



SDG1 (No Poverty)

Student Support Unit Report 2019-2020

I. Student Academic Support

Misr University for Science and Technology assigns a general academic supervisor for each college who is responsible for assigning an academic advisor from the college members to each group of students. The academic advisor performs the tasks of sponsorship and scientific guidance and is responsible for following up the students' scientific, social, and psychological affairs, as well as directing him/her in everything related to university life.

The academic advisor is concerned about the following:

1. Assisting the student in selecting the courses in which he/she enrolls each semester.
2. Monitoring the student's academic progress by contacting and cooperating with his/her teachers and aiding them in overcoming any academic issues that may arise.
3. Approving the procedures that the student follows for registration, academic load, course deletion and addition, withdrawal from studies, and so on, as well as verifying that all these operations are in the best interests of the student.
4. Taking care of students placed under academic supervision and those who have been suspended from study, identifying academic issues they experience and assisting them in overcoming them to straighten out their studies.

*To contact your academic adviser or the Vice Dean for Education and Student Affairs, go to the biotechnology help desk on the Microsoft team program and leave a message with your question or problem.

MUST central library is the primary component of the university library system, which is overseen by the dean of university libraries. The library serves the academic community of faculty members, researchers, and students with its unique and distinctive architectural design and up-to-date facilities. Bibliographic information, inter-library loan, references, information access via CD-ROM, and online links to information banks and the internet are among the services provided.

II. Financial Support

Misr University for Science and Technology pays great attention to its financially unable students or those who are facing difficulties that prevent them from paying tuition fees through benefiting from the integrated system of social services provided to them by the Student Welfare Fund to facilitate and support them in paying tuition fees and treating psychological problems through various student support mechanisms.

The university is keen to provide and develop the means of support provided to students to overcome various obstacles that may hinder their university life, and to reduce the economic and psychological burdens on students in need and their parents through the establishment of a specialized committee to provide the necessary financial support and care in addition to coordinating with the cultural attachés for supporting financially distressed international students.

MUST pays utmost care for supporting its students financially. Students are offered reduction of or exemption from university fees in any of the following cases:

1. The death of the parent during the academic year.
2. Chronic diseases of the parent or any of the student's family members that might affect the family's financial status.
3. Cases of financial failure due to compelling circumstances such as divorce cases, prisoners, inability to work or wars and immigration.
4. Cases of tuition fee installment.
5. Cases of disabled students who are granted a lot of financial facilities. The university provides housing for students with special abilities (visual impairment or motor disability) based on a request submitted and based on the recommendation of the Psychological Counseling Unit, which is presented to the Chairman of the Board of Trustees for approval, and this was done for 2 cases during the year 2019/2020.
6. Providing Scholarships: Every year, the university provides several free scholarships that are announced and applied to by a committee formed by the university president and the vice president for student affairs and other members. Several free scholarships are given to each college throughout the study period if they maintain their academic level.
7. Fee reduction for siblings.
8. Sports Excellence Discount: To encourage its students to excel in sports and obtain awards and advanced ranks internationally and regionally, the university grants a discount ranging from 10% to 50% of the tuition fees for the student who excels in sports.

9. Discount for children of employees: The university takes care of its employees and relieves them of their economic burdens, especially in the case of one of their children joining the university, by granting a discount ranging from 10% to 25% of the student's tuition fees throughout the period of his studies at the university.

Serial	Statement	Number	Notes
1	Parent's death discount	202	15% discount
2	Financial default discount	209	10-25% discount
3	Scholarships	770	
4	Tuition fee installment	674	
5	Employee sons discount	28	10-25% discount
6	Sibling's discount	1133	10% discount
7	Sports Excellence Discount	8	10-50% discount
8	International students	181	25% discount (Syria 27/Palestine 16/Yemen 30/ Nigeria 19/Jordon 89)

III. Food Support

Through a fully-equipped kitchen and an environment that ensures the full application of safety and health standards for service providers and recipients, **Souad Kafafi** Hospital at Misr University of Science and Technology strives to provide safe food for frequent patients, students, university hospital staff and university staff members.

- A specific area is allocated to receive food when supplied for detailed sorting and ensuring the safety of transport procedures, from a constant temperature and good packaging. Fresh vegetables and fruits are then stored in separate places in the refrigerator at a temperature of at least 5°C and not more than 8°C. The volume of supplied quantities is taken into account with average consumption, ensuring that there is no surplus that is subject to execution and damage.
- For frozen food, they are examined during receipt and the date of production and shelf life are reviewed. In addition to reviewing the safety of packaging and maintaining the appropriate temperature during transport procedures. The temperature should not exceed -12°C and the procedures for review and examination must be completed upon receipt within a maximum of 20 minutes.
- There are areas dedicated to preparing food before cooking. The meat, poultry and fish preparation area is separated from the fresh vegetable preparation area. In addition to customizing cutting and preparing tools for each food item, a separate chopping board is allocated for each food item: red used for meat, yellow for poultry and blue for fish. Maintaining personal condoms and uniforms while preparing and handling food and being in the kitchen.
- Also maintaining cooking periods of no more than 4 hours for hot cooking, 2 hours for cold cooking. The duration of conservation for any food returns is a maximum of 48 hours, with a maximum of 48 hours, to be kept at an appropriate temperature and not more than 5°C.



- Patients' meals are packed in the hospital's internal departments as soon as they are prepared for distribution. Hot and cold foods should be separate to keep them both temperatures.
- Considering the periodic passage of infection control and quality departments and taking random swabs to ensure that the work environment conforms to the highest standards of hygiene and quality assurance.
- The university hospital also has more than one cafeteria, providing 24-hour service and various food items to ensure that the wishes of all those who are frequented are met.
- The university also offers more than one different cafeteria on campus through the Food Court serves students and staff members during working days.
- During the 2019/2020 academic year, Misr University of Science and Technology through Souad Kafafi University Hospital contributed to the provision of more than **4,300** free meals to underachievers students and patients.



IV. Health Support

Souad Kafafi University Hospital at Misr University for Science and Technology provides various medical services to all members of society. This is done by managing the provision of a multitude of medical services to the underprivileged members of society, free of charge or at low cost. This is achieved through multiple official channels, such as Al-Amal clinics, specialists' clinics, initiatives and medical convoys and the mobile field hospital, as well as studying external cases through a medical council at the University Hospital headed by the Director General of the Hospital, Dr. Muhammad Safwat, to receive the full medical service under the patronage of the Chairman of the Board of Trustees, Mr. Khaled Al-Toukhi. The hospital also provides the necessary medical care to the university hospital staff and the university's staff and students through an integrated health insurance system.

An example of this is during the academic year 2019/2020 when medical services were provided free of charge or reduced to a total of 1617 patients, including 1437 patients who received free medical services. This is in addition to the total number of 303 patients from hospital and university staff and students who were treated through the university's health insurance program. The services provided varied from minor surgeries, chronic or post-traumatic fractures, open heart surgeries, urological surgeries, examination and nose and ear surgeries, dialysis patients, as well as follow-up and treatment of patients with chronic internal diseases. Souad Kafafi University Hospital always strives to continue providing integrated medical services to its members as long as the whole surrounding community.





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V. Psychological Support

MUST Psychological Support Unit has been established since 2009 with the approval of His Excellency the President of the University's Board of Trustees and the approval of the University Council in this regard. The unit is concerned with studying the hindering psychological and social problems of students and offering counselling and support. It deals with various aspects especially the cases of academic delay and studying the negative behavioral phenomena of some students.

Support for people with special needs:

The unit also works to find appropriate solutions and help students with special needs to achieve educational progress, attain social and psychological adjustment through studying their problems and working on solving them, such as visual disability - hearing disability - motor disability - learning difficulties - autism - multiple disabilities.

Examples of psychological support and counseling provided by the unit:

1. Cases of psychological depression and social anxiety, such as the separation of parents or social pressures.
2. Cases of the student being subjected to family, social or health oppression, which calls for social intervention with the student's family or transfer to medical support at Souad Kafafi Hospital to follow up the case medically.
3. Cases that require facilities during exams, especially for students with simple motor problems or those who have communication disorders or pronunciation and speech problems.
4. Cases that require the provision of adequate housing due to visual or motor disabilities.
5. Providing means of mobility within the university buildings.
6. Communicating with the colleges through the academic advising units in each college to determine the appropriate learning and teaching methods for each case.
7. Coordinating with the Student Care Unit financially and the Student Medical Care Unit to determine the extent of their contribution to the cases presented to the Psychological Guidance Committee.



Elimination and treatment of addiction:

Due to the seriousness of this matter, the university monitors students inside the university through the academic guidance unit in each college. Several seminars have been held to warn of the harms of smoking and addiction. Posters have been hung for the dangers of smoking and addiction inside the university buildings. During the years 2019/2020, five cases were dealt with and were able to get rid of addiction or relapse again, and they are also integrated through sports, social and cultural activities that allow them not to return to addiction, in addition to the continuous follow-up from the unit and encouraging them.