



**Office
of External
Affairs**

STANDARD OPERATING PROCEDURES FOR THE OFFICE OF EXTERNAL AFFAIRS

2018

VERSION 1.1

Table of Contents

The Office of External Affairs (OEA)	4
Director	5
Responsibilities of the Director	5
Tasks.....	6
Leadership.....	6
Outreach.....	6
Services provided by the Director.....	7
The Office of International Affairs (OIA)	8
Responsibilities of the OIA	8
Tasks.....	10
Visa Extension Procedure	11
Exit Visa Procedure.....	13
Collaboration Procedure.....	14
Services provided by the OIA	15
General Guidelines for the International Students of North South University....	19
The Office of Alumni Affairs (OAA).....	23
Responsibilities of the OAA.....	24
Tasks.....	24
Registering as Alumni	24
Maintaining Alumni Database	25
Populating Alumni Database.....	26
Request for Alumni Information.....	26
Aiding Alumni.....	27
Liaison between Global Alumni	29
Alumni Features	31
Arranging Entry Passes	31
External Inquiries.....	32
Arranging Alumni Events.....	32
Services provided by the OAA	33
General Information for the Alumni of North South University	34
The External Affairs Officer.....	35

Responsibilities of the External Affairs Officer	35
Tasks.....	36
E-visa Procedure.....	36
Work Permit Procedure.....	38
Security Clearance Procedure	41
Visa Extension Procedure	44
Exit Visa Procedure.....	45
Tax Returns.....	46
Bank Account.....	47
Settling-in	47
International Delegation Team.....	48
Services provided by the External Affairs Officer	50
General Guideline for the International Faculty Members of North South University 51	
Coordination Officer	58
Responsibilities	58
Tasks.....	59
Communications	59
Tracking Memos	59
Logistics-related Procedures	60
Budget	60
Event Management	61
Venue Booking	62
Property Management.....	62
International Faculty Members' Residence Maintenance	63
Inventory Maintenance	63
Vehicle Requisition	64
Petty Cash Maintenance.....	64
Reporting Problems	65
Services provided by the Coordination Officer	65
Office Support Staff (OSS).....	66
Tasks.....	66
Travel-related errands	67
Day-to-day errands.....	67

Protocol Pass and access to VIP gate and VIP lounge68
Collecting Office Supplies from Inventory68
Services provided by the OSS69
Frequently Asked Questions (FAQs)70



THE OFFICE OF EXTERNAL AFFAIRS

The Office of External Affairs (OEA) was established in February 2015 at North South University (NSU). Its goal is to enhance the image and reputation of the institution both at home and abroad. Therefore, the OEA acts as a bridge between NSU and other renowned global institutions. The OEA currently has two divisions and works under the supervision of the Vice-Chancellor. The divisions are:

- 1. Office of International Affairs (OIA)**
- 2. Office of Alumni Affairs (OAA)**

Vision: With the motto, 'Bridging Global Knowledge', the OEA's vision is to create mutually-rewarding relationships with a wide array of stakeholders.

Mission: The OEA at NSU will facilitate collaboration and mutual exchange of students and faculty with foreign universities and provide a platform for its global alumni to stay connected.

How to Contact the OEA:

To contact the OEA, call directly at 02-55668200; Ext: 6025 or email at oea@northsouth.edu.

To come in person, go to room 502, level #5, Administrative Building, NSU.

Katherine Li, PhD
Director
Office of External Affairs
North South University
E-mail: katherine.li@northsouth.edu
Office: (+880) 255668200, Ext: 6030

Tasnia Azmeri Madiha
Coordination Officer
Office of External Affairs
North South University
E-mail: tasnia.azmeri@northsouth.edu
Contact: (+880) 2 55668200, Ext: 6025

Director:

The NSU's chief academic officer for international engagement, the Director works to build and maintain strategic partnerships around the world in order to expand opportunities for international study, research, collaboration and exchange for faculty and students. The Director also works with other leaders of the university to maintain the reputation of NSU both home and abroad through the use of strategic and effective communication.

How to Contact the Director:

To make an appointment with the Director, call the Coordination Officer at 02-55668200; Ext 6025 or email the Coordination Officer at tasnia.azmeri@northsouth.edu. State the purpose of the meeting and ask for an appointment from the Coordination Officer. To come in person, go to the OEA located at level #5, Administrative Building, and NSU and ask for the Coordination Officer. Then, the Coordination Officer can provide the information one requires. To contact the Director directly, call 02-55668200; Ext 6030 or send an e-mail to katherine.li@northsouth.edu.

Office Section:

Responsibilities of the Director

The Director provides the overall leadership for the OEA. In the following, the responsibilities of the Director are described.

- The Director consolidates the current relationships with foreign institutions by implementing existing agreements and completing current MOUs.
- The Director spots opportunities for mutually beneficial new partnerships and foreign organizations and develops them into MOUs and agreements ensuring that they are implemented.
- The Director oversees visits to NSU by foreign delegations and other dignitaries.
- The Director advances international academic initiatives to extend the global reach of NSU's research and teaching activities.
- The Director shares responsibility for supporting the community of international students, scholars and faculty at NSU; oversees transition support, expert advising and visa services for international students, scholars and foreign faculties.

- The Director guides NSU's overall global strategy and sustains its ongoing development as a center of excellence in higher education.
- The Director provides input to the hiring and retention of international faculty, when required.
- The Director supports the development of new projects with international partners.
- The Director develops and oversees NSU's study abroad activities.
- The Director oversees alumni activities.
- The Director creates and grows an alumni foundation for donor support of NSU.

Tasks:

The Director provides leadership to the staff members of the OEA. In the following the responsibilities and tasks of the Director are given.

Leadership

Following the vision and mission of the Vice-Chancellor, the Director guides the staff of the OEA in the following ways:

- Holds weekly staff meetings for the purpose of goal setting and tracking
- Guides the Office of International Affairs Officer (OIA) in the building and management of the OIA
- Guides the Office of Alumni Affairs Officer (OAA) in the building and management of the OAA
- Oversees long term and short term strategic vision of the OEA
- Fosters effective communication within the OEA and beyond
- Manages internal and external stakeholder relationships with the OEA

To increase the number of partnerships and collaborations, the Director seeks all possible avenues both locally and internationally.

Outreach

- Attends community events for the purpose of networking and relationship building
- Researches potential academic partnerships for NSU and communicates with those institutions
- Creates opportunities for Public Private Partnerships (PPPs)

- Works with NGOs to create workshops and panels of experts for the benefit of the NSU community
- Seeks research partners for NSU faculty members
- Seeks faculty/student exchange opportunities
- Seeks joint faculty research opportunities

Client Section:

Services provided by the Director

In the following, the services provided by the Director of OEA are given:

❖ For the international faculty members

- Arranges opportunities for the international faculty members to meet once per semester for updates and socializing
- Ensures that the visa renewal process is timely and smooth
- Provides guidance for the annual faculty search

❖ For the students of NSU

- Makes international study abroad/exchange programs known to the students
- Provides support to the international students who attend NSU

❖ For external individuals

- Acts as a bridge to national and international stakeholders interested in learning more about NSU
- Explores opportunities to partner with external stakeholders
- Represents NSU in diplomatic, NGO and non-academic venues in order to increase the image and reputation of NSU
- Provides direct support to the Board of Trustees (BOT) and Vice-Chancellor to strategize, plan and carry out the annual IAB (International Advisory Board) meeting

❖ For internal individuals

- Is available for brainstorming new ideas for growing NSU
- Facilitates interdisciplinary approaches to research and collaboration
- Acts as a bridge between the faculty and the administration

The Office of International Affairs (OIA):

The Office of International Affairs (OIA), under the Office of External Affairs (OEA), was established to provide information, services and support to international students currently hosted by North South University. The OIA is committed to developing liaisons, mutual understanding and agreements with universities and organizations overseas. The OIA also promotes North South University internationally. The main aims of this office are to handle collaborations between NSU and other reputed universities as well as to serve international students of NSU.

History: The Office of International Affairs, under the Office of External Affairs was established in February 2015 at North South University. Since then, an International Affairs Officer has been a constant guide for the international students.

Vision: The Office of International Affairs aims to maintain fruitful relationships with foreign institutions and international students.

Mission: The Office of International Affairs intends to increase the number of MOUs with different institutions. The OIA also aspires to increase the number of international students studying at NSU from different countries around the world.

Purpose: The purpose of the Office of International Affairs is to support both international students and institutional collaborations. The OIA has developed this guideline to help international organizations/students to know how to engage with and benefit from this office.

How to Contact the Office of International Affairs:

The International Affairs Officer is in charge of the Office of International Affairs. The International Affairs Officer keeps all the records of the international students and helps them to resolve their problems. To contact the OIA, call directly at 02-55668200; Ext 6029 or email the International Affairs Officer at samina.alam@northsouth.edu. To contact the OIA in person, come directly to the OEA located on level #5, Administrative Building, NSU and ask the Coordination Officer for the International Affairs Officer.

Office Section:

Responsibilities of the OIA

1. Institutional Collaborations	Foreign & Local Institutions: There are many Memorandums of
--	--

	<p>Understanding (MOUs) between North South University and other universities. To see the collaboration list, check the OEA website. The OIA maintains MOUs with local and international universities to facilitate the bonds between NSU and other institutions. Check the ‘Collaboration Procedure’ for more information (page 14).</p> <p>International Delegations: The OIA is responsible for organizing day-long workshops, seminars and conferences. The MOUs between other institutions and NSU allows the OIA to receive international delegations from different countries. The OIA provides services to make their trip smooth and successful. This is also one of the tasks overseen by the External Affairs Officer. For more information, check the ‘International Delegation Team’ under the ‘Office Section’ of the External Affairs Officer’s responsibilities (page 48).</p>
<p>2. Embassies & NGOs</p>	<p>Programs hosted or sponsored by embassies and NGOs are facilitated by the OIA. NSU currently has affiliations with 17 NGOs in Bangladesh.</p>
<p>3. Internal Stakeholders</p>	<p>The OIA maintains amicable relationships with academic and administrative departments for mutual support.</p>
<p>4. Aiding the Special Branch Police</p>	<p>The OIA always cooperates with the Special Branch Police (SBP) regarding international students. Any information required by the SBP is submitted instantaneously so that the international students can reside in this country legally. Each semester, the SBP requires the following information which the International Affairs Officer provides:</p> <ol style="list-style-type: none"> 1. Name of the new international student 2. Nationality 3. Date of entry into Bangladesh 4. Present addresses of the international student 5. Passport number 6. Passport validity 7. Visa type and validity 8. Purpose of stay

	<p>9. Name of the institution</p> <p>10. Remarks</p> <p>The requirements of the SBP Office are subject to change. Therefore, the International Affairs Officer aids the SBP Office to smoothen the verification process. Due to the language barrier, the International Affairs Officer also acts as an interpreter to bridge the communication gap between international students and the SBP in various situations.</p>
5. Passport and Immigration	The OIA checks visa expiry date and gives the international student recommendation letters for visa extension and exit visa. For more information, check the ‘Visa Extension Procedure’ (page 11) and ‘Exit Visa Procedure’ (page 13) sections.
6. Database Management	The OIA maintains and updates the current database of international students with their detailed information each semester. Through an Excel spreadsheet, the International Affairs Officer preserves all the contact information of the international students. This information is categorized by semester. The International Affairs Officer also updates the MOUs with necessary details.
7. Migration of Students	The OIA helps local students of NSU to migrate or transfer credits to other foreign universities. The undergraduate students are required to complete at least 60 credits to get a recommendation letter for migration/credit transfer from NSU. The graduate students can migrate anytime without the constraint of prerequisites (such as completion of credits). However, a guideline for the migration of students is yet to be laid out.
8. Miscellaneous	The OIA helps to solve both on and off-campus problems faced by the international students. Check the ‘International Students’ of the ‘Client Section’ for more information (page 15).

Tasks:

The International Affairs Officer accomplishes many tasks for the OIA. In the following, the tasks handled by the International Affairs Officer are given in detail.

Visa Extension Procedure

It is crucial that the international students residing in Bangladesh maintain valid visas.

Therefore, they need to extend their visas on time. How to extend their visas is described below.

Step 1.	A month before the visa expiration date, the international student has to contact the International Affairs Officer in person.
Step 2.	The international student is asked to deposit taka 100 only to an NSU authorized bank (Bashundhara Branch) and give the International Affairs Officer the deposit slip. This payment is necessary in order to receive recommendation letters.
Step 3.	After receiving the payment slip, the International Affairs Office provides a form to fill out for visa extension. The international student has to fill out the form and submit it to the International Affairs Officer. The International Affairs Officer also receives photocopies of the following documents from the international student. <ul style="list-style-type: none"> • Passport • Visa • NSU ID
Step 4.	After receiving the documents, the International Affairs Officer asks the international student to come after two working days to receive recommendation letters for visa extension, sponsorship certificate, and non-employment letter.
Step 5.	After receiving the recommendation letters, the international student has to go to the Passport and Immigration Office (at Agargaon) to submit the following documents. <ul style="list-style-type: none"> • The three recommendation letters received from the International Affairs Officer • Original and photocopy of passport and visa • Original and photocopy of the last date of entry into Bangladesh stamped in the passport
Step 6.	The international student has to go to Counter #2 (of the Passport and Immigration Office) to collect and fill out the visa extension form.

Step 7.	The international student has to submit all of the documents (along with the visa extension form received from Counter #2) to Counter #1 of the Passport and Immigration Office.
Step 8.	Deposit the required processing fee (varies from country to country) to the bank (Shonali bank, Counter #4) located at the Passport and Immigration Office.
Step 9.	After the deposit, attach all the documents along with the money receipt and submit altogether to Counter #3.
Step 10.	The international student receives a passport delivery slip.
Step 11.	<p>The international student and the International Affairs Officer are contacted by an appointed SBP Officer (for verification of the student) for visa extension. To avoid miscommunication, both student and the International Affairs Officer are instructed to send the international student with the following documents. Collect the documents from their respective departments.</p> <ul style="list-style-type: none"> • ‘To Whom It May Concern’ Recommendation letter (OEA) • Offer Letter (Self) • Registration Certificate of NSU (OEA) • Attendance Sheet (his/her respective department) • Unofficial Transcript (Controller of Examinations) • Studentship Certificate (Controller of Examinations) • Passport Delivery Slip (Passport and Immigration Office) • Foreign student list (OEA) • Photocopies of Passport, visa and NSU ID (Self) • Attested photocopy of three recommendation letters for visa extension (OEA)
Step 12.	<p>Before going to the SBP Office (Malibagh), the international student has to make an appointment with the SBP Officer appointed to him/her. This can be done in two ways:</p> <ol style="list-style-type: none"> 1) The international student can come and ask the International Affairs Officer to make an appointment with his/her appointed SBP Officer. Due to the language barrier, it is prudent that they seek help from the International Affairs Officer. 2) The international student can directly contact the SBP Officer and make

	<p>an appointment with him/her.</p> <p>The student meets the SBP Officer during his/her appointment and submits the previously mentioned documents.</p>
Step 13.	The SBP Officer provides a basic information form for the international student to fill out.
Step 14.	After filling it out, the international student is allowed to leave the police office. The student has to wait for a certain period of time (usually two to three weeks) to get the extended visa.
Step 15.	After two to three weeks, the international student contacts (by phone) his/her appointed SBP Officer to check on the progress. Once the visa extension is ready, the student is instructed to go to the Passport and Immigration Office.
Step 16.	At the Passport and Immigration Office, the international student has to submit the passport delivery slip to Counter #2 and finally receive the extended visa.

Exit Visa Procedure

Before the visa extension, if the international student is required to leave the country for emergency purposes, then the student has to receive an exit visa. In the following the exit visa procedure is given.

Step 1.	Follow steps 1 to 3 from the ‘Visa Extension Procedure’ section (page 11).
Step 2.	After receiving the documents, the International Affairs Officer asks the international student to come after two working days to receive recommendation letter for an exit visa.
Step 3.	<p>After receiving the recommendation letter, the international student has to go to the Passport and Immigration Office (at Agargaon) to submit the following documents.</p> <ul style="list-style-type: none"> • The recommendation letter received from the International Affairs Officer • Original and photocopy of passport and visa • Original and photocopy of the last date of entry into Bangladesh stamped in the passport
Step 4.	The international student has to go to Counter #2 (of the Passport and

	Immigration Office) to collect and fill out the exit visa form.
Step 5.	The international student has to submit all the documents (along with the exit visa form received from Counter #2) to Counter #1 of the Passport and Immigration Office.
Step 6.	Follow steps 8 to 10 of the 'Visa Extension Procedure' (page 12).
Step 7.	Preserve the original copy and submit the photocopy of the passport delivery slip along with the passport to Counter #2.
Step 8.	After submitting, the international student receives the exit visa.

Collaboration Procedure

Collaboration of NSU with other institutes (foreign or local) is an essential part of the OIA.

In the following, how NSU can initiate collaboration with other institutes is given.

Step 1.	The interested institute may approach NSU through the departments, the higher authority of NSU or the OEA. NSU can also approach the targeted institute through their departments, higher authority of their institute or their OEA (if any). If the other institute approaches NSU, then the institute writes an 'expression of interest' letter. It is a formal letter expressing the other party's interest in collaborating with NSU.
Step 2.	If both parties agree, then they have a formal discussion on terms and conditions and other technical issues.
Step 3.	A formal proposal is sent to the Vice-Chancellor from the OEA for his approval.
Step 4.	After approval, a meeting between the two parties is scheduled. Either a team from NSU goes or the team from other the institute comes.
Step 5.	If a team from NSU goes, then the External Affairs Officer, the International Affairs Officer and the Coordination Officer of the OEA prepare a schedule according to the needs of the higher authority. If the delegation team comes to NSU, then a schedule is prepared and sent to the delegation team for their approval. Faculty members must be designated from both sides for this purpose.
Step 6.	If the team comes to NSU, follow steps 3 to 6 from the 'International Delegations' section (page 48 to 49) of the External Affairs Officer's tasks. If a

	delegation team is sent from NSU, then follow the schedule given by the target institute.
Step 8.	Sign the official letter which serves as a contract of collaboration between both parties.

Client Section:

Services provided by the OIA

In the following, the services provided by the OIA are given:

❖ For international students

International students are an integral part of the OIA. The OIA deals with all of their legal issues to make their admission process swift and their student/academic life easy. In the following how an international student can enroll and be benefitted from the OIA are given below step by step.

Enrollment Process for Foreign Applicants

• For Undergraduate Level:

Step 1.	The applicant has to go to the NSU website.
Step 2.	The applicant has to apply online.
Step 3.	After application, the applicant has to contact the Office of Admissions.
Step 4.	The applicant has to email the scanned copies of the following documents to admissions@northsouth.edu before the admission deadline. <ol style="list-style-type: none"> 1. Middle School transcripts and certificates 2. High School transcripts and certificates 3. Passport 4. An application addressed to the Vice-Chancellor requesting enrollment
Step 5.	The Office of Admissions verifies the documents (the applicants must have minimum 40% test scores in every subject) and gets the Vice-Chancellor's approval.
Step 6.	The Office of Admissions contacts (via email mostly) the applicant and asks him/her to fill out an admission form.
Step 7.	After submitting the admission form, the applicant receives an admit card (via

	email).
Step 8.	The applicant's Offer Letter/Acceptance Letter is issued from the Office of Admissions.
Step 9.	After receiving the Offer Letter, the applicant applies for a student visa in the Bangladesh Embassy of his/her respective country.
Step 10.	After receiving the visa, the applicant (through a representative) contacts the OEA and provides the scanned or photocopies of the following documents. <ol style="list-style-type: none"> 1. Passport 2. Visa 3. Offer Letter 4. Air ticket of arrival
Step 11.	A representative from the OEA receives the applicant from the airport.
Step 12.	Afterwards, the applicant has to contact the Registrar's Office (level #3, Administrative Building, NSU) to get formally admitted.
Step 13.	After admission, collect the NSU ID card from the Registrar's Office.

• **For Graduate Level:**

Step 1.	The applicant has to go to NSU website.
Step 2.	The applicant has to apply online.
Step 3.	After application, the Office of Graduate Studies and Research processes the application form.
Step 4.	The Office of Graduate Studies and Research verifies the documents (the applicants must have a CGPA minimum 2.75 out of 4 on their Bachelor's degree) and gets the Vice-Chancellor's approval.
Step 5.	The Office of Graduate Studies and Research gives the Vice-Chancellor's approval to the department.
Step 6.	The department provides the Offer Letter/Acceptance Letter to the applicant (via email).
Step 7.	After receiving the Offer Letter, the applicant applies for student visa in his/her respective country's Bangladesh Embassy.
Step 8.	After receiving the visa, the applicant (through a representative) contacts the OEA and provides the scanned or photocopies of the following documents.

	<ol style="list-style-type: none"> 1. Passport 2. Visa 3. Offer 4. Air ticket of arrival
Step 9.	A representative from the OEA receives the applicant from the airport.
Step 10.	Afterwards, the applicant has to contact the Registrar's Office (level #3, Administrative Building, NSU) to get formally admitted.
Step 11.	After admission, collect the NSU ID card from the Registrar's Office.
Step 12.	After the collection of NSU ID card, the international student can easily start his/her academic life.

On Campus Benefits:

After admission, the international student gets on-campus support from the OIA. Such as,

- a) Receiving students from the airport (only the first time)
- b) A separate orientation program each semester (depends on the number of enrollment)
- c) Guidance, knowledge and suggestions regarding housing
- d) Providing recommendation letters
- e) Providing 'To Whom It May Concern' certificate (for information check the FAQ section)
- f) Providing Registration Certificate of NSU
- g) Communicating with the SB Police Office
- h) Helping with visa extension, exit visa, security clearances (refer to the visa extension and exit visa procedure; page number will be given)
- i) Helping with credit transfer or migration
- j) For other personal problems (harassment, bullying, etc.)

The international students are requested to come during the following hours:

1. 10:00AM to 12:00PM
2. 3:00PM to 4:00PM
3. By special appointment (which has to be made at least a day before)

Post-Graduation Benefits:

- Retrieve exit visa (if necessary) with the help from the OIA to leave the country.

- After graduating or before leaving the university, the international students must provide information on the current status to the OIA. This information is necessary for the office to keep a record of the existing international students and to assist them to register their name as alumni to get the alumni facilities from NSU.

❖ **For international institutes/organizations**

To maintain and increase the number of MOUs, the International Affairs Officer communicates with international institutes. In the following the services provided by the OIA are mentioned.

- The International Affairs Officer maintains all the details regarding MOUs with other universities and institutes.
- The International Affairs Officer helps to create new MOUs with other institutes.
- If an MOU expires and the institute wishes to renew it, the International Affairs Officer helps with the renewal process.

❖ **For local/Bangladeshi Students**

Local/Bangladeshi students can benefit from the OIA for migration or credit transfer. **This is not only limited to Bangladeshi students.** International students can also migrate if they wish to, with the help of OIA. Refer to the 'Migration of Students' of the 'Responsibilities of the OIA'. Students can receive the 'No Objection certificate' (NOC) from OIA for transferring their credits to the foreign universities. Additionally, they can get international scholarship (with the help from the OIA) if the institution has given the scope to NSU.

❖ **For academic & administrative departments**

Helping the academic and administrative departments with requests such as:

- Information on existing MOUs
- Creating new MOUs
- Arranging and sponsoring international events
- Information on international students
- Information on visa-related issues

GENERAL GUIDELINE FOR THE INTERNATIONAL STUDENTS OF NORTH SOUTH UNIVERSITY

North South University currently has a large number of international students from different corners of the world and the number is expected to increase manifold in the days ahead. It is natural that they are unaware of the customs and traditions of a new country; therefore, a set of basic guidelines for their day-to-day activities is essential. Bangladesh is a country with a diverse cultural heritage where people from various backgrounds coexist peacefully. It is expected that living in Bangladesh will be joyful and comfortable without any disturbances for the international students. Therefore, a set of essential guidelines has been developed to make their stay at NSU safe, secure and rewarding.

1. Do's and Don'ts on the NSU Campus

In order to avoid any conflict or undesired situations, the international students are asked to abide by the following rules.

- Be vigilant and ensure that documents (like passport, credit card, etc.) and valuables (like cell phone, laptop etc.) are kept secured at all times.
- Smoking inside the university premises is strictly forbidden.
- Consumption of alcoholic beverages inside the university campus is strictly prohibited.
- Use of any type of narcotics and its trading inside and outside the campus is strictly prohibited.
- Your attire should be decent and respectful of the local customs and values.
- In case of medical emergency, call NSU Medical Center and contact NSU Senior Medical Officer, Dr. Sujauddin Ahmed at 01711226457 or 02-55668200 (Ext-1210) or Dr. Lubna Mariam at 01715506313 or 02-55668200 (Ext-1211) for assistance. The NSU Medical Center is located on level #04, Administrative Building, NSU. You may also contact the nearest hospital.
- On arrival, please collect a medical report form from either of the mentioned doctors listed above. Fill out the form and submit it to the Medical Officer.
- For any other query or information, please call at +880255668200, Ext-0.
- Always walk, drive, and park the car in well-lit areas. Walk close to the curb. Avoid doorways, bushes, alleys and dark parking lots.

- Try to walk in pairs. Avoid short cuts and other deserted places. If there is any suspicion of being followed, change direction and head for a well-lit area with other people around.
- Keep essential medicine in your residence for medical emergencies.
- Keep small valuables like wallets, purses, mobile devices, money, etc. in close proximity. Do not leave them unattended; every individual is responsible for the protection/safety of personal belongings.

2. General Guidelines

- It is recommended to carry a photocopy of the data page and Bangladeshi visa from your passport at all times, alongside copies of other important travel documents. Local officials may ask for proof of your identity. Keep the originals separately and leave copies with trusted friends or relatives or locked in your room.
- Monitor the local media news for any political turmoil.
- There are severe penalties for possession and trafficking of illegal drugs. Some narcotics-related offences are indictable by capital punishment.
- Please remember that homosexual relations are illegal in Bangladesh.
- Violating local laws may result in a jail sentence to be served in a local prison. Delays and inefficiency in the judicial system can result in long detentions until court hearings eventually take place.
- Abduction of children and businessmen for ransom is not unknown. Although this does not appear to be particularly directed at foreigners, but be alert of such occurrences.
- Armed robbery, pick-pocketing, and purse-snatching can occur. Do not carry large amount of money or wear expensive jewelry on the streets. Thieves often work in pairs on motorcycles or motorized rickshaws known as ‘CNGs’. Passengers using rickshaws, or traveling alone in taxis are particularly vulnerable, especially during nightfall.
- Phone snatching is very common here. Do not exhibit costly mobiles on the roads. Be careful in autos. Even though auto-rickshaws are covered with iron grills, still there are chances of mugging (cutting the side covers and pulling out the valuables is a common practice by the chain snatchers).
- Obtain an International Driving Permit for driving.

- Roads are often in poor condition; therefore road safety is also very poor. Drivers of larger vehicles expect to be given the right side of the road. Speeding, dangerous and aggressive overtaking and sudden maneuvers without indicating cause frequent and serious accidents. Take particular care on long road journeys and use well-travelled and well-lit routes. Traffic is heavy and chaotic in urban areas. City streets are extremely congested and the usual rules of the road are not always applied.
- Driving at night is especially dangerous as many vehicles are unlit, or travel on full-beam headlights. There is also a risk of banditry during travel between towns after dark, by train, bus or ferry.
- On some trains first class compartments are lockable. Ensure the compartment door is locked if you are traveling overnight. For further information, visit the Bangladesh railways website.
- River and sea ferries are often dangerously overcrowded, particularly in the days around religious festivals and other holidays. There have been a number of serious accidents in Bangladesh and capsizing is common. Take special care while travelling in ferries.
- Nationwide strikes or ‘hartals’ are widely observed as a means of political expression in Bangladesh. The political parties over the past several years have called a number of these hartals, resulting in the virtual shutdown of transportation and commerce, and sometimes attacks on non-observing individuals of hartals. Clashes between rival political groups during hartals have resulted in deaths and injuries. It is strongly suggested to avoid all political protests, demonstrations and marches.
- During hartals, please exercise caution in all areas and remain indoors whenever possible. Hartals, demonstrations, and other protests can occur at any time. Exercise particular caution around the following events:
 - Hartals (general strikes) can cause the shutdown of all services and movements, particularly in urban areas.
 - Periodic blockades of rail, road and river transport networks by political groups may take place.
- During hartals, blockades and clashes, a number of small improvised explosive devices (known locally as ‘cocktails’) are detonated in public areas including major roads and intersections. Be alert and stay safe to avoid casualty.

- Stay awake and alert when using public transportation.
- It is best to not eat, drink or smoke anything offered by strangers. Drugging is a growing problem in many Asian countries.
- Bottled water is recommended for drinking outside.
- Mosquitoes can be abundant in some areas and cities, especially during the rainy and humid seasons. Protective nets covering your bed at night are often provided, even in some of the cheapest hotels and in all households.
- Keep your valuables out of public sight and your luggage close at hand while travelling. Keep your handbag in close proximity. Keep your wallet in the front pocket of your trousers or under safe custody.
- Let go of your belongings if a mugger threatens. Otherwise, there is chance of casualty, or worse.
- Research before visiting any unknown area. Talk to the Department Chair or Consular Officer regarding travel advisories or warnings. When travelling, dress casually yet appropriately. Please, be aware of local customs. Do not wear excessive jewelry items. Reduce wallet and purse contents, particularly cards denoting affiliations, memberships, accounts, etc.
- Always be alert. Think about personal safety everywhere. The best protection is to avoid dangerous situations.
- Trust your instincts. Immediately report all suspicious individuals or activities to the nearest police station or NSU Security Office.

Concluding Remarks

If the above mentioned guidelines are adhered to, safety and security from all types of undesired circumstances on campus and residence are likely to be ensured. Therefore, follow the previously mentioned 'Do's and Don'ts' to have a safe, happy, healthy and rewarding stay in Bangladesh.

The Office of Alumni Affairs (OAA):

The Office of Alumni Affairs (OAA) is in charge of communicating with the NSU alumni around the world. Every alumnus/alumna is a representative of NSU. Therefore, it is important for the OAA to reach out to the alumni to encourage them to promote NSU in their respective fields. Alumni programs/activities keep NSU graduates informed about and interested in the development of their alma mater and its reputation. The effect of these activities is to strengthen the university so that it can continue to fulfill and expand its higher education goals.

History: The Office of Alumni Affairs was established on February 2015 at North South University. Since then, an Alumni Affairs Officer has been a constant link of connection for the alumni. The OAA is a department within the Office of External Affairs.

Vision: The vision of the Office of Alumni Affairs is to promote and nurture mutually rewarding relationships between the university and its alumni. The OAA aspires to promote professional growth and opportunities for the current students as well as the professional and social development of the alumni.

Mission: The mission of the Office of Alumni Affairs is to build a strong and engaging NSU alumni community all over the world.

Purpose: The primary purpose of the North South University's Office of Alumni Affairs is to provide a communication link between the university and its alumni.

How to Contact the Office of Alumni Affairs:

The Alumni Affairs Officer is in charge of the Office of Alumni Affairs. The Alumni Affairs Officer keeps all the records of the alumni and contacts them for various purposes. To contact the OAA, call directly at 02-55668200, Ext 1064 or email the Alumni Affairs Officer at haque.farzana@northsouth.edu. To come in person, come directly to the OEA located on level #5, Administrative Building, NSU and ask the Coordination Officer for the Alumni Affairs Officer.

Office Section:**Responsibilities of the OAA**

- The *primary* responsibility of the OAA is to communicate with the alumni for the purpose of keeping them engaged with NSU. Therefore, the Alumni Affairs Officer collects and updates the contact information of its alumni.
- The OAA maintains and updates the centralized alumni database.
- The OAA registers NSU graduates as official NSU alumni.
- The OAA acts as bridge to connect NSU and the centralized NSU Alumni Association.
- The OAA arranges alumni events for NSU alumni associations and alumni chapters.
- The OAA arranges entry passes for alumni.
- The OAA informs alumni about the recent events of NSU and updates them on important matters.
- The OAA collects stories and articles of alumni to feature in the NSU Newsletter.
- The OAA responds to external inquiries on alumni (verification of their identity).
- The OAA updates the website and social media sites with the latest news about alumni and NSU.

Tasks:

The Alumni Affairs Officer accomplishes many tasks for the OAA. In the following, the tasks handled by the Alumni Affairs Officer are given in detail.

Registering as Alumni

NSU is in the process of establishing a centralized Alumni Association and every alumnus/alumna can become a member of the association. In order to do so, they are required to register themselves as alumni. The registration process is given in the following.

Step 1.	Go to the following link to register: Institutions.northsouth.edu/alumni-network/register/
Step 2.	Fill out the form and register.
Step 3.	The Alumni Affairs Officer will verify the applicant's information.

Step 4.	After verification, an automated text message is sent to the alumni's cell phone number confirming the registration.
Step 5.	The alumni member may change the password and update new contact information or work details.

Maintaining Alumni Database

One of the daily tasks of the Office of Alumni Affairs is to update and maintain the alumni database. NSU, with the help of IT Department, has created a centralized alumni database. It is the Alumni Affairs Officer's task to verify alumni profiles and include them in the database. In the following, how the Alumni Affairs Officer verifies alumni information and maintains the alumni database is given.

Step 1.	Go to the Alumni Database of the Office of Alumni Affairs webpage. Link: http://institutions.northsouth.edu/alumniportal/public/
Step 2.	Click on 'Already Registered? Login' option. This redirects the Alumni Affairs Officer to 'Alumni Database Management: Login' webpage.
Step 3.	The Alumni Affairs Officer logs into his/her account.
Step 4.	After logging in, the Alumni Affairs Officer clicks on the 'All Request' tab on the left side of the webpage. The tab shows three sub categories. Among those, click on the 'Pending Requests'.
Step 5.	The pending requests are stored for the Alumni Affairs Officer. One by one, the Alumni Affairs Officer verifies those requests.
Step 6.	For verification, click on the details tab of the pending alumni requests.
Step 7.	If the information is in the Security Information Management System (SIMS), then the alumni information becomes visible to the Alumni Affairs Officer. Then the requests are approved by the Alumni Affairs Officer. S/he also sends a text message to the requester to change the password and update their profile. If the requester's information is not in the SIMS, then the Alumni Affairs Officer receives the following message: No Record Found for Student ID *****, Please Contact with Registrar's Office in Order to Verify Further Info.
Step 8.	The Alumni Affairs Officer notes down the student ID in a word document.
Step 9.	Every first day of the week, the Alumni Affairs Officer goes to the Registrar's Office and gets verification of any student IDs that are not in the SIMS.

Step 10.	After getting verification from the Registrar's Officer, the Alumni Affairs Officer sends this information to the IT Department. S/he also contacts the requester to acquire his/her information (graduation year, department name, major, etc.) to cross check. If the information is authentic and matches the collected information from Registrar's Office, then the requester's alumni request is approved.
-----------------	--

Populating Alumni Database

All alumni are encouraged to be registered in the alumni database of NSU. However, there is some alumni information that has not been preserved digitally. To retrieve those unreachable alumni data, the Alumni Affairs Officer collects them from the Record Room of NSU. How that information is procured is given in the following.

Step 1.	<p>Collect the following Alumni information from the Record room (Basement #2, NSU).</p> <ul style="list-style-type: none"> • Alumni name • Alumni NSU ID number • Graduation year • Convocation year • School name • Department name • Phone number • Email address • Organization and position name (if they have one) <p>The Record Room is under the authority of Registrar's Office. Therefore, ensure that the OAA has permission to access the Record Room.</p>
Step 2.	Collect alumni information from the degree application forms from the Controller of Examinations. Add the collected information to the database and also preserve a soft copy on the computer.

Request for Alumni Information

Alumni can request the Alumni Affairs Officer to provide information on other alumni. However, the users of alumni data are required to meet the following conditions.

- ❖ All users must submit a memo for alumni information that is signed by a department chair or a school dean.
- ❖ The request must include the ID number(s) of the alumni for each project or event.
- ❖ The intended use of the requested information needs to be mentioned in the request.
- ❖ The request has to be submitted at least two weeks before it is needed.
- ❖ Users are not allowed to use information for private, political or personal reasons, but only for NSU-related business.

After all these conditions are met, the Alumni Affairs Officer forwards this request to the alumnus/alumna whose information was requested. If the alumnus or alumna approves to share his/her contact information, only then the Alumni Affairs Officer will give the requester the needed contact information. NSU respects all alumni's privacy and **under no circumstances will it authorize access to anyone's personal information without his/her consent.**

Aiding Alumni

Information regarding the following documents is provided by the Alumni Affairs Officer.

- Duplicate copy of Main Certificate (COE Form-1)

If alumni have lost/damaged their main certificate, they can fill out the application form for duplicate copy of Main Certificate.

- Provisional Certificate (COE Form-2)

If the Main Certificate has not been issued but the alumni require their certificate, then they can fill out the application form for Provisional Certificate.

- Studentship Certificate (COE Form-4)

If the alumni have to provide a certificate on their studentship, then they can fill out the application form for studentship certificate.

- Migration Certificate (COE Form-4)

If the alumni have to provide their certificate on migration, they have to fill out the application form for Migration Certificate.

- Certificate on Medium of Instruction (COE Form-4)

If the alumni have to provide a certificate on their medium of education, then they can fill out the application form for Medium of Instruction.

- Program Duration Certificate (COE Form-4)

If the alumni have to provide a certificate on the duration of their degree, then they can fill out the application form of Program Duration Certificate.

- Character Certificate/ Testimonial (COE Form-5)

If the alumni require a Testimonial or Character Certificate, then they can fill out the application form for Testimonial/Character Certificate.

- Certificate for Leave of Absence (COE Form-6)

If the alumni have taken a break during their academic life, they can issue a certificate for their absence. To get the certificate, they can fill out the application form for Leave of Absence.

- Unofficial Grade Report (COE Form-7)

If the alumni require an unofficial grade report, then they can fill out the application form for Unofficial Grade Report.

- Official Transcripts (COE Form-3)

If the alumni require their official transcript, then they can fill out the application form for Official Transcript.

- Certificate on Date of Degree Completion (COE Form-4)

If the alumni require a certificate on the date of degree completion, then they can fill out the application form for Certificate on date of completion of Degree.

- Collecting Documentation from the University (COE Form-9)

If the alumni cannot collect certificates in person, then they are advised to fill out the application form for Collecting Documentation from the university by someone authorized to collect the required documents.

All the forms mentioned above are available at <http://www.northsouth.edu/nsuforms.html>.

For more information, contact the person in charge:

Afruza Sultana, Deputy Controller of Examinations; Phone: 88-02-55668200, Ext: 2213

Liaison between Global Alumni

The Alumni Affairs Officer acts as a liaison with the alumni leaders for the alumni chapters. The OAA informs the academic and administrative alumni leaders on upcoming alumni chapters and activities to strengthen the bonds between the two parties. In the following the contact information of the alumni leaders of their respective region/country is given.

❖ Bangladesh

- Association's Name: AANSU (Alumni Association of North South University)
President's Name: M. Nayeem Hossain
Email Address: m.nayeem.hossain@gmail.com
- Association's Name: NAASBE (NSU Alumni Association of School of Business and Economics)
President's Name: Aminul Ehsan
Email Address: aminul_ehsan@yahoo.com
- Association's Name: AASEPS (Alumni Association of School of Engineering and Physical Sciences)
President's Name: Imran Fahad
Email Address: imran.mpblbd@gmail.com
- Association's Name: AASHSS (Alumni Association of School of Humanities and Social Sciences)
President's Name: Dina Ishita
Email Address: ishita_dina_05@yahoo.com
- Association's Name: AASHLS (Alumni Association of School of Health and Life Sciences)
President's Name: Sohel Bin Azad Apu
Email Address: sohelbinazad@gmail.com
- Association's Name: AANSUP (Alumni Association of NSU Pharmacy)
President Name: Beyamin Mashroor
Email Address: beyamin.mashroor@gmail.com
- Association's Name: AANSU Bureaucrat (Alumni Association of NSU Bureaucrat)
President's Name: Anwar Selim
Email Address: shuvro789@hotmail.com

- Association's Name: AANSU Stars (Alumni Association of NSU Stars)
President's Name: Jeetu Ahsan
Email Address: jeetu77@gmail.com
- Association's Name: AANSU Chittagong (Alumni Association of NSU Chittagong)
President's Name: Jasim Ahmed
Email Address: jasim@mafshoes.com

❖ **USA**

- Association's Name: AANSU USA (Alumni Association of NSU USA)
President's Name: Ash Alam
Email address: ash-alam@hotmail.com

❖ **Canada**

- Association's Name: AANSU Canada (Alumni Association of NSU Canada)
President's Name: Sheikh M Hoque
Email Address: sheik.hoque@gmail.com

❖ **Europe**

- Association's Name: AANSU Europe (Alumni Association of NSU Europe)
President's Name: Tarique Chowdhury
Email Address: tariquez@gmail.com

❖ **Australia**

- Association's Name: AUSSIE NSUers Association INC (Sydney)
President's Name: Shahidur Rahman
Email Address: president@oznsuers.com
info@oznsuers.com
shahid971@gmail.com
Web: www.oznsuers.com
Fb: <https://www.facebook.com/groups/aussie.nsuers/>
- Association's Name: Melbourn NSUers Association (Melbourne)
Vice President's Name: Iftekhhar Uddin
Email Address: iftekhhar.uddin@saiglobal.com

❖ Middle East

- Association's Name: AANSU Middle East (Alumni Association of NSU Middle East)
President's Name: Shahed Jamil
Email Address: sjamil1166@gmail.com

Alumni Features

The Alumni Affairs Officer collects features on alumni for the NSU Newsletter. The purpose of the features is to highlight the achievements of alumni and promote their activities. In the following, how the features for NSU Newsletter are collected is given.

Step 1.	Contact Public Relations (PR) Office and find out the deadline for the next issue of NSU Newsletter.
Step 2.	Select an alumnus/alumna to feature for the upcoming issue of NSU Newsletter. An email can be sent to all alumni requesting for alumni members to volunteer to be featured.
Step 3.	Contact them through email or phone and give them the necessary information to write up an article. Ensure that they submit their write up at least a week before the deadline.
Step 4.	Review the article and edit it (if necessary).
Step 5.	Email the article to the editor of NSU Newsletter. Dr. Mohammad Shamsuzzaman Chairman of Department of English and Modern Languages (DEML) and Editor of NSU Newsletter Email address: mohammad.shamsuzzaman@northsouth.edu
Step 6.	Inform the Office Secretary or the Editor of NSU Newsletter on the articles.

Arranging Entry Passes

To enter NSU, the alumni must have an entry pass. Through the following steps, the OAA can issue an entry pass (temporary) for alumni.

Step 1.	Alumni must provide the following information: <ul style="list-style-type: none"> • Name of the alumnus/alumna
----------------	---

	<ul style="list-style-type: none"> • NSU ID number • Date • Program name • Venue • Duration
Step 2.	The Alumni Affairs Officer verifies the information and gives a signature to issue an entry pass.
Step 3.	The Alumni keeps the original copy with them and gives a photocopy of the entry pass to the security office.
Step 4.	Before leaving the premises, the alumni must return the entry pass to the security office or the appointed security guard.

External Inquiries

As the Alumni Affairs Officer maintains the alumni database, if any external organization ever wishes to verify the studentship of their employees (NSU alumni), they can contact the OAA. In the following how they can make this inquiry is given.

Step 1.	External organizations will contact the OAA through phone (02-55668200, Ext 1064) or email (haque.farzana@northsouth.edu).
Step 2.	The organizations will provide general information regarding the person. The information needed are: <ul style="list-style-type: none"> • Name • NSU ID
Step 3.	The Alumni Affairs Officer matches the information from the database for verification.
Step 4.	For further verification, the Alumni Affairs Officer directs the organization towards the Registrar Office.

Arranging Alumni Events

The Office of Alumni Affairs arranges events for alumni. The events can be social or educational. In the following, the steps to organize an alumni event are given. For this process, it is crucial for the Alumni Affairs Officer to receive the Coordination Officer's support.

Step 1.	Send a memo to the Vice-Chancellor requesting his approval for the event. The memo should be sent at least three weeks before the event.
Step 2.	If NSU sponsors fully or partially, then prepare a budget. To prepare a budget, follow the entire 'Budget' procedure from the Coordination Officer's 'Tasks' section (page 60).
Step 3.	Book a venue for the event. Refer to the Coordination Officer's 'Venue Booking' process (page 62).
Step 4.	Arrange food and other refreshments for the event. Refer to the Coordination Officer's 'Event Management' section (page 61).

Client Section:

Services provided by the OAA

In the following, the services provided by the OAA are given:

❖ For alumni

- Providing information for various academic certificates
- Registering alumni for the alumni database
- Arranging and informing alumni on various alumni activities
- Providing information on other alumni
- Arranging entry passes for alumni to enter the campus

❖ For students

- Providing information on Alumni Association and programs
- If interested, helping current students to join the alumni associations and programs as soon as they graduate

❖ For internal stakeholders

- Providing information on alumni and contacting them on behalf of the stakeholders

❖ For external organizations

- Verification of alumni identity
- Hosting events in NSU such as seminars, workshops etc.

GENERAL INFORMATION FOR THE ALUMNI OF NORTH SOUTH UNIVERSITY

North South University has more than eighteen thousand alumni and the number is expected to increase manifold in the days ahead. The alumni are among NSU's strongest assets. The alumni may not be involved with the institution academically; however, NSU warmly welcomes and asks alumni to be engaged with it. For that, alumni are to keep the following information in their mind.

- The Office of Alumni Affairs (OAA) is the authorized office of North South University to communicate with the alumni on behalf of NSU.
- For any official matter or assistance alumni are requested to approach the OAA, if required.
- In order to be considered as part of the NSU Alumni global network all Alumni Associations/Forums/Organizations/Communities are advised to be associated with OAA of North South University.
- The OAA under the Office of External Affairs, NSU possesses authority for allowing the use of the NSU Logo in meeting/workshop/program of any Alumni Association/Forum/Organization/Community.
- All Alumni Associations/Forums/Organizations/Communities are advised to inform the OAA regarding any promotional activity of the association.
- For any activity, the Alumni Association/Forum/Organization/Community must follow the rules and laws of their host country.
- The OAA will not be responsible for any registered/unregistered activity of the respective international or national Alumni Associations/Forums/Organizations/Communities which go beyond the laws or rules of the country.
- All alumni are requested to present their respective NSU ID number to the OAA for smooth functioning and recognition.
- The OAA will always welcome NSU Alumni for any kind of lawful services with the approval of NSU authority.

The External Affairs Officer:

The Office of External Affairs has assigned an External Affairs Officer for the guidance and assistance of international faculty members. The External Affairs Officer assists the international faculty members and has responsibility for the management of other international affairs coordination for the OEA.

How to contact the External Affairs Officer:

The External Affairs officer is in charge of overseeing all of the international affairs. To contact the External Affairs Officer, one can call at 02-55668200; Ext-1061 or email the External Affairs Officer directly at hasanuzzaman.sohail@northsouth.edu. To come in person, go to the OEA located on level #5, Administrative Building, NSU and ask the Coordination Officer for the External Affairs Officer. In the following section, the responsibilities of the External Affairs Officer are given.

Office Section:

Responsibilities of the External Affairs Officer

- The *primary* responsibility of the External Affairs Officer is to arrange work permits, security clearances and tax returns for the international faculty members.
- The External Affairs Officer is in charge of coordination and development of the University's formal bilateral and multilateral relations with the government, local institutes and foreign universities. This overlaps with the responsibilities of the Coordination Officer. However, the External Affairs Officer oversees the Coordination Officer's tasks for developing amicable relationships with local institutes and international institutes.
- The External Affairs Officer is responsible for managing the scheduled visits by the NSU authority to foreign institutions.
- For the scheduled visits to foreign institutes (outside Bangladesh), the External Affairs Officer is in charge of processing visas, travel itineraries and coordination of the visits of the NSU authority.
- The External Affairs Officer oversees and manages high-level international delegation's visits to NSU.

- The External Affairs Officer works with the Office of Alumni Affairs (OAA). S/he works with international alumni organizations in partnership with the alumni office to build a cordial bond between the two parties.
- The External Affairs Officer works with academic and administrative departments to develop international events. This includes international agreements, information on student exchanges, participation in seminars, conferences etc.
- The External Affairs Officer also helps the Office of International Affairs (OIA) by developing and managing international opportunities for students.
- The External Affairs Officer accomplishes all the protocol requirements of the NSU authority.
- The External Affairs Officer responds to any other assignments assigned by the NSU authority.

Tasks:

The External Affairs Officer accomplishes numerous tasks to support the OEA. In the following section, the tasks of the External Affairs Officer and the related processes are given.

E-visa Procedure

Once an international faculty member is hired by NSU, the faculty member must follow these steps to process his/her employment visa, commonly known as an e-visa. The External Affairs Officer aids the international faculty member so that s/he can easily get his/her e-visa.

Step 1.	<p>Once an international applicant is selected for the position of faculty member, the External Affairs Officer requests the selected individual to send the following documents.</p> <ul style="list-style-type: none"> • Job Offer Letter This is a formal written document that confirms the offer of employment. This letter includes details such as the job description, salary, benefits, and the date of employment etc. This is provided by NSU to the selected international applicant. • Joining Letter This is a formal written document that the applicant writes to the employer confirming his/her acceptance of the terms of the contract. In
----------------	---

	<p>this letter details such as date of joining, joining location, reporting time etc. are mentioned. This is written by the international faculty member to the head of his/her department of NSU.</p> <ul style="list-style-type: none"> • Certificates & Transcripts <p>The appointed international faculty member is required to submit his/her academic certificates and transcripts to NSU. They include:</p> <ul style="list-style-type: none"> ❖ O level’s Certificate & Transcripts ❖ A level’s Certificate & Transcripts ❖ Bachelor’s Certificate & Transcripts ❖ Master’s Certificate & Transcripts ❖ Post Doctorate Certificate & Transcripts (if any) ❖ Diplomas (if any) <ul style="list-style-type: none"> • Curriculum Vitae (CV) <p>This is a formal written document that provides a summary of the selected applicant’s work experience and skills. It is provided by the international applicant.</p> <p>These documents must be submitted by the international faculty member at least four months before the official starting date.</p>
Step 2.	<p>After retrieving the necessary documents from the applicants, the university submits the respective faculty member’s credentials to the Bangladesh Investment Development Authority (BIDA). This process usually takes one to two months.</p>
Step 3.	<p>After inspecting the documents, the BIDA issues two copies of the e-visa recommendation letter (NSU keeps one copy, and forwards the other copy to the respective international faculty member) to NSU. This recommendation letter is only valid for a limited period of time (usually from three months to a year).</p>
Step 4.	<p>After receiving the e-visa recommendation letter, the respective international faculty member must apply for an e-visa in their respective country’s Bangladesh Embassy. There is no specific time limit; however, it is prudent to apply as soon as possible. To apply, the international faculty member has to go through the following steps:</p> <ol style="list-style-type: none"> 1. Go to https://visa.gov.bd and fill out the visa application form. 2. After filling it out, then submit and print the completed form.

	<p>3. Go to the Bangladesh Embassy of his/her (international faculty member) country.</p> <p>4. Submit the following documents:</p> <ol style="list-style-type: none"> i. The completed visa form ii. Two passport size photographs iii. Job Offer Letter iv. BIDA letter <p>The international faculty member also has to pay the visa fee (the amount varies from country to country).</p>
Step 5.	The processing time typically takes five working days . After that, the international faculty member is asked to retrieve his/her passport in which the e-visa has been supplied.
Step 6.	After s/he receives the visa, the international faculty member purchases his/her own air tickets for Bangladesh. The faculty member is asked to preserve the receipts/ticket stubs for reimbursement.
Step 7.	After arriving to Bangladesh, the international faculty member provides air ticket and other information to the External Affairs Officer for reimbursement. For more information, refer to the Coordination Officer's 'Budget; Logistics-related Procedures' under the 'Tasks' section (page 60).
Step 8.	After receiving the reimbursed money, the External Affairs Officer will give it to the international faculty member. This may take up to ten working days .

Work Permit Procedure

Once an international faculty member enters Bangladesh, s/he has to apply for his/her work permit. This process is mainly handled by NSU, however, for further aid (if required), the international faculty member is expected to cooperate in this process.

Step 1.	<p>Within one week of the arrival of the international faculty member, NSU applies for the work permit for the international faculty member to the BIDA. To apply, NSU provides the following documents:</p> <ul style="list-style-type: none"> • Advertisement <p>The advertisement made by NSU formally announcing the vacancy of the position. The advertisement or job circular is usually posted on <i>The Chronicle of Higher Education</i>.</p>
----------------	---

	<ul style="list-style-type: none">• Job Offer letter<p>This is a formal written document that confirms the offer of employment. This letter includes details such as the job description, salary, benefits, and the date of employment etc. This is provided by NSU to the selected international applicant.</p>• Joining letter<p>This is a formal written document that the applicant writes to the employer confirming his/her acceptance of the terms of the contract. In this letter details such as date of joining, joining location, reporting time etc. are mentioned. This is written by the international faculty member to the head of his/her department of NSU.</p>• Board Resolution<p>This is a formal written document that confirms the unanimous decision by the Faculty Appointment Committee of NSU regarding the appointment of the international faculty member.</p>• Certificates & Transcripts<p>The appointed international faculty member is required to submit his/her academic certificates and transcripts to NSU. They include:</p><ul style="list-style-type: none">❖ O level's Certificate & Transcripts❖ A level's Certificate & Transcripts❖ Bachelor's Certificate & Transcripts❖ Master's Certificate & Transcripts❖ Post Doctorate Certificate & Transcripts (if any)❖ Diplomas (if any)• Curriculum Vitae (CV)<p>This is a formal written document that provides a summary of the selected applicant's work experience and skills. It is provided by the international faculty member to NSU.</p>• Passport<p>NSU sends a photocopy of the passport of the international faculty member in order to show his/her legal arrival.</p>• TIN<p>Taxpayer Identification Number or TIN of the international faculty</p>
--	--

	<p>member has to be provided for this process. To get a TIN, follow the steps from one to three of the ‘Tax Returns’ of the ‘Office Section’ (page 46).</p> <ul style="list-style-type: none">• NSU TIN Just like any private organization, NSU has its own TIN. NSU has to provide this to the BIDA to get the work permit of the international faculty member.• Acknowledgement Slip This is a slip that acknowledges the amount of tax money paid by NSU. In this case, NSU is required to provide the current year’s taxpayer’s slip to the BIDA to ensure that NSU is an institution that pays its annual tax.• Incorporation Certificate This certificate is a legal document regarding the formation of NSU. It is the license that was issued by the government when NSU was formed. This also acknowledges that NSU was established by following all of the laws of the government of Bangladesh.• MOA Memorandum of Association or MOA is a legal document that lays out the fundamental conditions upon which NSU is allowed to operate. The MOA serves as the constitution of NSU and describes to external individuals the by-laws of NSU.• NSU Permission from Ministry Before establishing any educational institution, a permission of approval must be issued from the Education Ministry. NSU provides the permission of approval received from the Education Ministry along with other documents.• Local Employee list Names of all the local employees at NSU are listed and given to the BIDA.• International Employee list Names of all the international employees at NSU are listed and given to the BIDA.• Justification of Foreign Employments/Appointments A formal letter explaining the reasons behind the international
--	--

	<p>employment/appointment made by NSU.</p> <ul style="list-style-type: none"> • Training of Local Employees A formal letter explaining how NSU is training local employees in order to avoid excessive international employment.
Step 2.	A board meeting will be arranged by the BIDA officials regarding the approval of the international faculty member. This process usually requires two to three months at least.
Step 3.	After processing all the documents, the BIDA will issue a work permit for the international faculty member. This work permit is valid for one year only. The soft copy of the work permit is emailed to NSU.
Step 4.	Once NSU receives the work permit of the international faculty member, the soft copy of the work permit is emailed to the faculty member.

Security Clearance Procedure

Once the international faculty member receives a work permit, s/he has to apply for a security clearance. This process is mainly handled by NSU, however, for further aid (if required), the international faculty member is expected to cooperate in this process.

Step 1.	<p>As soon as the international faculty member receives the work permit, s/he has to get a security clearance. For that, NSU must send the following documents to the Home Ministry.</p> <ul style="list-style-type: none"> • Advertisement The advertisement made by NSU formally announcing the vacancy of the position. The job circular is usually posted on The Chronicle of Higher Education. • Job Offer letter This is a formal written document that confirms the offer of employment. This letter includes details such as the job description, salary, benefits, and the date of employment etc. This is provided by NSU to the selected international applicant. • Joining letter This is a formal written document that the applicant writes to the employer confirming his/her joining. This letter includes details such as
----------------	--

	<p>date of joining, joining location, reporting time etc. This is written by the international faculty member to the head of his/her department of NSU.</p> <ul style="list-style-type: none">● Board Resolution This is a formal written document that confirms the unanimous decision by the Faculty Appointment Community of NSU regarding the appointment of the international faculty member.● Certificates & Transcripts The appointed international faculty member has to submit his/her academic certificates and transcripts to NSU. They include:<ul style="list-style-type: none">❖ O level's Certificate & Transcripts❖ A level's Certificate & Transcripts❖ Bachelor's Certificate & Transcripts❖ Master's Certificate & Transcripts❖ Post Doctorate Certificate & Transcripts (if any)❖ Diplomas (if any)● Curriculum Vitae This is a formal written document that provides a summary of the selected applicant's work experience and skills. This is provided by the international faculty member to NSU.● Passport NSU will send a photocopy of the passport of the international faculty member in order to show the legal arrival of the faculty member.● TIN A photocopy of the Taxpayer Identification Number or TIN of the international faculty member has to be provided for this process. To get a TIN, follow the steps from one to three of the 'Tax Returns' of 'Office Section' (page 46).● NSU TIN Just like any private organization, NSU has its own TIN. NSU has to provide a photocopy of its TIN to the Home Ministry to get the work permit of the international faculty member.● Acknowledgement Slip This is a slip that acknowledges the amount of tax money paid by NSU. In
--	--

	<p>this case, NSU is required to provide the photocopy of the current year's taxpayer's slip to the Home Ministry to ensure that NSU is an institution that pays its annual tax.</p> <ul style="list-style-type: none"> • Incorporation Certificate This certificate is a legal document regarding the formation of NSU. It is the license that was issued by the government when NSU was formed. This also acknowledges that NSU was established by following all of the laws of the government of Bangladesh. A photocopy of the Incorporation Certificate must be sent to the Home Ministry. • MOA Memorandum of Association or MOA is a legal document that lays out the fundamental conditions upon which NSU is allowed to operate. The MOA serves as the constitution of NSU and describes to the external individuals the by-laws of NSU. The photocopy of the MOA of NSU has to be sent to the Home Ministry. • NSU Permission from Ministry Before establishing an educational institution, permission of approval must be issued from the Education Ministry. NSU provides a photocopy of the permission of approval received from the Education Ministry along with other documents. • Local Employee list Names of all the local employees at NSU are listed and given to the Home Ministry. • International Employee list Names of all the international employees at NSU are listed and given to the Home Ministry. • Justification of the International Employment/Appointments A formal letter explaining the reasons behind the international employment/appointment made by NSU. • Training of Local Employees A formal letter explaining how NSU is training local employees in order to avoid excessive international employment.
Step 2.	The Home Ministry processes the received documents and sends two teams from

	the Special Branch Police Office and the National Security Intelligence (NSI) to visit NSU and investigate the international faculty member for the purpose of a security clearance. The External Affairs Officer aids in any manner required by the officials sent by the Home Ministry to smoothen the investigation process. This entire process takes at least two to three months .
Step 3.	After investigation, the officials from both teams report back to the Home Ministry.
Step 4.	The Home Ministry issues a security clearance for the international faculty member and sends it to NSU. The Home Ministry also forwards this information to the Foreign Ministry. The Foreign Ministry keeps a copy of this record and forwards it to the BIDA (to keep a record as well as when NSU applies again for the following year's work permit).
Step 5.	NSU forwards a copy of the security clearance to the international faculty member for his/her record.

Visa Extension Procedure

Once the international faculty member receives his/her security clearance, s/he can easily apply for a visa extension. This process is mainly handled by NSU, however, for further aid (if required), the international faculty member is expected to cooperate in this process.

Step 1.	Go to https://visa.gov.bd and fill out the visa application form.
Step 2.	After filling it out, submit and print the completed form. A PDF (Portable Document Format) copy of the filled out form is also forwarded to the email address of the international faculty member.
Step 3.	On the next day, an Office Support Staff (OSS) member from the OEA takes the printed visa form and with the following documents to the Passport and Immigration Office at Agargaon. <ul style="list-style-type: none"> • Two copies of passport size photographs of the international faculty member • A photocopy of the international faculty member's work permit • A photocopy of the international faculty member's security clearance • A photocopy of the international faculty member's job offer letter • TIN of the international faculty member (refer to 'Tax Returns', page 46)

	<ul style="list-style-type: none"> • TIN of NSU (will be provided by the OEA) • NSU Forwarding Letter (This is a recommendation letter sent from NSU through the Director of External Affairs requesting that the international faculty member's visa be extended.) <p>All the documents except for the passport size photographs are provided by NSU.</p>
Step 4.	The OSS member deposits the required amount of money (varies from country to country) to the bank (Shonali Bank, Counter #4) located at the Passport and Immigration Office.
Step 5.	The OSS member submits all the documents along with the money receipt to Counter #1.
Step 6.	A passport delivery slip is given from Counter #1.
Step 7.	The international faculty member is given a specific date to collect his/her extended visa. In the meantime, the processing of his/her visa extension continues. This processing usually takes a month .
Step 8.	Once the visa extension is ready, an OSS member collects it for the international faculty member from the Passport and Immigration Office.
Step 9.	The Office of External Affairs preserves a photocopy of the visa extension and gives the main copy of the visa extension to the international faculty member.

Exit Visa Procedure

If the international faculty member has an emergency and must leave the country before his/her visa extension has been processed, then s/he has to get an exit visa. By following the steps mentioned below, the international faculty member can get an exit visa.

Step 1.	The international faculty member has to ask the OEA for the exit visa process.
Step 2.	The OEA gives a recommendation letter for an exit visa to the international faculty member.
Step 3.	Follow step 1 and 2 from the 'Visa Extension Procedure' (page 44).
Step 4.	On the next day, an OSS member takes the printed visa form and the passport to the Passport and Immigration Office at Agargaon.
Step 5.	The OSS member submits the documents and the passport to Counter #1.
Step 6.	The international faculty member is given a specific date to collect his/her exit visa. In the meantime, the processing of his/her exit visa continues. This

	processing usually takes three to four days .
Step 7.	The OSS member receives the exit visa from Counter #1 and gives it to the international faculty member. Then, the faculty member has to leave Bangladesh within seven days .

Tax Returns

To become a lawful inhabitant of Bangladesh, the international faculty member has to pay his/her fair share of tax. In the following section instructions are given about how the international faculty member can get his/her tax return certificate.

Step 1.	Go to http://nbr.gov.bd which is the website of National Board of Revenue, Bangladesh.
Step 2.	Click on eTIN.
Step 3.	Click on ‘Register’ and fill out the form to open an account.
Step 4.	After opening an account, the External Affairs Officer contacts the lawyer hired by NSU.
Step 5.	<p>The appointed lawyer is responsible for arranging the tax returns for the international faculty member. Therefore, the following documents are needed by the lawyer for the tax returns.</p> <ul style="list-style-type: none"> • Last year’s bank statement from the Bangladeshi bank account (original) • One passport size photograph • A photocopy of the TIN • Salary Statement (This is a formal document stating the salary of the international faculty member which issued by the Finance and Accounts Department of NSU.)
Step 6.	The lawyer fills out a tax return form and takes the received documents to the Tax Office. The lawyer processes the tax return certificate for the international faculty member. This process usually takes a month .
Step 7.	After a month, a tax return certificate is given by the lawyer to the External Affairs Officer.
Step 8.	The External Affairs Officer preserves the original certificate and gives a photocopy of it to the international faculty member.

Bank Account

For financial purposes, the international faculty member has to open a bank account. The External Affairs Officer assists the international faculty members in this process. In the following how the bank account is created is given.

Step 1.	Within fifteen days of joining, the international faculty member has to open a bank account.
Step 2.	<p>The international faculty member, along with a staff member from OEA, is sent to the South East Bank, Bashundhara Branch. Before going, s/he must have the following documents:</p> <ul style="list-style-type: none"> • Two passport size photographs of the international faculty member • One passport size photograph of the nominee of the account • Recommendation Letter from OEA • Photocopy of Job Offer Letter • Photocopy of TIN account • Photocopy of passport and visa • Photocopy of work permit (The bank account can be opened without the work permit, but it is advisable that the faculty member submits the work permit as soon as s/he receives it. Otherwise, the faculty member cannot make international transactions.)
Step 3.	The faculty member has to fill out the bank account form and submit it along with the previously mentioned documents to wherever appropriate in the bank. Usually it takes seven working days to process the documents and create the new account.
Step 4.	After a week, the faculty member is asked to collect the necessary documents of his/her bank account, e.g., cheque book, ATM card, etc.

Settling-in

According to the contract, the faculty member is provided with accommodation close to NSU. Typically, the international faculty members reside in the North Tower. The External Affairs Officer supports the international faculty member to settle in by providing all the residence-related information. For getting water, refer to the 'International Faculty Members'

Residence Maintenance’ section of the Coordination Officer’s ‘Tasks’ section where instructions are given (page 63).

International Delegation Team

The External Affairs Officer is in charge of coordinating the visits of international delegation teams. In the following section the process for how the international delegation teams are received and coordinated is given.

Step 1.	The interested international delegation team emails the Director of OEA or the NSU authority.
Step 2.	With the help of the Coordination Officer, a tentative schedule for the visit is created and sent to the international delegation team.
Step 3.	<p>If approved, then following the schedule other arrangements are made. They are:</p> <ol style="list-style-type: none"> 1. Budget Follow the steps of ‘Budget’ section from the ‘Logistics-related Procedures’ of the Coordination Officer’s ‘Tasks’ (page 60). 2. Flight Ticket <p>Step 1: Depending on the funding, the External Affairs Officer purchases the tickets of the team’s airfare in Bangladesh. If fully-funded, then tickets for both arrival and departure are purchased. If half-funded, then either airfare or hotel charges are paid by NSU.</p> <p>Step 2: The delegation team can purchase their own tickets and then provide the money receipts, air tickets and other information to the External Affairs Officer. The External Affairs Officer writes a memo asking for reimbursement from the Treasurer’s Office. For more information, check the ‘Budget’ section from the ‘Logistics-related Procedures’ of the Coordination Officer’s ‘Tasks’ (page 60). If tickets are purchased from Bangladesh, the External Affairs Officer contacts a travel agent and the travel agent purchases the tickets at least one week before the international delegation team’s arrival.</p> <p>Step 3: The travel agent sends a bill to the External Affairs Officer.</p> <p>Step 4: The External Affairs Officer writes a memo to the Finance and Accounts Office.</p> <p>Step 5: The Officer, through an OSS member, sends the memo along</p>

	<p>with the travel agent’s bill to the Finance and Accounts Office.</p> <p>Step 6: The Finance and Accounts Office writes a memo to the Vice-Chancellor for approval of the payment.</p> <p>Step 7: After approval, the Finance and Accounts Office issues a cheque for the travel agent’s company and informs the External Affairs Officer.</p> <p>Step 8: The External Affairs Officer contacts the travel agent and asks him/her to receive the cheque from the Finance and Accounts Office.</p> <p>3. Hotel Booking</p> <p>Step 1: If the international delegation team is funded by NSU, then the higher authority suggests a hotel and the External Affairs Officer contacts the suggested hotel.</p> <p>Step 2: The rooms are booked as early as possible.</p> <p>Step 3: After booking, the hotel emails a reservation copy to the External Affairs Officer. S/he then forwards this information to the international delegation team.</p> <p>Step 4: After arrival, the External Affairs Officer, or a representative from the OEA, receives the team from the airport and accompanies them to their hotel for check-in.</p> <p>Step 5: After the team checks out of the hotel, the External Affairs Officer pays the bill from the budget issued in advance.</p> <p>4. Vehicle Requisition</p> <p>Follow the steps from the ‘Vehicle Requisition’ section of ‘Logistics-related Procedures’ of the Coordination Officer’s ‘Tasks’ (page 64).</p> <p>5. Venue Booking</p> <p>Follow the steps from the ‘Venue Booking’ section of ‘Logistics-related Procedures’ of the Coordination Officer’s ‘Tasks’ (page 62).</p>
Step 4.	Arrange protocol passes and access to VIP gate and VIP lounge for the international delegation team. To arrange protocol passes and access to VIP gate and VIP lounge, follow the steps from the ‘Protocol Pass and Access to VIP gate and VIP lounge’ section of the OSS members’ ‘Office Section’ (page 68).
Step 5.	Follow step 4 from the ‘Hotel Booking’ portion.
Step 6.	Contact with the delegation team and coordinate with them according to the schedule. The External Affairs Officer or a representative from the OEA

	accompanies them at all times on the NSU premises.
--	--

Client Section:

Services provided by the External Affairs Officer

In the following, the services provided by the External Affairs Officer of OEA are given:

❖ For executive personnel of NSU

- Processing visas, managing protocol passes and access to the VIP gate and VIP lounge
- Coordinating the external visits of the NSU authority
- Receiving and accompanying executive members from the airport
- Completing the tasks especially assigned by executive members

❖ For international faculty members

- Processing visa extensions, exit visas, managing protocol passes and access to the VIP gate and VIP lounge
- Attaining work permits and security clearances from BIDA and the Home Ministry
- Solving residence-related problems
- Assisting with tax returns
- Arranging transportation for travel

❖ For external individuals

- Contacting external (mostly international) institutes and organizations
- Receiving and coordinating international delegation teams
- Arranging international delegation team's lodging and transportation
- Accompanying international delegation teams

❖ For students of NSU

- Directing students to the Coordination Officer for help

GENERAL GUIDELINE FOR THE INTERNATIONAL FACULTY MEMBERS OF NORTH SOUTH UNIVERSITY

North South University currently has a significant number of international faculty members from different corners of the world and the number is expected to increase manifold in the days ahead. It is natural that the international faculty members are unaware of the customs and traditions of a new country; therefore, a set of basic guidelines for their day-to-day activities is essential. Bangladesh is a country with a diverse cultural heritage, where people of various backgrounds coexist peacefully. It is expected that living in Bangladesh will be joyful and comfortable without any disturbances for the distinguished international faculty members. Therefore, a set of essential guidelines has been developed to make their stay at NSU safe, secure and rewarding.

1. Do's and Don'ts on the NSU Campus

In order to avoid any conflict or undesired situations, the international faculty members are asked to abide by the following rules.

- Be vigilant and make sure that documents (like passport, credit card, etc.) and valuables (like cell phone, laptop etc.) are kept secured at all times.
- Smoking inside the university premises is strictly forbidden.
- Consumption of alcoholic beverages inside the university campus is strictly prohibited.
- Use of any type narcotics and its trading inside and outside the campus is strictly prohibited.
- Attire should be decent and respectful to local customs and values.
- It is mandatory to obtain permission to work after 10:30PM on the campus from the appropriate authority, i.e. the Vice-Chancellor/ Dean/ Department Chair, so that the Proctor and Security offices can be informed accordingly and on time.
- In case of medical emergency, call NSU Medical Center and contact NSU Senior Medical Officer, Dr. Sujauddin Ahmed at 01711226457 or 02-55668200 (Ext-1210) or Dr. Lubna Mariam at 01715506313 or 02-55668200 (Ext-1211) for assistance. NSU Medical Center is located on level #04, Administrative Building, NSU. The international faculty members may also contact the nearest hospital. Please note that NSU does not provide any health insurance. Therefore, always be

very cautious. The faculty members are advised to go to the nearest hospital for treatment (if necessary).

- On arrival, please collect a medical report form from either of the doctors mentioned above. The international faculty members are to fill out the form and submit it to the Medical Officer.
- The international faculty members are required to have an E-TIN and open a tax return file even if they have exemptions from paying tax based on bilateral agreements.
- For any other query or information, please call at +880255668200; Ext-0.
- Always walk, drive, and park the car in well-lit areas. Walk close to the curb. Avoid doorways, bushes, alleys and dark parking lots.
- Try to walk in pairs. Avoid short cuts and other deserted places. If there is any suspicion of being followed, change direction and head for a well-lit area with other people around.
- The elevator service will be available till 11:30 PM.
- A night-shift security guard with duty time from 11 PM to 7AM will be available at the Duty Room of the North Tower for any service during that time.
- If there are any car troubles, raise the hood and stay inside the car. If a stranger wants to help, have him or her call for help. Do not leave the car. Keep the car doors locked and never pick up hitchhikers while travelling.
- Do not invite strangers to the office.
- Keep essential medicine in the office at all times.
- Keep small valuables like wallets, purses, mobile devices, money, etc. out of sight by placing them in a closed and locked desk or filing cabinet. Do not leave them unattended either because, every individual is responsible for the protection/safety of personal belongings. Always lock the office when away. Keep a list of brand names, serial numbers, model numbers, and descriptions of all office equipment.

2. Do's and Don'ts at Your Residence

Residential security is a critical component of any personal security program. The following guidelines should help in ensuring residential security:

- Students are not allowed inside residential facilities of the faculty members. Students should not be invited into the apartments.
- Any guest coming from outside must report to the guard on duty, who will communicate with residents via intercom/internal phone.
- Please find the list of entitlements for the residents prepared by Mr. Md. Abu Nasim, Sr. Estate Officer. If you want to travel within the city, you may access a taxi by calling the following numbers:
 - ❖ Trust Transport: 01769026333 or 0176902444.
- Never leave valuables in your room exposed or unattended. Place valuables like money, jewelry, airplane tickets, credit cards, laptop, passport etc. in a room locker.
- Avoid allowing guests, specifically guests of the opposite sex, inside the residence. It is preferable to entertain guests on campus, particularly in the Information Lobby or Common Guest Room.
- Keep essential medicine in the residence at all times.
- Use of narcotics and other illegal drugs is forbidden.
- All entrances, including service doors and gates should have quality locks, preferably deadbolt. Check whether the following are locked at all time:
 - ❖ Front Door
 - ❖ Rear Door
 - ❖ Service Door(s)
 - ❖ Sliding Glass Door
 - ❖ Gate
- It is advised that female faculty members employ female domestic help, and, vice versa. While employing domestic help, submit their personal data including their photo, National ID Card (NID), address and phone number to the NSU Security Office, which may be forwarded to the local police station.
- Do not leave keys hidden outside the apartment. Leave an extra key with a trusted neighbor or colleague, but not under the doormat.
- Keep main doors locked even when at home.
- Have window locks installed on all windows and use them.
- Do not block bedroom windows with permanent grills. Windows may sometimes be used for emergency exits in case of fire outbreak.

- Keep at least one fire extinguisher on each floor, and ensure there is one in the kitchen. Everyone should be proficient at using a fire extinguisher.
- Know your neighbors. Develop a rapport with them and offer to keep an eye on each other's homes, especially when you leave for a longer period.
- If there is any unusual activity, report it immediately to the Proctor Office at 55668200; Ex-1140-42 and Security Desk Room at 55668200 Ex-1231 or 1111.
- Vary daily routines to avoid predictable patterns.
- Know where all family members are at all times.
- It is preferable to have multiple communication systems e.g. telephone, cell phone, email etc.
- The faculty member must notify (also provide an official letter from NSU) the External Affairs Officer of his/her departure and return dates. However, it is advised that they do not publicize travel or vacation plans. Leave contact numbers with appropriate personnel like Department Head, Security Office and where appropriate.
- During semester breaks, if the faculty member stays at home and wishes to be undisturbed then the faculty member has to inform the Security Office so that his/her current status is known.
- Unplug all appliances such as televisions, stereos, and personal computers after use.
- Do not be overly friendly with locals who may have criminal intentions.
- Be familiar with emergency routes in case of fire or other catastrophes.
- Use the door viewer (peephole) before opening the door to visitors.
- Teach children to never to allow strangers inside your home.
- Inform children of local emergency phone numbers and the embassy mission telephone number. Ensure that younger children know their name, address, and phone number.
- Alert teenagers regarding 'blind dates' or meeting strangers.
- Teach younger members of your family not to open mail or packages.
- Teach young children how to answer the telephone so that they do not give away personal information, such as home address, absence of adults, etc.
- Teach children how to say no to strangers.

- Make sure all windows and doors in your home are locked, especially if you are at home alone.
- Carelessness with cigarettes is the most frequent cause of house fires. Never smoke in bed.
- Open flames and the resulting sparks are dangerous. Do not place barbecue grills or other open flames on the balcony or near the house.
- To avoid accident hazards, check for faulty electrical wiring, overloaded circuits, faulty equipment, including cooking and heating appliances, leaking propane tanks, overloaded or frayed extension cords, dirty vents, flammable liquids etc.
- In case of fire emergency, do not use the elevator. Use the staircase instead.
- Please report any maintenance deficiencies that may compromise building security to the Department of O & M.

General Guidelines

- It is recommended to carry a photocopy of the data page and Bangladeshi visa from your passport at all times, alongside copies of other important travel documents. Local officials may ask for proof of your identity. Keep the originals separately and leave copies with trusted colleagues or relatives or locked in your room.
- Monitor the local media news for any political turmoil.
- There are severe penalties for possession and trafficking of illegal drugs. Some narcotics-related offences are indictable by capital punishment.
- Please remember that homosexual relationships are illegal in Bangladesh.
- Violating local laws may result in a jail sentence to be served in a local prison. Delays and inefficiency in the judicial system can result in long detentions until court hearings eventually take place.
- Abduction of children and businessmen for ransom is not unknown. Although this does not appear to be particularly directed at foreigners, be alert of such occurrences.
- Armed robbery, pick pocketing, and purse snatching can occur. Do not carry large amounts of money or wear jewelry on the street. Thieves often work in pairs on motorcycles or motorized rickshaws known as ‘CNGs’. Passengers using rickshaws, or traveling alone in taxis are particularly vulnerable, especially during nightfall.

- Phone snatching is very common here. Do not exhibit costly mobiles on roads. Be careful in autos. Even though auto-rickshaws are covered with iron grills, still there are chances of mugging (cutting the side covers and pulling out the valuables is a common practice by the chain snatchers).
- Obtain an International Driving Permit for driving.
- Roads are often in poor condition; therefore road safety is also very poor. Drivers of larger vehicles expect to be given the right side of the road. Speeding, dangerous and aggressive overtaking and sudden maneuvers without indicating cause frequent and serious accidents. Take particular care on long road journeys and use well-travelled and well-lit routes. Traffic is heavy and chaotic in urban areas. City streets are extremely congested and the usual rules of the road are not always applied.
- Driving at night is especially dangerous as many vehicles are unlit, or travel using full-beam headlights. There is also a risk of banditry during travel between towns after dark, by train, bus or ferry.
- On some trains first class compartments are lockable. Ensure the compartment door is locked if you are traveling overnight. For further information, visit the Bangladesh railways website.
- River and sea ferries are often dangerously overcrowded, particularly in the days around religious festivals and other holidays. There have been a number of serious accidents in Bangladesh and capsizing is common. Take special care while travelling in ferries.
- Nationwide strikes or ‘hartals’ are commonly observed as a means of political expression in Bangladesh. The political parties over the past several years have called a number of these hartals, resulting in the virtual shutdown of transportation and commerce, and sometimes attacks on non-observing individuals of hartals. Clashes between rival political groups during hartals have resulted in deaths and injuries. It is strongly suggested to avoid all political protests, demonstrations and marches.
- Hartals, demonstrations, and other protests can occur at any time. Exercise particular caution around the following events:
 - Hartals (general strikes) which can involve the shutdown of all services and movements, particularly in urban areas;

- Periodic blockades of rail, road and river transport networks by political groups.
- During hartals, blockades and clashes, a number of small improvised explosive devices (known locally as ‘cocktails’) have been detonated in public areas including major roads and intersections. Be alert and stay safe to avoid casualty.
- Stay awake and alert when using public transportation.
- It is best to not eat, drink or smoke anything offered by strangers. Drugging is a growing problem in many Asian countries.
- Bottled water is recommended for drinking outside.
- Mosquitoes can be abundant in some areas and cities, especially during the rainy and humid seasons. Protective nets covering your bed at night are often provided, even in some of the cheapest hotels and in all households.
- Keep valuables out of public sight and luggage close at hand while at travelling. Keep your handbag in close proximity. Keep your wallet in the front pocket of your trousers or under safe custody.
- Let go of your belongings if a mugger threatens. Otherwise, there is chance of casualty, or worse.
- Research before visiting any unknown area. Talk to the Department Chair or Consular colleagues regarding travel advisories or warnings. When travelling, dress casually yet appropriately. Please be aware of local customs. Do not wear excessive jewelry. Reduce wallet and purse contents, particularly cards denoting affiliations, memberships, accounts, etc.
- Be alert. Think about personal safety everywhere. The best protection is to avoid dangerous situations.
- Trust your instincts. Immediately report all suspicious persons or activity to the nearest police station or NSU’s security office.

Concluding Remarks

If the above mentioned guidelines are adhered to, safety and security from all types of undesired circumstances at the workplace and residence are likely to be ensured.

Therefore, follow the previously mentioned ‘Do's and Don'ts’ to have a safe, happy, healthy and rewarding stay in Bangladesh.

Coordination Officer:

The Office of External Affairs has a Coordination Officer who is in charge of office operations. The Coordination Officer's first priority is to ensure that the office is running effectively and efficiently.

How to Contact the Coordination Officer:

The Coordination Officer is responsible for maintaining the schedules and appointments of the office. The Coordination Officer has all the necessary details about the office. To contact the Coordination Officer, call directly at 02-55668200; Ext 6025 or email the Coordination Officer at tasnia.azmeri@northsouth.edu. To come in person, go to the OEA located on level #5, Admin Building, NSU and ask for the Coordination Officer. Then, the Coordination Officer can provide the information one requires.

Office Section:

Responsibilities of the Coordination Officer

The Coordination Officer has a sundry of tasks that need to be carried out for the proper operation of the office. In the following, the responsibilities of the Coordination Officer are described.

- The Coordination Officer is responsible for both internal (within NSU) and external (outside NSU) communication.
- The Coordination Officer is in charge of the logistics of any event.
- The Coordination Officer possesses all the necessary information regarding the office.
- The Coordination Officer keeps track of the office and its work flow.
- The Coordination Officer manages the schedule of the Director. S/he is also responsible for fixing appointments for the Director.
- The Coordination Officer accompanies foreign visitors, delegation teams and important dignitaries for on-campus visits and tours to academic institutions and organizations. The Coordination Officer also accompanies guests for sight-seeing.
- The Coordination Officer assists with other responsibilities related to the office, as assigned.

Tasks:

The Coordination Officer accomplishes numerous tasks to support the OEA. In the following the tasks of the Coordination Officer and the processes are given.

Communications

The Coordination Officer is responsible for all communication-whether internal or external. How the Coordination Officer communicates with other individuals is described below.

- To contact an executive, academic or administrative person, the Coordination Officer will first contact the assistant or the secretary of that individual (applicable for higher authorities). In order to contact them, the NSU PABX directory is issued which is available in the office. If any of their numbers change, pressing “0” and asking for the extension number of that particular individual can be done.
- If the required individual does not have an assistant or secretary, then directly call on their extension number to make contact. The Coordination Officer can also email an individual by getting their email addresses from the NSU website (if available).
- To reach out to external personnel or organizations, the Coordination Officer has to retrieve the necessary contact details from their office or website and then contact them.

Tracking Memos

The Coordination Officer is in charge of handling all memos. No memo will be sent or received without his/her knowledge. How memos are maintained and tracked is described in detail below.

Step 1.	An OSS member sends or receives memos from other departments. If the memo is sent from the OEA, a physical copy is retained for the office records. These memos are retained for a year.
Step 2.	All memos sent from the OEA are created using a specific code or log system. It can be typically found at the top right side of the page, e.g. OEA01011801. How to write this code is described in the following: <ul style="list-style-type: none"> • First, OEA has to be mentioned to know that the memo is sent from the OEA. • Then, an 8 digit code is generated.

	<ul style="list-style-type: none"> • The first two digits of the code reflect the date the memo is created. • The next two digits reflect the number of the month the memo is created. • The following two digits denote the year. If the year is 2018, then only 18 is mentioned. • The last two digits signify the number of the memo sequence sent from the OEA. If it is 01 then it means that it is the first memo sent from the OEA on that particular date.
Step 3.	Before sending out a memo, the memo number needs to be recorded in the Memo Record book.
Step 4.	A photocopy of all the sent memos are retained in a specific folder for memos labeled 'Sent'.
Step 5.	All the received memos are retained in a specific folder for memos labeled 'Received'.

If needed, soft copies of all the sent memos are saved on the computer of the Coordination Officer.

Logistics-related Procedures

The Coordination Officer is the person in control of logistics-related issues (both of the office and the events organized by the office). In the following, the processes of these issues are described in detail.

Budget

For every event, an approved budget is required. There are certain steps to fix and get the approval of a budget from NSU. They are listed in the following.

Step 1.	Research the costs associated with the event before preparing a tentative budget.
Step 2.	Get approval for the budget from the Director of the OEA.
Step 3.	Write a memo requesting an advance from the Treasurer's Office. This has to be sent at least one week before the event. However, in the case of urgency (if time is limited), send the memo a day before the event.
Step 4.	If the budget is approved, the approved memo is sent to the Finance and Accounts Office.

Step 5.	After a day , call the Record Assistant of the Finance and Accounts Office. The Record Assistant handles all the recorded paperwork and can update the Coordination Officer regarding the budget memo and mention the person in charge of handling it.
Step 6.	Call the person who is handling the memo to get an update on it.
Step 7.	If approved, then send an OSS member to collect the money/cheque from the Finance and Accounts Office.
Step 8.	If the budget is below five thousand taka, then the Finance and Accounts Office directly hands over the money and the OSS member will receive it for the OEA. If the budget is above five thousand taka, then the Finance and Accounts Office provides a cheque. S/he is asked to go to a certain bank within Bashundhara and collect the money.
Step 9.	The OSS member returns and hands over the money to the Coordination Officer.

Event Management

The OEA often arranges events for which require food. By following the steps mentioned below, the Coordination Officer can easily arrange venue and food for events.

Step 1.	First, a memo is sent requesting the Vice-Chancellor's approval for the event. If approved, then other aspects like budget preparing, venue booking etc. are arranged. For venue booking, check 'Venue Booking' section of the Coordination Officer's 'Tasks' section (page 62).
Step 2.	For food, a budget has to be issued.
Step 2.	Follow the entire procedure of the previously mentioned 'Budget' section (page 60).
Step 3.	Call vendors or restaurants.
Step 4.	Select a menu for the event. Review it according to the budget.
Step 5.	Finalize the order, method of payment and date of delivery.
Step 6.	Before the event, contact with the delivery man to be updated.

Step 7.	After getting the delivery, pay the delivery man with cash and keep a copy of the receipt in case of adjustment/reimbursement.
Step 8.	In case of adjustment, through an OSS member, a memo along with the receipts is sent to the Finance and Accounts Office. In case of reimbursement, a memo along with the receipts is sent to the Treasurer's Office. After approval, the memo is sent to the Finance and Accounts Office.
Step 9.	Follow steps 5 to 9 from the 'Budget' portion of the 'Logistics-related Procedure' (page 61).

The OEA can also support other offices or departments for events related to external stakeholders. However, for cooperation, it is necessary that the OEA is notified at least **ten days** before the event for preparation.

Venue Booking

For any event, the Coordination Officer is responsible for finding a suitable venue. In the following, the steps are described.

Step 1.	Send a memo (as early as possible) requesting a room/venue to the Director of O & M Department.
Step 2.	Call the O & M Department (Ext- 1229) and mention the room/venue required by the office.
Step 3.	The O & M Department finds an available venue suited to the office's needs.
Step 4.	Review the room and book it under the OEA for a specific date and time period.

Property Management

If any property of the office is damaged, the Coordination Officer has to ensure that the damaged property is repaired or replaced. For that the Coordination Officer has to follow these steps.

Step 1.	Call the respective department according to the office's need (e.g. to repair a wall, the Coordination Officer calls the O & M Department to inform them of the problem).
----------------	---

Step 2.	The Department (O & M) sends people to evaluate the situation.
Step 3.	After evaluating the situation, they propose a specific time according to the office's preference and repairs/replaces it during that time.
Step 4.	The Coordination Officer reviews their work and reports back if not satisfied.

International Faculty Members' Residence Maintenance

The Coordination Officer, along with the External Affairs Officer handles residence-related matters of the international faculty members. The Coordination Officer is mainly responsible for arranging water. In the following, how water is arranged is described.

Step 1.	If an international faculty member has residence-related problems, s/he communicates with the Coordination Officer through email (tasnia.azmeri@northsouth.edu) as early as possible . If the international faculty member needs water, s/he has to inform the Coordination Officer at least a week before it is required. The Coordination Officer then contacts the water vendor.
Step 2.	The water vendor delivers water to the international faculty member's residence and the Coordination Officer oversees the entire process. The Coordination Officer also updates the faculty member of the process.
Step 3.	The water vendor provides the bill on a monthly basis for the international faculty member to the Coordination Officer.
Step 4.	The Coordination Officer emails the faculty member notifying the amount of payment and asks him/her to come to the OEA to give the due amount. The due date is 15th of the month .
Step 5.	The Coordination Officer retrieves the water bill from the faculty member and gives it to the water vendor.
Step 6.	For other needs, the Coordination Officer directs the faculty member to the External Affairs Officer for more help.

Inventory Maintenance

The Coordination Officer ensures that the office does not run out of supplies. When the office runs out of supplies, the Coordination Officer is responsible for ordering items from

Inventory (which is under Administration Department). In the following, the process is described.

Step 1.	List all the products the office requires.
Step 2.	Fill out the inventory form listing all the required items. This form is available in the office. (Refer to FAQs section; page 74)
Step 3.	Get a signature on the form from the Director of OEA and the Coordination Officer.
Step 4.	Give the form to the OSS members and they will collect the listed items from the basement storeroom.
Step 5.	Check the items received from the storeroom and review them to see if there are any items missing.

Vehicle Requisition

The Coordination Officer also arranges transportation from NSU. In the following, directions for vehicle requisition are given:

Step 1.	To book a car, a vehicle requisition form needs to be filled out. This form is available in the office (refer to the FAQs section; page 73).
Step 2.	Get a signature from the Director of OEA and the person who will be requesting the vehicle.
Step 3.	Through an OSS member, the form must be sent to the Administration Department.
Step 4.	After receiving the form, an officer from administration contacts the Coordination Officer and provides the contact number of the driver and the number of the car that will be issued for the person.
Step 5.	Contact the driver and fix the time for the travel.

Petty Cash Maintenance

The Coordination Officer handles petty cash. Petty cash is an accessible store of money kept by the office for expenditures of small items. In the following, the petty cash maintenance process is given.

Step 1.	For the office, a monthly budget is allotted. In this case, it is BDT 5000/- only.
----------------	--

Step 2.	For the budget, list the necessary items such as, tea, coffee, milk, biscuits, etc.
Step 3.	Ensure that all the required items are purchased by the OSS members from nearby department stores.
Step 4.	Keep track of monthly purchase trips. These purchases are done twice a month by the OSS members, usually from the 1st to 5th and the 16th to 20th of a month.
Step 5.	After the purchases, the Coordination Officer collects the receipts.
Step 6.	At the end of the month, the entire list of expenses is written on a memo and sent (along with receipts) to the Treasurer's Office for reimbursement after which the Director of OEA reviews and signs off.
Step 7.	After approval, the next month's expenditure is given from the Finance and Accounts Department to the Coordination Officer.

Reporting Problems

If the office faces any kind of problems, it is the Coordination Officer's job to report it. In the following, the directions for reporting problems are given.

- For any tech-related problems, contact the IT Department (Ext-1400).
- For administrative help, contact the Admin Department by sending a memo. Refer to the NSU PABX directory for more aid.
- For logistics-related aid, contact the O & M Department (Ext-1229; O & M Secretary).

Client Section:

Services provided by the Coordination Officer

In the following, the services provided by the Coordination Officer of OEA are given:

❖ For international faculty members

- Arranging meetings with the Director of OEA
- Arranging water for their residences
- Paying bills for the faculty members
- Arranging transportation for the international faculty members

For further information, refer to the 'International Faculty Residence Maintenance' (page 63) and 'Vehicle Requisition' (page 64) sections in the 'Logistic-related Procedure' section.

❖ For students of NSU

- Arranging meetings with the Director of OEA
- For student exchange programs, directing the students to the Office of International Affairs
- Helping students by giving them a thorough idea of the OEA and its functions

❖ For external individuals

- Arranging meetings with the Director of OEA
- For alumni information, directing the individuals/organizations to the Office of Alumni Affairs
- Organizing and overseeing the logistics of the events

❖ For internal individuals

- Arranging meetings with the Director of OEA
- Assisting with the tasks assigned by the executive members
- Maintaining an amicable relationship with all the departments for cooperation and better functionality
- Organizing and overseeing the logistics of the events

OFFICE SUPPORT STAFF (OSS):

The Office of External Affairs has two Office Support Staff members to support the office. They are responsible for the productivity and smooth operation of the office. Through their roles, they uplift the operational activities of the office. In the following pages, tasks done by the OSS members are listed and described.

Office Section:**Tasks:**

The OSS members are usually given tasks from the officers of the OEA. However, they are also given tasks from the higher authority of NSU. In the following, the tasks done by the OSS members are listed and described.

Travel-related errands

- The OSS members have to come and go to Agargaon for purposes such as visa extension for international faculty members and passport submission and retrieval. If required, they also accompany the international students for visa extension.
- The OSS members are required to go to the airport to receive the international students.
- For the access of VIP lounge and VIP gate, protocol passes are required. Therefore, the OSS members go to the airport to submit a letter requesting the protocol passes and necessary access.
- The OSS members have to travel to Malibagh Special Branch Police Office for passport-related work of the international students and faculty members.
- The OSS members deliver letters for visa application to the appropriate centers and the ambassadors of different embassies.
- The OSS members deliver invitation cards to different ministries within Dhaka.
- The OSS members go to the bank to retrieve or pay money.
- The OSS members are in charge of purchasing necessary items (such as tea, coffee, milk etc.) for the office.
- The OSS members help to distribute food to guests during different events.
- The OSS members attend the weekly meetings conducted in the OEA to keep track of the on-going work of the office and give their suggestions for its smooth operation.

Day-to-day errands

- The OSS members' working hours are from 9AM to 5PM. However, if required, they work overtime.
- In the morning, from 9 to 10AM, when everyone is present in the office, they are serve tea and other refreshments to the office members. During the afternoon, typically from 3 to 4PM they serve tea and other refreshments again.
- If any guests come, then the OSS members will prepare refreshments for them.
- The OSS members are in charge of pre-heating lunch for the office workers. They are also in charge of washing dishes and lunch boxes of the office workers.
- The OSS members are responsible for distributing memos to different departments.
- The OSS members to load paper in the printer and photocopy machines for the purpose of producing necessary documents.

- The OSS members water the plants in the OEA every day.
- For monthly inventory, the OSS members collect the office necessities (such as stationery) from the NSU store located in Basement #1.

Protocol Pass and access to VIP gate and VIP lounge

Often high dignitaries and the NSU authority come and go through the airport; therefore, it is necessary for NSU to ensure the arrival/departure of the local and international dignitaries by following these steps.

Step 1.	A week before the departure or arrival of the executive members of NSU, international dignitaries, etc. a formal letter from the OEA is written to request a protocol pass, access of VIP gate and VIP lounge which is sent (through the OSS members) to the Director of Shah Jalal International Airport.
Step 2.	The letter is submitted to the VIP gate's booth or directly to the Director's Office.
Step 3.	If the OSS member goes directly to the Director's Office, then s/he hands the letter to the Coordination Officer of the Director's Office.
Step 4.	Before the departure or the arrival of the intended user, the OSS member goes to the VIP booth of the airport inquiring the status of the previously dropped letter.
Step 5.	After receiving approval, a protocol pass and access to the VIP gate and VIP lounge is given.

Collecting Office Supplies from Inventory

The OSS members often have to collect office stationery supplies from the NSU storeroom. For collection, they have to go through the following steps.

Step 1.	First, an Office Inventory form needs to be filled out listing all the items required. This form is available in the office. For more information, ask the Coordination Officer (refer to FAQs section; page 74)
Step 2.	After completing the form, it is given to the Coordination Officer. The Coordination Officer reviews it and then signs the form and returns it to the OSS member.
Step 3.	The form is to be submitted to the Inventory Office.
Step 4.	After one to two days , one must return to the Inventory Office to follow up on the status of the request.

Step 5.	After approval, the person who is in charge of the store should be contacted. The OSS member goes to Basement #1 with him/her.
Step 6.	Collect the items listed on the approved form.
Step 7.	After collecting the requested/approved items, sign on the received part of the form so that the Inventory Office can keep a record of it.
Step 8.	Supplies are brought/delivered to the office by trolley (if necessary).

Client Section:

Services provided by the OSS

In the following, the services provided by the OSS members are described:

❖ For executive personnel of NSU

- Refreshments such as tea, coffee etc. are provided when they come to the office.
- Protocol pass, VIP gate and VIP lounge access are processed and provided for the executive members. For more information, refer to the ‘Protocol Pass and access to VIP gate and VIP lounge section (page number will be mentioned).
- Visits to Passport and Immigration Office (Agargaon) are made on behalf of the executive members for the purpose of processing their visa extension.
- Letters, memos etc. are delivered on behalf of the executive members.
- Tasks assigned by the executive members are carried out.

❖ For international faculty members

- Refreshments such as tea, coffee etc. are provided when they come to the office.
- Visits to Passport and Immigration Office (Agargaon) are made on behalf of the faculty members for the purpose of processing their visa extension or exit visa.
- Protocol passes, VIP gate and VIP lounge accesses are processed and provided for the faculty members. For more information, refer to the ‘Protocol Pass and access to VIP gate and VIP lounge’ section (page).

❖ For students of NSU

- Refreshments such as tea, coffee etc. are provided when they come to the office.
- The international students are accompanied to Malibagh Special Branch Police Office (SB) and Agargaon Passport and Immigration Office (if needed).
- The international students are received from the airport (the first time only).
- The students are directed and guided on different locations (both inside and outside NSU).

Frequently Asked Questions (FAQs)

1. How do I contact the OEA?

Answer: Check 'How to Contact the Office of External Affairs' of the OEA (page 4).

2. How do I contact the OIA?

Answer: Check 'How to Contact the Office of International Affairs' of the OIA (page 8).

3. How do I contact the OAA?

Answer: Check 'How to Contact the Office of Alumni Affairs' of the OAA (page 23).

4. How do I schedule an appointment with the Director of OEA?

Answer: Check 'How to Contact the Director' of the Director (page 5).

5. Who guides the international faculty members and students?

Answer: The Office of External Affairs has assigned two officers to assist and guide the international faculty members and students. International faculty members can contact the External Affairs Officer and International students can contact the International Affairs Officer for support. For more information, check the 'Office Section' of External Affairs Officer and OIA.

6. What is the process for international admission?

Answer: Check 'Enrollment Process for Foreign Applicants' under 'Client Section' of the OIA (page 15).

7. What is the tuition fee for international students?

Answer: The tuition fee for international students is same as local students. For tuition information, go to <http://www.northsouth.edu/tuition-fees.html>.

8. What are the ways for international students to receive a scholarship?

Answer: If international students seek for a scholarship after admission, then like any local student, they have to apply for a scholarship through Financial Aid Office. Financial Aid Office is located on level #3, Administrative Building, NSU. For more information, contact OEA or Financial Aid Office. To contact in person, go to Financial Aid Office, level #3, Administrative Building, NSU or call at 02-55668200; Ext-2183.

9. What is the process for extending visas?

Answer: For international faculty members, check the 'Visa Extension Procedure' of the External Affairs Officer's 'Tasks' section (page 44). For international students, check 'Visa Extension Procedure' of the OIA's 'Tasks' section (page 11).

10. How do I get the visa extension form?

Answer: The visa extension form is available in the OIA. To get this form, come to the OIA and ask for the visa extension form from the International Affairs Officer.

11. How do I get the exit visa form?

Answer: The exit visa form is available in the OIA. To get this form, come to the OIA and ask for the exit visa form from the International Affairs Officer.

12. What is a 'To Whom It May Concern' certificate?

Answer: It is a recommendation letter, notice, or testimonial addressed to an unknown reader or readers requesting for visa extension or exit visa for a particular person. To ask for a 'To Whom It May Concern' certificate, the student has to fill out the application form for 'To Whom It May Concern' certificate. This form is available in the OIA.

13. What is an Acceptance or Job Offer Letter?

Answer: This is a formal written document that confirms the offer of employment. This letter includes details such as the job description, salary, benefits, and the date of employment etc.

14. How can international job applicants apply for a teaching position?

Answer: When a job circular is posted for a position, the applicants are advised to follow the instructions to apply. The job circular is usually posted on [*The Chronicle of Higher Education*](#).

15. How can appointed international faculty members get an e-visa?

Answer: Check 'E-visa Procedure' of the External Affairs Officer's 'Tasks' section (page 36).

16. How does NSU reimburse the money to international faculty members for the airfare coming to Bangladesh?

Answer: Check steps 6 to 8 of the 'E-visa Procedure' of the External Affairs Officer's 'Tasks' section (38).

17. Does NSU provide accommodation for international students?

Answer: Currently, NSU does not provide accommodation facilities for international students. However, the NSU authority is in the process of creating accommodation or dormitories for international students.

18. Does NSU provide accommodation for international faculty members?

Answer: NSU provides accommodation for international faculty members. Check 'Settling-in' of the External Affairs Officer's 'Tasks' section (page 47).

19. How does an international faculty member get his/her work permit?

Answer: Check 'Work Permit Procedure' of the External Affairs Officer's 'Tasks' section (page 38).

20. How does an international faculty member pay taxes?

Answer: Check 'Tax Returns' of the External Affairs Officer's 'Tasks' section (page 46).

21. What are the 'Do's and Don'ts' for international faculty members?

Answer: Check 'General Guideline for the International Faculty Members of North South University' of the 'Client Section' of External Affairs Officer (page 51).

22. What are the 'Do's and Don'ts' for international students?

Answer: Check 'General Guideline for the International Students of North South University' of the 'Client Section' of the OIA (page 19).

23. How do the international faculty members and students get food on the campus?

Answer: NSU has a cafeteria where anyone can get food whenever he/she want during NSU hours. The food is reasonably priced and halal to consume.

24. Where do the international faculty members and students get basic medication?

Answer: They can buy basic medication from any drugstore. For on campus medication, they can go to the NSU Medical Center, located on level #4, Administrative Building, NSU. For severe cases, they can go to the nearest hospital.

25. How can an alumnus/alumna become a registered member with the NSU Alumni Association?

Answer: Check 'Registering as Alumni' of the OAA's 'Tasks' section (page 24).

26. What benefits are provided for the alumni?

Answer: Check ‘Services provided by OAA’ of the ‘Client Section’ of the OAA (page 33).

27. How can alumni enter NSU?

Answer: Check ‘Arranging Entry Passes’ of the OAA’s ‘Tasks’ section (page 31).

28. Does NSU have a student-exchange program?

Answer: Currently, NSU does not have any student exchange program. However, the OEA is in the process of developing it.

29. How can an event be arranged at NSU?

Answer: Check ‘Event Management’ of the Coordination Officer’s ‘Tasks’ section (page 61).

30. What are the procedures for advance, adjustment or reimbursement?

Answer: Check ‘Budget’ section of the Coordination Officer’s ‘Tasks’ section (page 60).

31. How is a vehicle requested from NSU?

Answer: Check the ‘Vehicle Requisition’ section of the Coordination Officer’s ‘Tasks’ section (page 64). A sample of what the form looks like is also given.

 NORTH SOUTH UNIVERSITY Plot # 15, Block # B, Bashundhara R/A, Dhaka-1229. Tel: 88-02-8852000	
VEHICLE REQUISITION	
Official Use <input type="checkbox"/> Personal Use <input type="checkbox"/>	
Serial # _____	Date _____
Name of User : _____	Status : Faculty member <input type="checkbox"/> Officer <input type="checkbox"/>
Department : _____	
Date of use : _____	Time From _____ To _____
Purpose: (Please specify in details) _____	
From (Reporting place) : _____	Destination : _____
User Signature: _____	Signature : _____
User Tel: _____ Mob: _____	(Head of the Department)
(Administrative use only)	
Vehicle # _____	Driver _____ Transport Officer _____
Special Note (if any): _____	Director (Logistics & Resources)

32. How are the supplies for the office requested from Inventory?

Answer: Check the ‘Inventory Maintenance’ of the Coordination Officer’s ‘Tasks’ section (page 63). A sample of the inventory form is given below.

