VISION COLLEGE

FAQ- STUDENT SERVICES & FACILITIES

HOSTEL

1. **What are the check-in and check-out times for the hostel?**
   9.00am - 4.30pm, Monday - Friday. No check-in and check-out during weekends and public holidays.

2. **Are the rooms furnished?**
   Each room comes with a bed, mattress, locker, desk and chair. Amenities provided may vary by room type.

3. **Is there Wi-Fi available in the hostel?**
   Wi-Fi is only available for selected units under the premium type.

4. **Are meals provided?**
   Meals are not provided in the hostel. However, there is a food bank available for students in need on a first-come, first-served basis.

5. **Are laundry facilities available?**
   Laundry facilities are not available at the hostel. Students can go to the nearest self-service laundry located near the hostel.

6. **Are visitors allowed to enter the hostel?**
   Visitors are not allowed at the hostel.

7. **What should I do if I lose my room key or access card?**
   Report the loss immediately to the hostel warden. A replacement key or card will be issued, and a fee may apply.

8. **What is the curfew policy?**
   The hostel has a curfew from 12 a.m. to 7 a.m. for all residents to ensure the well-being and safety of the residents.

9. **Are there safety and security measures in place?**
   Yes, the hostel is equipped with security cameras, and the hostel warden is on duty 24/7. Additionally, all entries require an access card/password.

10. **Can students change rooms?**
    Room changes are allowed under certain circumstances. Students must submit a room change request, and the hostel administration will handle it based on availability and the reason for the request.

11. Are there rules regarding the consumption of alcohol and smoking?
The hostel maintains a strict no-alcohol and no-smoking policy within the premises to ensure a safe and healthy environment for all residents.

12. Can students cook at the hostel?
Light cooking is allowed.

13. How often are rooms cleaned?
Students are responsible for maintaining their own living spaces in between cleaning services. Common areas will be cleaned once a week.

14. What is the policy on personal belongings and valuables?
Students are responsible for their personal belongings and valuables. The hostel administration is not responsible for lost or stolen items.

15. How do I report maintenance issues?
Maintenance issues can be reported through the hostel's 'online maintenance request form' or directly at the hostel administration. The following is the link for the online maintenance request form: https://bit.ly/MaintanReQ

16. Is there any surcharge or additional fee?
A surcharge and an additional fee will be imposed for any over-usage of utility bills beyond the allocated limit.

17. Why does it take so long for the maintenance to address our issues/complaints?
Addressing issues/complaints may take time as inspections need to be conducted thoroughly and issues/complaints would be prioritized based on urgency and severity.

18. Are we allowed to bring a refrigerator?
No.

19. Is there a penalty for late payment?
There is a penalty for students and would be applied per the hostel rules and regulations.

20. What is an eviction letter?
An official letter to inform students to vacate from his/her hostel unit due to overdue payment or result of disciplinary action of student.

FACILITIES

1. **How can I contact the Facilities department?**
   You can reach the Facilities department via phone at 018-3782900 or send an email to michael@vision.edu.my

2. **What information do I need to provide when submitting a maintenance request?**
   You are required to include your name, contact information, location (building and room number), and a detailed description of the issue.

3. **How long does it take for a maintenance request to be addressed?**
   Response time varies depending on the urgency of the request. Emergency requests are addressed within 24 hours, while non-emergency requests may take up to 5 business days.

4. **How do I report a power outage?**
   Report power outages to the Facilities department as soon as possible. After office hours, do contact the emergency maintenance hotline at 018-3782900.

5. **What should I do in case of an emergency?**
   In case of an emergency, such as a fire, gas leak, or major water leak, please call emergency services immediately at 911 and then contact the Facilities department.

6. **How often are restrooms cleaned?**
   Restrooms are cleaned daily. If you notice a restroom that needs immediate attention, please contact the Facilities department.

7. **What should I do if I lose my Student ID card?**
   Report the lost Student ID card immediately to the IT department. There may be a replacement fee for the lost ID card.

8. **What should I do if I witness suspicious activity on campus?**
   Report suspicious activity immediately to the Student Affairs department.

9. **How do I report an issue with classroom equipment (e.g. projectors, computers)?**
   Issues with classroom equipment can be reported to the IT department office at level 1.

10. **What amenities are available at the student pantry?**
    Student pantries typically include water filters, sinks, and seating areas.

11. **Are there rules for using the student pantry?**
    Yes, you are required to clean up after use**.**

VISION
C O L L E G E

REGISTRY

1. **How can I access the online registration portal?**
   You can access the online registration portal through our college's website. Look for the "Admission" section, where you can enter your credentials to access registration services.

2. **What documents are required for registration?**
   Students will receive a student document checklist together with a Conditional Offer Letter via email once the registration is confirmed.

3. **How do I register for the subject?**
   At the beginning of the semester, the lecturer in charge will assist with the subject registration.

4. **When is the subject registration deadline?**
   The subject registration deadlines vary by semester. Refer to the academic calendar on the website or contact your respective Program Coordinator.

5. **My details have been recorded incorrectly. How can I change what is recorded?**
   If your details (name, citizenship, title etc.) have been recorded incorrectly, please notify the Registry department during registration or reach the Registry department at level 1.

6. **Where can I update my personal information (address, contact details)?**
   Students can reach the Registry department at level 1 or WhatsApp at 012 516 5300@013 535 9737 or reach the Registry department at level 1.

7. **I am an existing student, and I forgot my Student Portal password. What should I do?**
   Students may reset the password using the registered email address by clicking *"Forgot Password"* or students can reach the Registry department at level 1.

8. **Can I change my login email?**
   Yes. Please reach the Registry department at level 1.

9. **Where can I request a verification letter?**
   You can request for a copy of the verification letter through our college's website at https://vision.edu.my/student-feedback-form/. You will then receive the letter via email within five (5) working days.

10. **How can I apply for a withdrawal or deferment from the programme?**
    You may reach your Program Coordinator to get the withdrawal or deferment form.

11. Whom should I contact for specific academic or administrative issues?

For academic issues, contact your Program Coordinator. For administrative issues such as registration and transcripts, contact the Registry department.

12. Will I get my academic certificate and transcript right after I complete my studies?

The original certificate and transcript will not be provided before the convocation ceremony. A copy of the transcript and a completion letter can be collected two (2) months after the final exam results are released on the Vialing Sky system.

13. How can I request an official transcript and certificate?

Official transcript and certificate will be issued after the convocation ceremony. Students may collect the transcript and certificate right after the ceremony. Students who do not attend the convocation ceremony can collect the transcript and certificate two (2) weeks after the convocation date.

FINANCE

1. **How much is the retake fee?**
   The retake fees vary based on the subject of the respective programme.

2. **How much is the resit exam fee?**
   RM100 for Certificate/Diploma students, RM300 for Advanced Diploma/Bachelor students.

3. **How to claim pocket money from Zakat?**
   Students will claim their own pocket money for Semester 1 through Zakat. For Semester 2 onwards, the college will handle the claims.

4. **When will the Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) application window open?**

Months	Programme
July & August	All diploma programmes
November & December	All diploma programmes except for DHS
March, April, September & October	Only for DHS and Bachelor program

5. **Does Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) provide monthly allowances for students?**
   Students enrolled in PTPTN programs do not receive allowances; however, PTPTN provides a RM 100 credit to students' bank accounts each time tuition fees are disbursed, which occurs once or twice a year. For a 2.5-year program, students receive the RM 100 credit 5 times, and for a 3-year program, 6 times.

6. **When will the Majlis Amanah Rakyat (MARA) application window open?**
   The MARA application window opens twice a year, typically in February and October.

7. **Why does finance hold some student exam dockets?**
   For those students who have outstanding fees (Retake, Resit, Tuition Fee, Hostel Fee and Utility Fee) Finance or Accommodation the exam docket will hold finance.

8. **When will the ZAKAT application window open?**
   The ZAKAT application window is always open. There is no specific application period. Applications can be submitted any time before the intake, and each course has no quota.

9. **How much is the hostel and utility fee?**

For all hostel and utility fees, please refer to the Hostel department.

10. How do I contact the Finance department?
You can reach the Finance department through WhatsApp at 016-2022800 or via email at
finance@vision.edu.my

STUDENT AFFAIRS

1. **What services does the Student Affairs department provide?**
   The Student Affairs department provides a range of services including academic advising, career counseling, mental health support, student activities and organizations, housing and residence life, and health services.

2. **Where is the Student Affairs Department located?**
   The Student Affairs department is located at Library Level 2.

3. **How can I schedule an appointment with a Student Affairs Officer?**
   You can schedule an appointment by calling the Student Affairs Department (012-237 2800), or by visiting the office in person.

4. **How can I join a Student Representative Council?**
   - Students who want to join SRC can submit a form or contact the Student Affairs department (012-237 2800), or by visiting the office in person.

5. **What types of student organizations are available?**
   There are a wide variety of student organizations including academic clubs, cultural groups, sports teams, volunteer/social groups, and religious.

6. **What type of service and facilities does the Student Affairs department provide?**
   Below are the services and facilities that we provided :
   - Item and venue booking
   - Basic Medical Aid (First Aid Treatment)
   - Rizq Rack at Student Lounge Centre (SLC) at Level 2
   - Sport Facilities and Leisure Facilities

7. **Are there facilities to accommodate students with disabilities?**
   No, we are not equipped with disabled-friendly facilities.

8. **What counseling services are available for students?**
   Services include individual counseling, group therapy, crisis intervention, stress management workshops, and wellness programs.

9. **How do I make an appointment with the counselor?**
   Appointments can be made at 016-6761022 (Ms. Hanis) via WhatsApp or in person at the counseling Counter Library Level 2.

10. **Is the counseling session confidential?**
    Yes, counseling sessions are confidential. Information shared during the sessions is not disclosed without your consent, except in cases of immediate danger or as required by law.

11. Are there any costs involved with the counseling services provided?
   Counseling services provided are free for enrolled students.

12. What should I do if I need urgent mental health support?
   If you need urgent mental health support, do contact the counseling centre for emergency services Talian Kasih at 15999.

13. What types of issues can I discuss with a counselor?
   You can discuss a wide range of issues, including anxiety, depression, relationship problems, academic stress, substance abuse, and more.

14. How long does a counseling session last?
   Counseling sessions may vary in length depending on the case.

INFORMATION TECHNOLOGY

1. **How can students apply for a Student ID?**
   During the orientation, there will be a photo session and the issuance of temporary ID cards. The Student ID will be processed within 3 working days after students complete and submit their documents to the registrar.

2. **How to obtain technical assistance related to IT facilities?**
   To obtain technical assistance, students can contact the IT support center via email (mirul@vision.edu.my and fiq@vision.edu.my) or Phone.

3. **What types of software are available for students?**
   Students have access to various software such as WPS Office, Libre Office, and course-specific software required for their studies.

4. **How to access the college Wi-Fi network?**
   To access the Wi-Fi network, students need to connect their devices to the SSID **VC_Student** and the password **vc888888**. This password will be effective starting from 22/7/2024.

5. **Are there printing facilities available, and where are they located?**
   Yes, there are printing facilities available at the library, and charges will apply.

6. **How to report any technical issues related to IT facilities?**
   Students can report technical issues by contacting the IT support center directly via email or informing their respective lecturers.

7. **What is the internet speed at the college?**
   The college offers internet speeds of up to 100 Mbps, which is sufficient to meet the learning and research needs of students.

8. **Are there computer labs available for student use?**
   Yes, there are several computer labs at the college that students can use, including dedicated computer rooms at the library.

9. **How to access the Learning Management System (LMS)?**
   Students can access the LMS by visiting the Student Portal and logging in using their email and password.

10. **What cybersecurity measures are in place to protect student data?**
    - **Firewalls and Antivirus Software:** Robust firewalls are used to prevent unauthorized access, along with up-to-date antivirus software to detect and eliminate threats.
    - **Data Encryption:** Sensitive data, such as personal information and academic records, is encrypted to ensure its security during transmission and storage.
    - **Access Controls:** Strict access controls are enforced, ensuring that only authorized personnel can access sensitive information.

11. What are the examples of IT facilities?

IT facilities include access doors, internet network, projector and computers.

LIBRARY

1. **What are the operating hours of the library?**
   The library is open Monday to Friday from 8 a.m. to 5.30 p.m. The library is closed on weekends and public holidays.

2. **How can I contact the librarian?**
   You can contact the librarian via email at library@vision.edu.my or visit the library at Level 2 of the college.

3. **How many books can I borrow at a time?**
   You can borrow up to five (5) books at a time.

4. **How long may I borrow the books?**
   The borrowing period for most items is 1 (one) week.

5. **How can I renew borrowed books?**
   You can renew borrowed books by coming to the library in person or emailing to library@vision.edu.my.

6. **What are the late fees for overdue books?**
   Late fees are RM1.00 per day.

7. **Does the library offer Wi-Fi?**
   Yes, the library offers free Wi-Fi for all students. You can connect to the network by selecting the **L2-VC_Student, (Username: vc, Password: vc8888).**

8. **Can I reserve a study room?**
   Yes, study rooms can be reserved by coming to the library in person at the front desk.

9. **Does the library offer printing and photocopying services?**
   Yes, the library has printers and photocopiers available. There is a small fee for printing and copying.

10. **How can I access the library's digital resources?**
    You can access digital resources like e-books and online databases by scanning the QR code available at the library. The library supports several eBook platforms which are open access resources that are available in the Moodle Systems.

11. **How do I get help with digital resources?**
    If you need help with digital resources, you can contact the librarian.

12. **Is there a quiet study area in the library?**
    Yes, the library has designated quiet study areas for students who need a silent space to work or study.

MARKETING

1. **Do I need to know who my recruiter is?**
   Yes. The recruiter is your course counselor. Should you have any issues, please consult your recruiter first. The recruiter will channel you to the right department.

2. **My friend is interested in joining Vision College. What should I do?**
   You may contact your recruiter, or invite your friend to Vision College Office, Level 1. An available recruiter will assist and consult your friend.