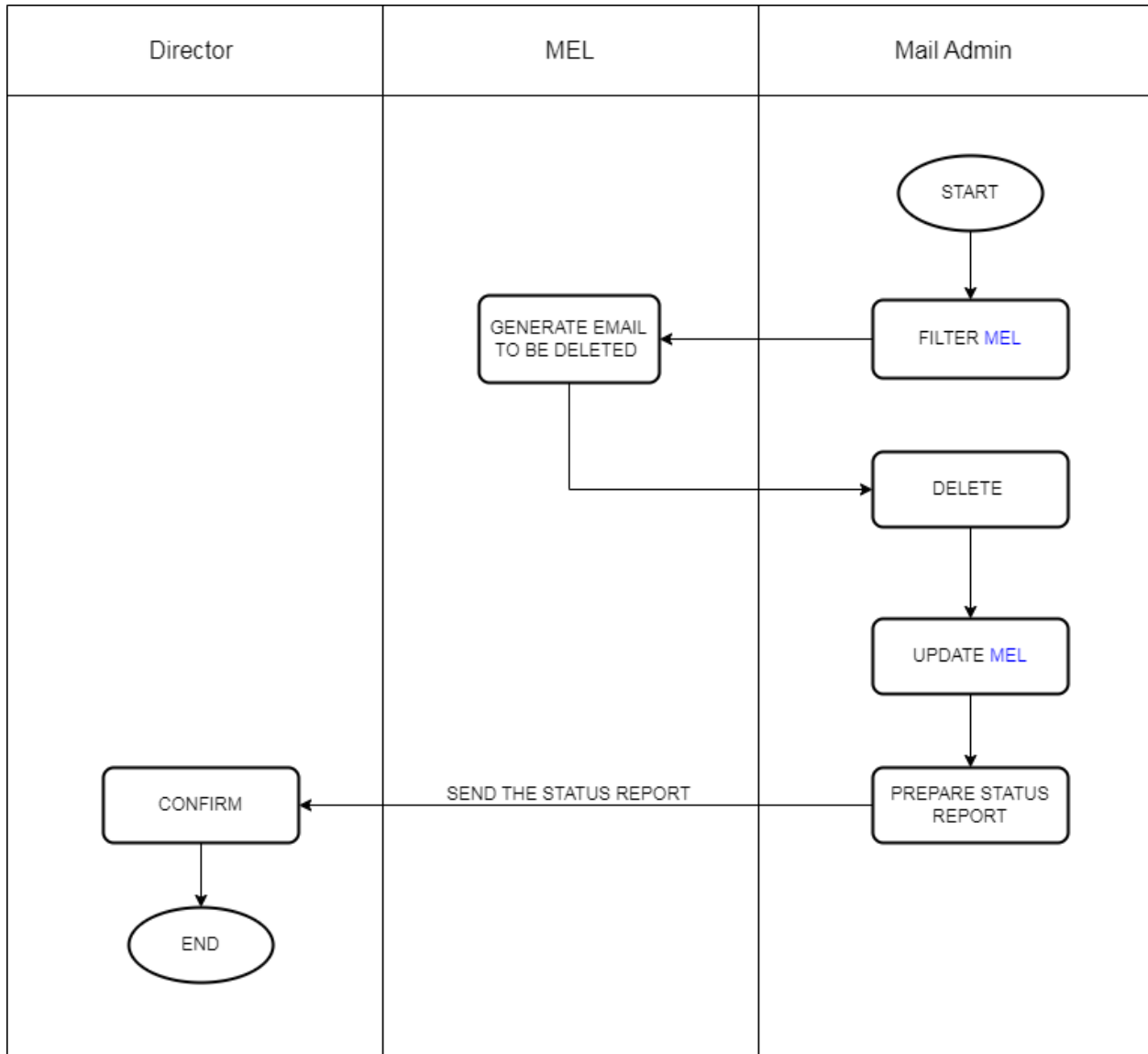
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP16– Permanent Deletion of the Staff Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP17

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Changing the Password of Staff Email Accounts.
2. **Purpose:** Changing the Password of Staff Email Accounts.
3. **Scope:** Changing the Password of Staff Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can the passwords for staff email accounts be changed?

End user(s): Staff Member.

Pre-conditions: The Director (CITS) will receive the Staff Password Change Form (SPC-STAFF)

Guidelines for how to complete the task:

SOP EP17 – Changing the Password of Staff Email Accounts – Activity Breakdown

1. Staff should send a formal request to the Director (CITS), along with the duly filled **Staff Password Change Form (SPC-STAFF) Form** along with the scanned copy of both sides of the staff member's identification card.
2. Mail Admin validates the submitted details and checks the **MEL** for account activation status.
3. If the email account is in active state, and the submitted details are correct, the mail admin changes the password.
4. Mail Admin updates the **MEL** with the password update status.
5. Mail Admin sends the notification of new login credentials (**EN04**) to the alternate email of the staff member.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. **Related documents:** include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Staff Password Change Form (SPC-STAFF) Form
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested:~~

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- b.
- c.

Date: 2024/03/26

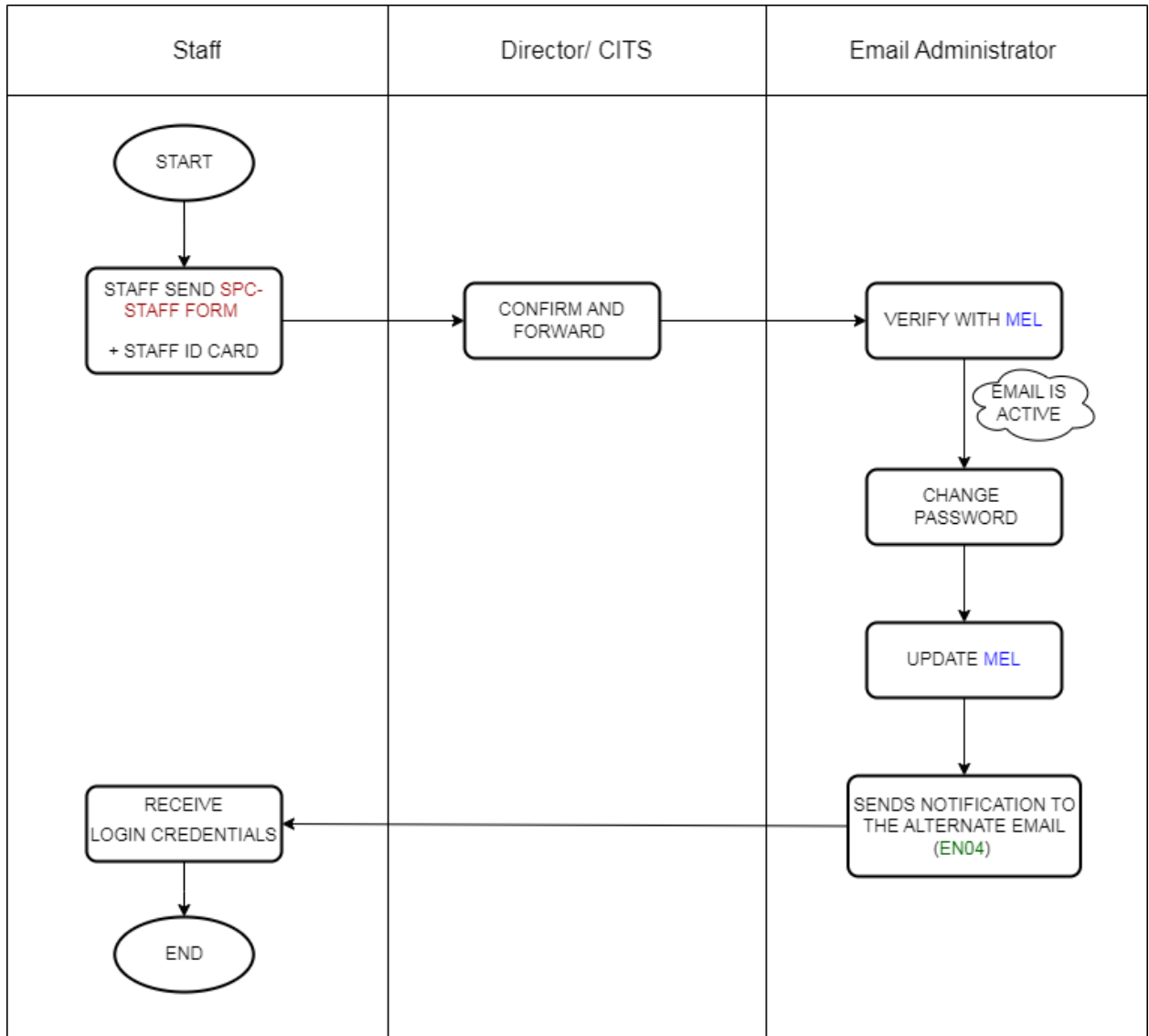
Signature:



Designation: Director/ CITS

**, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.*

SOP EP17 – Changing the Password of Staff Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP18

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 1 (D/W/M)

1. **Title:** Issuing Role-based Email Accounts.
2. **Purpose:** Issuing Role-based Email Accounts.
3. **Scope:** Issuing Role-based Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can role-based email accounts be issued?

End user(s): Vice-chancellor, librarian, registrar, bursar, Deans and heads of the departments, divisions, centers, units, and editor-in-chefs of the journals.

Pre-conditions: The Director (CITS) will receive the duly filled Role-Based Email Request Form (RER).

Guidelines for how to complete the task:

SOP EP18 – Issuing Role-based Email Accounts - Activity Breakdown

1. The vice-chancellor, librarian, registrar, bursar, Deans and heads of the departments, divisions, centers, units, and editor-in-chefs of the journals should send a duly filled **Role-Based Email Request Form (RER)**. These users are the only eligible parties to request designation-based, organization-based, and temporary-based role-based email accounts. Additionally, chair of the conferences, and special committee or program chairs can request temporary-based role-based email accounts.
2. Mail Admin validates the submitted details and check the **MEL** for duplications.
3. If there is no duplication and the submitted details are authentic, the Mail Admin creates a new role-based email account based on the type.
4. Mail Admin designs the **Email Signature (Figures 2 and 3)** and adds it to the email account with **Disclaimer**.
5. Mail Admin adds the newly created email to the relevant group emails.
6. Mail Admin updates the **MEL** with tentative deactivation and deletion dates.
7. Mail Admin informs the creation of the email accounts to the Director (CITS).
8. Director (CITS) confirms to issue the email accounts.

Running title

- 9. Mail Admin sends the login credentials to the relevant Heads institutional email address.
- 10. Mail admin notifies the creation of the role-based account to the Vice-chancellor, librarian, registrar, bursar, heads of the faculties, departments, divisions, centers, units and other relevant groups (EN05)

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Role-Based Email Request Form (RER)
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

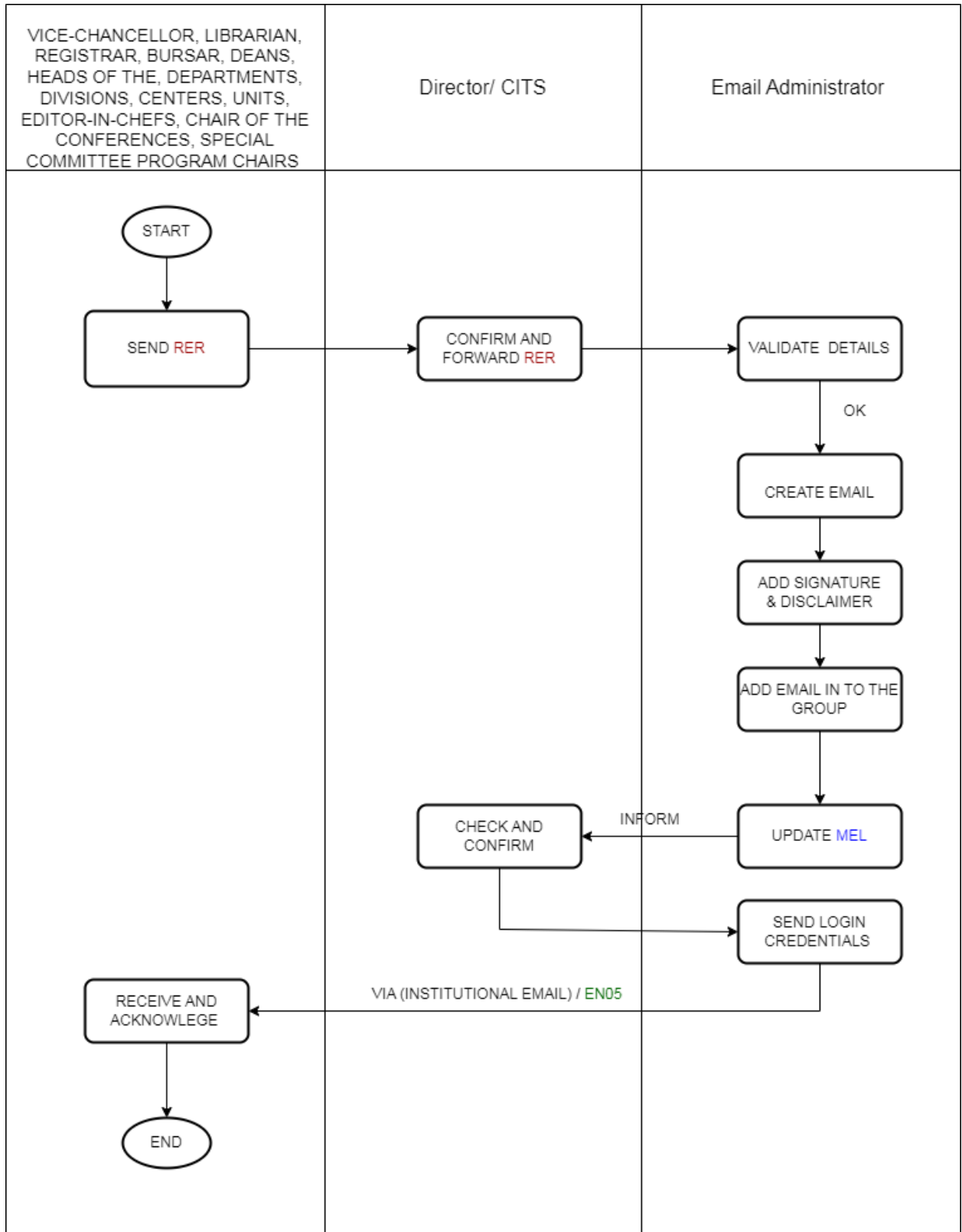
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP18 – Issuing Role-based Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP19

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Changing the Password of the Role-based Email Accounts.
2. **Purpose:** Changing the Password of the Role-based Email Accounts.
3. **Scope:** Changing the Password of the Role-based Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can passwords for role-based email accounts be changed?

End user(s): Registered owner of the Role-based email account.

Pre-conditions: The Director (CITS) will receive the duly filled Password Change Form for Role-based Email Accounts (SPC-RB).

Guidelines for how to complete the task:

SOP EP19 – Changing the Password of the Role-based Email Accounts – Activity Breakdown

1. The current user of the role-based email should send a formal request to the Director (CITS), along with the duly filled **Password Change Form for Role-based Email Accounts (SPC-RB)** along with the scanned copy of both sides of the staff member's identification card.
2. Mail Admin validates the submitted details and checks the **MEL** for account activation status.
3. If the email account is in active state, and the submitted details are correct, the mail admin changes the password.
4. Mail Admin updates the **MEL** with the password update status.
5. Mail Admin sends the notification of new login credentials (**EN06**) to the institutional email of the owner of the role-based email account.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nill

8. **Related documents:** include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Password Change Form for Role-based Email Accounts (SPC-RB)
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

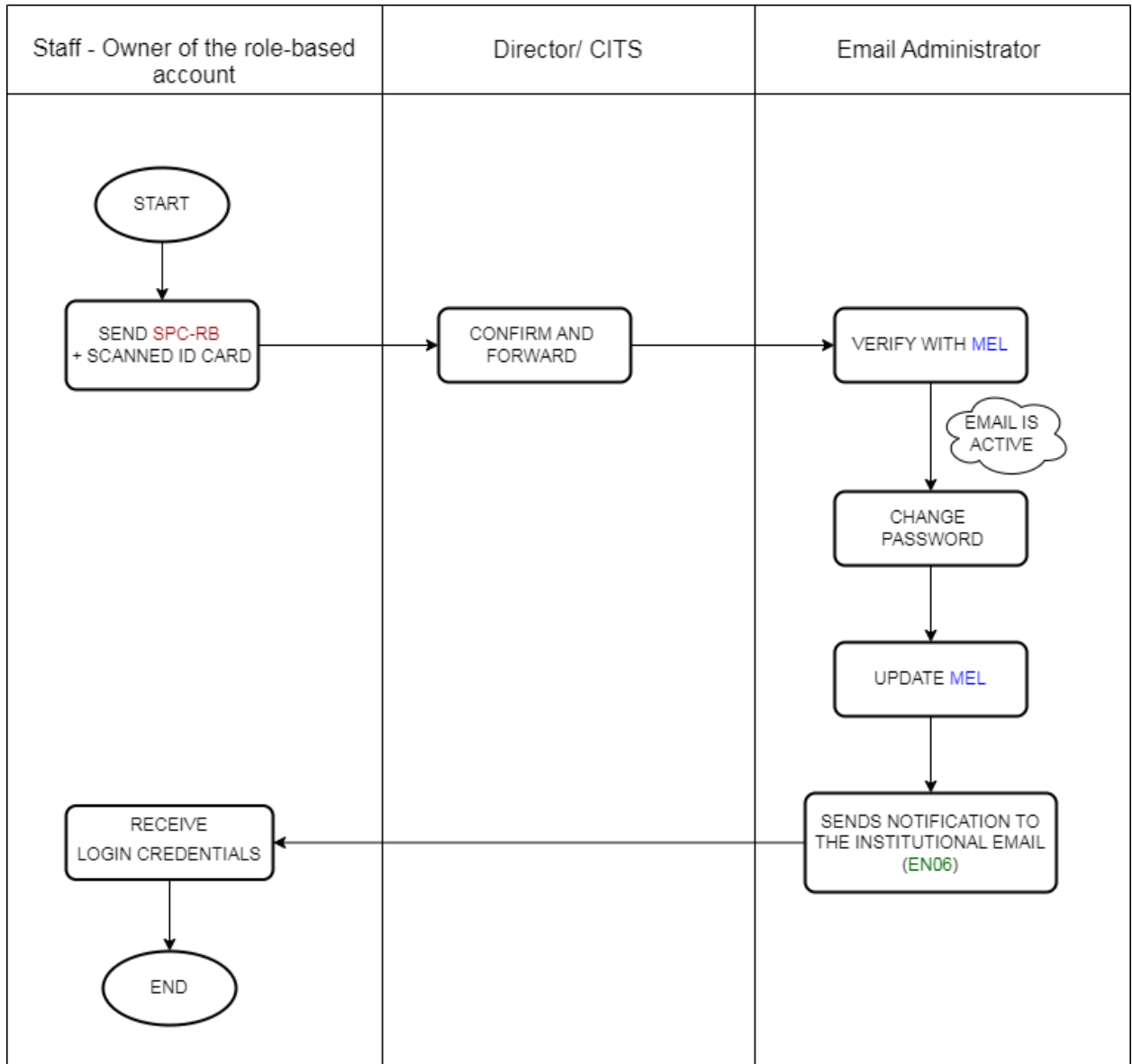
Signature:



Designation: Director/ CITS

**, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.*

SOP EP19 – Changing the Password of the Role-based Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP20

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Deactivating the Temporarily Role-based Email Accounts.
2. **Purpose:** Deactivating the Temporarily Role-based Email Accounts.
3. **Scope:** Deactivating the Temporarily Role-based Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How can temporarily role-based email accounts be deactivated?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: Inactive role-based institutional email accounts have been reported in the MEL.

Guidelines for how to complete the task:

SOP EP20 – Deactivating the Temporarily Role-based Email Accounts -Activity Breakdown

1. System displays the inactive emails for six months.
2. Mail Admin deactivates the inactive emails by sending a notification email (EN07) to the owners' institutional emails.
3. Mail Admin withdraws the email account from the groups that it has been already added.
4. Mail Admin updates the inactive emails in the MEL with the deactivation date and account deletion date.
5. Mail Admin prepares a **Status Report** regarding the account deactivation.
6. Mail Admin sends the status report to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nill

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/ 26

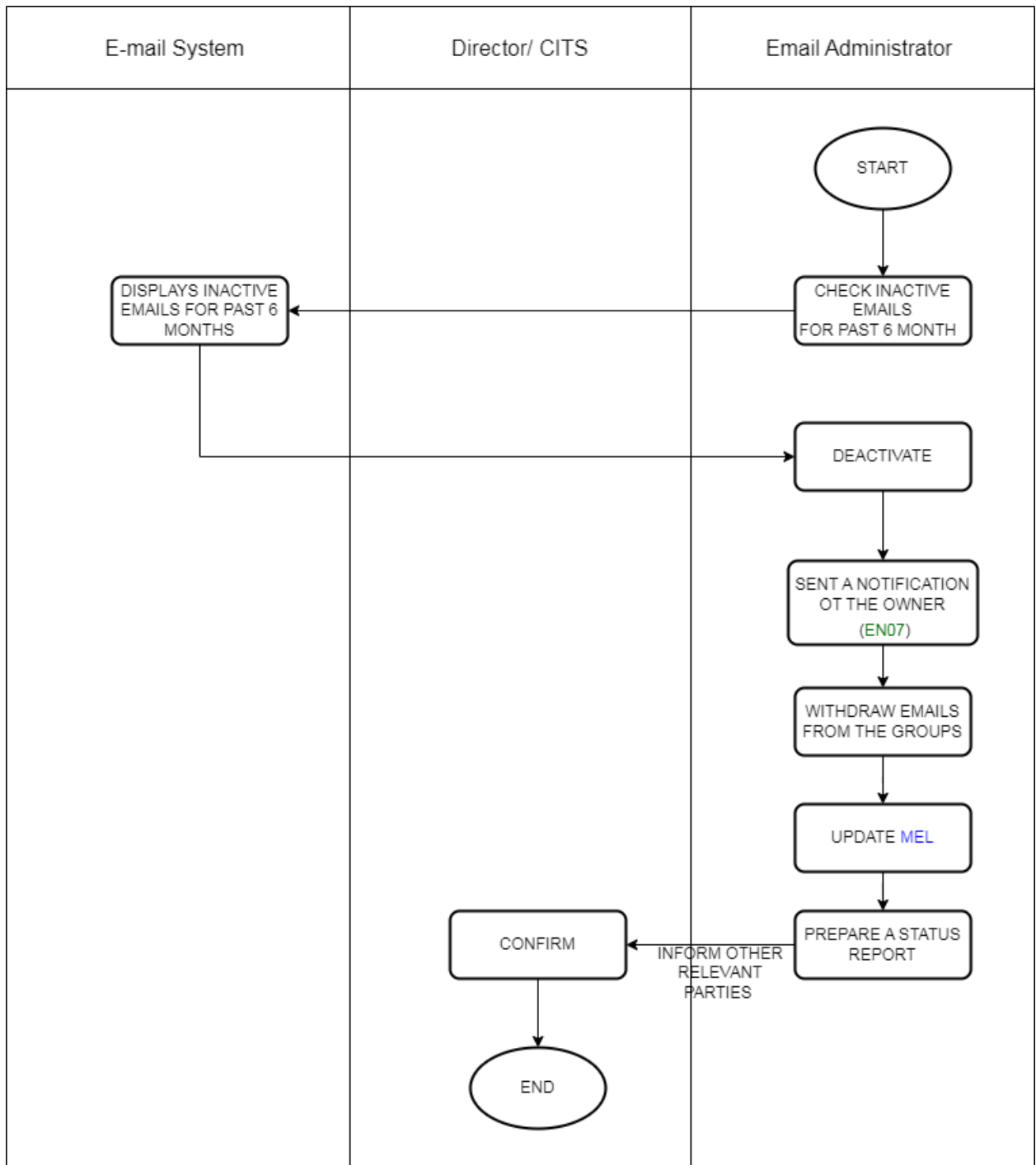
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP020 – Deactivating the Temporarily Role-based Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP21

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Reactivating the Temporarily Role-based Email Accounts.
2. **Purpose:** Reactivating the Temporarily Role-based Email Accounts.
3. **Scope:** Reactivating the Temporarily Role-based Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can temporarily deactivated role-based email accounts be reactivated?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: The Director (CITS) will receive the duly filled Role-based Email Activation Form (EAF-RB).

Guidelines for how to complete the task:

SOP EP21 – Reactivating the Temporarily Role-based Email Accounts - Activity Breakdown

1. Owner of the deactivated role-based email account should send a formal request to the Director (CITS), along with the duly filled **Role-based Email Activation Form (EAF-RB)**.
2. Mail Admin verifies the email accounts with **MEL** and activate the email account.
3. Mail Admin adds the activated email account to the relevant groups.
4. Mail Admin update the **MEL** with email activation status, the deactivation date, and account deletion date.
5. Mail Admin sends the notification of the email activation (**EN08**) to the owners' institutional email.
6. Mail Admin prepares a **Status Report** regarding the account activation.
7. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers and Units.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Role-based Email Activation Form (EAF-RB)
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/27 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

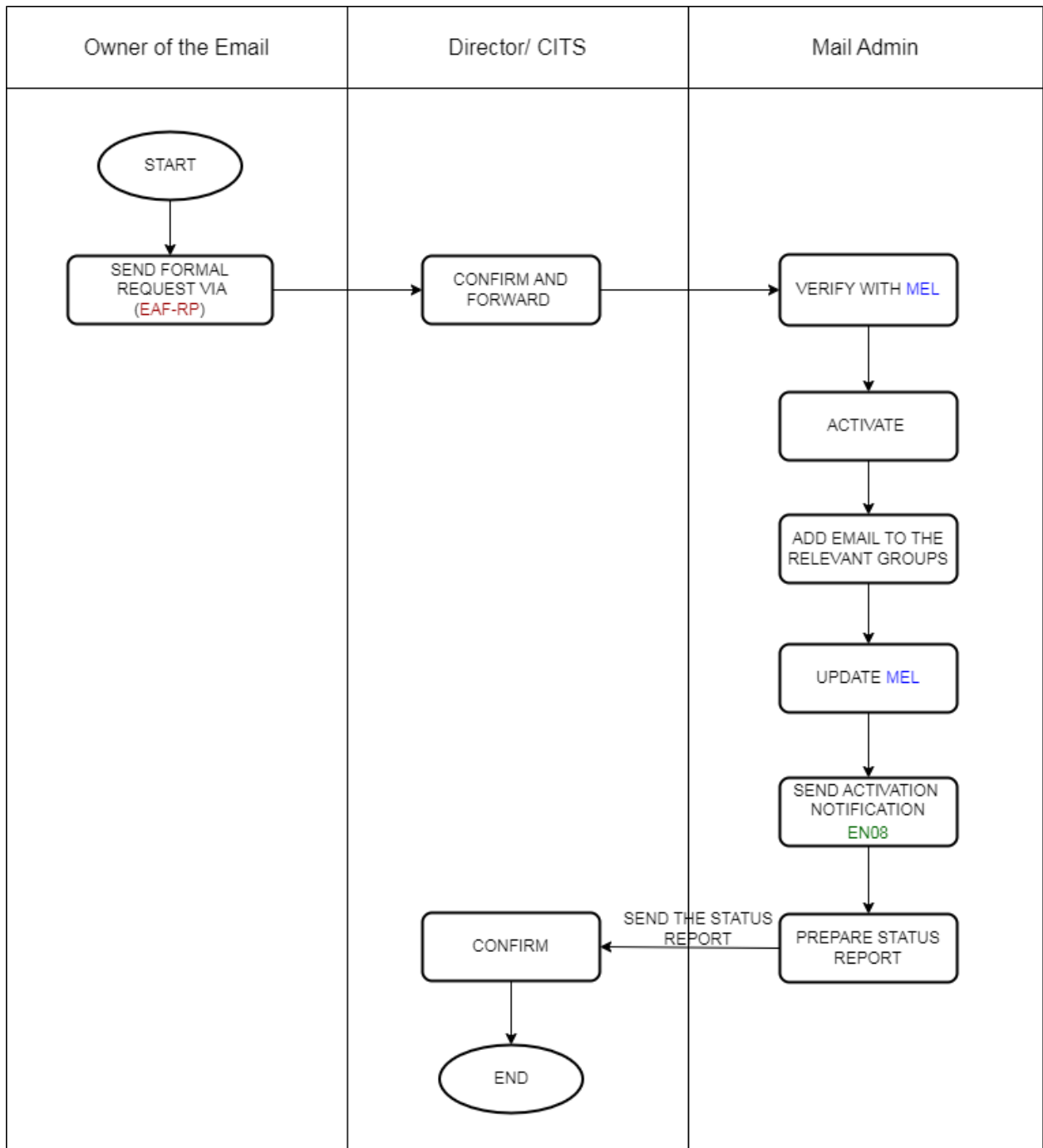
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- b.
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Date: 2024/03/27 Signature: 

Designation: Director/ CITS

**, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.*

SOP EP21 – Reactivating the Temporarily Role-based Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP22

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Permanent Deletion of the Temporarily Role-based Email Accounts.
2. **Purpose:** Permanent Deletion of the Temporarily Role-based Email Accounts.
3. **Scope:** Permanent Deletion of the Temporarily Role-based Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How can temporarily role-based email accounts be permanently deleted?

End user(s): Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

Pre-conditions: Expired role-based institutional email accounts have been reported in the MEL.

Guidelines for how to complete the task:

SOP EP22 – Permanent Deletion of the Temporarily Role-based Email Accounts – Activity Breakdown

1. Mail Admin check the **MEL** to filter the temporarily role-based email accounts to be deleted.
2. Mail Admin deletes the deactivated accounts for four months without further notice (Once the email account is deleted the contents is no longer available/recoverable.)
3. Mail Admin updates the email accounts deletion status in the **MEL**.
4. Mail Admin prepares a **Status Report** regarding the account deletion.
5. Mail Admin sends the **Status Report** to the Vice-chancellor, Director (CITS), Registrar, Bursar, Librarian, Deans of the Faculties, and Heads of the Divisions, Centers, and Units.

7. **A note on Special Circumstances (by the officer responsible for implementing the SOP):** Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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Date: 2024/03/26

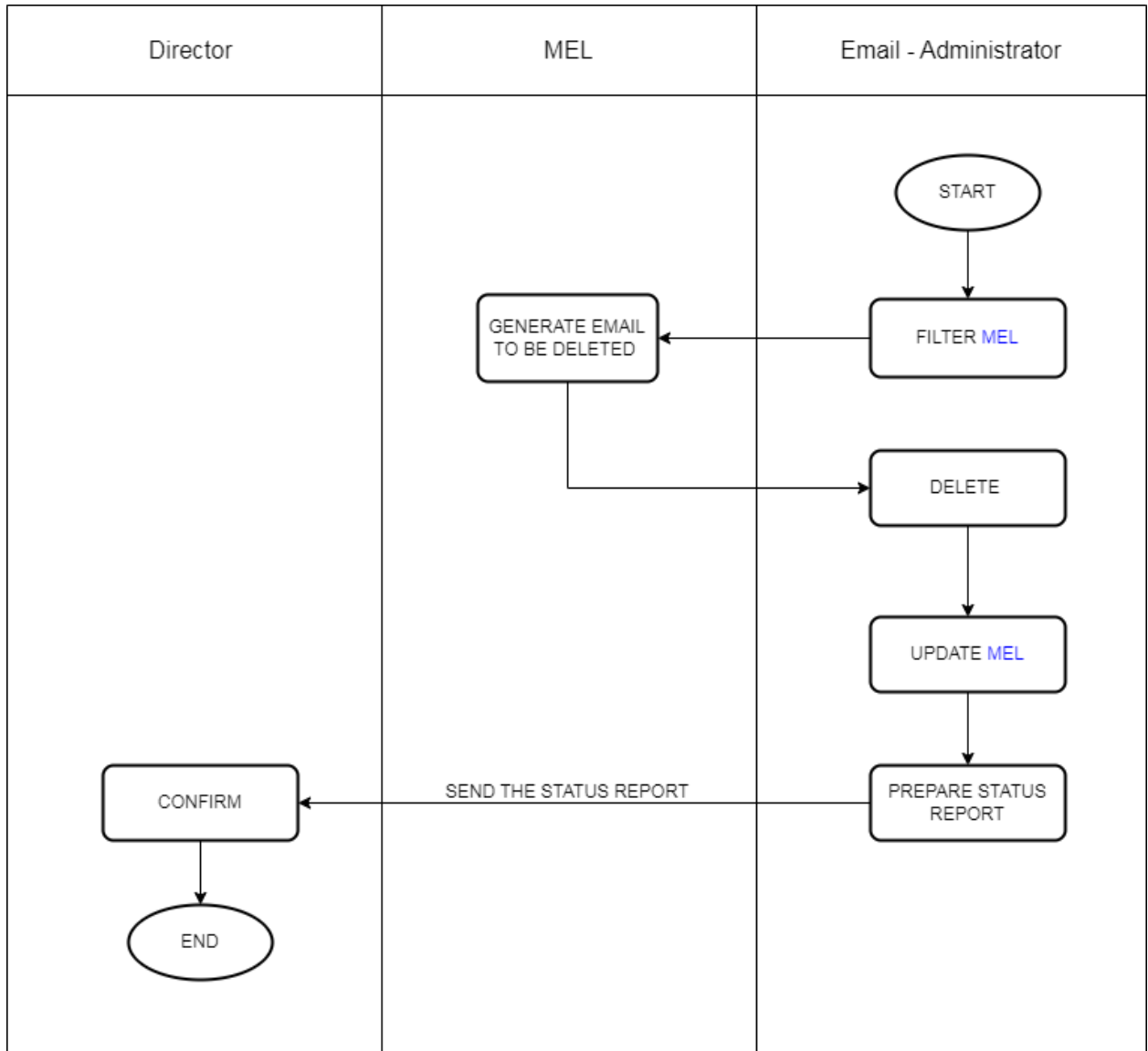
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP22 – Permanent Deletion of the Temporarily Role-based Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP23

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Issuing Group Email Accounts.
2. **Purpose:** Issuing Group Email Accounts.
3. **Scope:** Issuing Group Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can group email accounts be issued?

End user(s): Vice-chancellor, Director (CITS), librarian, registrar, bursar, Deans and heads of the departments, divisions, centers, units, and editor-in-chefs of the journals.

Pre-conditions: The Director (CITS) will receive the duly filled Group Email Request Form (GERF).

Guidelines for how to complete the task:

SOP EP23 – Issuing Group Email Accounts – Activity Breakdown

1. The vice-chancellor, librarian, registrar, bursar, Deans and heads of the departments, divisions, centers, units, and editor-in-chefs of the journals should send a duly filled **Group Email Request Form (GER)**.
2. Mail Admin validates the submitted details and check the **MEL** for duplications.
3. If there is no duplication and the submitted details are authentic, the Mail Admin creates a new group email account based on the type.
4. Mail Admin designs the **Email Signature (Figures 3)** and adds it to the email account with **Disclaimer**.
5. Mail Admin updates the **MEL** with tentative deactivation and deletion dates.
6. Mail Admin informs the creation of the email accounts to the Director, CITS.
7. Director, CITS confirms to issue the email accounts.
8. Mail Admin sends the login credentials to the relevant Heads institutional email address (**EN09**).
9. Mail Admin notify the creation of the role-based account to the vice-chancellor, Director (CITS), librarian, registrar, bursar, heads of the faculties, departments, divisions, centers, units, and other relevant groups.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Group Email Request Form (GER)
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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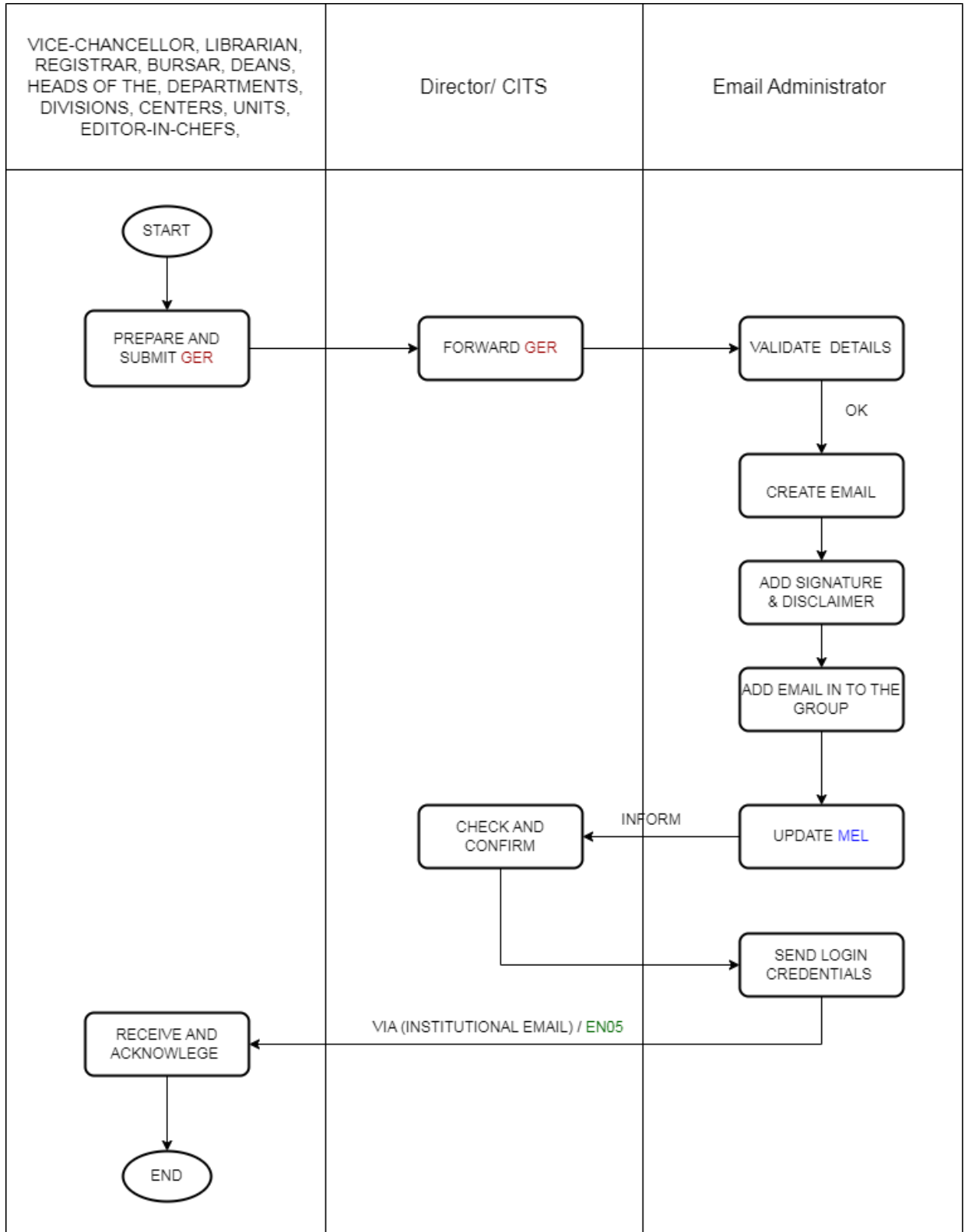
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- b.
- c.

Date: 2024/03/26 Signature: 

Designation: Director/ CITS

**, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.*

SOP EP23 – Issuing Group Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP24

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Changing the Password of the Group Email Accounts.
2. **Purpose:** Changing the Password of the Group Email Accounts.
3. **Scope:** Changing the Password of the Group Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. **The Procedure:** Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can the passwords of group email accounts be changed?

End user(s): Owner of the group email account.

Pre-conditions: The Director (CITS) will receive the duly filled Password Change Form for Group Email Accounts (GPC).

Guidelines for how to complete the task:

SOP EP24 – Changing the Password of the Group Email Accounts – Activity Breakdown

1. The current owner of the group email should send a formal request to the Director (CITS), along with the duly filled Password Change Form for **Group Email Accounts (GPC)** along with the scanned copy of both sides of the staff member's identification card.
2. Mail Admin validates the submitted details and checks the **MEL** for account activation status.
3. If the email account is in active state, and the submitted details are correct, the mail admin changes the password.
4. Mail Admin updates the **MEL** with the password update status.
5. Mail Admin sends the notification of new login credentials (**EN10**) to the institutional email of the owner of the group email account.

7. **A note on Special Circumstances (by the officer responsible for implementing the SOP):** Nill

8. **Related documents:** include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Group Email Accounts (GPC) Form
- ii. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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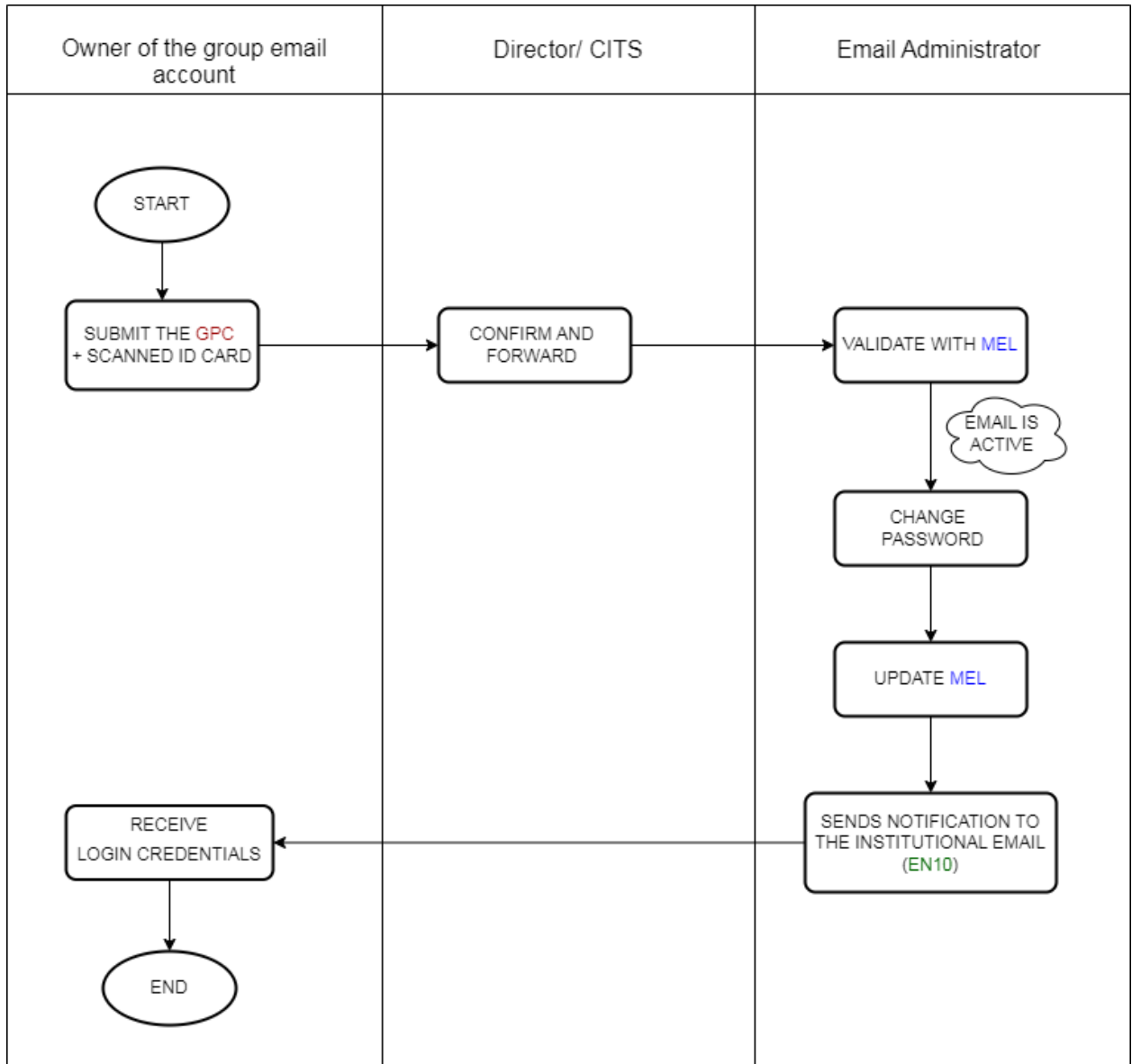
Signature:



Designation: Director/ CITS

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SOP EP24 – Changing the Password of the Group Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP25

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/02/01

Maximum time required for the procedure: 1 (D/W/M)

1. **Title:** Creating New Email Sub-Domains.
2. **Purpose:** Creating New Email Sub-Domains.
3. **Scope:** Creating New Email Sub-Domains.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How can new email sub-domains be created?

End user(s): Vice-chancellor, Director (CITS)

Pre-conditions: The Director (CITS) will receive the official request for new sub-domain from the Vice-chancellor.

Guidelines for how to complete the task:

SOP EP25 – Creating New Email Sub-Domains – Activity Breakdown

1. The Vice-chancellor officially informs to Director (CITS) about the requirement of new email sub-domain.
2. Director (CITS) acknowledges the request.
3. Mail Admin validates the submitted details and check the **MEL** for duplications.
4. If there is no duplication and the submitted details are authentic, the Mail Admin creates a new email sub-domain.
5. Mail Admin updates the **MEL** with newly created the email sub-domain.
6. Mail Admin informs the creation of the email sub-domain to the Director (CITS).
7. Director (CITS) notifies the creation of the new email sub-domain to the Vice-chancellor (**EN11**).

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Master Email Log (MEL)

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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- c.

Date: 2024/03/26

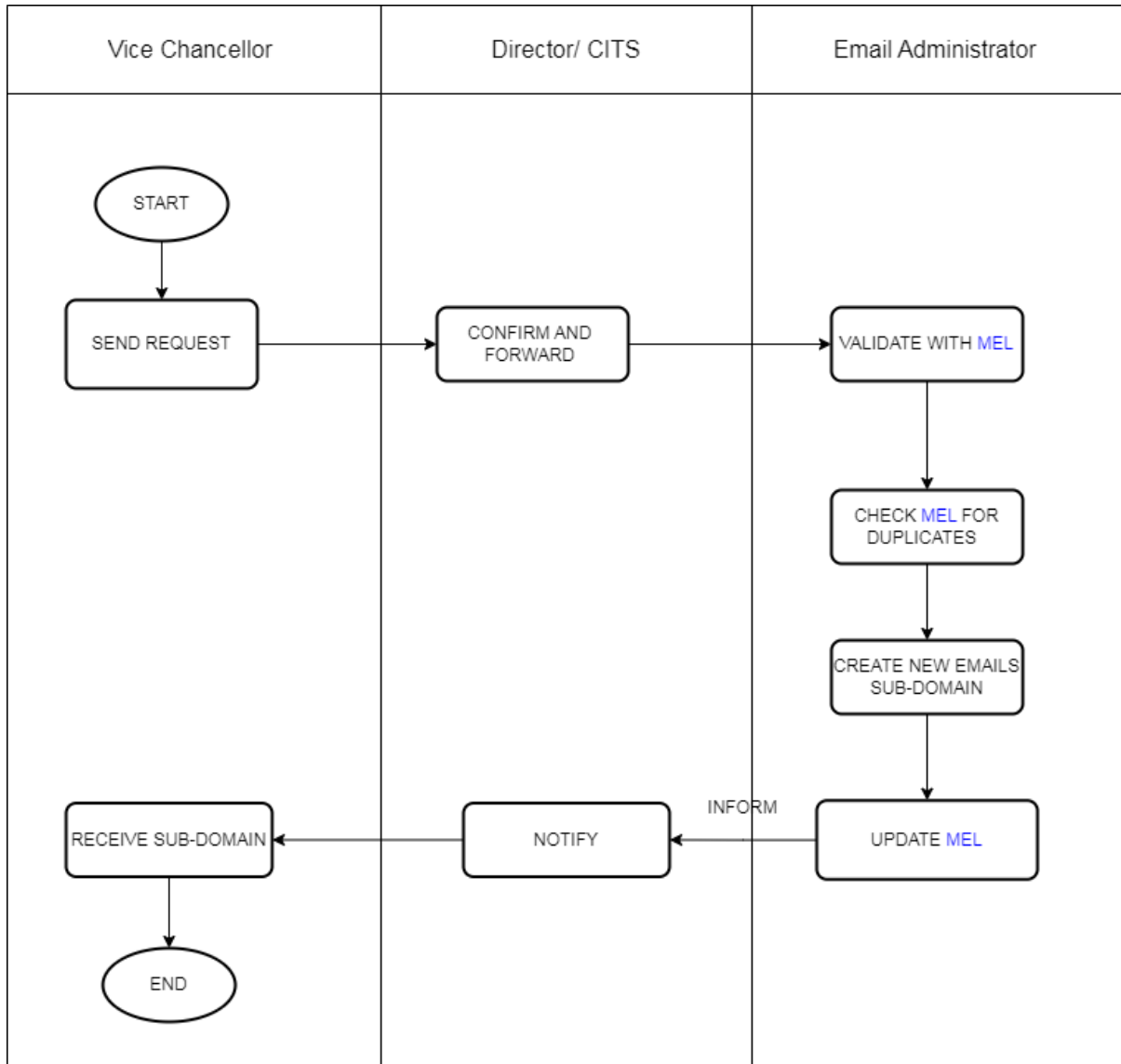
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP25 – Creating New Email Sub-Domains – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP26

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Generating Reports of Email Usage.
2. **Purpose:** Generating Reports of Email Usage.
3. **Scope:** Generating Reports of Email Usage.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can reports of email usage be generated?

End user(s): Vice-chancellor, librarian, registrar, bursar, Deans, Directors

Pre-conditions: The Director (CITS) will receive the duly filled Email Usage Report Request Form (EUR).

Guidelines for how to complete the task:

SOP EP26 Generating Reports of Email Usage – Activity Breakdown

1. The vice-chancellor, librarian, registrar, bursar, Deans, Directors should send a duly filled **Email Usage Report Request Form (EUR)**.
2. Mail Admin validates the submitted details, purpose, and time duration of the requested report.
3. If there is no constraint, the Mail Admin generates the **Email Usage Report**.
4. Mail Admin informs the creation of the **Email Usage Report** to the Director (CITS).
5. Director (CITS) confirms and send the **Email Usage Report** to the requested officer.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Email Usage Report Request Form (EUR).

ii. Email Usage Report

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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.....
.....

Difficulties experienced and suggested solutions:

.....
.....
.....

***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

- a.
- b.
- c.

Date: 2024/03/26

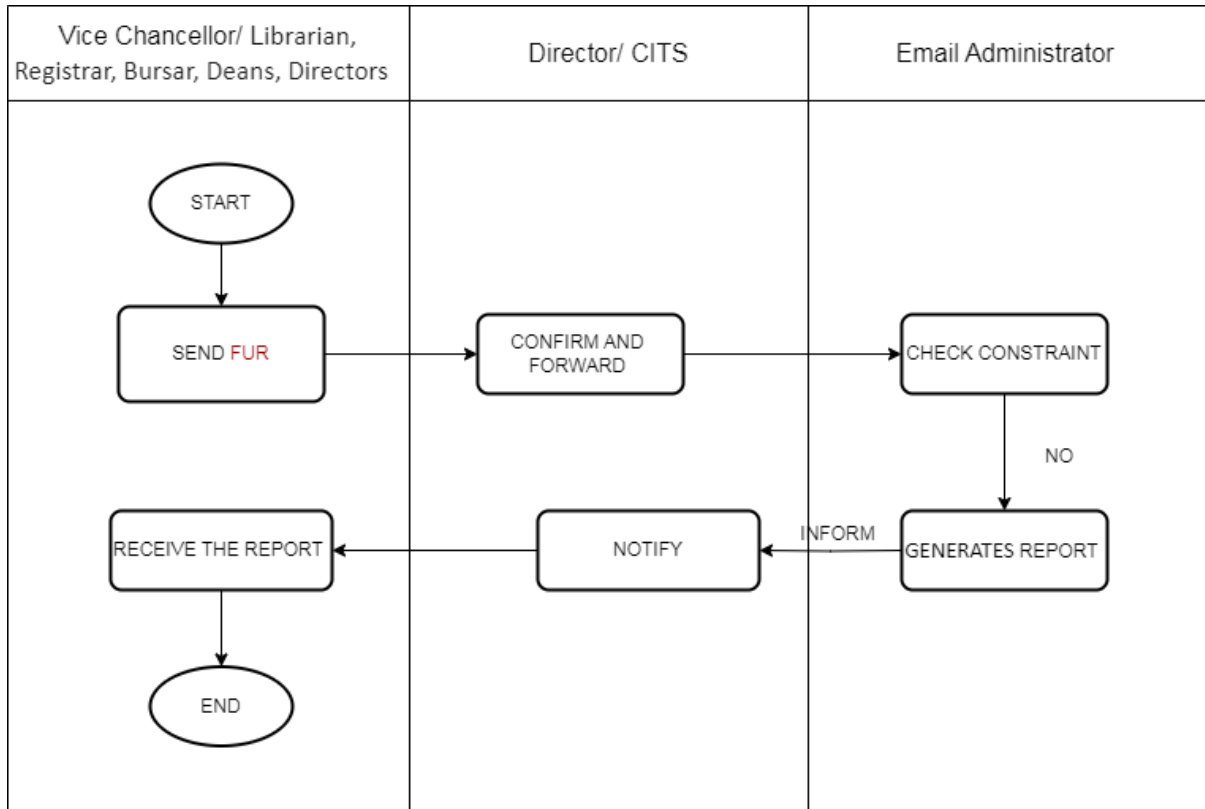
Signature:



Designation: Director/ CITS

**, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.*

SOP EP26 Generating Reports of Email Usage – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP27

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: Depends on the case.

1. **Title:** Managing the Complaint Report System for the Email Accounts.
2. **Purpose:** Managing the Complaint Report System for the Email Accounts.
3. **Scope:** Managing the Complaint Report System for the Email Accounts.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792

5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be break down it should be done here.

Problem(s) the SOP will solve: How can the complaint report system for email accounts be managed?

End user(s): All the officers and students of the university.

Pre-conditions: The Director (CITS) will receive the complaint via the Email Complaint Form (ECF).

Guidelines for how to complete the task:

SOP EP27 – Managing the Complaint Report System for the Email Accounts – Activity Breakdown

1. Any user of the University email service can make a complaint using the **Email Complaint Form (ECF)**.
2. Mail Admin analyzes the complaints and prepare a **Solution/ Remedy Report**.
3. Mail Admin submit the **Solution/ Remedy Report** to Director (CITS) and get the confirmation for the proposed solution or remedy (during a formal meeting).
4. Mail Admin informs the approved **Solutions / Remedies (EN12)** to the complainer.
5. Mail Admin records the details of the of complaint management in the **Email Complaint Leger**.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

Running title

- i. Email Complaint Form (ECF).
- ii. Solution/ Remedy Report.
- iii. Email Complaint Leger.

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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***Declaration by the Monitoring Responsibility**

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- a.
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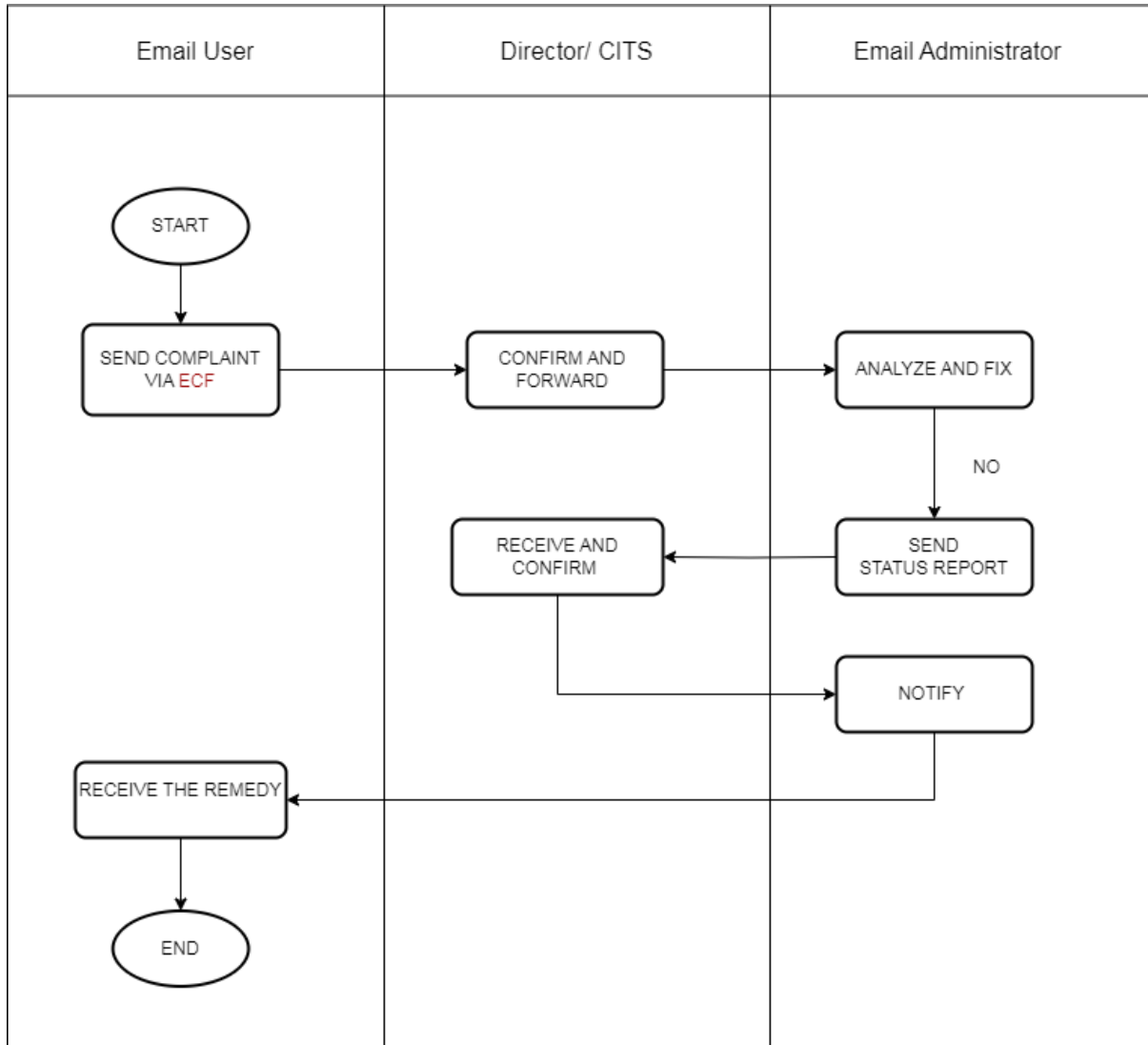
Date: 2024/03/26

Signature: 

Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP27 – Managing the Complaint Report System for the Email Accounts – Flow chart.



Approved by the Council on <Date> following approval at the <meeting number> senate on <date>

SOP number: UoR SOP-CITS-EP28

Faculty/Department/Division/Centre/Unit/Other: CITS

Effective Date: 2024/06/01

Maximum time required for the procedure: 3 (D/W/M)

1. **Title:** Increasing the storage capacity of the Gmail inbox.
2. **Purpose:** Increasing the storage capacity of the Gmail inbox.
3. **Scope:** Increasing the storage capacity of the Gmail inbox.
4. **Overall Responsibility – Monitoring the SOP:**
 - a. **Designation:** Director/ CITS
 - b. **Contact Number:** 0252266792
5. **Overall Responsibility – Implementing the SOP:**
 - a. **Designation:** System Analyst cum Programmer/ CITS
 - b. **Contact Number:** 0252266792

6. The Procedure: Describe the problems the SOP will solve, who the SOP is for and where and how it will be used. Define tasks and provide guidelines for how to complete tasks, necessary steps to take in easily understood format. If the steps need to be broken down it should be done here.

Problem(s) the SOP will solve: How can the storage capacity of the Gmail inbox be increased?

End user(s): Vice-Chancellor, Librarian, Registrar, Bursar, Deans, Heads of Departments, Administrative Officers, and Directors of Centers.

Pre-conditions: Director (CITS) will receive the duly filled form for Increasing Gmail inbox storage (RISF).

Guidelines for how to complete the task:

SOP EP28 – Increasing the storage capacity of the Gmail inbox – Activity Breakdown

1. The Vice-Chancellor, Librarian, Registrar, Bursar, Deans, Heads of Departments, Administrative Officers, and Directors of Centers are requested to submit the duly filled form for **Increasing Gmail inbox storage (RISF)**.
2. The Director of CITS forwards the request to the Mail Administrator.
3. The Mail Administrator analyzes the current storage of the given role-based email and increases the storage size by 10 GB, provided the maximum permitted inbox storage (50 GB) is not exceeded.
4. The Mail Administrator updates the **MEL**.
5. The Mail Administrator informs the Director of CITS about the increase in Gmail storage capacity.
6. The Director of CITS confirms the update.
7. The Mail Administrator notifies the officer who made the request (**EN13**) about the increase in Gmail storage capacity.

7. A note on Special Circumstances (by the officer responsible for implementing the SOP): Nil

8. Related documents: include any forms that need to be filled. If there are more than one form number them for easiness of referencing and annex the form.

- i. Request for Increasing Gmail Inbox Storage Form (RISF).
- ii. Master Email Log (MEL).

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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.....
.....

Difficulties experienced and suggested solutions:

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.....
.....

***Declaration by the Monitoring Responsibility**

This SOP was reviewed on 2024/03/26 and observed to be adequate and acceptable/ ~~or following revisions are suggested.~~

- a.
- b.
- c.

Date: 2024/03/26

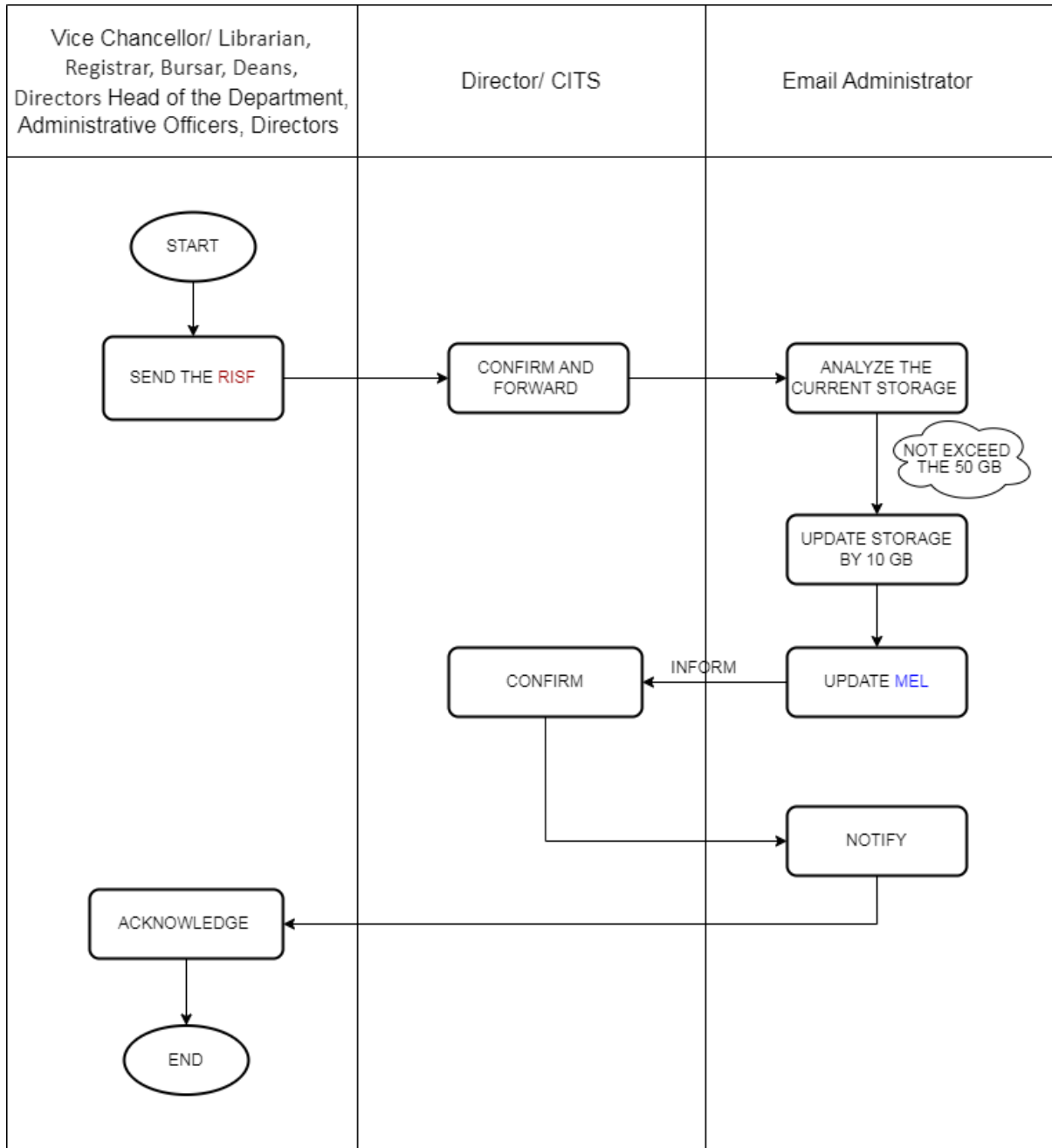
Signature:



Designation: Director/ CITS

****, The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to the monitoring body assigned at RUSL.***

SOP EP28 – Increasing the storage capacity of the Gmail inbox – Flow chart.



Notification Formats

EN01: Email deactivation notification for students

Dear <student, staff>,

Your RUSL email account will be deactivated on <date> due to the inactivity.

CITS-RUSL

EN02: Three months email deactivation notification for students

Dear <student, staff>,

Your RUSL email will be deactivated on <date>.

Please backup you contact and emails.

CITS-RUSL

EN03: Notification for email activation

Dear <student, staff>,

Your institutional email <email address> has been activated since <date>

Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN04: Sending the login credentials.

Dear <student, staff>,

Your institutional email <email address> password has been changed to <new password>

Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN05: Notification for Role-based Email Issuance.

Dear <staff member>,

Your requested role-based email <email address> password <> has been created.

Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN06: Sending the login credentials for Role-based email accounts.

Dear <owner of the role-based email account>,

Your role-based email <email address> password has been changed to <new password>

Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN07: Email deactivation notification for Role-based emails accounts

Dear < owner of the role-based email account >,

Your role-based email account will be deactivated on <date> due to the inactivity.

CITS-RUSL

EN08: Notification for role-based email activation

Dear < owner of the role-based email account >,

Your role-based email <email address> has been activated since <date>. It will be active until <deactivation date> in RUSL e-mail management process.

Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN09: Notification for Group Email Issuance.

Dear <staff member who made the request>,

Your requested group email <email address> password <> has been created. Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN10: Notification for sending the login credentials for Group email accounts.

Dear <owner of the group email account>,

Your group email <email address> password has been changed to <new password> Please, take the immediate action to reset the password once you login to the email account.

CITS-RUSL

EN11: Notification for sending the creation of email sub-domain.

Address to the Vice-Chancellor,

This is to kindly inform you that the requested email sub-domain <email sub-domain> has been successfully created.

CITS-RUSL

EN12: Notification for sending the solutions/ remedies for email complaints.

Dear <complainer>,

I would like to thank you for bringing your concerns to our attention. We discussed your complaint during our meeting held on <Meeting Date> and would like to provide you with a comprehensive solution:

Complaint: <complaint>

Solution/Remedy: <solution>

We apologize for any inconvenience you may have experienced and thank you for giving us the opportunity to address your concerns. We value your business and look forward to continuing to serve you with the highest level of quality and satisfaction.

Thank you.

CITS-RUSL

EN13: Notification for increasing the Gmail Inbox Storage.

If the Maximum Storage Limit is not exceeded

Dear <Officer>,

This is to kindly inform you that the storage capacity of your email has been increased by 10GB. The total storage available now is <amount>. Please consider archiving your past data appropriately to manage storage for future use efficiently.

Thank you.

CITS – RULS

If the Maximum Storage Limit is not exceeded

Dear <Officer>,

We regret to inform you that your email <email> account has reached the maximum permitted storage capacity of 50GB, and we are unable to increase this limit further. Please consider archiving your past data appropriately to efficiently manage storage for future use.

Thank you.

CITS – RULS

Google Forms

1. Student Data Collection Form (SDC)
2. Email Activation Form (EAF)
3. Student Password Change Form (SPC)
4. Staff Data Collection Form (SDC)
5. Email Activation Form (EAF-STAFF)
6. Staff Password Change Form (SPC-STAFF)
7. Role-Based Email Request Form (RER)
8. Password Change Form for Role-based Email Accounts (SPC-RB)
9. Role-based Email Activation Form (EAF-RB)
10. Group Email Request Form (GER)
11. Password Change Form for Group Email Accounts (GPC)
12. Email Usage Report Request Form (EUR)
13. Email Complaint Form (ECF)
14. Increasing Gmail Inbox Storage Form (RISF)

Other Documents

Maintain by CITS

1. Master Email Log (MEL)
2. Institutional Email Leger
3. Group Email Leger
4. Email Complaint Leger

Templates created by CITS

1. Student Email List (SEL)
2. Status report
3. Graduand List
4. Student Leaving List
5. Email Usage Report
6. Solution/ Remedy Report

Figure 1: Email signature for council members and staff members.
Format:



[TITLE] [NAME WITH INITIALS]
[Designation]

[Department/ Division],
[Faculty],
Rajarata University of Sri Lanka,
50300, Mihintale, SRI LANKA

Mobile: +94791111111 Office: +94252266111
Fax: +94252266111

Web: [URL]

Example:



PROFESSOR DR (MRS) A B C SILVA
PROFESSOR IN ZOOLOGY

Department of Biological Sciences,
Faculty of Applied Sciences,
Rajarata University of Sri Lanka
50300, Mihintale, SRI LANKA

Mobile: +94791111111 Office: +94252266111
Fax: +94252266111

Web: <https://www.ruslexpert.rjt.ac.lk/abcsilva>

Role-based email accounts must contain the signature shown in Figure 2.

Figure 2: Email signature for role-based emails.



[TITLE] [NAME WITH INITIALS]
[ROLE/ DESIGNATION]

[Department/ Division/ Center/ Unit/ Cell/ Society/ Club],
[Faculty],
Rajarata University of Sri Lanka,
50300, Mihintale, SRI LANKA

Mobile: +94791111111 Office: +94252266111
Fax: +94252266111

Web: [URL]

Example:



PROFESSOR DR (MRS) A B C SILVA
DIRECTOR

Center for Information Technology Services,
Rajarata University of Sri Lanka
50300, Mihintale, SRI LANKA

Mobile: +94791111111 Office: +94252266111
Fax: +94252266111

Web: <https://www.cits.rjt.ac.lk/director>

Group email accounts must contain the signature shown in Figure 3.

Figure 3: Email signature for role-based emails.



[GROUP NAME]

[Department/ Division/ Center/ Unit/ Cell/ Society/ Club],
[Faculty],
Rajarata University of Sri Lanka,
50300, Mihintale, SRI LANKA

Mobile: +94791111111 Office: +94252266111
Fax: +94252266111

Web: [URL]

Example:



ARTIFICIAL INTELLIGENCE RESEARCH GROUP

Department of Computing,
Faculty of Applied Sciences,
Rajarata University of Sri Lanka
50300, Mihintale, SRI LANKA

Mobile: +94791111111 Office: +94252266111
Fax: +94252266111

Web: <https://www.rjt.ac.lk/airg>

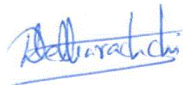
DISCLAIMER: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately by replying to this email and delete the message from your system. Any unauthorized dissemination, distribution, or copying of this email or its attachments is strictly prohibited. Rajarata University reserves the right to monitor, review, and disclose the content of all email communications through its networks in accordance with applicable laws and regulations.

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Final report of the implementation of Action Plan of PR of Faculty of Agriculture
Date : 25th April 2024

Dear Madam,

Herewith, I have attached the final report on implementation of action plan of the programme review of Faculty of Agriculture for the notification of the standing committee.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

Rajarata University of Sri Lanka

Final Progress of Action Plans

Name of the Faculty: Agriculture

Period: 2019-2023

Name of the PR: Programme Review - B.Sc (Special) in Agriculture

Year of the PR review: 2019

Grade Obtained: B

Table 1: Activities align with the University corporate plan

Goal No.	Goal	Proposed activity
1	Produce high-quality, innovative intellectuals to meet the national and international human resource demand	Activity 1 – 1.1 &1.2 Activity 2 – 2.1 Activity 4 – 4.1 & 4.2 Activity 5 – 5.1 & 5.2 Activity 7 – 7.1, 7.2 & 7.3 Activity 8 – 8.1 & 8.2 Activity 9 Activity 10 Activity 14 – 14.1, 14.2 & 14.3 Activity 16 – 16.1 & 16.2 Activity 17 – 17.1 & 17.2 Activity 18 Activity 20 – 20.1 & 20.2 Activity 21 – 21.1, 21.2 & 21.3 Activity 22
2	Increase graduate employability and empowerment of entrepreneurship	Activity 2 – 2.2 Activity 5 – 5.1 & 5.2 Activity 19
3	Improve global compatibility, global links and exchanges	Activity 3 – 3.1 & 3.2

		Activity 6
4	Increase productivity by effective and efficient utilization of resources	Activity 8 – 8.1 & 8.2 Activity 11 – 11.1, 11.2 & 11.3
5	Empowerment of the university with freedom, competitiveness and uniqueness	-
6	Promote co-existence with mutual respect and ethical behavior	Activity 12 – 12.1, 12.2 & 12.3 Activity 13 Activity 15 Activity 23 – 23.1, 23.2 & 23.3

Table 2. Progress of proposed activities recommended by the programme review team

Proposed activity / Sub-activity	Actions taken	Activity number in Corporate Plan	Relevant key performance indicator (according to action plan)	Responsible officer	% achievement of key performance indicator	Remarks
Recommendation: 1. It is strongly recommended that the IQAC activities and the information should be stated in the website and it should be linked with the staff profile.						
Activity 1 1.1 Developing an FQAC webpage in the faculty website which is linked to the staff profiles	Activity 1.1. was promptly attended to by establishing a website accessible through the link https://foa.rjt.ac.lk/iqac/ on the Faculty of Agriculture webpage. The linkage of the Faculty Quality Assurance Cell (FQAC) was being established with the Staff Development Center (SDC) (https://www.rjt.ac.lk/sdc/) and the Center for Quality Assurance (CQA) at the Rajarata University of Sri Lanka (RUSL) (https://www.rjt.ac.lk/internal-quality-assurance-unit/).	1.1.3	FQAC webpage in the faculty website	Dr. DAUD Devasinghe Mrs. EDT Somarathne	100%	Completed
1.2 Updating quality-related activities on the	The FQAC webpage ensures regular updates of quality-related activities. In addition to these ongoing updates, a comprehensive summary	1.1.3	Number of quality-related activities		100%	Completed

<p>FQAC webpage frequently</p>	<p>of all quality-related activities for each year was uploaded in PDF format at the year end. Accessible links for downloading these files for 2020, 2021, 2022 and 2023 are provided below. 2020- https://foa.rjt.ac.lk/wp-content/uploads/2023/11/2020.pdf 2021- https://foa.rjt.ac.lk/wp-content/uploads/2023/11/2021.pdf 2022- https://foa.rjt.ac.lk/wp-content/uploads/2023/11/2022.pdf 2023- https://foa.rjt.ac.lk/wp-content/uploads/2024/01/2023 Workshop-training-seminars.pdf Despite promising 12 events, the faculty website documented and conducted a total of 157 events across the years 2020 (32 events), 2021 (45 events), 2022 (42 events), and 2023 (38 events).</p>		<p>updated on the FQAC webpage</p>			
<p>Recommendation: 2. There are active industrial stakeholders to support the faculty. The faculty should take action to invite them to participate in the curriculum revision/ development, utilize their expertise and also sign MoUs for academic development.</p>						
<p>Activity 2 2.1 Enhancing industrial engagement in curriculum revision/development. 2.1.1 Curriculum revision with the support of industry partners and other stakeholders</p>	<p>The proposed activity was incorporated to enhance the support of industry partners and other stakeholders in the curriculum revision process. The activity commenced by conducting a meeting with subject experts in parallel to the curriculum revision in 2020. Thirteen subject experts have participated representing key subject areas of the BSc Agriculture degree.</p>	<p>1.1.1 1.1.2</p>	<p>Number of Stakeholders/ experts represented the curriculum development meeting</p>	<p>Dr. SN Dissanayake Dr. WCP Egodawatta All heads of departments of the faculty mm</p>	<p>100%</p>	<p>Completed</p>

<p>2.1.2 Conduct Subject matter and Expert’s meetings for curriculum revision</p> <p>2.1.3 Collect Students’ feedback on existing and proposed curricular</p> <p>2.1.4 Present draft curriculum to industry partners and other stakeholders and conduct discussions for refinements</p> <p>2.1.5. Recommendation and confirmation of changes at the senate</p>	<p>A survey was conducted to get students’ feedback on the existing curriculum. Approximately 400 students representing all four batches in the faculty at the time of conducting the survey participated.</p> <p>Also, a survey was conducted to get students’ feedback on the proposed curriculum. A survey report was submitted by the students analyzing individual responses. The new curriculum was presented to the students (approximately 160 students) before implementation for further refinement.</p> <p>Finally, the new curriculum was presented to the selected industry partners and other stakeholders and conducted discussions for further refinements (Meeting on 24th March 2023, attended by 50 industry partners). After incorporating all the comments/suggestions/proposals/amendments, the final curriculum document was submitted and confirmed at the University Senate.</p> <p>The proposal on fallback and early exit option for the new curriculum was tabled at the 41st Curriculum Development Committee meeting and pending Senate approval.</p>					
<p>2.2 Enhancing industry engagement in the internship program</p>	<p>Focusing on enhancing industry engagement in the internship program, the existing one-month internship training course was extended to three months in the revised</p>	<p>2.1.4</p> <p>2.2.4</p>	<p>Number of MoUs signed</p> <p>Number of industrial</p>		<p>100%</p>	<p>Completed</p>

<p>2.2.1. Establishment of an industrial placement unit at the faculty.</p> <p>2.2.2. Appointment of a senior academic as the industrial placement coordinator to liaise with organizations.</p> <p>2.2.3. Identification of potential industries for student internship programs.</p> <p>2.2.4. Training and development of undergraduates for industry expectations</p>	<p>curriculum. The course ILOs and content were revised aligning with industry requirements. The faculty could process 12 MoUs during the 2020-2023 period. The signing of MoUs with potential industry partners to secure internship placements continues.</p> <p>Industry placements which are organized in a decentralized way through respective Departments of study also have identified a list of industry partners to secure internship placements for their majoring students. The proposal preparation for the establishment of an industrial placement unit is in progress.</p> <p>The industrial placements were done through respective departments during the period under review. A senior academic from each of the four departments served as the industrial training coordinator liaising with the selected industries.</p> <p>Identification of potential industries for student internship programs has been done through respective departments. The departments have a list of such potential industries for internship placements of their major students. Searching for potential industries for internship placements is a continuous process and the departments update their lists as they collaborate with new industries.</p> <p>Training and development of undergraduates for industry expectations have been done through a series of workshops organized by AHEAD faculty DP and career guidance unit</p>		<p>training opportunities liaise through industrial placement unit</p>			
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	<p>(112, 146 and 131 students 2020-2023 respectively).</p> <p>The batches of students who commenced industrial training during the period under review were facilitated with an “Induction to Industrial Environment” workshop before commencing their internship training at their respective organizations. Three such workshops were organized during 2020-2023 and will continue for the next batches.</p> <p>Learning camps that include soft outbound training were organized for new intakes of students to prepare them for industry expectations since the inception of the degree program. Three such training programs were organized during 2020-2023 for three new intakes and this will continue for upcoming intakes too.</p> <p>Three “Soft 21st Century Skills for Personal and Professional Development” workshops were organized providing opportunities to enhance soft skills required by the industry and world.</p> <p>A career fair in parallel to that series of workshops, i.e. “Writing a Catchy Resume”, and “Personal Grooming” were organized to facilitate prior preparation and employment opportunities for undergraduates.</p>					
<p>Recommendation: 3. It is also strongly recommended to make research collaborations with international institutions for academic and research activities.</p>						

<p>Activity 3 Strengthening research/academic collaborations with international institutions. 3.1 Implementing MOUs/Agreements with International Institutes</p>	<p>The research and academic collaboration and implementation MoUs/agreements with international institutes (promised 1 per year from 2019-2023) were strengthened. Signed collaborations/MoUs with international research /educational institutes were 1, 16, 10, 35 and Nil* in 2019, 2020, 2021, 2022 and 2023, respectively.</p>	<p>3.2.2</p>	<p>Number of research/educational collaborations with international research/educational institutes. Number of MoU's /agreements signed with international institutes.</p>	<p>Prof. MHJP Gunarathna Dr. GDA Nalaka Dr. SN Dissanayake Dr. RHG Wathsala Dr. WCP Egodawatta</p>	<p>100%</p>	<p>Completed *In 2023 due to Government regulations, we could not sign any MoUs, however, waiting to sign 4 agreements with Foreign ministry approval.</p>
<p>3.2 Research publications in collaboration with international partners</p>	<p>Research papers were published in collaboration with international partners (promised 2, 2, 2, 3, and 3 for 2019 to 2023). A total of 126 publications were done (more than 20 per year).</p>	<p>3.2.2</p>	<p>Number of research papers published in collaboration with international partners</p>		<p>100%</p>	
<p>Recommendation: 4. The existing programme doesn't have a fall-back option and the faculty should incorporate this mechanism in the forthcoming curriculum revision to enable the students who do not complete the programme successfully to exit at a lower level based on their level of attainment.</p>						

<p>Activity 4 Inclusion of fallback option to the curriculum 4.1 Discussions at the curriculum Revision Committee (CRC) and stakeholders 4.2 Obtaining necessary approval for implementation from the Senate, Council, and the UGC</p>	<p>The Curriculum Implementation Committee (CIC) decided to propose a Higher Diploma in Agriculture as the fallback option and recommended in 2nd CIC meeting held on 13th July 2023, 19th FQAC meeting held on 13th September 2023 and 233rd FB held on 4th October 2023. The 41st Curriculum Development Committee of the RUSL recommended the proposed fallback option on 9th January 2024 for Senate approval.</p>	1.1.1	Implementing fallback option and stating in the prospectus.	Dr. WCP Egodawatta	100%	Completed. Fallback option can be implemented for the 2021-2025 prospectus.
Recommendation: 5. The review team strongly recommends to increase time allocated for internship at the final year 2nd semester to enhance the practical knowledge.						
<p>Activity 5 5.1 Repositioning Industrial Training in the new curriculum (2021-2025) at the last academic activity of 4th year with two credits and three months in duration 5.2 Obtaining confirmation at the Senate and</p>	<p>The new curriculum (2021-2025) offers a 3-month industrial apprenticeship programme (2 credits) as the last academic activity for students. Downloads - Faculty of Agriculture:: RUSL (rjt.ac.lk) Curriculum approved at 242nd Senate held on 26th May 2022. Lesson plan was also approved in the same Senate.</p>	2.1.3 2.1.4	Faculty Prospectus- (Three-month internship programme of two credits)	Dr. WCP Egodawatta	100%	Completed

inclusion to the prospectus						
Recommendation: 6. Similarly, since there are many agriculture faculties in state universities, the Faculty of Agriculture of RUSL may consider a credit transfer system for certain courses with other universities.						
Activity 6 Discussions about commission circular: number 5/2021 dated on 07 th April 2021 regarding the credit transfer system	As discussed in the Faculty Quality Assurance Cell and Faculty Board the matter was referred to the CQA of RUSL. Accordingly, credit transfer policy for the University was recommended in 36 th Standing Committee Meeting on Quality Assurance held on 24 th July 2023 and approved in 255 th Senate held on 21 st of September 2023.	3.2.3	-	Dr. WCP Egodawatta	100%	Completed
Recommendation: 7. The amenities in the lecture halls are poor and the faculty should take immediate action to enhance the light, ventilation and monitor the space in order to create a healthy learning environment for students.						
Activity 7 Renovating and upgrading the existing lecture halls to facilitate an effective teaching and learning environment. 7.1 Renovation and modification of existing lecture halls	In 2019, 2020 and 2021, LH 01, 02, 03, 07, PSCR, AESSCR, AS/AFSCR, DR, DSLT, CC, EL and GIS Lab were renovated and airconditioned. In 2022, L-07 was renovated. Hence total number of modified/renovated lecture halls was 12 (promised 11).	1.1.3	Number of modified/renovated lecture halls	Ms. T. Luxshana, Assistant Registrar of the Faculty	100%	Completed
7.2 Construction of lecture halls with higher capacity	In 2021, the bidding process of the 3-storey Laboratory cum Lecture Hall complex was completed.	1.1.3	Number of newly constructed lecture halls		0%	Due to the current economic crisis, all the construction works were

						stopped due to national-level policy decisions. Therefore, new lecture halls were not constructed.
7.3 Creating smart classrooms and virtual learning centres	In 2019 & 2020, Lecture Hall 05 was converted into a smart classroom with 30 seating capacity. In 2021 & 2022, Lecture Hall 04 was converted into a virtual learning centre with 60 seating capacity (promised only 1).	1.1.3	Number of smart classrooms/ virtual learning centres		100%	Completed
Recommendation: 8. The programmes conducted by the SDC have not been stated in the website. Further, it is strongly recommended to organize regular CPD programmes by the SDC for all categories of staff to enhance their professional skills.						
Activity 8 8.1 Linking the FQAC webpage to the SDC to communicate FoA related programmes	The FQAC web page was linked to the SDC page. https://foa.rjt.ac.lk/iqac/ SDC programmes were communicated to academic and non-academic staff through FQAC website under the "Future events". https://foa.rjt.ac.lk/iqac/	1.7.1 1.7.2 4.1.2	Number of SDC programmes announced through FQAC	Prof. W.A.D. Nayananjale	100%	Completed
8.2 Proposing relevant CPD programmes for all categories of the staff of FoA to SDC	Academic staff, executive staff and non-academic staff including technical officers, management assistants, lab attendants, work aids, and drivers of the Faculty participated in CPD programmes organized by SDC. The staff of the FoA participated in 31 programmes organized by SDC from year 2020 - 2023 (promised 28).	1.7.1 1.7.2 4.1.2	Number of CPD programmes organized by SDC for FoA staff		100%	Completed

Recommendation: 9. SDC should conduct annual needs analysis for all staff categories and branches/Units and prioritize CPD programmes to match the faculty action plan						
Activity 9 Conducting annual needs analysis for training requirements of the FoA through SDC	Annual need analysis was conducted by SDC on 14 th February 2023, 1 st February 2022 and 3 rd February 2020 and 7, 8 and 28 requested were submitted to the SDC by staff of the Faculty of Agriculture.	1.7.1 1.7.2	Number of programmes identified and proposed aligned with the faculty action plan	Prof. WAD Nayananjalie	100%	Completed
Recommendation: 10. The composition of the Faculty Research Committee (FRC) should be restructured and it is recommended that the Chairperson of the FRC should be a Senior Academic with adequate research experience to evaluate the eligibility of staff for research allowance and monitor their progress (The Dean or a Head Should not be the Chairperson).						
Activity 10 Restructuring the Faculty Research and Publication Committee	By-law for Faculty Research and Publication Committee was recommended in 228 th FB held on 3 rd March 2023 and approved in 253 th Senate held on 20 th July 2023.	1.5	Revised by-laws of the Faculty Research and Publication Committee	Dr. WCP Egodawatta	100%	Completed
Recommendation: 11. Faculty sub-committees need to be formalized, meet regularly, minutes maintained and recommendations are made to FB for approval.						
Activity 11 11.1 Scheduling of annual meeting plan and tabled at the FB	The meeting schedule was tabled at the last FB of the year for new commencing year. For an example schedule of year 2024 was tabled in 225 th FB held in November 2023 (few examples). <ul style="list-style-type: none"> • Faculty Board - 10 • Faculty Quality Assurance cell - 06 • Library Committee - 04 • Board of Studies of the Postgraduate Programs Meeting - 04 	4.2.3		Prof. N.S. Abeysinghe All heads of departments Assistant registrar of the faculty	100%	Completed

11.2 Conducting meetings as per the meeting schedule	More than 90 % of the major meetings were conducted as per the schedule. For example, in 2023, <ul style="list-style-type: none"> • Faculty Board – 09/10 • Faculty Quality Assurance cell – 06/06 • Library Committee – 03/04 • Board of Studies of the Postgraduate Programs 04/04 	4.2.3	Number of meetings conducted as per the scheduled		90%	Few meetings were not conducted due to trade union actions which were held in the first quarter of 2023
11.3 Confirmation of minutes of meetings at the FB	Approximately 90% of the minutes were confirmed at the FB. For example, in 2023, <ul style="list-style-type: none"> • Faculty Board – 07/09 • Faculty Quality Assurance cell – 05/06 • Library Committee – 02/04 • Board of Studies of the Postgraduate Programs – 03/04 	4.2.3	Number of minutes submitted and confirmed at the FB		90%	Certain meeting minutes conducted end of the year are to be confirmed during the forthcoming FB.
Recommendation: 12. Batch mentors need to identify regular monitoring days for mentoring i.e.: 2-3 times per semester						
Activity 12 Regularizing the mentoring process by the batch mentors.	By-law for the mentoring process was developed and approved at the 223 rd FB held on 14 th September 2022, 249 th Senate meeting held on 19 th January 2023.	6.1.2	Developed Bylaws for the mentoring process	Ms. WMRSK Warnasooriya	100%	Completed
12.1 Developing bylaws for mentoring at FoA.						
12.2 Appointing batch mentors for	Batch mentors were appointed for each batch upon their entry to the faculty.	6.1.2	List of batch mentors		100%	Completed

each batch by the FB.	Dr. GDA Nalaka - batch mentor for 2017/2018 batch in 2019. Mr. NMKC Premarathne - batch mentor for 2018/2019 batch in 2020. Dr. RHGR Wathsala - batch mentor for 2019/2020 batch in 2021. Assoc. Prof. DMSH Dissanayake - batch mentor for 2020/2021 batch in 2022. Mr. EJ Kosgollegedara - batch mentor for 2021/2022 batch in 2023.		appointed by the FB			
12.3 Regularizing batch mentor meetings and reporting the progress to the FB.	One batch mentor meeting /batch /academic was held in 2019 and no reports were submitted to the FB. One batch mentor meeting /batch /academic year was held and the report was submitted to 203 rd FB held on 9 th December 2020. One batch mentor meeting /batch /academic year was held and the report was submitted to 213 th FB on 1 st November 2021. Two batch mentor meetings /batch /academic year and the reports were submitted to 221 st and 223 rd FB held on 6 th July 2022 & 14 th September 2022, respectively. Three batch mentor meetings/batch /academic year were held and during 2023.	6.1.2	Number of batch mentor meetings conducted per academic year Number of mentoring progress reports submitted to the FB		80%	Two meetings/batch were conducted per academic year. FB was informed about the concerns of the particular batch through the batch mentor.
Recommendation: 13. Committee for discussing student grievances (Student-Staff Liaison Committee) with representatives from each batch should be formalized and meet 1-2 times per semester, and recommendations/suggestions to be made FB.						
Activity 13 Enhancing staff involvement in resolving student grievances.	Development of by-law for staff-student liaison, student welfare, and grievance committees and submitted to the 219 th Faculty Board (May 2022)	6.1.1	Developed bylaws for staff-student liaison, student welfare,	Mrs. WMRSK Warnasooriya	100%	Completed

13.1 Developing by-laws for staff-student liaison, student welfare, and grievance committees			and grievance committees			
13.2 Conducting meetings regularly/as needed.	<p>Members were appointed for the grievances committee, Staff-student liaison committee and students' welfare committee. Requests received to the grievance committee have been addressed by the appointed committee.</p> <p>The first students' welfare committee meeting was held on 3rd October 2023. Student welfare meetings were held once per academic semester.</p> <p>Student request committee is chaired by senior student counsellor. Meetings are held every month prior to the FB to address the student requests. The report is submitted to the FB.</p> <p>Most of the welfare matters were discussed in the FB meetings.</p> <p>An examination grievance committee was formed to address the grievances of online examinations. Several (33 number) examination grievance committee meetings were conducted during July 2021- June 2022.</p>	6.1.1	Number of meetings conducted		75%	Student welfare meetings were not conducted regularly during covid period
Recommendation: 14. Student portfolio/e-portfolio to be maintained by students indicating their academic and extracurricular performance for the verification at the mentoring session						
Activity 14 Executing an e-portfolio to the faculty students	The faculty has created a guide for writing e-Portfolios, which has been approved by the	1.3.1	FB approved e-portfolio	Dr. DAUD Devasinghe	100%	Completed

14.1 Developing a format for e-portfolio and submission for the FB approval	213 th Faculty Board held on 3 rd November 2021.			Mrs. WMRSK Warnasooriya		
14.2 Conducting awareness sessions for new entrants	During the faculty's orientation programme for new students, sessions focusing on e-portfolio writing were conducted on dates as listed: 24 th September 2021, 23 rd August 2022 and 31 st September 2023 for 2019/2020, 2020/2021 and 2021/2022 batches respectively aiming to create awareness. Apart from the three main sessions mentioned above, additional sessions (02 nos.) were held upon students' requests.	1.3.1	Number of awareness sessions conducted		100%	Completed
14.3 Verifying students' e-portfolio by mentors.	After the awareness sessions, students engage actively in crafting their e-portfolios, which their mentors assess to track their progress. Besides the standard 2-3 mentor-mentee sessions per semester, collective mentor-mentee meetings were also organized within the faculty, such as the one on April 26, 2023, for the 2019/20 batch at Lecture Hall 02 on the faculty premises from 3:30 p.m. to 5:00 p.m.	1.3.1	e-portfolio verified by the mentors		100%	Completed
Recommendation: 15. Formal training should be given to all academics to become mentors and student counsellors						
Activity 15 Capacitating all academics of the faculty to enhance mentoring and counselling programmes through	A session on "How to become an effective student counsellor" was conducted by Dr. Chaminda Weerasiriwardhana, Counsellor and psychotherapist on February 2020 by the student counselling unit, FoA. The session on 'Importance of mentoring for university students' was conducted by Prof.	6.1.2	Number of awareness sessions and trainings conducted by student	Mrs. WMRSK Warnasooriya	80%	Due to Covid and post Covid restrictions on gatherings and

awareness sessions and training by the student counseling unit of FoA/SDC	M.T.M. Maheesh, Professor in sociology, UOC on September 2023 by the student counselling unit, FoA. Apart from this few programmes were conducted by SDC and some of the staff members from the faculty participated.		counseling unit of FoA/ SDC			meetings, sessions were not held during 2021-2022
Recommendation: 16. All the feedback forms to be updated, summaries are made available to relevant parties and remedial actions to be reported to stakeholders.						
Activity 16 16.1 Updating all the feedback forms related to teaching and learning activities.	All the feedback forms (teacher & course evaluation) were updated and approved at the FB in 2020. E-version of the feedback form (teacher & course evaluation) was submitted and approved by FB in 2021. A simple e-version feedback form (teacher & course evaluation) was submitted and approved at the 229 th FB held on 7 th June 2023.	1.4.3	Updated feedback forms	Mrs. WMRSK Warnasooriya Mrs. Laxshana AR/ FoA	100%	Completed
16.2 Undertaking regular student feedback 16.2.1 Uploading e-version of feedback forms in the LMS under each course 16.2.2 Summarizing feedbacks and made available for relevant parties.	Regular feedback (teacher & course) was taken at the end of each academic semester by uploading the feedback forms to the LMS by the Assistant registrar. Student satisfaction survey on service and facilities was conducted in 2022 and was tabled at 229 th FB in 2023. Available at https://foa.rjt.ac.lk/wp-content/uploads/2023/11/2022sfs.pdf Feedback on curriculum was conducted for 2016/2017 batch in 2023 and tabled at 229 th FB in 2023. Available at https://foa.rjt.ac.lk/wp-	1.4.3	Summary reports of student feedback Reports of follow-up actions		90%	

<p>16.2.3 Reporting follow-up actions to the stakeholders.</p>	<p>content/uploads/2024/01/Feedback-on-UG-curriculum-%E2%80%932016-2017.pdf</p> <p>Summaries of student feedback on teacher and course evaluations were sent to the relevant lecturer and HoD by the Assistant Registrar.</p> <p>QMC members were assigned to report the follow-up actions on student feedback.</p>					
<p>Recommendation: 17. Descriptive and informative programme specifications and course specification for each semester to be made and made available to students at the beginning of semester.</p>						
<p>Activity 17 17.1 Ensuring the availability of the descriptive program and course specifications to students with the commencement of the semester 17.1 Develop a common template for the course specification</p>	<p>The course specification template was approved by 221st FB on 6th July 2022 and 244th Senate on 5th August 2022. Further, a course specification template was prepared by CQA for the University also followed by some staff members. 62 number of specifications (124 credits) were prepared.</p>	1.1.1	<p>Course specification template approved by the CRC</p> <p>Number of course specifications</p>	<p>Dr. UGAI Sirisena</p> <p>All heads of department of the faculty</p>	100%	Completed
<p>17.2 Preparation of course specifications for each course and make available for students</p>	<p>Respective course specifications are available in the LMS at the time of course offering.</p>	1.1.1	<p>Number of course specifications available in the LMS</p>		100%	Completed
<p>Recommendation: 18. Detailed syllabus preferably with hourly breakdown and ILOs for lessons, model questions for assessment to be made available to students</p>						
<p>Activity 18</p>						

Developing course specifications including model questions	Past paper questions/model questions are available in the library and can be accessed online (http://192.248.95.82/).	1.1.1	Number of course specifications with model questions	Dr. UGAI Sirisena All heads of department of the faculty		Completed
Recommendation: 19. There are research institutes in Agriculture sector ready to accommodate students for their undergraduate research. The faculty should take action to send the students outside to uplift their knowledge towards national development.						
Activity 19 Strengthening the collaboration with research institutes/ industries	Students were placed in research institutes/ industries with agreements/ letters or research publications (promised 35, 62, 56, 75 and 86 from 2019 to 2023). There were 76, 99, 85, 100 and 64 such placements in 2019, 2020, 2021, 2022 and 2023, respectively.	2.2.4	Number of student placement agreements/ letters with research institutes/ industries Number of research publications in collaboration with research institutes/ industries	Prof. MHJP Gunarathna Dr. GDA Nalaka Dr. SN Dissanayake Dr. RHG Wathsala	100%	Completed
Recommendation: 20. The faculty has worked towards commencing a postgraduate program in Agriculture since there is a huge demand for it. The review panel strongly recommends expediting the process and starting it by the early part of 2020.						
Activity 20 Strengthening the postgraduate programme.	As recommended by the review the MAgri programme commenced in year 2020. It is successfully continuing and four intakes were registered and out of which three intakes were	1.4.1	Number of registered/ completed students in postgraduate	Snr. Prof. PA Weerasinghe	100%	Out of four intakes, the last intake registered in 2023 is

20.1 Continuation of a Master of Agriculture Degree (MAgri) Programme Effectively	already graduated (Out of 66 students, 55 were graduated).		degree programmes.	Dr. GDA Nalaka		about to graduate.
20.2 Introduction of research degrees, master of science degrees, and postgraduate diploma programmes	Altogether seven research, masters and postgraduate diploma degrees were promised. Out of which 5 degrees were developed and commenced.	1.4.1	Number of research degrees, master of science degrees, and postgraduate diploma programmes introduced/ developed		71.4%	One master's degree is almost completed and pending for Senate approval and another degree programme is at the stage of preparation of lesson plans.
Recommendation: 21. Create greater awareness of the availability of the suggestion box, which is meant to help both the students and the administration.						
Activity 21 21.1 Setting up a virtual suggestion box in addition to the physical suggestion boxes.	In 2019 - 2022, welfare-related requests were entertained every week and actions were taken accordingly at FB meetings or in relevant forums. Regular and ad hoc meetings were held with relevant authorities to address complaints. Virtual suggestion box was published in LMS and through WhatsApp groups on 6 th September 2022.	1.4.3 1.4.4	Number of awareness sessions/notices	Ms. T. Luxshana, Assistant Registrar of the faculty Mrs. WPT Dilrukshi	100%	Completed

	https://lmsagri.rjt.ac.lk/mod/forum/discuss.php?d=552 In 2023, these were already implemented and continuing the operations. Six number of awareness sessions/notices were conducted/displayed.					
21.2 Encouraging students to submit their suggestions through physical and virtual suggestion boxes through awareness sessions.	In 2021, one awareness session on suggestion box was conducted for 2018/2019 in the online orientation and entertained suggestions through e-mails. In 2022, an awareness on suggestion box was conducted for 2019/2020, 2020/2021 and 2021/2022 batches in the orientation programme (physical) on 8 th August 2022, 28 th November 2022, and 28 th August 2023, respectively.	1.4.3 1.4.4	Number of suggestions/ requests received through suggestion boxes		100%	Completed
21.3 Creating guidelines for handling suggestions	In 2023, FB nominated a student's request committee has been appointed and they meet in every month and report the recommendations to the FB. Percentage of suggestions/ requests addressed was 100%.	1.4.3 1.4.4			100%	Completed
Recommendation: 22. A medical doctor visits to the faculty once in a week for two hours and there are two nursing officers (Male and Female). It is not adequate and appropriate to cater to all students and staff. It is recommended to assign one doctor on full time basis (getting the release from the hospital) to serve at the faculty.						
Activity 22 Requesting increased number of visits by the Medical Officer	Medical officer visit the Faculty 4-5 times/month (every Wednesday). Apart, transport arrangements were facilitate to the students by the faculty for who required medical treatment to either, University Medical Centre, Teaching Hospital or Divisional Hospital or MOH whenever necessary as per the request made by the respective Student or Wardens.	1.4.4	Number of visits made by the medical officer	Ms. T. Luxshana, Assistant Registrar of the faculty	50%	No any medical officer appointed on permanent basis to the Faculty

	University ambulance is reserved for emergency on after office hours and weekends by the Faculty.					
Recommendation: 23. It is recommended that the Gender Equity and Equality Cell in collaboration with SDC should arrange programmes for staff and students to prevent SGBV at the faculty and the University.						
Activity 23 23.1 Establishment of a Gender Equity and Equality Cell (GEEC) at the Faculty	A Gender Equity and Equality Cell (GEEC) was established at the Faculty. New members were appointed in 235 th FB held on 3 rd January 2024.	6.1.2	Establishment of a Gender Equity and Equality Cell (GEEC) at the faculty	Prof. N.S. Abeysinghe Dr. D.M.S. Duminda	100%	Completed
23.2 Training of Trainers (TOT) on prevention of SGBV	Four staff members were trained to train (Training the Trainers /TOT) on the prevention of SGBV.	6.1.2	Training of Trainers (TOT) on prevention of SGBV		100%	Completed
23.3 Organizing awareness sessions on SGBV for students and staff	Awareness sessions on SGBV for students was completed by Organizing awareness sessions.	6.1.2	Organizing awareness sessions on SGBV for students and staff.		50%	Awareness sessions on SGBV for staff will be held in 2024.

Table 3. List of names of activity In-charge of each proposed activity

Proposed activity	In-charge
Activity 1, 14	Dr. (Ms.) D.A.U.D. Devasinghe
Activity 2	Dr. (Mrs.) S.N. Dissanayake
Activity 3, 19	Prof. M.H.J.P. Gunarathne
Activity 4, 5, 6, 10	Dr. W.C.P. Egodawatta

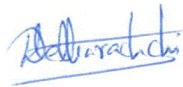
Activity 8, 9	Prof. (Mrs.) W.A.D. Nayananjalie
Activity 11, 23	Prof. N.S. Abeysingha
Activity 12, 13, 15, 16	Mrs. W.M.R.S.K. Warnasooriya
Activity 17, 18	Dr. U.G.A.I. Sirisena
Activity 20	Snr. Prof. (Ms.) P.A. Weerasinghe
Activity 7, 21, 22	Mrs. T. Luxshana

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : SOPs for Student Service Division
Date : 24th April 2024

Dear Madam,

Herewith, I am forwarding the SOPs of the processes at Student Service Division which was prepared after discussing with the AR of the Division by Ms. Mathew Noyeline, Research Assistant of CQA for the discussion and consideration of the standing committee.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

SOP number: RUSL-SOP-SSD-001

Faculty/Department/Division/Centre/Unit/Other: Student Services Division

Effective Date: 01st January 2024

Maximum time required for the procedure:

- 1. Title:** Providing cafeteria services to the university and hostel premises
- 2. Purpose:** To describe the procedure for providing cafeteria service to the university and hostel premises.
- 3. Scope:** This SOP contains the procedure to be followed in providing cafeteria services to the university and hostel premises. This SOP also outlines the procedure for selecting the suitable service provider and obtaining approval from appropriate authorities and the responsible authorities for each procedure.
- 4. Overall Responsibility – Monitoring the SOP:** SAR/AR of Student Service Division, DPC and Council
- 5. Overall Responsibility – Implementing the SOP:** SAR/AR of Student Service, Division, Procurement Committee
 - a. **Name:**
Contact No: 025 2266###
 - b. **Designation:** SAR/AR of Student Service Division

6. The Procedure:

Part 1: Calling tenders for following year

Step	Responsibility
1. Obtaining approval from the VC to call for bids	AR/SSD, VC
2. Appoint a Tender Evaluation Committee (TEC) to prepare the bidding document	AR/SSD
3. Receive the recommendations from TEC and obtain approval from DPC	AR/SSD, DPC
4. Sending the approved recommendations to the Registrar and obtaining approval	AR/SSD, R
5. Preparing an advertisement and publishing the tender	AR/SSD, R

Part 2: Evaluation of bids and selecting a successful bidder

Step	Responsibility
6. Receive the bidding documents from various bidders	AR/SSD
7. Appoint a Bid Opening Committee (BOC) and a TEC to open and evaluate the received bids	AR/SSD
8. Assist the TEC to evaluate the bids	AR/SSD
9. Receive the recommendation from TEC and obtain the approval from DPC	AR/SSD, DPC
10. Based on DPC approval, inform to the successful bidder and sign the agreement, issuing set of rules and regulations	AR/SSD, R

Part 3: Payment of cooking gas utilized by the Canteen

Step	Responsibility
11. Based on the agreement with the contractor, the University is responsible for the utility of cooking gas inside the canteen (quantity or the price should be mentioned in the agreement)	AR/SSD
12. The contractor can send the monthly bills of cooking gas to the SSD	Canteen keeper
13. SSD requests the respective chief security officer about the vehicle pass for the claimed cooking gas when it enters the university or hostel premises.	AR, CSO
14. Receiving the information from CSO and verifying the bills claimed by the contractor	Relevant subject clerk, AR/SSD
15. After the verification, prepare the voucher for payment	Relevant subject clerk, AR/SSD
16. Obtaining approval from authorized higher official	Relevant subject clerk, AR/SSD
17. Sending the payment voucher to the accounts branch	Relevant subject clerk, AR/SSD

Part4: Payment of Labors occupied in the canteen

Step	Responsibility
18. Based on the agreement with contractor and the university, there should be a payment for labors who worked in the canteen	
19. Maintaining the attendance of those labors	SW, Relevant subject clerk, AR/SSD, AR/Faculties
20. Sending the monthly attendance of labors (hostel premises) to the SSD	SW, AR/Faculties
21. Checking the attendance of labors working at the university premises	Relevant subject clerk, AR/SSD
22. preparing the voucher for payments	Relevant subject clerk, AR/SSD
23. Obtaining the approval from other authorized higher officials	Relevant subject clerk, AR/SSD
24. Sending the payment voucher to the accounts branch	Relevant subject clerk, AR/SSD

Abbreviations:

- AR - Assistant Registrar
- CSO - Chief Security Officer
- DPC - Department Procurement Committee
- R - Registrar
- SOP - Standard Operating Procedures
- SW - Sub Warden
- TEC - Tender Evaluation committee

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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Declaration by the Monitoring Responsibility

This SOP was reviewed on and observed to be adequate and acceptable/ or following revisions are suggested

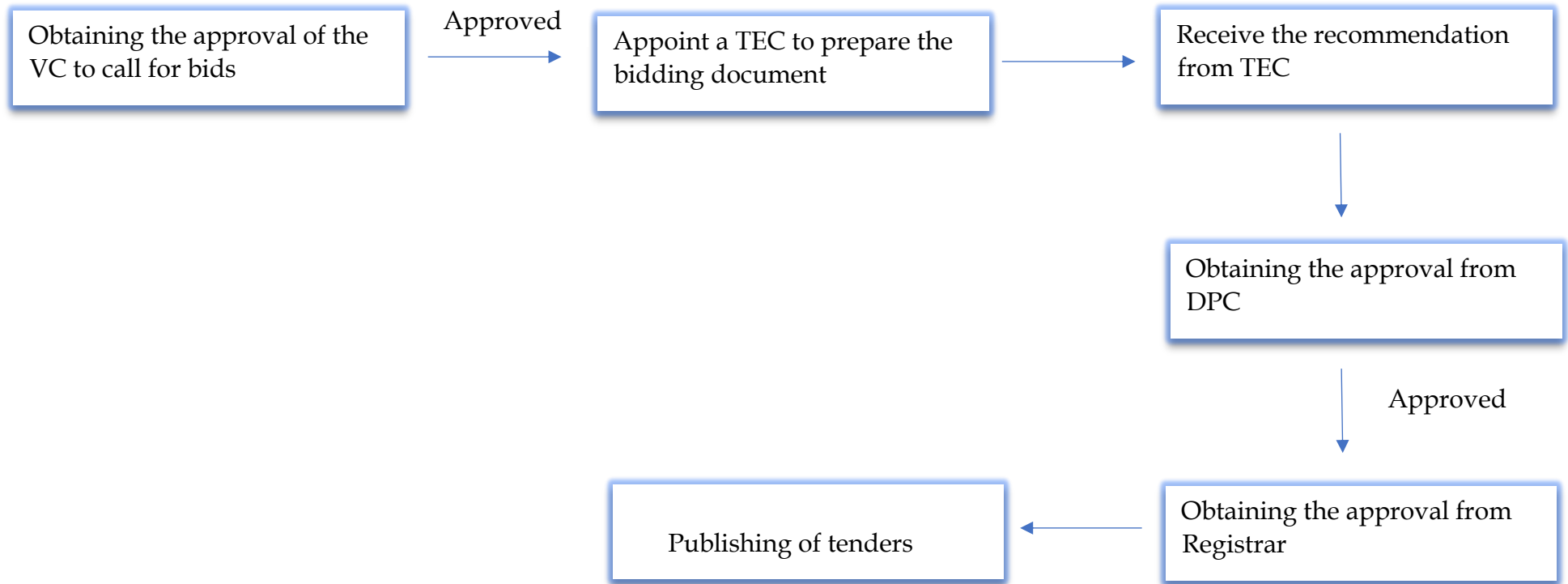
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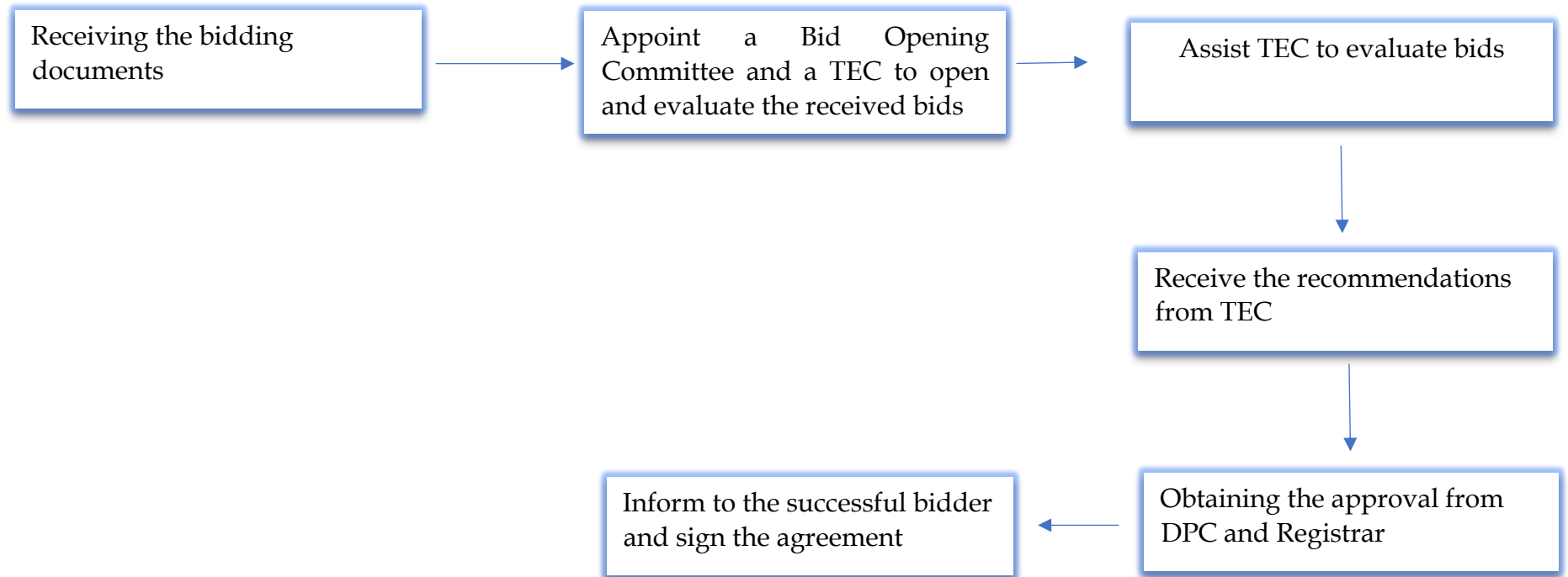
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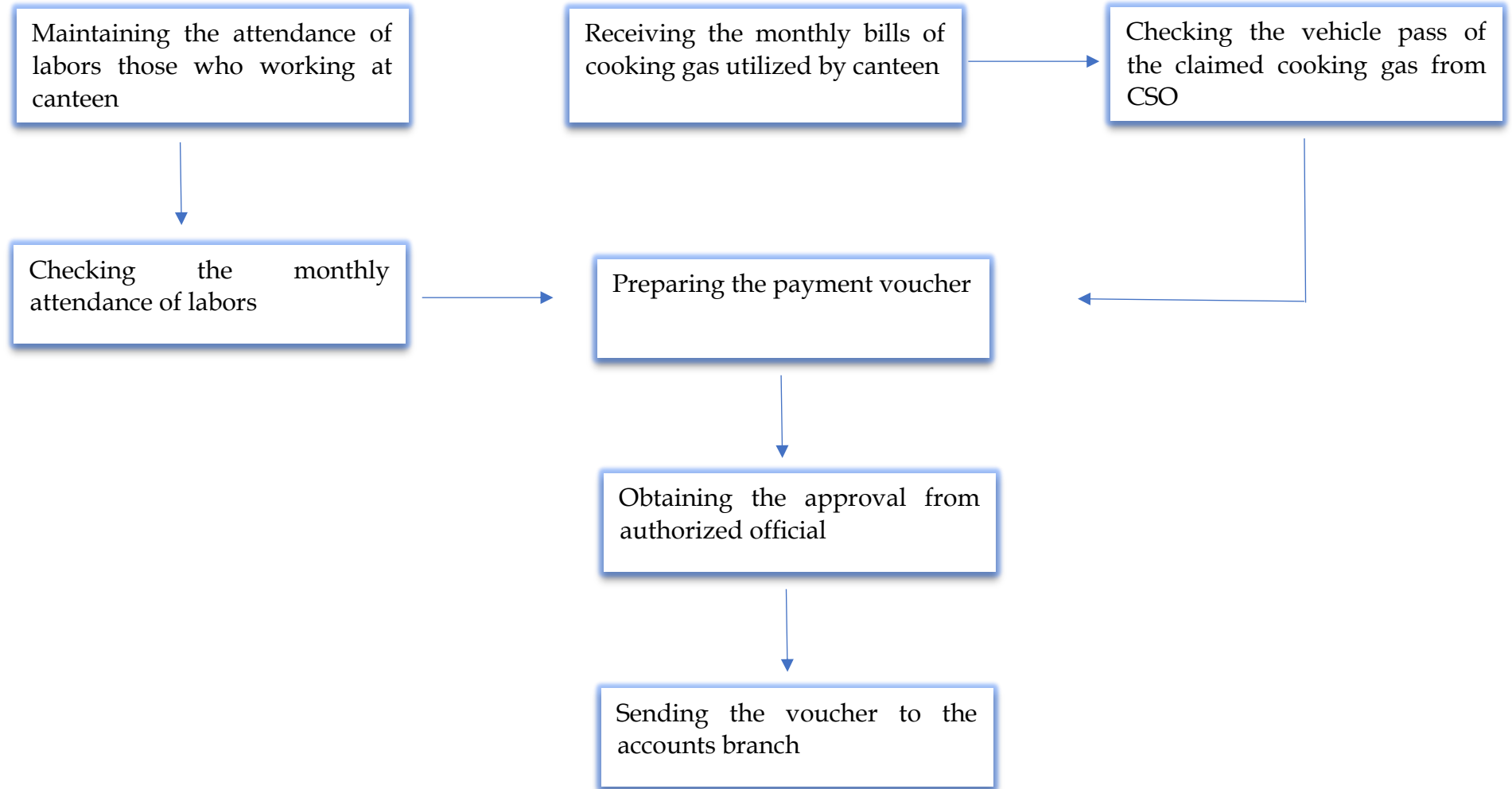
Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

Graphical representation of the procedure for providing cafeteria services to the university and hostel premises of Rajarata University of Sri Lanka







SOP number: RUSL-SOP-SSD-002

Faculty/Department/Division/Centre/Unit/Other: Student services Division

Effective Date: 01st January 2024

Maximum time required for the procedure:

1. Title: Granting Bursary scholarships to the students

2. Purpose: To describe the procedure for granting the Bursary scholarship to the students.

3. Scope: This SOP outlines the procedure for granting the bursary scholarship to the students. It includes the selection of eligible students for the scholarship, obtaining the approval for payment of scholars, and responsible authorities for each step of the procedure.

4. Overall Responsibility - Monitoring the SOP: SAR/AR of Student Service Division, Senate and Council and circular 03/2019

5. Overall Responsibility - Implementing the SOP: SAR/AR of Student Service Division, Financial Administration Division

a. **Name:**

Contact No: 025 2266###

b. **Designation:** SAR/AR of Student Service Division

6. The Procedure:

Part 1: Selection of eligible students

Step	Responsibility
1. During the enrolment of students, sending the bursary application forms	AR/ Student Registration
2. Receiving applications with the requested supporting documents	AR/SSD
3. Check all the applications as per the UGC circulars 03/2019	Relevant subject clerk, AR/SSD
4. List out the eligible students and notifying students/ faculties	Relevant subject clerk, AR/SSD

Part 2: Confirming the students list and payment

Step	Responsibility
5. Once the academic year starts, send a signature list of eligible students to confirm their attendance. In addition, requesting the faculties to send the student’s monthly attendance with remarks	Relevant subject clerk, AR/SSD, faculty AR
6. Preparing the summary and raising vouchers for payment according to circular 03/2019 instruction	Relevant subject clerk, AR/SSD
7. Sending the vouchers with the payment summary list to the Bursar and obtaining approval	Relevant subject clerk, AR/SSD, Bursar
8. Receiving the payment cheque from the Bursar and making the deposits to the student’s bank accounts	Relevant subject clerk, AR/SSD

Abbreviations:

- AR - Assistant Registrar
- SOP - Standard Operating Procedures
- SSD - Student Service Division

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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Declaration by the Monitoring Responsibility

This SOP was reviewed on and observed to be adequate and acceptable/ or following revisions are suggested

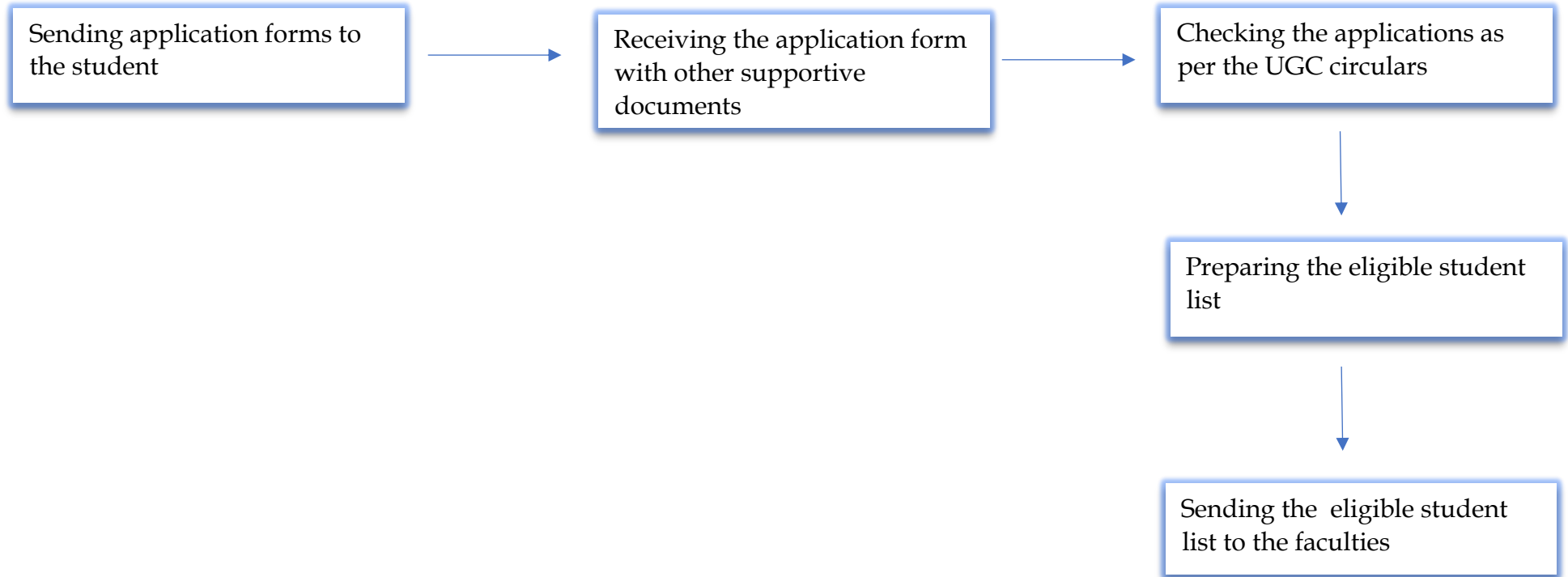
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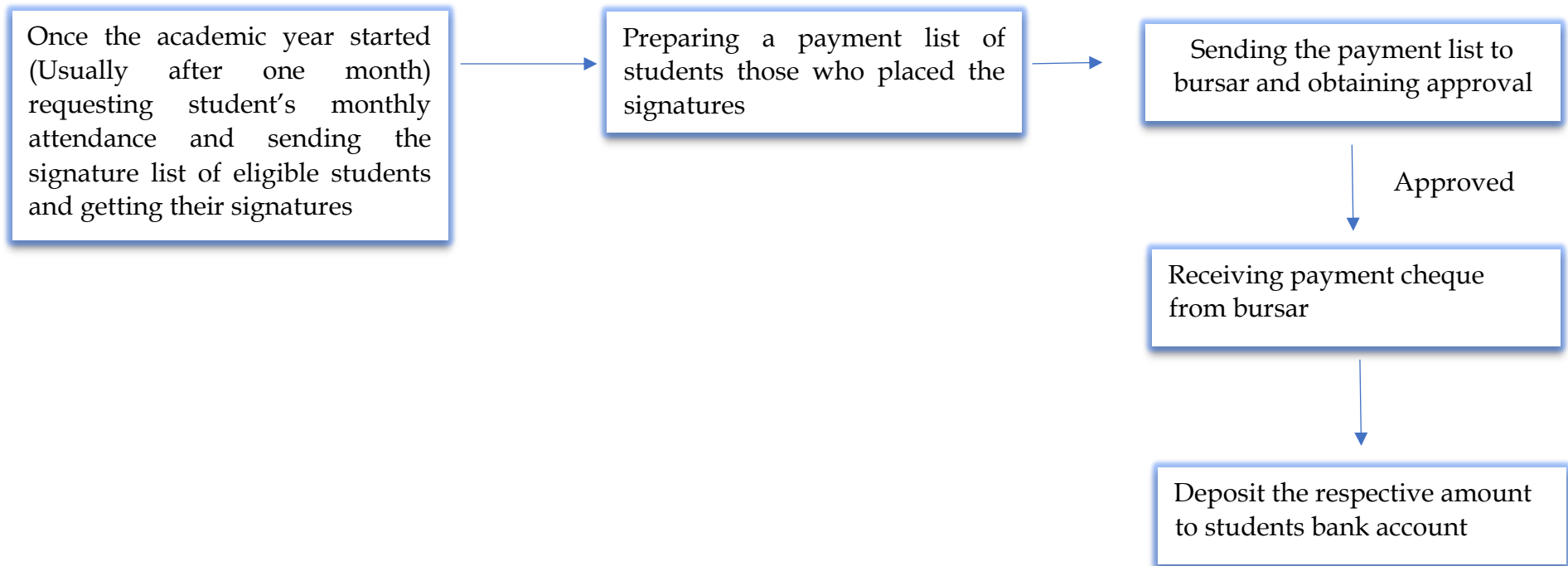
Date:..... **Signature:**

Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

Graphical representation of the Procedure for granting the Bursary scholarships to the students of Rajarata University of Sri Lanka





SOP number: RUSL-SOP-SSD-003

Faculty/Department/Division/Centre/Unit/Other: Student services Division

Effective Date: 01st January 2024

Maximum time required for the procedure:

- 1. Title:** Appealing for a bursary
- 2. Purpose:** To describe the procedure for appealing a bursary
- 3. Scope:** This SOP outlines the procedure for appealing a student bursary. This SOP includes the sources of appeal, required documents, and approval from appropriate authorities. Furthermore, the authorities in charge of each step of the procedures are identified.
- 4. Overall Responsibility – Monitoring the SOP:** SAR/AR of Student Service Division, appeal board, Finance committee
- 5.**
- 6. Overall Responsibility – Implementing the SOP:** SAR/AR of Student Service Division
 - a. Name:**
 - Contact No:** 025 2266###
 - b. Designation:** SAR/AR of Student Service Division

7. The Procedure:

Part 1: Obtaining appeal forms and submitting

Step	Responsibility
1. Student service division (SSD) possess a bursary appeal form. Students can utilize it.	Relevant subject clerk, AR/SSD
2. Filling the appeal form and submitting with other supportive documents to the SSD.	students
3. Receiving the appeal forms and supportive documents from students	Relevant subject clerk, AR/SSD

Part 2: Obtaining approval from appropriate authorities

Step	Responsibility
4. Preparing a summary of details of bursary appeal students and table to appeal board	Relevant subject clerk, AR/SSD
5. Selection of eligible students and providing approval of selections according to 03/2019	B, R, CSC, AR/SSD
6. Sending the selection list obtained from the appeal board to the finance committee and obtaining approval	Relevant subject clerk, AR/SSD
7. Preparing the payment voucher and send to the bursar	AR/SSD, B
8. Receiving the cheque from the bursar and deposit it to the selected students.	Relevant subject clerk, AR/SSD

Abbreviations:

- AR - Assistant Registrar
- B - Bursar
- CSC - Chief Student Councilor
- R - Registrar
- SOP - Standard Operating Procedures
- SSD - Student Service Division

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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Declaration by the Monitoring Responsibility

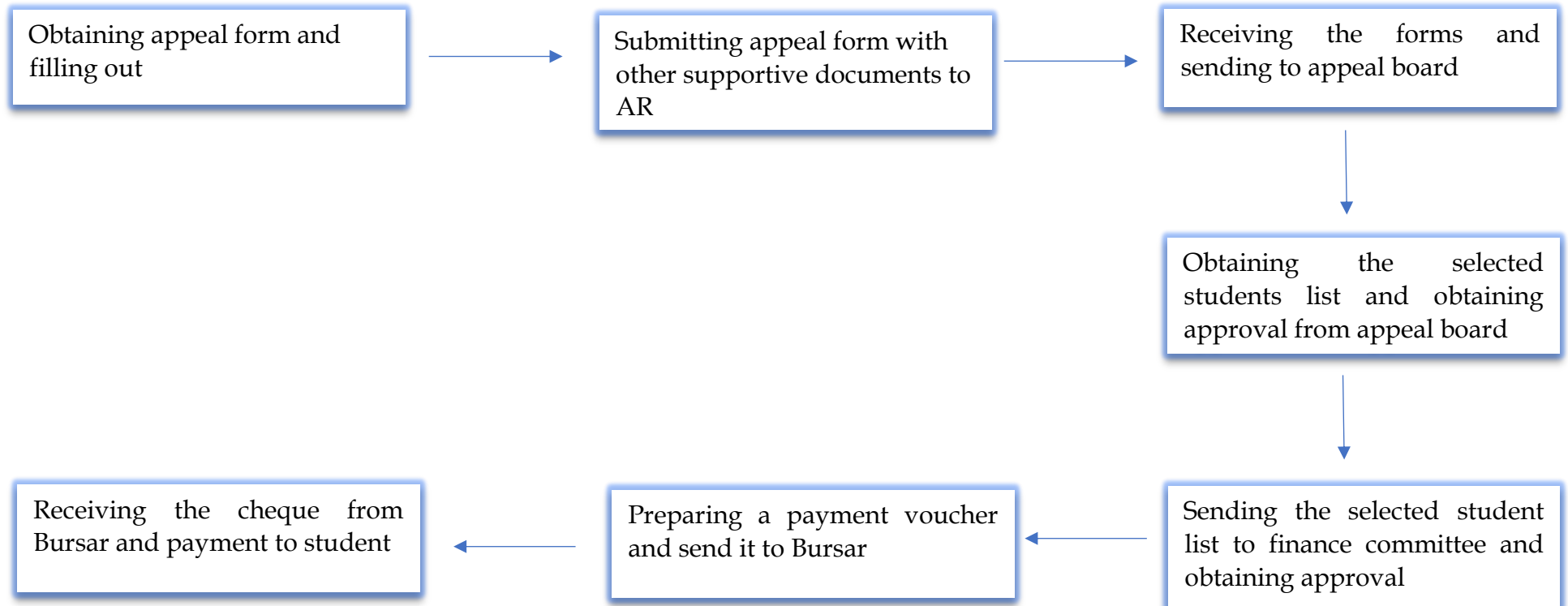
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C.
Date:..... **Signature:**
Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

Graphical representation of the procedure for appealing a bursary of Rajarata University of Sri Lanka



SOP number: RUSL-SOP-SSD-004

Faculty/Department/Division/Centre/Unit/Other: Student services Division

Effective Date: 01st January 2024

Maximum time required for the procedure:

- 1. Title:** Payment of external hostel utilities (water and electricity)
- 2. Purpose:** To describe the procedure for paying the utility bills (water and electricity) of external hostel premises.
- 3. Scope:** This SOP outlines the procedure of paying utility bills of external hostel premises and obtaining approval from appropriate authorities. Furthermore, responsible authorities for each step of the procedure outlined in this SOP.
- 4. Overall Responsibility - Monitoring the SOP:** SAR/ AR Student Service Division,
- 5. Overall Responsibility - Implementing the SOP:** Bursar, SAR/ AR of Student Service Division, Sub Warden
 - a. **Name:**
Contact No: 025 2266###
 - b. **Designation:** SAR/ AR of Student Service Division

6. The Procedure:

Part 1: Receiving the invoices and obtaining the approval for payment

Step	Responsibility
1. Recommended and sending monthly utility bills of external hostels to SSD	Sub warden
2. Receiving the monthly invoices and preparing payment voucher	Relevant subject clerk, AR/SSD
3. Obtaining approval from authorized higher official	Relevant subject clerk

Part 2: Payment of invoices

Step	Responsibility
4. Receiving the approved payment voucher and sending to the account branch for payment	Relevant subject clerk, AR/SSD

5.Receiving cheques for payment	B, Relevant subject clerk, AR/SSD
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Abbreviations:

- AR - Assistant Registrar
- B - Bursar
- SOP - Standard Operating Procedures
- SSD - Student Service Division

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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Declaration by the Monitoring Responsibility

This SOP was reviewed on and observed to be adequate and acceptable/ or following revisions are suggested

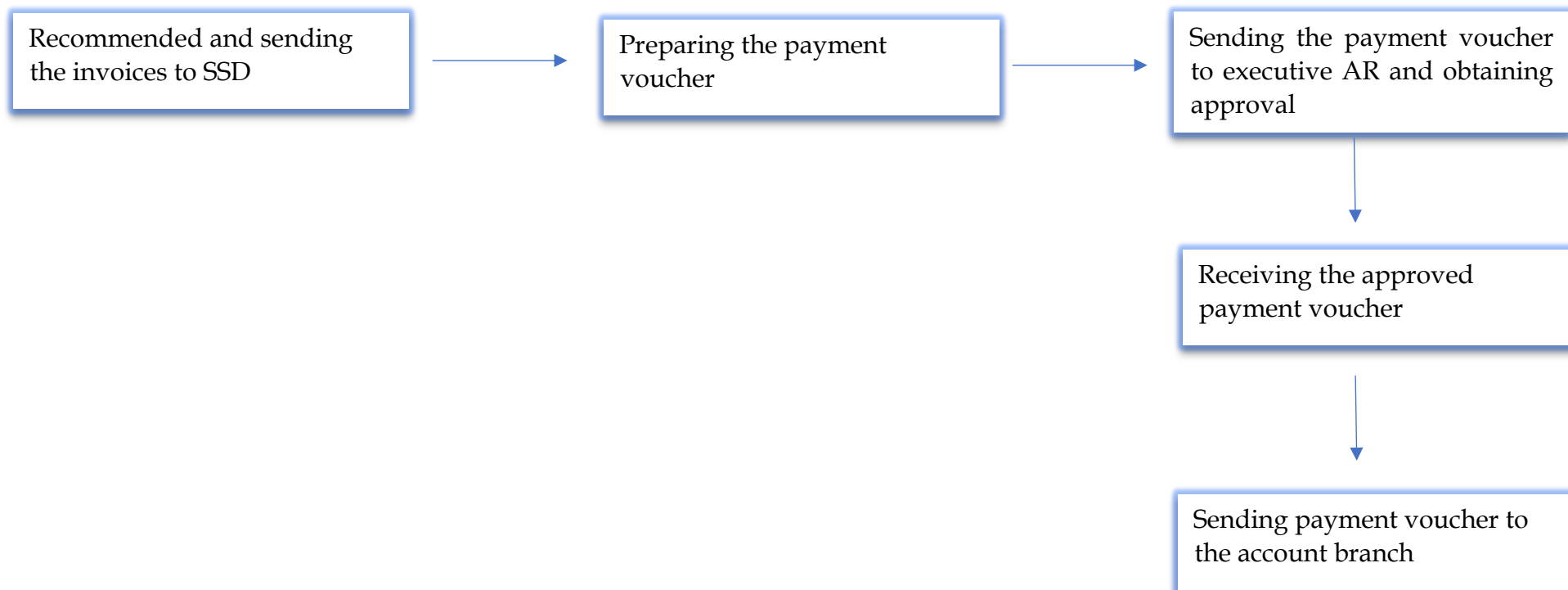
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Date:..... **Signature:**

Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

Graphical representation of the procedure for payment of external hostel utilities of Rajarata University of Sri Lanka



SOP number: RUSL-SOP-SSD-005

Faculty/Department/Division/Centre/Unit/Other: Student Services Division

Effective Date: 01st January 2024

Maximum time required for the procedure:

- 1. Title:** Appointment of academic sub-wardens and academic wardens

- 2. Purpose:** To describe the procedure for appointing academic sub-wardens and academic wardens

- 3. Scope:** This SOP outlines the procedure for appointing academic sub-warden and academic warden. Available resources for sending the application, responsible authorities for approval are included. Furthermore, responsible authorities for each step of the procedure outlined in this SOP.

- 4. Overall Responsibility – Monitoring the SOP:** SAR/ AR of Student Service Division, Senate ad Council
- 5. Overall Responsibility – Implementing the SOP:** SAR/ AR of Student Service Division
 - a. **Name:**
Contact No: 025 2266###
 - b. **Designation:** SAR/ AR of Student Service Division

6. The Procedure:

Part 1: Applying for Academic Sub-Wardens (ASW) and Academic Wardens (AW) positions

Step	Responsibility
1. Application forms for the above positions are available in the University website	AR/SSD
2. Applicant can fill out the application and submit it to the head of the department	Heads of the departments
3. Recommended and forwarded the applications to SSD through the faculty board	Heads/ Deans of the faculties

Part 2: Selecting applicants and providing approval

For Academic Sub-warden

Step	Responsibility
4. Recommended the applications and forwarding to the AR/SSD through VC	Deans of the faculties, VC

5. Based on the allocations of each faculty and the priorities of early submission of applications, the applicants can be selected	AR/SSD
6. Informing the selected applicants to the VC and preparing the appointment letters	AR/SSD
7. Obtaining the approval from the VC	AR/SSD, VC
8. Notifying the selected applicant via letter issuing other rules and regulations	AR/SSD

For Academic warden

Step	Responsibility
8. Recommended the applications and forwarding to the AR/SSD through the VC	Deans of the faculties, VC
9. Preparing the summary document based on the applications received	Relevant subject clerk, AR/SSD
10. Sending the summary document to the VC	Relevant subject clerk, AR/SSD
11. Selecting the suitable applicants and sending the list to AR/SSD	VC
12. Receiving the selected list of applicants and notifying them via letter	Relevant subject clerk, AR/SSD

Part3: Facilitate the payments

Step	Responsibility
13. Receiving the duty assumption letter through VC from the selected ASW and AW	Relevant subject clerk, AR/SSD
14. Informing the Bursar regarding the monthly payment of ASW and AW	Relevant subject clerk, AR/SSD, B

Abbreviations:

SOP - Standard Operating Procedures

AR - Assistant Registrar

VC- Vice Chancellor

ASW - Academic Sub Warden

AW - Academic Warden

B - Bursar

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

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Declaration by the Monitoring Responsibility

This SOP was reviewed on and observed to be adequate and acceptable/ or following revisions are suggested

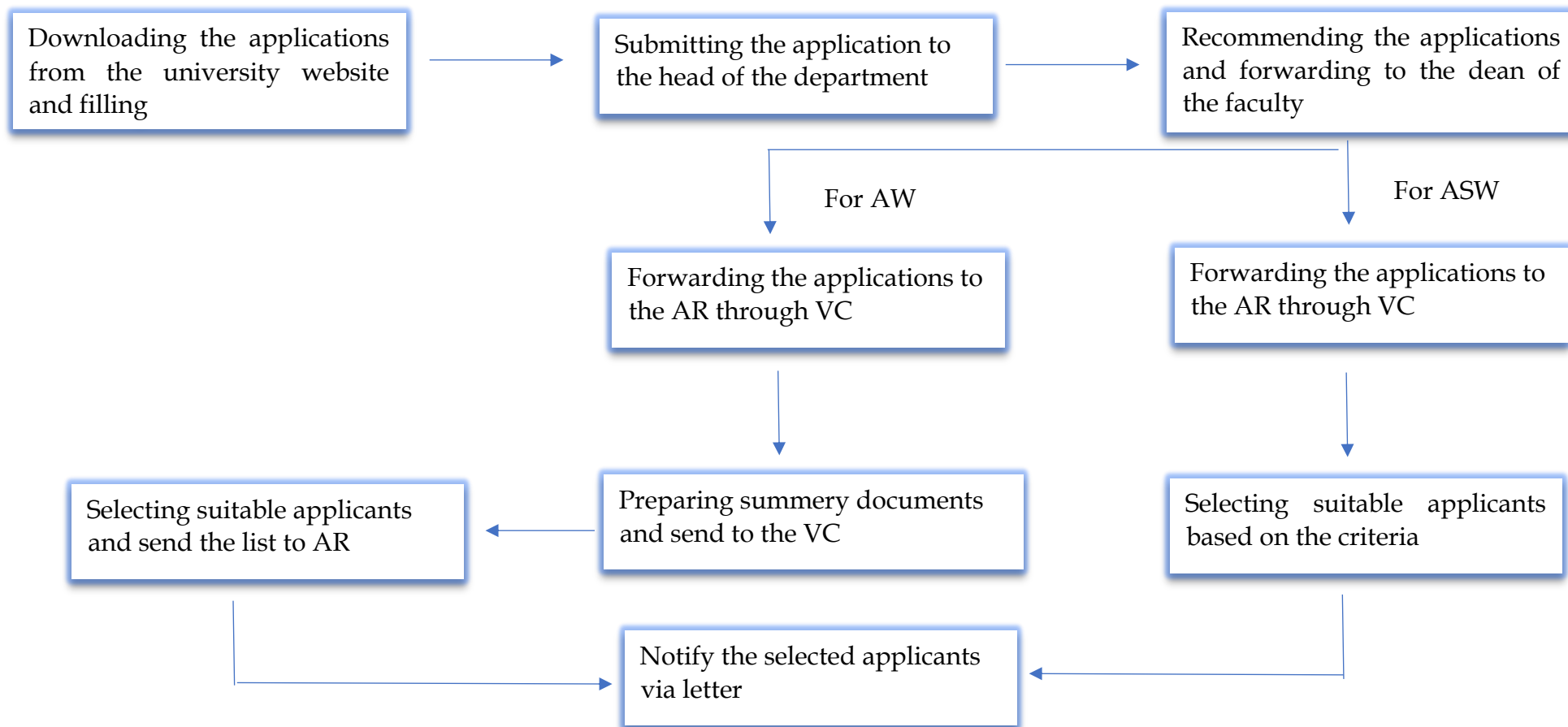
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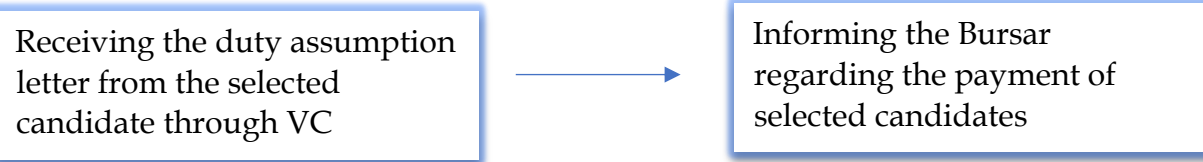
Date:..... **Signature:**

Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

**Graphical representation of the procedure for appointment of academic sub-wardens and academic wardens of
Rajarata University of Sri Lanka**





SOP number: RUSL-SOP-SSD-007

Faculty/Department/Division/Centre/Unit/Other: Student services Division

Effective Date:

Maximum time required for the procedure:

1. Title: Appointment of office bearers to the Faculty Students' Union

2. Purpose: To describe the procedure for appointing office bearers to the Faculty Students' Union

3. Scope: This SOP outlines the procedure for appointing office bearers to the Faculty Students' Union. This SOP includes advertising the election, selection of members, and appointing them. Furthermore, the authorities in charge of each step of the procedures are identified.

4. Overall Responsibility – Monitoring the SOP: SAR/AR of Student Service Division, Senate, and Council

5. Overall Responsibility – Implementing the SOP: SAR/AR of Student Service Division

a. **Name:**

Contact No: 025 2266###

b. **Designation:** SAR/AR of Student Service Division

6. The Procedure:

Part 1: Advertising the Student Union election

Step	Responsibility
1. Obtaining approval from the VC to call student union election	AR, VC
2. Advertising / sending notice to the faculties including the date of nominations and other rules and regulation	AR, Election Officer
3. Receiving nominations from the election officer	AR, Dean of the faculty

Part 2: Appointment of office bearers

Step	Responsibility
4. Reporting to the VC about the newly appointed union	Relevant subject clerk, AR/SSD

Abbreviations:

SOP - Standard Operating Procedures

AR - Assistant Registrar

VC - Vice chancellor

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

.....

Declaration by the Monitoring Responsibility

This SOP was reviewed on and observed to be adequate and acceptable/ or following revisions are suggested

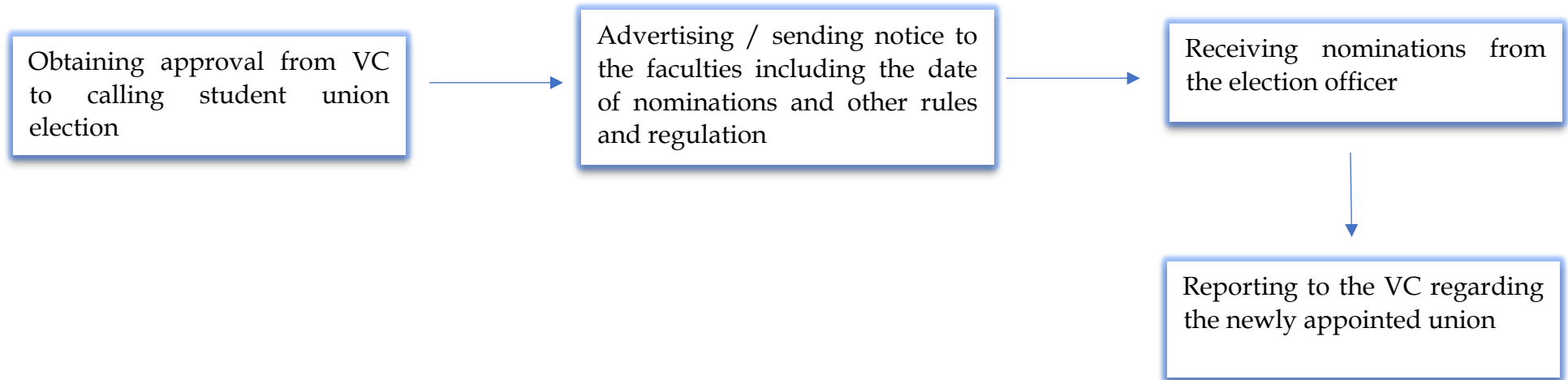
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- b.
- c.

Date:..... **Signature:**

Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

**Graphical representation of the procedure for appointing office bearers for the faculty students' union of Rajarata
University of Sri Lanka**



SOP number: RUSL-SOP-SSD-008

Faculty/Department/Division/Centre/Unit/Other: Student Services Division

Effective Date: 01st January 2024

Maximum time required for the procedure:

- 1. Title:** Providing accommodation facility to the students
- 2. Purpose:** To describe the procedure for providing accommodation facilities to the students in the RUSL.
- 3. Scope:** This SOP outlines the procedure for allocating hostels to the students, selection process, informing the selected students and maintaining the accommodation facilities to the students. Furthermore, the authorities in charge of each step of the procedures are identified.
- 4. Overall Responsibility – Monitoring the SOP:** SAR/ AR of Student Service Division, Senate and Council
- 5. Overall Responsibility – Implementing the SOP:** SAR/ AR of Student Service Division, sub warden
 - a. **Name:**
Contact No: 025 2266###
 - b. **Designation:** SAR/ AR of Student Service Division
- 6. The Procedure:**

Part 1: Requesting of accommodation

Step	Responsibility
1. Sending the hostel request application during the enrollment of the students	AR-student registration
2. Receiving the applications from the students with supportive documents	AR-student registration AR/SSD

Part 2: Evaluation of applications and Informing

Step	Responsibility
3. Based on the hostel policy, eligible students will be listed	Hostel application evaluation committee
4. Allocating the hostels for the students those who eligible to enter	Relevant subject clerk, AR/SSD
5. Sending the notice to the students regarding the details of the hostel allocated for her/him and the other important information (Payment, rules, and regulations, etc.)	Relevant subject clerk, AR/SSD
6. Notifying the faculties and sub-wardens regarding the allocation of the hostel and students’ details.	AR/SSD AR/faculty
7. Receiving the payment receipt from the students	SW
8. After receiving the payments from students confirming the students’ hostel allocations	SW
9. Receiving the comments and recommendations from the SW regarding the new allocations	Relevant subject clerk, AR/SSD

Abbreviations:

- SOP - Standard Operating Procedures
- AR - Assistant Registrar
- SSD - Student Service Division
- SW- Sub Warden

***Notes for further enhancing the efficiency (by the officer responsible):**

Any additional template/SOPs to be developed under/in relation to this for further enhancing the efficiency:

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Difficulties experienced and suggested solutions:

.....

Declaration by the Monitoring Responsibility

This SOP was reviewed on and observed to be adequate and acceptable/ or following revisions are suggested

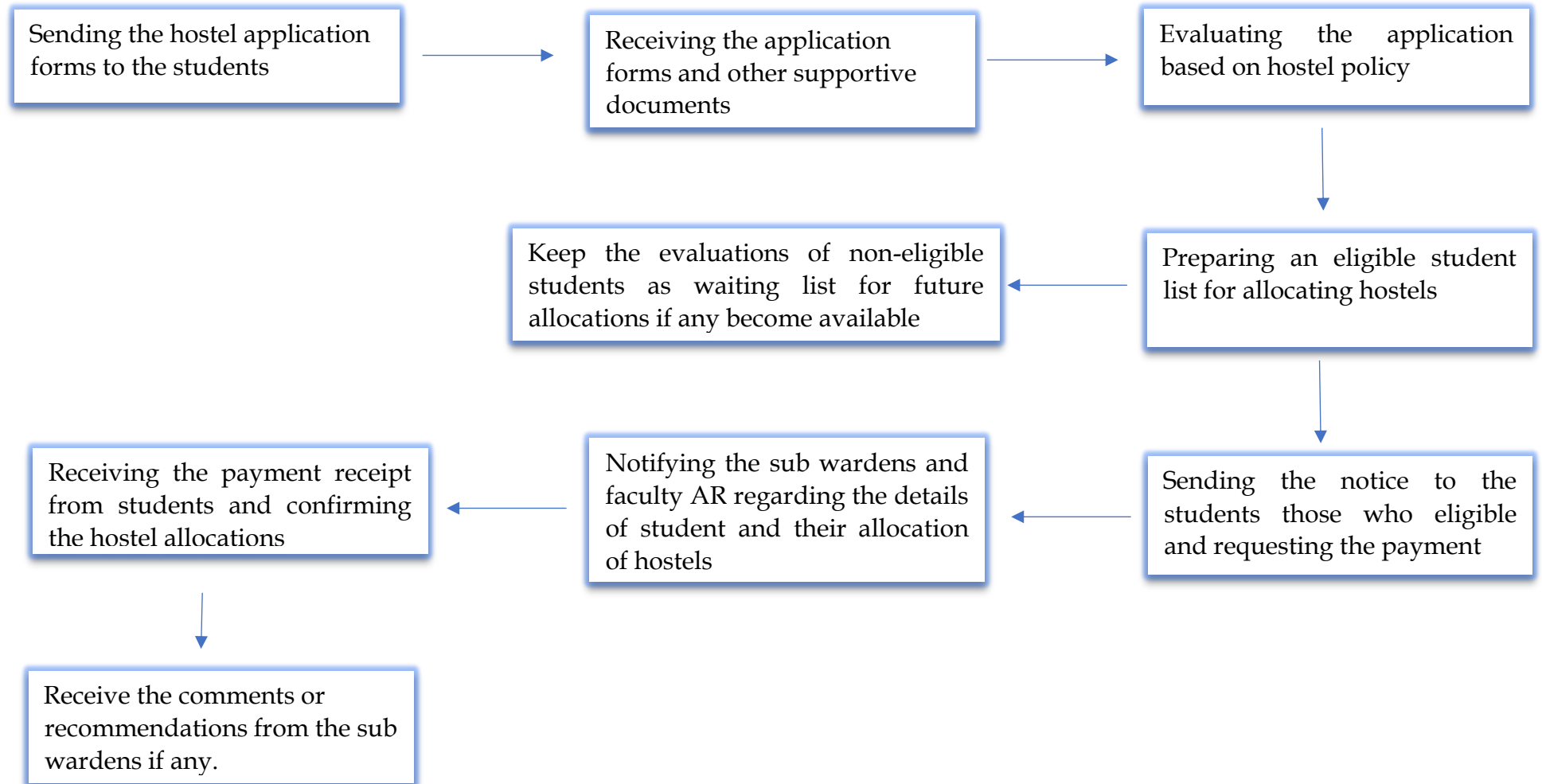
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- c.

Date:..... **Signature:**

Designation:

** The SOP shall be reviewed using the information on this page every two-years, and for that, this page shall be returned to QAC, RUSL.*

Graphical representation of the procedure for providing accommodation facilities to the students of Rajarata University of Sri Lanka

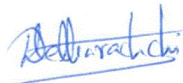


To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : ToR for Visiting Staff
Date : 16th March 2024

Dear Madam,

Herewith, I am forwarding the “ToR for Visiting Staff”, which was prepared by Dr. Asha Wijegunawardhana, Coordinator, Quality Assurance Cell, Technology Faculty, for discussion and approval of the committee.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

Rajarata University of Sri Lanka
Terms of Reference for Visiting Staff

1. INTRODUCTION:

- Provision exists to engage personnel in services as Visiting Lecturers using funds allocated for such purpose under the recurrent vote.
- Such appointments are short-term appointments.
- Appointees should essentially possess the qualifications laid down in the Scheme of Recruitment applicable to the post to which the appointment is made.
- Availability of funds is a prerequisite for such appointments. Heads of Departments are required to verify in advance the availability of funds from the respective Offices of Deans.

2. APPOINTMENT OF VISITING LECTURERS:

- 2.1 The Head of the Department will assess the required number of Visiting Lecturers that cannot be adequately served by the teachers of the Department or of other Departments of the University at the commencement of each academic year. (Format is annexed as **Annex I**).
- 2.2 The head of Department will make his/ her recommendations through the Dean of the Faculty to the Vice Chancellor on the Number of visiting Lecturers required by his/ her Department for the Academic year, for the subjects/ fields that they are required, and the periods for which they required for the approval. The Head of the Department should satisfy himself/ herself the financial provision is available (i.e., vacant post of a lecturer) to meet the fees and other expenses in respect of the appointments recommended by him/ her. (Format is annexed as **Annex II**)
- 2.3 Persons who satisfy the qualifications* mentioned below should be appointed as Visiting Lecturers

TOR for Visiting staff

- a) First or Second class degree or postgraduate or professional qualifications of a recognized university in the relevant subject/ field and
- b) Not less than five (05) years of professional experience in the relevant field
- c) As far as practicable visiting lecturer/s residence or place of work is situated within a radius of 32 km from the relevant faculty could be considered.
- d) The University in the first instance, makes efforts to obtain visiting Lecturers from other Higher Educational Institutions and from professionally or academically recognized organizations.
- e) Where the above “a” is not possible, the vacancies should be advertised on the University Website.
- f) A selection Committee should be appointed consisting of the Dean of the Faculty concerned, the Head of the Department which requires the Visiting Lecturers, and a nominee of the Vice Chancellor. The Selection Committee should submit the recommendation to the Vice Chancellor after interviewing the qualified candidates.
- g) The appointment of a Teacher from another Higher Educational Institution as a Visiting Lecturer should have the concurrence of the Principle Executive Officer of the Institution in which the teacher is employed.

*Note: The prior approval of the Council should be obtained to appoint a person who does not satisfy the above requirement. The relevant Head should submit a special justification to place the Council regarding the same.

3. PROCEDURE OF APPOINTMENT AS VISITING LECTURERS:

- 3.1 Requests for Visiting Staff appointments should be addressed to the Dean of the Faculty with the CV of the person recommended by the Head of the Department and the subject/s areas to be assigned and the duration of the appointment.
- 3.2 The Vice Chancellor of the University will appoint the Visiting Lecturers on the recommendation of the Head of the Department and the Dean of the Faculty.

TOR for Visiting staff

- 3.3 Engagement of such personnel should be done only on receipt of the approval from the Vice-Chancellor and on receipt of the letter of appointment.
- 3.4 During the tenure of the assignment, monthly attendance records of visiting staff should be maintained at the Department and be certified and forwarded to the Accounts Division by the Head of the Department for payment purposes.
- 3.5 Any payment which is not claimed for a particular month by a Visiting Staff member will be subjected to a surcharge of 10% if claimed in a subsequent month.
- 3.6 The Head of the Department is the certifying officer, and he/she will be responsible for any overpayment of salary as a result of not communicating the termination/cessation of the service of a Visiting Staff.
- 3.7 The Head of the Department is responsible to implement a mechanism to collect claim forms of all Visiting Staff members of the Department by the end of the month and forward them to the Bursar through the Dean with the certification for processing payments.
- 3.8 The period of appointment of a Visiting Lecturer should not exceed one Academic Year. If the service of the same visiting lecturer is needed in the subsequent academic year, a fresh appointment should be made on the recommendation of the Head of the Department and the Dean of the Faculty.
- 3.9 All persons appointed under visiting basis should be designated as "Visiting Lecturers". A former professor of a University/ Higher Educational Institution appointed as "Visiting Professor" if he is a professor Emeritus.
- 3.10 The Vice Chancellor of the University will issue a Letter of Appointment to the persons selected for appointment as visiting lecturers, setting out the terms and conditions of appointment.
- 3.11 The Time Table for the work of visiting lecturers should be given by the Head of the Department which requires the visiting Lecturers.
- 3.12 A Visiting Lecturer should sign his attendance and furnish such information as is required. An attendance register or similar record should be maintained in the

TOR for Visiting staff

Department including the subjects and lecturer hours and the said registry should be under the custody of the Head of the Department and made available when required.

- 3.13 Visiting payments and traveling expenses may claim based on the Circulars issued by the UGC and as indicated in the Letter of Appointment.
- 3.14 The Librarian should make suitable arrangements to borrow books from the library in accordance with the rules of the library.
- 3.15 All records and documents should be available for auditing.

*Special Note: An eminent person is invited to give a specific lecture; a letter of appointment is not required. A copy of the invitation is adequate to pay the lecturer fees, etc. for such lecturers.

TOR for Visiting staff

Annex I: Academic Staff Assessment - Rajarata University of Sri Lanka

Faculty:.....

Department of Study:.....

Subject Code	Teacher 1		Teacher 2		Teacher 3		Teacher 4		Teacher 5		Visiting 1		Visiting 2	
	T	P	T	P	T	P	T	P	T	P	T	P	T	P
Semester I														
XXX0001														
XXX0002														
XXX0003														
XXX0004														
XXX0005														
XXX0006														
Semester II														
XXX0001														
XXX0002														
XXX0003														
XXX0004														
XXX0005														
XXX0006														
Total Hrs.														

Note: Please include the name of the Teacher with their initials and indicate the name in the legend and attached a copy of the same with the Visiting Lecturer application.

Legend: T - Theory

P - Practical

I hereby certify that the above-mentioned number cannot be filled by the academic staff members of the University and need to be appointed "Visiting Staff".

.....

Head of the Department

Date:

Official Stamp:

Annex II
Rajarata University of Sri Lanka
Application for Appointment of Visiting Lecturers (All Faculties)

Instructions:

- Please attach a cover letter addressed to the Vice-Chancellor/RUSL through the Dean of the Faculty, signed by the relevant Head of the Department.
- Please attach a CV of the visiting lecturer nominated unless he/she is not a RUSL Academic staff member

Section 1: Faculty, Department, Subject, and cadre details.

1. Faculty:.....
2. Department:.....
3. Subject and the Subject Code:.....
4. Cadre details:
Number of approved permanent cadre posts in the department:
Number of permanent academic staff on leave:
Number of permanent academic staff in active service:
5. Annual requirement/ plan of the visiting lecturers for the department:
.....
.....
.....
.....
6. The reason for the need for a visiting lecturer:
.....
.....
.....
.....

TOR for Visiting staff

Section 2: Details of the Visiting Lecturer Nominated.

7. Name of the visiting lecturer nominated:

.....

8. Personal/ Home address of the proposed visiting lecturer:

.....

.....

Email : Mobile No:

9. Present permanent affiliation (Designation & Institutional address) of the proposed visiting lecturer (for retired applicants; permanent affiliation at the retirement):

.....

.....

10. Proposed Visiting Lecturer's educational/professional qualifications

	Degree/Qualification	Year	University/Institute
Most relevant bachelor's degree			
Highest and most relevant Postgraduate Qualification			

Section 3: Appointment Details

Visiting appointment to be effective from (dd/mm/yyyy):

.....

11. Visiting Lecturer appointment for the (semester & Batch):

.....

12. Total number of teaching hours:

TOR for Visiting staff

13. Total number of practical hours:.....

14. Mode of teaching: Physical/Online (Please delete the inappropriate option)

.....

Section 4: Declarations and Recommendations

<p>I certify that the above information is correct. According to my assessment, the nominated visiting lecturer is an expert in the relevant field.</p> <p>I recommend his / her appointment as a visiting lecturer in my department.</p> <p>Date: _____</p> <p style="text-align: right;">_____</p> <p style="text-align: right;">Head of the Department</p>
<p>Visiting appointment is recommended / not recommended</p> <p>Date: _____</p> <p style="text-align: right;">_____</p> <p style="text-align: right;">Dean</p>
<p>Visiting appointment is approved / not approved subject to the availability of the funds.</p> <p>Date: _____</p> <p style="text-align: right;">_____</p>

ශ්‍රී ලංකා රජරට විශ්වවිද්‍යාලය
Rajarata University of Sri Lanka

මුදල් වර්ෂය Financial Year	}		}	වවුචර් අංකය Voucher No	}	
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Payable to: _____

දිනය Date	ඉටුකළ සේවය කරන හෝ ලද වැඩයේ හෝ සැපයූ බඩුවල හෝ විස්තරය සහ අවශ්‍ය නම් අනුමත කරන නිලධාරියාගේ සහතිකය Description of service rendered, work executed or goods, supplied and authoring officer's certificate where necessary	වැ.ලෙ. පිටුව V.L.Folio	වැය Votes	මුදල Amount	
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නිවැරදි ගාස්තු ප්‍රමාණය, වැය ශීර්ෂය, විධි වූ අවසරය හා ගණන් බැලීම ආදිය පරීක්ෂා කළා. ඉහත සඳහන් සැපයීම්/ සේවයන්/ වැඩ විධි වූ පරිදි අරමුණ ඇතිව කරන ලද බවත්, එසේම රෙගුලාසි වලට අනුකූල බවත් සහතික කරමි.

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මුදල රු. 25000/- ක් හෝ ඊට වැඩිනම් රු. 25/- ක මුද්දරයක් අවශ්‍යය. Rs. 25/- Stamp required on amounts of 25000/- or over

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Quarterly Progress reports of the FQACs
Date : 25th July 2024

Dear Madam,

Herewith, I have attached the quarterly progress reports of the Faculty Quality Assurance cells.

1st Quarter - January to March

1. Faculty of Agriculture
2. Faculty of Medicine and Allied Sciences
3. Faculty of Management

2nd Quarter - April to June

1. Faculty of Agriculture

Pending reports from Faculty of Social Sciences and Humanities, Faculty of Applied Sciences, Faculty of Technology, CDCE QA cell, and Library QA cell.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

RAJARATA UNIVERSITY OF SRI LANKA

PROGRESS REPORT OF FACULTY QUALITY ASSURANCE CELLS (FQAC)

Name of Faculty/Unit: Faculty of Agriculture

Month and year for which progress is being reported: January – March 2024

Name of the coordinator FQAC: Prof. W.A.D. Nayananjalie

Contact email of FQAC coordinator: fgac@agri.rjt.ac.lk

No.	Title of item	Brief description with dates/ venues and numbers of participants (as applicable) OR Titles and details of programmes	Relevance to Criteria/Criterion of Programme Review (please include the number and sub-codes of PR criteria)	Faculty Board memo number/Senate Memo Number (if applicable)	Additional Remarks
Section A- Strengthening of FQACs (physical and human resources)					
1.	FQAC meeting date and number of participants for the meetings	Meeting no. 19 - 13.09.2023 (21 participants)	1.1, 1.15, 1.17	FB memo No: 235.10.02	
		Meeting no. 20 - 06.12.2023 (14 participants)			
		Meeting no. 21 – 10.01.2024 (14 participants)			
		Meeting no. 22 – 03.04.2024 (17 participants)			

2.	FQAC management information (establishment/streamlining of administrative procedures, ToR Working Guideline, etc.)				
3.	Website of FQAC (date of first upload and most recent revision date)	First upload -15/10/2020 Most recent revision – March 2024	1.15		agri.rjt.ac.lk/iqac/
4.	Office space, equipment acquired for FQAC (with dates, and brief list)	Office space: First floor of the department building complex			
Section B- Design and adoption of QA tools					
5.	Approvals by Faculty Board on QA-related policy decisions, strategic plans, By-Laws etc.		1.1		
6.	Approval of standard operating procedures/TORsfor committees/appointments etc.	TOR for the Curriculum Development/Revision and Implementation Committee	1.1		Tabled at 22 nd FQAC meeting
7.	Approval of new performance evaluation tools	By-laws of the teaching excellence awards - Criteria for award of excellence in teaching	1.1	FB memo No. 235.06.01	Tabled at 20 th FQAC meeting
Section C- Implementation of Quality Assurance tools					
8.	Number of programmes fully compliant with SLQF				

8.	Number of programmes not compliant with SLQF (please give expected time period to be fully compliant)				
9	New programmes under development fully compliant with SLQF (with titles, total number and details of academic level etc.)	01 PhD in Agriculture – SLQF 12		FB memo No. 218.5.8 Senate memo No. 243.5.4 Council memo No. 263.6.1	Approved by UGC on 7 th March 2024
10.	New programmes approved by UGC (or please report progress if not)	MSc in Agroecology – SLQF 10		FB memo No. 219.5.5 Senate memo No. 243.5.12 & 245.5.4 Council memo No. 265.6.4	Approved by UGC on 19 nd October 2023
11.	Major curriculum Revisions and introduction of new teaching and learning methods (with number of courses, academic levels etc.)				

12.	Analyses, reporting and implementation of Student feedback (with details of year, semester and programme names)	BScHons (Agriculture) Evaluation of teacher, course, practical and field visits Year I Semester I (2021/2022), Year II Semester I (2020/2021) and Year III Semester I (2019/2020) for the period of 2024.01.29 – 2023.05.13 Year IV Semester I (2018/2019) for the period of 2024.01.29 – 2024.04.05	5.16, 7.15		Student feedback will be collected in first and second week of May 2024. Student feedback collect from 24 th March to 5 th April
		Graduate employability survey 2013/2014 batch - after 3 years of graduation	1.16		Report was tabled in 21 st FQAC meeting
		Student feedback survey on facilities and learner system 2018/2019, 2019/2020, 2020/2021, 2021-2022 batches	4.10, 5.4, 5.12, 5.15, 6.1, 6.4, 6.6, 6.7, 6.8, 6.13, 6.19, 6.20		Opened on January 2024
		Feedback on the curriculum 2017/2018 batch			Opened January 2024

13.	Analyses, reporting and implementation of peer review processes (with details of year, semester and programme names)	Peer review process In teaching, 2018/2019, 2019/2020, 2020/2021, 2021-2022 batches started from January 2024			
14.	Research articles/abstracts on QA published				
15.	Presentations/posters on QA				
Section D- Strengthening of QA practices/best practices					
16.	Internal Workshops/ seminars/ training events conducted (with titles, participant numbers, type of audience etc.)	Follow-up actions of SER in BSc Hons Agriculture Degree Programme Date: 2024.01.23 Participants: 12 Academic staff (Activity in charge of programme review action plan)			
		Workshop on University Examination Procedures for Management Assistant Date: 29 th & 31 st January 2024 Participants: 5 Non-academic staff members			

		Workshop on "Introduction of ChatGPT" For Academic & Research Purposes Date: 13 th February 2024 Participants: 2 Academic staff members			
		Workshop on "Time Management" For Execatives and Management Assistants Date: 14 th March 2024 Participants: Assiatant registrar and 2 management assistants			
		Workshop on " Current Trends in Human Resource Management " For Execatives and Management Assistants Date: 28 th March 2024 Participants: Assiatant registrar and 3 management assistants			
17.	External Workshops/ seminars/training events attended by staff (with titles, numbers etc.)				
18.	External stakeholder meeting/feedback events				
19.	Actions taken to implement recommendations from above				
20.	Student engagement in QA activities (titles of event, number of participants,	QMC meetings conducted by the chair of each QMC with students and staff, 8			

	academic level etc.)	QMC chair had the meetings in March and reported the progress on 7 th March 2024			
21.	Awards and commendations approved for QA-related work				



2024.04.04

Signature

Coordinator/FQAC-Agriculture Faculty

RAJARATA UNIVERSITY OF SRI LANKA

FORMAT FOR REPORTING OF PROGRESS OF FACULTY QUALITY ASSURANCE CELLS (FQAC)

Name of Faculty/Unit/Institute - Faculty of Medicine and Allied Sciences, Rajarata University of Sri Lanka

Month and year for which progress is being reported - January - March 2024

Name of the coordinator FQAC - Dr PRSRJ Bandara

Contact email of FQAC coordinator - iqac@med.rjt.ac.lk / sachithra@med.rjt.ac.lk

No.	Title of item	Brief description with dates/ venues and numbers of participants (as applicable) OR Titles and details of programmes	Relevance to Criteria/Criterion of Programme Review (please include the number and sub codes of PR criteria)	Additional Remarks
Section A- Strengthening of FQACs (physical and human resources)				
1.	IQAC meeting date and number of participants for the meetings	Date: 12/01/2024 Venue: Online No. of Participants: 13	1.15	
2.	FQAC management information (establishment/streamlining of administrative procedures, ToR Working Guideline, etc.)	Action plan for the year 2024 was presented. Decided to produce SOP for FMAS to the next faculty board.	1.2	

3.	Website of FQAC (date of first upload and most recent revision date)	Currently on updating.	1.15	
4.	Office space, equipment acquired for IQAC (with dates, and brief list)	Not changed (The FQAC already has an office space, a computer (CPU, monitor, key board, mouse), writing table, two glass cupboards, steel cupboard, filing cabinet, lab stool, dust bin, arm chair, three lecture hall chairs)	1.15	
Section B- Design and adoption of QA tools				
5.	Approvals by Faculty Board on QA related policy decisions, strategic plans, By- Laws etc.	FB decided to appoint a new coordinator and members for FQAC-2024.	1.15	
6.	Approval of standard operating procedures/TORs for committees/appointments etc.	FB approval was taken for SOP and TOR on obtaining feedbacks from stakeholders.	1.15	
7.	Approval of new performance evaluation tools	FB approval was taken on forms forobtaining feedbacks from stakeholders.	1.15	
Section C- Implementation of Quality Assurance tools				
8.	Number of programmes fully compliant with SLQF	All the programmes of FMAS align with the SLQF levels.	3.14, 3.15	
8.	Number of programmes not compliant with SLQF (please give expected time period to be fully compliant)	-	-	
9	New programmes under development fully compliant with SLQF (with titles, total	-	-	

	number and details of academic level etc.)			
10.	New programmes approved by UGC (or please report progress if not)	In the process of obtaining blanket approval from the UGC for the PG programmes of FMAS.	-	
11.	Major curriculum Revisions and introduction of new teaching and learning methods (with number of courses, academic levels etc.)	A curriculum revision with changes in teaching and learning methods is in progress.	Criterion 3	
12.	Analyses, reporting and implementation of Student feedback (with details of year, semester and programme names)	In the process of obtaining the online feedbacks	3.8, 3.9, 3.12	
13.	Analyses, reporting and implementation of peer review processes (with details of year, semester and programme names)	Not yet started for this year		
14.	Research articles/abstracts on QA published	-	-	
15.	Presentations/posters on QA	-	-	
Section C- Strengthening of QA practices/best practices				
16.	Internal Workshops/ seminars/ training events conducted (with titles, participant numbers, type of audience etc.)	Decided to conduct a workshop on blueprint formation	1.14	

17.	External Workshops/ seminars/training events attended by staff (with titles, numbers etc.)	-		
18.	External stakeholder meeting/feedback events,	-		
19.	Actions taken to implement recommendations from above	-		
20.	Student engagement in QA activities (titles of event, number of participants, academic level etc.)	FB meetings and FQAC meeting were participated by the two student representatives.	1.4	
21.	Awards and commendations approved for QA related work			

Other.....
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Signature

Coordinator, Faculty QA Cell

RAJARATA UNIVERSITY OF SRI LANKA

FORMAT FOR REPORTING OF QUARTERLY PROGRESS OF FACULTY QUALITY ASSURANCE CELLS (FQAC)

Name of Faculty/Unit/Institute - Faculty of Management Studies
 Month and year for which progress is being reported - January/ March 2024
 Name of the coordinator FQAC - Dr. CMYSS Bandara
 Contact email of FQAC coordinator - yashoda@mgt.rjt.ac.lk

No.	Title of item	Brief description with dates/ venues and numbers of participants (as applicable) OR Titles and details of programmes	Relevance to Criteria/Criterion of Programme Review (please include the number and sub codes of PR criteria)	Additional Remarks
Section A- Strengthening of FQACs (physical and human resources)				
1.	FQAC meeting date and number of participants for the meetings	20 th FQAC Meeting Date: 17.01.2024 No. of participants: 14 21 st FQAC Meeting Date: 28.03.2024 No. of participants: 12	1.15; 1.17; 3.20; 4.18	
2.	FQAC management information (establishment/streamlining of administrative procedures, ToR Working Guideline, etc.)	--		
3.	Website of FQAC (date of first upload and most recent	--		

	revision date)			
4.	Office space, equipment acquired for IQAC (with dates, and brief list)	--		
Section B- Design and adoption of QA tools				
5.	Approvals by Faculty Board on QA related policy decisions, strategic plans, By- Laws etc.	Approved ToRs ToR for MBA Academic Coordinator (Year II) (20 th FQAC; Faculty Board Approval Pending)	1.1	
6.	Approval of standard operating procedures/TORs for committees/appointments etc.	ToR for the Chairperson of MBA Curriculum Development Committee (20 th FQAC; Faculty Board Approval Pending)		
7.	Approval of new performance evaluation tools	--		
Section C- Implementation of Quality Assurance tools				
8.	Number of programmes fully compliant with SLQF	Undergraduate – 06 Postgraduate – 02		
8.	Number of programmes not compliant with SLQF (please give expected time period to be fully compliant)	--		
9	New programmes under development fully compliant with SLQF (with titles, total number and details of academic level etc.)	01		
10.	New programmes approved by UGC (or please report progress	--		

	if not)			
11.	Major curriculum Revisions and introduction of new teaching and learning methods (with number of courses, academic levels etc.)	Faculty Curriculum Revision Process has been started for all the 06 undergraduate programs	3.21	
12.	Analyses, reporting and implementation of Student feedback (with details of year, semester and programme names)	Student Satisfaction Survey has been conducted and the results are being analyzed.	1.19; 5.3; 5.4, 6.2	
13.	Analyses, reporting and implementation of peer review processes (with details of year, semester and programme names)	--		
14.	Research articles/abstracts on QA published	--		
15.	Presentations/posters on QA	Mentoring guidebook for Career Catalyst, the teacher mentoring program of the faculty. (21 st FQAC; Faculty Board Approval Pending)		
Section C- Strengthening of QA practices/best practices				
16.	Internal Workshops/ seminars/ training events conducted (with titles, participant numbers, type of audience etc.)	A need analysis was carried out to identify the specific needs to be addressed by the proposed teacher mentoring program of the Faculty 'The Career Catalyst'	1.21	
17.	External Workshops/ seminars/training events attended by staff (with titles, numbers etc.)	--		

18.	External stakeholder meeting/feedback events	Six external stakeholder surveys have been conducted in the process of curriculum revision (Responsibility held by Faculty Curriculum Development Committee)		
19.	Actions taken to implement recommendations from above	--		
20.	Student engagement in QA activities (titles of event, number of participants, academic level etc.)	--		
21.	Awards and commendations approved for QA related work			

Other.....
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Dr. Yashoda Bandara (Coordinator)
Faculty Quality Assurance Cell, FMS

RAJARATA UNIVERSITY OF SRI LANKA

PROGRESS REPORT OF FACULTY QUALITY ASSURANCE CELLS (FQAC)

Name of Faculty/Unit: Faculty of Agriculture

Month and year for which progress is being reported: April – June 2024

Name of the coordinator FQAC: Prof. W.A.D. Nayananjalie

Contact email of FQAC coordinator: fgac@agri.rjt.ac.lk

No.	Title of item	Brief description with dates/ venues and numbers of participants (as applicable) OR Titles and details of programmes	Relevance to Criteria/Criterion of Programme Review (please include the number and sub-codes of PR criteria)	Faculty Board memo number/Senate Memo Number (if applicable)	Additional Remarks
Section A- Strengthening of FQACs (physical and human resources)					
1.	FQAC meeting date and number of participants for the meetings	Meeting no. 20 - 06.12.2023 (14 participants)	1.1, 1.15, 1.17		
		Meeting no. 21 – 10.01.2024 (14 participants)			
		Meeting no. 22 – 03.04.2024 (17 participants)			

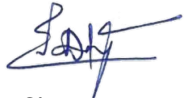
2.	FQAC management information (establishment/streamlining of administrative procedures, ToR Working Guideline, etc.)				
3.	Website of FQAC (date of first upload and most recent revision date)	First upload -15/10/2020 Most recent revision – May 2024	1.15		agri.rjt.ac.lk/iqac/
4.	Office space, equipment acquired for FQAC (with dates, and brief list)	Office space: First floor of the department building complex			
Section B- Design and adoption of QA tools					
5.	Approvals by Faculty Board on QA-related policy decisions, strategic plans, By-Laws etc.		1.1		
6.	Approval of standard operating procedures/TORsfor committees/appointments etc.	TOR for the Curriculum Development/Revision and Implementation Committee	1.1		Tabled at 22 nd FQAC meeting
7.	Approval of new performance evaluation tools	By-laws of the teaching excellence awards - Criteria for award of excellence in teaching	1.1	FB memo No. 235.06.01	Tabled at 20 th FQAC meeting
Section C- Implementation of Quality Assurance tools					
8.	Number of programmes fully compliant with SLQF				

8.	Number of programmes not compliant with SLQF (please give expected time period to be fully compliant)				
9	New programmes under development fully compliant with SLQF (with titles, total number and details of academic level etc.)	01 PhD in Agriculture – SLQF 12		FB memo No. 218.5.8 Senate memo No. 243.5.4 Council memo No. 263.6.1	Approved by UGC on 7 th March 2024
10.	New programmes approved by UGC (or please report progress if not)	MSc in Agroecology – SLQF 10		FB memo No. 219.5.5 Senate memo No. 243.5.12 & 245.5.4 Council memo No. 265.6.4	Approved by UGC on 19 nd October 2023
11.	Major curriculum Revisions and introduction of new teaching and learning methods (with number of courses, academic levels etc.)				

12.	Analyses, reporting and implementation of Student feedback (with details of year, semester and programme names)	BScHons (Agriculture) Evaluation of teacher, course, practical and field visits Year I Semester I (2021/2022), Year II Semester I (2020/2021) and Year III Semester I (2019/2020) for the period of 2024.01.29 – 2023.05.13 Year IV Semester I (2018/2019) for the period of 2024.01.29 – 2024.04.05	5.16, 7.15		Student feedback will be collected in first and second week of May 2024. Student feedback collect from 24 th March to 5 th April
		Graduate employability survey 2013/2014 batch - after 3 years of graduation	1.16		Report was tabled in 21 st FQAC meeting
		Student feedback survey on facilities and learner system 2018/2019, 2019/2020, 2020/2021, 2021-2022 batches	4.10, 5.4, 5.12, 5.15, 6.1, 6.4, 6.6, 6.7, 6.8, 6.13, 6.19, 6.20		Opened on January 2024
		Feedback on the curriculum 2017/2018 batch			Opened January 2024

13.	Analyses, reporting and implementation of peer review processes (with details of year, semester and programme names)	Peer review process In teaching, 2018/2019, 2019/2020, 2020/2021, 2021-2022 batches started from January 2024			
14.	Research articles/abstracts on QA published				
15.	Presentations/posters on QA				
Section D- Strengthening of QA practices/best practices					
16.	Internal Workshops/ seminars/ training events conducted (with titles, participant numbers, type of audience etc.)				
17.	External Workshops/ seminars/training events attended by staff (with titles, numbers etc.)				
18.	External stakeholder meeting/feedback events				
19.	Actions taken to implement recommendations from above				
20.	Student engagement in QA activities (titles of event, number of participants,	Eight QMC chairs had the meetings on 14 th May			

	academic level etc.)	2024 and reported the progress			
21.	Awards and commendations approved for QA-related work				



Signature
Coordinator/FQAC-Agriculture Faculty

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Minutes of the first progress meeting of Institutional Review
Date : 25th April 2024

Dear Madam,
Herewith, I have attached the minutes of the first IR progress review meeting.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

**MINUTES OF THE 1ST PROGRESS REVIEW MEETING - INSTITUTIONAL REVIEW
2024 HELD ON 22ND SEPTEMBER 2023 IN THE VICE CHANCELLOR'S OFFICE,
RAJARATA UNIVERSITY OF SRI LANKA AT 1.00 P.M.**

Present:

1. Prof. G. A. S. Ginigaddara - Vice Chancellor
2. Dr. D. K. Hettiarachchi - Director/CQA, Principle coordinator, Criteria 10
3. Prof. G.V.T.V. Weerasooriya - Dean/Faculty of Agriculture
4. Prof. P. M. B. Jayathilake - Dean/Faculty of Management Studies
5. Dr. T. C. Bamunuarachchige - Dean/ Faculty of Technology
6. Mr. D.A. Wehalla - for Dean / Faculty of Social Sciences and Humanities
7. Mr. A.M.G.B. Abeysinghe - Principle coordinator, Criteria 01
8. Dr. C.M.Y.S.S. Bandara - Principle coordinator, Criteria 05
9. Mrs. T. Wanasinghe - Principle coordinator, Criteria 05
10. Mr. S.H. Uwaisulkarni - Principle coordinator, Criteria 06
11. Dr. Nalaka Geekiyanage - Principle coordinator, Criteria 07
12. Prof.W. P. Wijewardena - for Principle coordinator, Criteria 08

Excused:

1. Prof. E. M. R. K. B. Edirisinghe - Dean/Faculty of Applied Sciences
2. Dr. P. H. G. J. Pushpakumara - Dean/Faculty of Medicine and Allied Sciences
3. Prof. D.T. Mendis - Dean / Faculty of Social Sciences and Humanities
4. Dr. L. Senarathne - Principle coordinator, Criteria 02
5. Dr. Chaminda Egodawatta - Principle coordinator, Criteria 03
6. Dr. H.T.W. Weerakoon - Principle coordinator, Criteria 04
7. Dr. S.P.A.S. Senadheera - Principle coordinator, Criteria 04
8. Prof. M. H. J. P. Gunarathna - Principle coordinator, Criteria 08
9. Dr. M. Fernando - Principle coordinator, Criteria 09

In Attendance:

1. Ms. K.H.W.K.G. Kahawala - Acting AR /CQA

01.01 Preliminaries

The Vice Chancellor of the University chaired the meeting and welcomed all the members to the first progress review meeting of the Institutional Review 2024.

The chairperson invited the Director/CQA to do a brief introduction of IR 2024.

01.02 Institutional Review 2024

The Director/CQA given a brief overview about past institutional review process which was held in 2017 and how the CQA pans for the Institutional Reviews 2024. She stated that the principal proposal writers for each criterion of the Institutional Review Report - 2024 was nominated at the 29th Standing Committee Meeting of the Center for Quality Assurance held on 15th September 2022 and officially appointed at the 249th Senate Meeting held on 19th January 2023.

The Director mentioned that teams need to collect evidence documents from 2018 to 2023. She also presented the names of the members of each criteria. The committee decided to do the following amendments for the teams.

No	Criteria	Faculty	Previously nominated Principle Coordinator/s and Faculty Coordinator/s	Proposed Nominations
1	Governance and Management		Mr. A.M.G.B. Abeysinghe	Mr. A.M.G.B. Abeysinghe
		Faculty of Agriculture	1. Mrs. Luxshana	1. Mrs. Luxshana
		Faculty of Applied Sciences	2. Dr. K.A.S.H. Kulathilake	2. Dr. K.A.S.H. Kulathilake
		Faculty of Management Studies	3. Mr. W.B. Dissanayake	3. Mr. W.B. Dissanayake
		Faculty of Medicine and Allied Science	4. Ms. K. Herath and Prof. N.K.A. Silva	4. Ms. K. Herath and Prof. N.K.A. Silva
		Faculty of Social Sciences and Humanities	5. Mr. M.M.S. Sanjeewa	5. Mr. M.M.S. Sanjeewa
		Faculty of Technology	6. Dr. A. Ranaweera	6. Dr. A. Ranaweera
		Administration Divisions		7. Mr. S.T.R.D. Thalwaththe
2	Strength and Quality of Staff		Dr. L. Senarathne	Dr. L. Senarathne
		Faculty of Agriculture	1. Ms. M.A.P.P. Kumari	<i>1. Dr. K. R.E. Padmathilake</i>
		Faculty of Applied Sciences	2. Dr. D. Raheem	2. Dr. D. Raheem
		Faculty of Management Studies	3. Mr.H.K.G.M.N. Karunarathna	3. Mr.H.K.G.M.N. Karunarathna
		Faculty of Medicine and Allied Science	4. Dr. H.E.C.S. Kumara	4. Dr. H.E.C.S. Kumara

		Faculty of Social Sciences and Humanities	5. Prof. D.S.W. Gunawardane	5. Prof. D.S.W. Gunawardane
		Faculty of Technology	6. Dr. M. Bandara	6. Dr. M. Bandara
3	Curriculum Designing and Development		Dr. C. Egodawatta	Dr. C. Egodawatta and Dr. D.M.C. Dassanayake
		Faculty of Agriculture	1. Dr. D.W.M.M.M. Kumari	1. Dr. D.W.M.M.M. Kumari
		Faculty of Applied Sciences	2. Dr. R.L. Jayarathne	2. Dr. R.L. Jayarathne
		Faculty of Management Studies	3. Dr. D.M.C. Dassanayake	
		Faculty of Medicine and Allied Science	4. Dr. M.G.R.S.S. Gunathilaka	3. Dr. M.G.R.S.S. Gunathilaka
		Faculty of Social Sciences and Humanities	5. Prof. E.M.S. Ekanayake	4. Prof. E.M.S. Ekanayake
		Faculty of Technology	6. Mr. W. Wickramaarachchi	5. Mr. W. Wickramaarachchi
4	Teaching and Learning		Dr. H.T.W. Weerakoon and Dr. S.P.A.S. Senadheera	Dr. H.T.W. Weerakoon and Dr. S.P.A.S. Senadheera
		Faculty of Agriculture	1. Dr. A.M.K.R. Bandara	1. Dr. A.M.K.R. Bandara
		Faculty of Applied Sciences	2. Mr. M.K.D.D. Sandaruwan	2. Mr. M.K.D.D. Sandaruwan
		Faculty of Management Studies	3. Dr. R.M.N.C. Swarnapali	3. Dr. R.M.N.C. Swarnapali
		Faculty of Medicine and Allied Science	4. Dr. P.R.S.R.J. Bandara and Dr. S.C Illapperuma	Dr. P.R.S.R.J. Bandara and Dr. S.C Illapperuma
		Faculty of Social Sciences and Humanities	5. Prof. B.M.S. Bandara	5. Dr. A.M.P. Adikari
		Faculty of Technology	6. Dr. N. Dharmagunawardhane	6. Dr. N. Dharmagunawardhane
5	Learning, resources, Student Support and Progression		Dr. C.M.Y.S.S. Bandara and Mrs. T. Wanasinghe	Dr. C.M.Y.S.S. Bandara and Mrs. T. Wanasinghe
		Faculty of Agriculture	1. Dr. (Ms) A.J. Fernando	1. Dr. (Ms) A.J. Fernando
		Faculty of Applied Sciences	2. Dr. U. Dhanayake and Mrs. Chathurika Dissanayake (MA)	2. Dr. U. Dhanayake and Mrs. Chathurika Dissanayake (MA)
		Faculty of Management Studies	3. Ms. D.M.J. Wickramasinghe	3. Ms. D.M.J. Wickramasinghe
		Faculty of Medicine and Allied Science	4. Dr. D.A.U. Hettiarachchi	4. Dr. D.A.U. Hettiarachchi
		Faculty of Social Sciences and Humanities	5. Dr. S.A.U. Neranjala	5. Dr. S.A.U. Neranjala
		Faculty of Technology	6. Dr. L. Jayasuriya	6. Dr. L. Jayasuriya

6	Student Assessment and Awards		Mr. S.H. Uwaisulkarni and Ms. Laxshana	Mr. S.H. Uwaisulkarni, Dr. D Rathish, and Mrs. K. Herath
		Faculty of Agriculture	1. Mrs. T.D.C. Priyadarshani	1. Mrs. T.D.C. Priyadarshani
		Faculty of Applied Sciences	2. Mr. M. Mohomad	2. Mr. M. Mohomad
		Faculty of Management Studies	3. Dr. H.M.B.P. Ranaweera and Ms. R.D.W.M.S.L. Kumar (SSA)	3. Dr. H.M.B.P. Ranaweera and Ms. R.D.W.M.S.L. Kumar (SSA)
		Faculty of Medicine and Allied Science	4. Dr. D. Rathish	
		Faculty of Social Sciences and Humanities	5. Prof. M. Ranagala	4. Prof. M. Ranagala
		Faculty of Technology	6. Dr. N. Molagoda	5. Dr. N. Molagoda
7	Postgraduate studies, research, innovation and commercialization		Dr. N. Geekiyanage	Dr. N. Geekiyanage and Dr. M. Samarathunge
		Faculty of Agriculture	1. Ms. P.N.M.S. Piyarathne	1. Ms. P.N.M.S. Piyarathne
		Faculty of Applied Sciences	2. Dr. Suchithra Senevirathne	2. Dr. Suchithra Senevirathne
		Faculty of Management Studies	3. Dr. P.R. Weerathunga	3. Dr. P.R. Weerathunga
		Faculty of Medicine and Allied Science	4. Dr. R.M.S.I. Rajapakse and Dr. S.P.A.S. Senadheera	4. Dr. R.M.S.I. Rajapakse and Dr. S.P.A.S. Senadheera
		Social Sciences and Humanities	5. Prof. R.P.I.R. Prasanna	5. Prof. S.K.N. Gamage
		Technology	6. Dr. D. Perera	6. Dr. D. Perera
8	Distance Education		Prof. M.H.J.P. Gunarathna	Prof. W. P. Wijewardena and Prof. M.H.J.P. Gunarathna
		Faculty of Agriculture	1. Prof. M.K.N. Kumari	1. Prof. M.K.N. Kumari
		Faculty of Applied Sciences	2. Prof. T.V. Sundarabharathy	2. Prof. T.V. Sundarabharathy
		Faculty of Management Studies	3. Dr. J.S. Kumari	3. Dr. J.S. Kumari
		Faculty of Medicine and Allied Science	4. Dr. H.T.W. Weerakoon	4. Dr. H.T.W. Weerakoon
		Faculty of Social Sciences and Humanities	5. Dr. D.M.L.S.B. Dissanayake	5. Dr. D.M.L.S.B. Dissanayake
		Faculty of Technology	6. Dr. T.P. Jayasooriya	6. Dr. T.P. Jayasooriya
9	Community Engagement, Consultancy and Outreach		Dr. M. Fernando	Dr. M. Fernando and Prof. D. Guruge
		Faculty of Agriculture	1. Ms. N. Kodithuwakku	1. Ms. N. Kodithuwakku
		Faculty of Applied Sciences	2. Mrs. K.G.P.H. Kandegedara	2. Mrs. K.G.P.H. Kandegedara

		Faculty of Management Studies	3. Dr. J.K. Mallika	3. Dr. J.K. Mallika
		Faculty of Medicine and Allied Science	4. Dr. N.D. Wickramasinghe	4. Dr. N.D. Wickramasinghe
		Faculty of Social Sciences and Humanities	5. Mr. P. Siriwardane	5. Mr. P. Siriwardane
		Faculty of Technology	6. Dr. A. Wijegunawardhana	6. Dr. T.P. Jayasooriya
			Dr. D.K. Hettiarachchi	Dr. D.K. Hettiarachchi
10	Quality Assurance	Faculty of Agriculture	1. Prof. W.A.D. Nayananjalie	1. Prof. W.A.D. Nayananjalie
		Faculty of Applied Sciences	2. Mr. C.P. Senevirathne	2. Mr. C.P. Senevirathne
		Faculty of Management Studies	3. Dr. K.V. Arunashantha and Dr. Y. Bandara	3. Dr. K.V. Arunashantha and Dr. Y. Bandara
		Faculty of Medicine and Allied Science	4. Dr. H.T.W. Weerakoon and Dr. S.P.A.S. Senadheera	4. Dr. H.T.W. Weerakoon and Dr. S.P.A.S. Senadheera
		Faculty of Social Sciences and Humanities	5. Dr. W.K.D. Keerthirathne	5. Dr. W.K.D. Keerthirathne
		Faculty of Technology	6. Dr. P. Kumara	6. Dr. A. Wijegunawardana

1.3 Progress of each Criteria is Presented by the Principle Coordinating Officer

1.3.1 Criteria 01 - Governance and Management

Mr. A.M.G.B. Abeysinghe, the principle coordinator of the criteria 01 stated that they had several meetings and the secretary of the committee is on leave and once she will return the team is planning to continue the work.

1.3.2 Criteria 02 - Strength and Quality of Staff

The Director/CQA stated that the principal coordinator Dr. L. Senarathne had excused himself from the meeting and had sent the progress of criteria 02.

According to the progress statement submitted by the Dr. L. Senarathne the criterion 02 team has conducted their first meeting and during that meeting he has been described what documents that need to be collected from each Faculty and asked faculty coordinators to collect those documents. He has also pointed out that since most of the standards are related to the staff development center, most of the connected documents are in the Staff development center.

Also, he mentioned that there is a problem of attendance in the programmes organized by the Staff Development Center which will negatively affect the IR. Dr. Senarathne had suggested improving participation of staff in SDC workshops, establishing and strengthening the staff

appraisal system and to add an agenda item for the Faculty board meeting on programmes conducted by the staff development center.

1.3.3 Criteria 03 - Curriculum Designing and Development

The principal coordinator had not submitted the progress to the meeting.

1.3.4 Criteria 04 - Teaching and Learning

The principal coordinators of the criteria 04 had excused themselves from the meeting and had submitted the progress of criteria 04.

The team members of criteria 04 had participated in the workshop organized by the CQA, RUSL on Institutional Review 2024.

1.3.5 Criteria 05 - Learning, Resources, Student Support and Progression

Dr. C.M.Y.S.S. Bandara one of the principal coordinators presented the progress. She stated that the team had two meetings and prepared a google document including all the sub criteria, evidences, standards and shared with the team members. She also mentioned that they are in the process of updating the google document and also they are working on preparing standard feedback form to get the feedbacks of the students about common facilities.

Dr. C.M.Y.S.S. Bandara requested to assign the directors/heads of the divisions which provides common recourses for students to assign their team. Accordingly, it was decided to appoint the following members to the team of the criteria 05 to get the ideas.

Other parties involved in Criteria 05

- i. IT Director
- ii. Career Guidance Unit Director
- iii. Physical Education Director
- iv. Chief Student Counsellor
- v. Pro. Ajith Thalwatta, Former cultural center director
- vi. Dr. J. M. S. B. Jayasundara– Director, Social Reconciliation Centre
- vii. AR, Students services

1.3.6 Criteria 06 - Student Assessment and Awards

Mr. S.H. Uwaisulkarni, the principle coordinator of the criteria 06 stated that the team had their first meeting and also most of the relevance documents of the Criteria 06 are available at the examination branch. He further mentioned that they had identified eight subject matters and accordingly the file numbering was already allocated. Mr. S.H. Uwaisulkarni said that he already has asked the members to collect all the faculty level bylaws and other relevance documents.

1.3.7 Criteria 07- Postgraduate studies, research, innovation and commercialization

Dr. Nalaka Geekiyanage, principle coordinator stated that the team had their first meeting and prepare a google document which includes all the documents list that the team needs to be collected.

He further mentioned that they need some policy documents for postgraduate programmes and he had drafted some policy documents related to the postgraduate teaching of the Faculty of Agriculture with the support of Prof. Aruni Weerasinghe.

The chairperson stated that it is better the university have common policy documents rather than having faculty wise documents. She instructed to Dr. Geekiyanage to submit the policy documents that he has prepared to the Center for Quality Assurance and prepare a common document for all the faculties based on the drafted policy documents and get relevant approval.

Further it was decided to inform the Prof. T.G.A. Thalwatta, the Director of the Art Council of the University to draft a policy document on Creative Work.

Dr. Geekiyanage mentioned that the university needs to have a quality assurance mechanism for postgraduate programmes. It was decided to table ten years' analyzed statistics of the postgraduate programmes such as number of applications received, number of students dropouts or completed the programmes etc. at the senate and the approval.

1.3.8 Criteria 08 - Distance Education

Prof. W. P. Wijewardena, the Director/CDCE was also appointed as a one of the principle coordinator of criteria 08.

Prof. W. P. Wijewardena stated that today the quality assurance committee was appointed at the CDCE. The chairperson instructed to principle coordinator to convene a meeting with the team as soon and present the progress at the next IR progress review meeting.

1.3.9 Criteria 09 - Community Engagement, Consultancy and Outreach

The Director/CQA stated that the principle coordinator Dr. Manoj Fernando had excused himself from the meeting and he had submitted the progress of criteria 09. According to the progress submitted by the principle coordinator the team had conducted their first meeting. Dr Fernando had circulated the required document list among the team and asked them to collect.

1.3.10 Criteria 10 - Quality Assurance


Dr. D. K. Hettiarachchi, the principle coordinator of the criteria 10 stated that she has identified the specific evidence documents for all standards relevant to criteria 10 and circulated the list with the team.

The Director/CQA asked to Mr. Abeysinghe take necessary arrangements to prepare retention rate, dropout rate, employability rate of every faculty through the Statistics and Information Division of the university.

1.4 **Any other matters**

- The chairperson requested Director/CQA to prepare a single google document including all the standards relevant to each criteria and all the relevance documents and share with the principle coordinators.
- It was decided to coordinate and analysis of the peer evaluation and collecting students' feedbacks by the Coordinator of the faculty quality assurance cell. The Chairperson instructed Deans of the faculties to assign a Management Assistant for the faculty quality assurance cell on temporary basis for required time period for complete this task.
- Director/CQA stated that she is planning to having a session with Professor Ranjith Pallewathta, the Director of CQA, University of Peradeniya for coordinators.
- It was decided to have the next IR progress report meeting on 12.10.2023.

The meeting was adjourned at about 3.00 p.m.



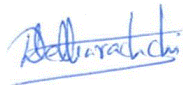
Ms. K.H.W.K.G. Kahawala
Act. Assistant Registrar/CQA

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Teaching Excellence Award
Date : 05th August 2024

Dear Madam,

Herewith, I have attached the By law of Teaching Excellence Award produced by the Faculty of Agriculture for the consideration of the committee.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

Faculty of Agriculture
By-law of the Teaching Excellence Awards
Criteria for Award of Excellence in Teaching

1	<p>Teaching excellence awards are to recognize the academic staff member/s who is/are outstanding, dedicated in teaching and has/have significantly contributed to the progress of the faculty. The permanent academic staff members shall apply for the award. This shall be an annual event at the Faculty and the award/s shall be presented at the Annual Research Symposium of the Faculty.</p>	Purpose of Award
2	<p>To measure teaching excellence, the following multi-faceted behaviours of the teacher shall be considered.</p> <p>A teacher who</p> <ol style="list-style-type: none"> 1. is available to the students 2. is helpful to the students 3. employs student-centred teaching and learning techniques 4. respect students' viewpoints and ideas 5. helps students to grow intellectually 6. provides a positive role model to the students 7. inspires students to work hard and to pride in their work 8. emphasizes the importance of values and standards in both academic and non-academic life 9. finds ways to achieve and enhance their self-esteem through the demonstration of mastery 10. encourages students to be critical and discriminating in their learning and educational career 11. shows respect regardless of gender, age, race/ethnicity, colour, religion, nationality, and mental or physical condition 	Multi-faceted behaviours of the teacher required to be eligible
3	<p>Award of Excellence in teaching consists of a plaque and a certificate. The name of the winner is inscribed on the plaque. The award is presented at the Annual Research Symposium of the Faculty and the best awardee is invited to deliver a talk on his/her work at the Annual Research Symposium of the Faculty. Similarly, merit certificate/s shall be awarded at the Annual Research Symposium to the applicant/s who have</p>	Description of the Award

achieved the second and third quartile (Q2 & Q3) depending on the distribution of the marks of all applicants.

- | | | |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 4 | <ol style="list-style-type: none">1. To receive an award, a candidate must be outstanding on a substantial number of the multi-faceted behaviours of the teacher stated in 12.2.2. Permanent academic staff member/s with a minimum of 3 years of experience at the Faculty of Agriculture, RUSL teaching undergraduates full-time shall apply for the award.3. Undergraduate teaching shall be the primary responsibility of the candidate.4. The candidate should have maintained accepted norms and ethics of the academic and research.5. The candidate should earn a minimum of 30 marks according to the marking scheme. | Eligibility criteria |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|

Additional conditions

- | | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| 1. | There will be a three (3) year stand-down period for the award winners. After completion of the stand-down period, the candidate shall be eligible to reapply provided that they have developed a new portfolio that reflects substantively new directions in their teaching | |
| 2. | Members of the Teaching Excellence Awards Committee (TEAC) are not eligible to apply in that year. | |
| 5 | <p>The applicant should submit a self-prepared application along with a self-evaluation report (SER) and supporting materials to the Dean's Office for scrutiny by the Teaching Excellence Awards Committee (TEAC) no later than the deadline, as indicated at the Faculty Board and posted on the faculty website. The TEAC appointed by the Faculty Board consists of the following members.</p> <ul style="list-style-type: none">✓ Dean of the Faculty (Chairperson)✓ Heads of the Departments (HoDs)✓ Four Senior Academic members nominated by the Faculty Board representing each Department✓ One member nominated by the Senate | Application Procedure |

- ✓ Senior Assistant Registrar/Assistant Registrar
(Secretary/Convener)

The appointment of each member shall be valid for one year.

Each member of the AEAC shall sign a confidentiality form and a declaration of conflict of interest before assuming duties as a member of the committee.

- 6 The AEAC facilitates the selection process, with two (02) levels of the review process: Selection
1. The AEAC of the faculty evaluates the SER of each candidate and recommends eligible candidates for the award and merit certificates to the Faculty Board. Importantly this committee may decide not to nominate a candidate if the provided evidences are insufficient or false.
 2. The decision of the Faculty Board shall be tabled at the University Senate for the information

The marking scheme for the awards is given in Annexure 1.

Annexure 1

Application for the Award of Excellence in Teaching

Candidate should prepare an application comprised with the following sections.

1. Statement of the Teaching Philosophy (1 page max.)

Teaching philosophy is more than a statement of beliefs about teaching and learning. The teaching philosophy explains why an academic staff member does what he/she does in their courses. This statement provides supporting examples of how the teacher enables the effectiveness of students learning.

2. Appointments and Courses Taught (1 page max.)

Appointments

Please include all titles, and appointment types, include beginning and ending years for each

Courses Taught (semester, year, course number, course title, enrollment; most recent first)

You may include as many undergraduate courses as possible without exceeding the page limit.

3. Undergraduate Teaching Improvement Activities (2 pages max.)

Please include activities and services that have contributed to the improvement of course-based, *undergraduate* teaching excellence and student learning *at the Faculty*. Provide information related to the following.

a) Innovation in Teaching

Examples of innovation might include development of a new programme, creation of new teaching materials (not updating old materials), and significant revisions using evidence- or research-based pedagogical methods. Developing a new course is not necessarily innovative, but if the teacher can justify that it may be considered for evaluation.

b) Equity and Inclusion in Teaching

Candidates should identify steps taken to address inequities in students' access to opportunities, resources and information (before and in-class), as well as how they ensure that students know they are welcome and their contributions are valued. Examples might include communicating high expectations (and that students can meet them), reducing implicit bias and microaggressions, attending to representation in-class and in-class materials, setting clear communication and

behavioural norms, and offering opportunities for anonymous feedback. It could also involve course and assignment redesign to decenter whiteness as the academic norm and/or engage students in consideration of the impacts of those norms on those historically excluded from the field.

c) Service for Undergraduate Teaching and Learning

Include instruction-related committee service, contributions to programme assessment, leadership or participation in learning initiatives, at all levels (program, department, faculty and university).

d) Instructional Development Activities

Leading or participating in a teaching community, delivery of or participation in workshops or short courses, and teaching conference attendance.

e) Mentoring for Teaching

Mentoring for teaching involves regular communication about undergraduate teaching and student learning over a period of time.

f) Recent Undergraduate Students (3 students max.; 1 page each)

Letters from 3 students who have taken an undergraduate course with the faculty member during the previous two years. If a student has graduated during the past two years, they may still write a letter as a recent undergraduate student. The teacher and course evaluation results can be attached as evidence.

g) Peer Review of Teaching Letter (1 page)

Letter from the peer must have conducted a Peer Review of Teaching for an undergraduate course of this faculty member and provide specific examples focused on criteria relevant to the undergraduate teaching awards and why this faculty member is an exceptional teacher. The peer evaluation report can be attached as evidence.

4. Alignment of teaching with the course specification

Include a copy of one original course specification used by the teacher in an undergraduate course; no modification is necessary. The course specification will be reviewed for alignment with the award evaluation criteria and teaching philosophy.

5. Alignment of Assignments with the course specification (from the course above)

A copy of one original undergraduate course assignment from the course above; no modification is necessary. The assignment may be an in-class or outside of

class assignment. The assignment will be reviewed for alignment with the course specifications, learning objectives, and teaching philosophy.

6. Setting examination papers and submitting results on time

Assessment plays a vital role in the teaching process, serving as a crucial tool for evaluating student progress and informing instructional decisions. Therefore, ensuring timely setting papers and grading is imperative for academic staff to excel in their profession.

7. Attending statutory meetings regularly

The majority of decisions pertaining to the academic programme are made during statutory meetings. Consequently, the active participation and contribution of academic staff in the decision-making process is vital. Therefore, regular attendance at these meetings is important.

**Marking scheme for Award of Excellence in Teaching
Faculty of Agriculture
Rajarata University of Sri Lanka**

Section	Max. marks	Self-evaluation
1. Teaching Philosophy Statement (1 page max.)	5	
2. Appointments and Courses Taught (1 page max.)	5	
3. Undergraduate Teaching Improvement Activities (2 pages max.)		
a) Innovation in Teaching	5	
b) Equity and Inclusion in Teaching	5	
c) Service for Undergraduate Teaching and Learning	5	
d) Instructional Development Activities	5	
e) Mentoring for Teaching	5	
f) Recent Undergraduate Students (3 students max.; 1 page each)	5	
g) Peer Review of Teaching Letter (1 page)	5	
4. Example Syllabus (1 page max.)	5	
5. Example Assignment (1 page max.)	5	

6. Setting examination papers and submitting results on time	5	
7. Attending statutory meetings regularly	5	
Total *		

*should be greater than 30 marks to be eligible for the award.

**Marks table for the Award of Excellence in Teaching, Faculty of Agriculture,
Rajarata University of Sri Lanka**

Section No.	Marks
Section 1	
Section 2	
Section 3	
a)	
b)	
c)	
d)	
e)	
f)	
g)	
Section 4	
Section 5	
Section 6	
Section 7	
Total*	

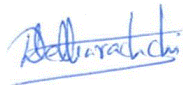
*should be greater than 30 marks to be eligible for the award.

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Action Plan of PR of Bachelor of Business Studies, Faculty of Management Studies
Date : 25th May 2024

Dear Madam,

Herewith, I have attached the Action plan of the programme review of Bachelor of Business Studies, Faculty of Management Studies for the notification of the standing committee.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

Action Plan for 2024 – 2028

Follow up on Programme Reviews initiated in 2018

Bachelor of Business Administration (General) External Degree
Programme
Centre for Distance and Continuing Education (CDCE)
Faculty of Management Studies
Rajarata University of Sri Lanka

Section 1. Introduction

- Date of submission of SERs to QAC: **January 31, 2022**
- Dates of site visits: **January 9, 2023**
- Dates of receipt of final reports (for concurrence) from Dean : September 13, 2023
- Process followed in preparing action plan: A committee including the Coordinators of the BBA program and Dean of the Faculty carefully assess the observations and comments of the SER review team and identified the major areas to be focused in continuous improvement of the program. Thereafter this action plan was prepared identifying key actions aligning them to the university corporate plan.

Section 2. SWOT analysis of commendations and recommendations in review reports

Strengths	Weakness	Opportunities	Threats
Active commitment of all academic and administrative staff for enhancing BBA Degree Programme	There is a lack of collaborative relationships in the form of agreements/MoUs with governmental and non-governmental education providers or technology providers including knowledge sharing, human resources, infrastructure, etc.	Potential of developing external links with regional and international educational and research institutes.	Emerging non-state universities creating higher competition for RUSL graduates.
Strong management and administration system for monitoring CDCE programmes.	Although there are adequate administrative and technical staff for supporting the programme, a high level of academic staff	Large opportunity for involvement in the regional and national developmental	Negative attitude toward the state university students by industry stakeholders.

	workloads, needs for maintaining work norms and the workloads should be fair and equitable.	programs	
Maintaining a well-structured and updated strategic plan for external degree programmes and progress is continuously monitored	There should be an established system to conduct annual student surveys, entry, exit and cohort surveys	Existing potential for expanding with other faculties to become a fully pledged university	Lack of nearby industry exposure.
High demand for the external BBA programme with a higher number of annual student registration.	The institution should strengthen fair expeditious grievance, redressal mechanisms at all levels	Existing high demand for distance learning programmes	
Establishment of an ERP system for the financial management of CDCE and presence of well-maintained and operational MIS and LMS for the use of the BBA external degree programme.	Regular periodic curriculum reviews should be adopted. The ongoing curriculum was developed in 2013. However, the revision of the curriculum is now almost in the final stage of approval.		
Ensured a high level of commitment regarding the transparency of financial management and administration and has a strong financial capacity.	In absence of RPL and bridging Programmes in the admission and selection requirements		Community Engagement: Establishing strong ties with local communities can provide opportunities for collaboration, resource sharing, and mutually beneficial initiatives
A well-structured curriculum is provided to the students in the form of a handbook, well-organized orientation programme and realistic academic calendar followed strictly.	There are no exit /fallback options in the existing BBA external degree programme		Government Support: Government initiatives aimed at promoting education and economic development in remote areas may provide regulatory support
	There is a lack of interdisciplinary and multidisciplinary courses and practical based ICT related course units		
	It is highly recommended to integrate the internship training component into the BBA external degree programme and formulate a formal mechanism for identifying industrial placements. ³¹		
Teaching and assessment strategies are reliable	The commitment to promoting the		

with great integrity and are synchronized with the expected educational outcomes of the BBA external degree programme	employability of the graduates should be enhanced by entering into MoUs, agreements, introduction of work-based training, etc.		
Quality culture is in place, monitored and established through IQAU/CDCE in alignment with the CQA- updated QA action plan.	Mechanisms and well-thought-out policies for the copyrights and protection of the copyrights for the modules and other instructional materials should be developed.		Limited Access to Resources: Remote locations often lack access to adequate infrastructure, resources, and skilled personnel, which can hinder the establishment and operation
Collaborative administration and operational efforts of the Faculty of Management Studies, CDCE, SDC, QAC and IQAC - Faculty/CDCE to maintain/improve the BBA programme.	There is a weak periodic review of the programme at regular intervals. It is vital for ensuring the validity and relevance of the programme in the current scenario.		
Well-established network with external stakeholders such as employers and industry, alumni, professional bodies, etc.	Although the BBA external degree programme run through four centres, not all adequate facilities for learners are in all centres.		Flexibility and Innovation: Remote locations offer opportunities for innovative approaches to education delivery, such as online learning, blended learning models, and mobile classrooms, which can cater to the needs of diverse student populations
Satisfying the needs of distance learners through blended teaching and learning, supported by the usage of LMS	Learners are geographically dispersed and physical library facilities are limited. The library should widen the resources available online including books.		
The programme structure and the curriculum are in compliance with the UGC handbook on external degree programmes and extension courses and other reference points such as SLQF	The BBA external degree is being conducted in Sinhala medium, nonetheless, the availability of the resources in Sinhala is constrained.		
The curriculum embodies the essential elements of the educational process including ILOs, teaching strategies, assessment methods, etc. and is congruent with student-centred teaching methods and outcome-based	Technology-based infrastructure facilities should be strengthened for satisfying the distance learners' needs.		

approach.			
The BBA external degree programme has a strong team consisting of coordinators and members of BoS for designing and organizing the programme.	A lower graduation rate has been observed. A study should be undertaken to explore reasons for lower retention rate and graduation rate. Based on the results, a proper learner support system should be established.		
Well-designed modular system that promotes independent learning. The course modules for each course are made available for the registered students. The quality of the modules is ensured through the rigorous independent review process.	The student mentors/tutors and counsellors system should be improved		
Maintain course plans and calendars for effective instructional design and delivery of the programme.	Progression and completion rates, acceptable student progress retention, graduation and employment rates are not properly maintained		
The resources and instruction package are available to all registered students both online and offline.	There are no policies available for the orientating marking examiners to ensure consistency in the marking		
The institution has well-developed by-laws and other policy documents as to programme design and delivery.			
The SDC provides the necessary training for the resource persons/staff required for instructional design and development.			
Having a Student Affairs Coordinator for dealing with students' problems			
Course modulus are self-learning and self-explanatory, and motivating self-learners at a great deal. In addition, 30 hours of interaction (face-to-face sessions) are part of the delivery. Notably, free revision workshops are			

being conducted. Consequently, the quality of the programme is ensured and it builds the learners' engagement and relationship with the teachers at a high level.			
Well-organized induction/orientation programme is conducted for the newly registered learners and provides all the details of the programme before the commencement of the programme including course description, syllabus, course plans, learning outcomes, assessment strategies, teaching and learning strategies, credit hours, completion requirements, annual calendar of activities, etc.			
Exploiting the available resource efficiently and effectively in the teaching and learning process promotes the quality of the degree programme.			
The teaching, learning and assessment systems are integrated into students' intended learning outcomes.30			
There is a formal student feedback and satisfaction survey in place			
The programme involves external examiners for maintaining the quality and integrity of the programme.			
The performance of the students is documented and communicated timely manner and the systems are in place for ensuring the confidentiality			
The strong contribution of UBL in promoting entrepreneurial skills through workshops and seminars- Company registration, skills development, e-commerce, etc.			
Well-committed staff, good coordination, and working relationship among the staff and			

students.			
Acquisition of land to establish an external degree centre in Polonnaruwa			
Ongoing discussions to sign MoUs with many public and private institutions			
An initiative was taken for introducing a Bachelor of Business Administration external degree programme in English medium			
Progressing towards offering the Bachelor of Business Administration external degree programme in Maldives			
Opening up a newly established CDCE centre with all facilities including ICT, Library Lecture theatre, canteen, etc. in Anuradhapura			

Analyze the commendations and recommendations in all the final reports for reviews initiated in 2018, and relate them to Strengths and Weaknesses in your faculty or Opportunities and Threats that arise from outside the university or faculty

Section 3. Activities designed to address recommendations

- i. Based on the SWOT analysis, identify activities for implementation of the recommendations in the review report.
- ii. Identify key performance indicators for each activity and sub-activity and the officer responsible for implementation of each activity, and for reporting on progress.

Proposed activity / sub-activity	Relevant recommendation in Review Report or item in your SWOT analysis	Relevant key performance indicator	Responsible officer
1. Entering into MOUS with MoUs with governmental and non-governmental education	Rec. 01 , Rec. 10 ,	No. of MOUS signed with	Coordinators BBA
2. Increasing academic and academic support staff cadre positions	Rec. 02	No of new cadre positions created	Dean, HODs

3. Strengthening course and program evaluation mechanism	Rec. 03	Rec 3.1 No. of teacher evaluation conducted Rec 3.2 No. of course evaluation counted Rec 3.3 No. students participated in program satisfactory survey	Coordinators-BBA Coordinator-IQAC
4. Appointment of grievance handing committee mechanism	Rec. 04	Rec 4.1 No. of grievances received (online and by person) Rec 4.2 No. of grievances resolved Rec 4.3 No of positive feedback received from the relevant students	Coordinator, Student Affairs
5. Periodic curriculum reviews	Rec. 05	Rec 5.1 Number of revised curricular Rec 5.2 Number of Curriculum Meetings Rec 5.3 Number of subject experts involved	Chairman BBA curriculum committee
6. Introducing bridging Programmes in the admission	Rec. 06	Number of Introductory free entry courses	Chairman BBA curriculum committee/ Coordinators BBA/ Members of BOS
7. Introducing fallback options	Rec. 07	Rec 7.1 Amended curriculum for fallback option Rec 7.2 Percentage of students exist/qualified under fall back option	Chairman BBA curriculum committee/ Coordinators BBA/ Members of BOS
8. Interdisciplinary and multidisciplinary courses	Rec. 08	Rec 8.1 Number of optional courses offers as interdisciplinary/ multidisciplinary courses	Chairman BBA curriculum committee/ Coordinators BBA/ Members of BOS
9. integrate the internship training component	Rec. 09	Rec 9.1 Amended curriculum structure for internship progarmme Rec 9.2 Number of internship placements secured Rec 9.3 Number of students	Chairman BBA curriculum committee/ Coordinators-BBA Coordinator-IQAC

		completed internship	
10. Introducing copyrights mechanism for modules and other instructional materials	Rec. 11	Number of copyrighted materials/ books	Librarian of RUSL/ Coordinator-IQAC
11. Review of the programme at regular intervals	Rec. 12	Number of Programme evaluation conducted per year	Coordinator, Student Affairs
12. Improving learner facilities	Rec. 13	Rec. 13.1 Score revived for learner satisfaction survey Rec. 13.2 Number of well-equipped lecture halls	Coordinator, Student Affairs, DR CDCE
13. Opening the access for online library facility	Rec. 14	Rec. 14.1 Number of students accessed the facility Rec. 14.2 Number of ebooks / materials available for remote access	Librarian of RUSL/ Coordinators-BBA
14. Promoting English medium degree programme	Rec. 15	Rec.15.1 Number of students registered for English medium degree Rec.15.2 Number of Modules in English	Director CDCE / Coordinators-BBA
15. Increasing technology-based infrastructure for distance learning	Rec. 16	Rec. 16.1 Number of online teaching sessions Rec. 16.2 Number of students accessed LMS	Director CDCE / Coordinators-BBA/ LMS Managers
16. Monitoring graduation rate	Rec. 17	Rec. 17.1 Percentage of Assignment submission Rec. 17.2 Final examination participation rate Rec. 17.3 Number of motivational sessions Rec. 17.4 Number of scholarships	Coordinators-BBA /Coordinator, Student Affairs, DR CDCE
17. Introducing mentoring program	Rec. 18	Rec. 18.1 Number of mentors appointed	Coordinator, Student Affairs

		Rec. 18.2 Number of students received mentoring service	
18. Monitoring students' progress	Rec. 19	19.1 Percentage of Assignment submission 19.2 Final examination participation rate 19.3 Number of graduate employability surveys	Coordinator, Student Affairs / Coordinators-BBA/ BOS Rusl
19. Documenting existing policy for question paper marking	Rec. 20	Number of policy documents	Coordinators-BBA/ Coordinator-IQAC

Section 4. Action plan for implementation of proposed activities

- i. Align the proposed activities with your University's Corporate / Strategic Plan and list them under the most appropriate goals and strategies in the university's Corporate Plan for 2019 – 2023.
- ii. Present the Action Plan according to the format given in Annex 1

Format for Action Plan

Goal 1 of University Corporate Plan: GOAL 01: Produce high quality, innovative intellectuals to meet the national and international demand.								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028
Periodic curriculum reviews	1.1	2024-05-31	2028-12-31	Rec 5.1 00 Rec 5.2 06 Rec 5.3 02	Rec 5.1 00 Rec 5.2 06 Rec 5.3 02	Rec 5.1 00 Rec 5.2 12 Rec 5.3 28	Rec 5.1 01 Rec 5.2 18 Rec 5.3 56	
Introducing bridging Programmes in the admission	1.1	2024-05-31	2028-12-31	00	03	03	03	
Introducing fallback options	1.1.	2024-05-31	2028-12-31	Rec 7.1 00 Rec 7.2 00	Rec 7.1 01 Rec 7.2 00	Rec 7.1 00 Rec 7.2 10 %	Rec 7.1 01 Rec 7.2 10 %	
Interdisciplinary and multidisciplinary courses	1.1	2024-05-31	2028-12-31	00	00	00	05	
integrate the internship training component	1.1	2024-05-31	2028-12-31	Rec 9.1 00 Rec 9.2 00 Rec 9.3 00	Rec 9.1 01 Rec 9.2 20 Rec 9.3 20	Rec 9.1 00 Rec 9.2 30 Rec 9.3 30	Rec 9.1 01 Rec 9.2 50 Rec 9.3 50	
Improving learner facilities	1.4	2024-05-31	2028-12-31	Rec. 13.1 average Rec. 13.2 00	Rec. 13.1 average Rec. 13.2 02	Rec. 13.1 Satisfactory Rec. 13.2 04	Rec. 13.1 Strongly Satisfactory Rec. 13.2 06	
Opening the access for online library facility	1.3	2024-05-31	2028-12-31	Rec. 14.1 20	Rec. 14.1 50	Rec. 14.1 100	Rec. 14.1 150	

				Rec. 14.2 30	Rec. 14.2 40	Rec. 14.2 50	Rec. 14.2 50	
Promoting English medium degree programme	1.1	2024-05-31	2028-12-31	Rec.15.1 100 Rec.15.2 10	Rec.15.1 125 Rec.15.2 20	Rec.15.1 150 Rec.15.2 28	Rec.15.1 150 Rec.15.2 28	
Increasing technology-based infrastructure for distance learning	1.4	2024-05-31	2028-12-31	Rec. 16.1 28 Rec. 16.2 1200	Rec. 16.1 28 Rec. 16.2 1500	Rec. 16.1 28 Rec. 16.2 1500	Rec. 16.1 28 Rec. 16.2 1500	
Monitoring students' progress	1.3	2024-05-31	2028-12-31	Rec. 19.1 70% Rec. 19.2 70% Rec. 19.3 01	Rec. 19.1 80% Rec. 19.2 75% Rec. 19.3 01	Rec. 19.1 80% Rec. 19.2 75% Rec. 19.3 01	Rec. 19.1 85% Rec. 19.2 80% Rec. 19.3 02	
Goal 2 of University Corporate Plan: Increase graduate employability and develop entrepreneurial mindset								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028
Entering into MOUS with MoUs with governmental and non-governmental education	2.2	2024-05-31	2028-12-31	1	1	2	2	
Monitoring graduation rate	2.1	2024-05-31	2028-12-31	Rec. 17.1 70% Rec. 17.2 70% Rec. 17.3 04 Rec. 17.4 25	Rec. 17.1 80% Rec. 17.2 75% Rec. 17.3 08 Rec. 17.4 30	Rec. 17.1 80% Rec. 17.2 75% Rec. 17.3 08 Rec. 17.4 35	Rec. 17.1 85% Rec. 17.2 80% Rec. 17.3 08 Rec. 17.4 40	
Goal 3 of University Corporate Plan: Improve global connectivity and positioning								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028


Goal 4 of University Corporate Plan: Enrich the workplace quality and the productivity								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028
Strengthening course and program evaluation mechanism	4.1	2024-05-31	2028-12-31	Rec 3.1 ; 10 Rec 3.2: 7 Rec 3.3: 1	Rec 3.1; 15 Rec 3.2: 7 Rec 3.3: 1	Rec 3.1 ; 15 Rec 3.2: 10 Rec 3.3: 1	Rec 3.1 ; 15 Rec 3.2: 10 Rec 3.3: 1	
Increasing academic and academic support staff cadre positions	4.4	2024-05-31	2028-12-31	1	1	2	2	
Review of the programme at regular intervals	4.4	2024-05-31	2028-12-31	1	1	1	2	
Documenting existing policy for question paper marking	4.4	2024-05-31	2028-12-31	1	1	0	0	
Goal 5 of University Corporate Plan: Empowerment of the university through sustainable practices								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028
Goal 6 of University Corporate Plan: Promote co-existence with mutual respect and ethical behavior								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028
Appointment of grievance handing committee mechanism	6.1	2024-05-31	2028-12-31	Rec 4.1 20 Rec 4.2: 20 Rec 4.3: 15	Rec 4.1 15 Rec 4.2: 15 Rec 4.3: 12	Rec 4.1 10 Rec 4.2: 10 Rec 4.3: 10	Rec 4.1 05 Rec 4.2: 05 Rec 4.3: 5	
Introducing mentoring program	6.1	2024-05-31	2028-12-31	Rec. 18.1 30 Rec. 18.2 400	Rec. 18.1 30 Rec. 18.2 600	Rec. 18.1 30 Rec. 18.2 600	Rec. 18.1 40 Rec. 18.2 600	

Goal 7 of University Corporate Plan: Achieving excellence in research and commercialization								
Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets for key performance indicator				
				2024	2025	2026	2027	2028
Introducing copyrights mechanism for modules and other instructional materials	7.1	2024-05-31	2028-12-31	00	14	28	32	

To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Canteen Food Committee Terms of Reference
Date : 25th June 2024

Dear Madam,
Herewith, I have attached the Terms of Reference of the Canteen Food Committee prepared by Dr. D.K. Hettiarachchi.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance

Canteen Food Committee
Rajarata University of Sri Lanka
Terms of Reference

Background

The Canteen Food Committee (CFC) is a sub-committee **under the Vice Chancellors’ Advisory Board** of Rajarata University of Sri Lanka which is responsible for continuous monitoring of the Canteen Facilities and available food items in the Canteens of Rajarata University of Sri Lanka. There are seven Canteens in Mihintale premises, namely:

1. Faculty of Management Canteen
2. Faculty of Social Sciences Canteen
3. Faculty of Applied Sciences Canteen - 2 canteens
4. Viharamahadevi hostel canteen
5. Dutugamunu hostel canteen
6. Sangamiththa hostel canteen
7. Main canteen
8. Faculty of Technology Canteen
9. Any other canteen facilities build in future

Composition

- Vice Chancellor
- Academic Wardens (From each Faculty)
- Two Student counselors (from each Faculty)
- Sub-wardens
- Assistant Registrar of Student Division (Convener and the Secretary)
- Assistant Registrar (From each Faculty)
- Student representatives from all the Faculties
- Public Health Inspector

Appointing procedure of the CFC

Appointments for the food committee shall be from the Vice-Chancellor. Nominations shall be given by the Deans of the Faculty for the Academic Sub-warden, Student Counselors and the Student representation. Appointment is for a period of one year.

Assistant Registrar Student Service Division shall appoint sub-committees from among the appointees for each canteen. These sub-committees shall have:

ToR for the Canteen Food Committee

- Academic Warden
- Student Counselor
- Two academic sub-wardens (From female and Male hostels)
- Assistant Registrar of a Faculty (Convener and the Secretary to the Sub-committee)
- Public Health Inspector
- Service Providers of the canteens (on invitation)
- Works engineer/supervisor/staff shall be invited when necessary
- A representative of the Marshall office shall be invited when necessary

Assistant Registrar, Student Service shall divide the canteens among the sub-committees for observations.

Meting procedure

The main Committee shall meet once in every two months.

The sub-committees under CFC should meet and inspect the allocated canteens twice every month.

Key tasks and responsibilities

The Assistant Registrar, Student Service is responsible in

- Convening the appointments and the meetings
- Allocating sub-committees under CFC
- Collecting the attendance, observation and recommendations from each sub-committee to present at the CFC meetings
- proper maintenance of documentation
- attending any recommendation or suggestion given by the CFC
- proper communication of decisions to relevant parties
- allocate suggestions and complaint boxes at each canteen for the students and bring any comment/suggestion/complain in the box to the committee

The CFC is responsible in,

- periodically inspect the quality of food and services offered by the canteen and monitor functioning of the canteen.
- taking decisions and implementing good hygienic practices inside the canteens

ToR for the Canteen Food Committee

- taking decisions regarding the Canteen food menus, food quality deprivations and the portion size
- monitoring the already established and newly introduced procedures that helps smooth functioning of canteens while maintaining the food hygiene
- recommend actions to any matters regarding canteens and food services deciding the food list in the canteen documents.

Sub-committees under the CFC have the following responsibilities:

The convener, Assistant registrar, is responsible in

- Convening the meeting of the sub-committee to inspect the Canteens at the Mihintale premises
- Providing the observation forms (Annex I) to the committee members
- report the observations in the provided books at each canteen
- report the observations and recommendations to the CFC during the main meetings with attendance of each meetings/inspections held

Other members of the sub-committee are responsible in

- inspecting the allocated canteens to evaluate the food quality, portion, the menu and the hygiene
- every member should fill out the form provided with regards to their observations and recommendations (Annex I)
- taking views of at least two students who is taking the service from each canteen

Reporting Body

The CFC shall report to the Vice Chancellor whereas the sub-committees shall report to the CFC.

Annex I

RAJARAT NIVERSITY OF SRI LANKA
Canteen Food Committee
Form of observation and recommendations to enhance a quality service
at the University Canteens

Name of the Observer:

Date:

Canteen under observation:

Tick the appropriate box. Write any observation, comment, suggestions and recommendations in the given space.

1. Hygiene of the Kitchen:

- Very well maintained
- Adequate but can improve (give suggestions)
- Need to improve (give suggestions)
- Necessary bins are provided to collect waste
- Waste materials are timely disposed
- Area is cleaned adequately
- Workers are appropriately dressed

Comments, suggestions and recommendations

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2. Hygiene of the Food Serving area:

Very well maintained	<input type="checkbox"/>
Adequate but can improve (give suggestions)	<input type="checkbox"/>
Need to improve (give suggestions)	<input type="checkbox"/>
Necessary bins are provided to collect waste	<input type="checkbox"/>
Waste materials are timely disposed	<input type="checkbox"/>
Area is cleaned adequately	<input type="checkbox"/>
Workers are appropriately dressed	<input type="checkbox"/>
Menus, prices and time of serve is displayed	<input type="checkbox"/>

Comments, suggestions and recommendations

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3. Hygiene of the Dining area:

Very well maintained	<input type="checkbox"/>
Adequate but can improve (give suggestions)	<input type="checkbox"/>
Need to improve (give suggestions)	<input type="checkbox"/>
Necessary bins are provided to collect waste	<input type="checkbox"/>
Waste materials are timely disposed	<input type="checkbox"/>
Area is cleaned adequately	<input type="checkbox"/>
Instructions on using the area is displayed in appropriate places	<input type="checkbox"/>

Comments, suggestions and recommendations

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4. Food menu and quantity:

- Equipped with good food choices
- Good but can improve the food choices
- Less food choices and need to improve (give suggestions)
- Food is served in appropriate portions
- Food is available timely
- Menus and prices and time of serve is displayed

Comments, suggestions and recommendations

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5. Food quality:

- Good with quality preparation and taste
- Adequate food quality but can improve (give suggestions)
- Need to improve (give suggestions)
- Food workers were hats, aprons and gloves
- Utensils are cleaned
- No unhealthy workers with communicable diseases
- When not served all the food items are properly covered
- No expiry food items available

Comments, suggestions and recommendations

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Interview two students and the service provider to extract information:

ToR for the Canteen Food Committee

Rate as follows:

- 1 - very satisfy
- 2 - satisfy
- 3 - somewhat satisfy
- 4 - not satisfy

Student 1

	1	2	3	4
1. Are you satisfied with the food items available in the canteen ?				
2. What is your opinion about the availability of food items over time? Are they available all the time?				
3. Are the portions of Breakfast, lunch and dinner enough for you?				
4. Are you satisfied with the cleanliness of the food preparation area?				
5. Are you satisfied with the service the food service workers are providing you?				
6. Have you ever given an item that has passed the expiry date?				
Any suggestions to improve				

Student 2

	1	2	3	4
7. Are you satisfied with the food items available in the canteen ?				
8. What is your opinion about the availability of food items over time? Are they available all the time?				
9. Are the portions of Breakfast, lunch and dinner enough for you?				
10. Are you satisfied with the cleanliness of the food preparation area?				

ToR for the Canteen Food Committee

11. Are you satisfied with the service the food service workers are providing you?				
12. Have you ever given an item that has passed the expiry date?				
Any suggestions to improve				

Food Service Worker (these shall be explored while talking with the food service worker)

1. Are all the equipment working properly?

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2. If not, which one is broken? Actions taken to inform regarding the broken item?

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3. Any grievance from their side?

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4. Any suggestions coming from the food workers?

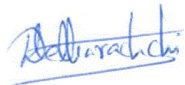
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To : Chairperson, Senate Standing Committee, CQA
From : Director, Center for Quality Assurance
Subject : Numbering of Regulatory Document Policy
Date : 25th June 2024

Dear Madam,

Herewith, I have attached the Numbering of Regulatory Document Policy prepared by Dr. D.K. Hettiarachchi and Ms. M. Noyalin for the committees' consideration.

Thank you.



Dr. D.K. Hettiarachchi
Director, Center for Quality Assurance



RAJARATA UNIVERSITY OF SRI LANKA
NUMBERING OF REGULATORY DOCUMENTS POLICY

Prepared By:
Center for Quality Assurance
Rajarata University of Sri Lanka
2024

Numbering of Regulatory Document Policy

On the recommendation of the Senate, the Council of the Rajarata University of Sri Lanka, as the governing authority of the Rajarata University of Sri Lanka by resolution adopts the following Policy. **Policy is cited as Policy No: ###.**

Accepted Date:

Council Approved Date:

Senate Approved Date:

Amended Date:

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5.3 Categories of the university organization system	4

1. Introduction

The governance of the Rajarata university of Sri Lanka (RUSL) is complex system with policies, procedures, standard operating procedures, by-laws, terms of reference, and various other regulatory guidelines. These components collectively form the backbone of the university's structure, ensuring coherence, consistency, and accountability in its operations.

Numbering these regulatory guidelines is an essential step towards enhancing organizational efficiency and facilitating continuous communication. This systematic approach not only streamlines the retrieval and reference processes but also contributes to a more transparent and easily navigable governance framework.

By providing a structured and standardized numbering system for these guidelines, university can enhance the ability to adapt to evolving challenges, maintain compliance

Numbering of regulatory Documents

with legal requirements, and promote a culture of accountability and continuous improvement.

2. Purpose

Introducing a systematic approach in numbering the regulatory documents for easy retrieval in order to enhance the organizational efficiency and facilitating continues communication.

3. Policy Statement

This policy intended to introduce a systematic approach for the numbering of regulatory documents in order for easy retrieval and reference. The focus shall be mainly on the regulatory documents produced after 2020 and in case of earlier documents same shall be applied with an amendment.

4. Scope

This shall cover all the regulatory documents produced by the main University administration, Faculties, Centers, Units or specific divisions.

5. Procedure

Regulatory documents shall be applicable to whole university or shall be specific to certain Faculties, centers, units or a community. They shall be numbered accordingly.

5.1 Numbering System of Regulatory Document

All regulatory documents numbering system shall consist of four parts.

- **First part:** Abbreviation of the type of regulatory document (Abbreviation attached below)
- **Second part:** Three or Four English alphabets indicates the university organization system which employed various regulatory guidelines (Abbreviation attached below)
- **Third part:** Three-digit number, assigned document number (001, 002,)
- **Fourth part:** consist of two sets of number. 1st set indicates the year when document has approved and 2nd set indicates the year it was amended (2002/2005)

Note: All regulatory documents shall commence with the identifier 'RUSL,' and the numbering system will proceed in accordance with appropriate indications

Numbering of regulatory Documents

5.2 Types of regulatory document and their abbreviations

Types of Regulatory Document	Abbreviation
Internal Circulars	INC
Policy	PO
By-law	BL
Procedure	PR
Standard Operating Procedure	SOP
Terms of Reference	TOR
Guidelines and Procedures	GUP

5.3 Categories of the university organization system

University Organization System	Abbreviation
Academic: academic regulations, academic programs, curriculum, examination, convocation, Student admission	ACA
Administration: Academic, non-academic staff services, Building and Infrastructure, Equipment and service agreements, utilities and maintaining, transportation	ADM
Establishment: Academic and non-academic recruitment, leave, promotions, disciplinary, Union	EST
Finance: contracts, grants, budgets, audits, check requests	FIN
Student Service: Student disciplinary, Student allocation, Students accommodation, student scholarships, student organizations, student councils, student counselling	STS
Faculties: Any regulatory documents employed from faculties of the RUSL, Faculty of Agriculture Faculty of Applied Science Faculty of Management Studies Faculty of Medicine & Allied Science Faculty of social sciences & Humanities	FOA FOAS FMGT FMAS FOSH
Library	LIB
Centers and Units Center for Quality Assurance Center for Distance and Continuing Education IT Center	CQA CDCE ITC

Numbering of regulatory Documents

University Business Linkage Cell Staff Development Center Career Guidance Unit Physical Education Unit	UBL SDC CGU PEU
General	GEN

Examples of Writing:

Writing an internal circular applying to everyone:

RUSL_INC_001_2015

Writing a policy:

If an academic policy approved in 2015, the number of that policy should be as below,

RUSL_PO_ACA_001_2015

If the same policy have been amended in 2023:

RUSL_PO_ACA_001AMD_205/2023

Writing a SOP:

If establishment branch has an approved SOP in 2019 and not revised yet, the number of that SOP should be,

RUSL_SOP_EST_001_2019

6. Responsibility

Implementing responsibility is with all the staff members and monitoring responsibility is with the Council, Senate, Center for Quality Assurance and Faculty Quality Assurance cells.

7. Review

This document shall be reviewed after every 5 years or when the need arise.

8. Approval and Amendments

Date adapted :

Date Commenced :

Administrating Authority :

Date of Review :

Date Rescinded :