

Sonargaon University (SU)

Service Charter Department of Journalism and Media Studies (JMS) Faculty of Arts and Humanities

SL	Service Title	Process Flow	Responsible / Contact
01	Collect Student ID Card, Email Address & Student Portal Access (For newly admitted students)	Contact the Department Office → Submit required documents → Collect ID & credentials → Login to Student Portal (su.edu.bd) and update profile	Department Office, JMS Coordinator: Abdur Rahman Cell: 01955-529955 Email: arahman.jms@su.edu.bd Admission Hotline: 01933-669966
02	Course Offering (Published each semester)	Department Office publishes Course Offering as per semester schedule → Students check Notice Board / Department Facebook page / Student Portal → Follow official notices	Department of JMS Coordinator / Course Coordinator Cell: 01955-529955 Email: arahman.jms@su.edu.bd
03	Registration Process (Semester-wise course registration)	Accounts Clearance (pay required fees at SU Accounts or online) → Meet Batch Advisor with clearance → Online registration via Student Portal → Confirmation of registration	Batch Advisor + Accounts Section Admission/Accounts: 01992-077220 Email: admission@su.edu.bd
04	Subject / Course Add, Drop or Changes (Within registration window)	Meet Batch Advisor (within 7 working days of registration) → Submit ERP Application → Student Welfare Department (SWD) → Confirmation on Student Portal	Student Welfare Dept. Room No. 311
05	Semester Drop Process	Submit ERP Application → Student Welfare Department (SWD) → Confirmation on Student Portal	Student Welfare Dept. Room No. 311
06	Registration of Courses from Previous Syllabus / Retake	Write application (as per format) → Submit to Department Office → Department reviews and forwards → Complete registration after approval	Department Office + Batch Advisor Cell: 01955-529955
07	Re-admission Process	Collect Re-admission Form from Department Office → Fill & submit with required fee to Accounts → Get confirmation of re-admission → Follow regular registration process	Department Office, JMS Accounts Section Hotline: 01992-077220 / 01933-669966
08	Extension of Studentship	Write formal application → Submit to Department Office with partial transcript → Department processes extension request	Department Office, JMS Coordinator Cell: 01955-529955
09	Clearance for Examinations (Midterm & Final)	Pay all required fees (Accounts or online) → Collect clearance from Accounts / Department Office → Present clearance for admit card / exam entry	Accounts Section + Dept. Office Cell: 01992-077220 Dept: 01955-529955
10	Semester Result Publication	Results published on Student Portal after exam committee approval → Students log in to view and download → For any discrepancy contact Department within stipulated time	Controller of Examinations / Dept. Office Email: info@su.edu.bd Portal: su.edu.bd
11	Internship Process (JMS 4000 – 8 weeks after all courses) Note: Internship at Newspapers, TV, Online Media, Radio, NGO or Corporate Organizations	Complete all required courses → Apply for Internship Letter via Department → Collect Internship Letter (within ~2 working days) → Submit to host organization → After completion submit Acceptance Letter + Report + Evaluation to Department for credit	Internship Supervisor / Coordinator Department Office, JMS Cell: 01955-529955

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12	Concern Letter, MoI, LoR, Testimonial etc. (For running students)	Collect Running Students Application Form from Department → Fill form → Payment (as per Accounts schedule) * Submit to Department Office → Collect document within 2–3 working days	Department Office, JMS Batch Advisor Cell: 01955-529955
13	Concern Letter, MoI, LoR, Testimonial, Migration Certificate etc. (For Alumni)	Apply through Student Portal / Department Office → Payment of required fees → Submit documents (hard copy if needed) → Collect from Registrar Office / Department as per deadline	Registrar Office + Dept. of JMS Email: info@su.edu.bd Hotline: 01933-669966
14	Email / Password / Student Portal / Internship Portal Problems	Pay required fee (if any) at Accounts → Submit Money Receipt to Department Office or raise ticket via Helpdesk / Student Portal → IT / Dept. resolves	Department Office + IT Support Cell: 01955-529955
15	Media Lab / Studio / Equipment Access & Support (Sessional courses, production projects)	Contact Course Teacher / Lab In-charge → Book slot via Department → Follow lab rules & equipment checklist * Return equipment after use	Lab In-charge / Course Teachers Department Office
16	Scholarship / Waiver Support	Visit SU website scholarship section or contact Scholarship / Accounts Office → Submit required documents (merit / need based) → Follow verification process	Scholarship Section / Accounts Hotline: 01933-669966 / 01992-077101 Email: admission@su.edu.bd
17	Academic Transcripts / Certificates	Pay required fees to Accounts / online → Apply through Student Portal or Registrar Office → Collect documents from Exam / Registrar Office as per delivery schedule	Controller of Examinations Email: info@su.edu.bd Hotline: 01933-669966
18	Teachers / Officers Information	Visit Faculty page on su.edu.bd → Or contact Department Office for current faculty list and office hours	Department Office, JMS Web: su.edu.bd Coordinator: Abdur Rahman Cell: 01955-529955
19	Viva-Voce (Yearly) & Research Monograph Guidance	Department announces schedule → Students prepare under supervisor → Appear for Viva as per notice → Marks consolidated at end of 4th year	Department Examination Committee / Supervisors Dept. Office: 01955-529955
20	General Student Support & Counseling	Contact Batch Advisor or Department Coordinator for academic, career or personal guidance → Appointments preferred	Batch Advisors + Coordinator Abdur Rahman Cell: 01955-529955 Email: info@su.edu.bd

Important Notes

1. Always check the official Student Portal and Department Notice Board for the latest announcements, deadlines and forms.
2. For any service-related query not listed above, contact the Department of Journalism and Media Studies Office or the University Student Support Hotline: 01933-669966 / 01992-077220.
3. Email: info@su.edu.bd | Admission: admission@su.edu.bd | Website: <https://www.su.edu.bd>
4. Campus locations: City Campus-1 (147/I, Green Road, Panthapath), City Campus-2 (Wireless Gate, Mohakhali), Permanent Campus (Dasherkandi, Khilgaon, Dhaka).
5. This Service Charter is published for student convenience and may be updated periodically by the Department.