

Service Charter

Department of Civil Engineering, Sonargaon University

What to do, in what order, and who to ask — for the things students need from the department office through the semester.

1. Collect Student ID Card, Email Address, and Portal Access (For newly admitted students)

1. Contact the Department Office
 2. Collect ID card and ERP login (Student Portal) credentials from the student welfare Division (Room no. 311, main campus).
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2. Student ERP Portal

The Student ERP is the central digital platform for managing all student-related academic and administrative records. Through ERP, students can view personal student profiles, track course curriculum and credits, check class and exam routines, manage tuition fee payments, and view semester-wise results.

3. Course Offering & Registration

1. The Department office publishes the Course Offering (Room no-414, Main campus)
 2. Meet with the Coordinator for course advising
 3. Complete registration through the ERP or accounts clearance
 4. Contact the student welfare Division for Registration process.
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4. Registration process & Class routine for new student (1st semester students)

Contact Academic Affairs Division (ACAD) for Registration process & Class routine for 1st semester students.

5. Advising & Counseling (Online & Offline)

Faculty members provide guidance and counseling to students regarding course curriculum, academic progress, student improvement, and overall educational planning through both online and offline platforms.

6. Information Sharing Session for New Students

Faculty members, the Coordinator, and the Assistant Coordinator visit classrooms to brief new students on university rules and regulations, attendance policies, academic guidelines, and other essential academic guidelines.

7. Subject or Course Add / Drop / Changes

Student Welfare Center within the specified add/drop deadline to make changes in course registration.

8. Semester Drop / Course Drop Process

1. Contact Student Welfare Center
 2. E-application in ERP.
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9. Re-admission Process

1. Pay the required re-admission fees to the accounts section
 2. Student Welfare Center
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10. Clearance for Examinations (Midterm and Semester Final)

1. Clear all due tuition and semester fees through the accounts section
 2. Collect exam clearance/admit card from ERP panel.
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11. Semester Results & Grade Sheet

View semester results directly from the Student ERP panel once published by the Controller of Examinations.

12. Thesis/ Project Process

1. The department assigns thesis or project work
 2. Students are assigned to a supervisor
 3. Confirmation and supervisor details are officially communicated via email.
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13. Testimonial, Mol, LoR, and Concern Letter (For running students & alumni)

1. Pay necessary fees (if applicable) through the accounts section
 2. Mol and other official certificates are provided by the Exam Division
 3. Recommendation Letters (LoR) can be obtained by contacting respective faculty members directly.
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14. Academic Transcripts & Certificates

1. Clear all university dues at the Accounts Section
 2. Apply through the Student ERP panel
 3. Collect from the Exam Controller's Office.
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15. Scholarship / Waiver Support

1. Contact the Exam and Accounts for scholarship details
 2. Contact the Student Welfare Division waiver support.
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16. Tuition Fees & Payments

Pay tuition and other semester fees directly via authorized bank booths, online banking, or the university accounts section.

17. Faculty & Administrative Officers Information

Visit the official Sonargaon University website's faculty/department directory or contact the department desk (Room no-414, Main campus) for teacher/officer details.

18. Library & Lab Facilities Support

Use your Student ID card to access the central library, reading room, and departmental laboratories (e.g., Civil Engineering Labs) during operational hours.

19. Teacher Information

Visit the official Sonargaon University website's faculty/department directory, or access teacher information directly through the Student ERP portal, or contact the department desk (Room no-414, Main campus).

20. SU Transportation

Check the University Guidebook at the reception to verify bus routes and schedules, and contact the Student Welfare Center for further assistance.
