



STUDENT SUPPORT SERVICE HANDBOOK

EPCE, CoEEC, ASTU

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1. Welcome to Your ASTU Journey

1.1 Purpose of This Guide

Welcome, Electrical Power and Control Engineering students, to Adama Science and Technology University (ASTU)! This guide is your essential companion, designed to help you navigate your academic journey, foster your personal growth, and ensure your overall well-being. We understand that university life, especially in a demanding field like EPCE, comes with unique challenges and opportunities. This guide will introduce you to the comprehensive support services available to you, explaining how they can help you succeed, stay healthy, and connect with the vibrant ASTU community. Our goal is to empower you to thrive both inside and outside the classroom.

1.2 Your Program, EPCE

EPCE program is a vital part of ASTU's College of Electrical Engineering and Computing (CoEEC). As a university committed to excellence in science and technology, ASTU aims to produce highly skilled scientists and engineers, contributing to national development and technological advancement by 2030. Your program is rigorous and challenging, designed to equip you with specialized knowledge and practical skills. To help you meet these demands and excel, a strong and diverse student support system is not just a bonus it's fundamental to your success and personal flourishing.

2. Your Rights and Responsibilities at ASTU

At ASTU, we believe in fostering an environment of mutual respect, academic freedom, and responsible behavior. Understanding your rights and duties is key to a successful and harmonious university experience.

2.1 What You Can Expect as an ASTU Student

As a student at ASTU, you have fundamental rights that are protected by the university's legislation and national laws. These include:

- **The Right to Learn and Inquire:** You have the right to learn, understand, inquire, and freely exchange ideas in an open academic environment.
- **Access to Student Services:** You are entitled to utilize the student services provided by the University.
- **Evaluate Instructors:** You have the right to evaluate and provide feedback on your academic instructors, courses, and training.
- **Representation:** You can participate in university decision-making bodies and committees through your representatives.
- **Suggest Improvements:** You can offer suggestions in the preparation of bylaws, regulations, and directives related to administrative matters.
- **Proper Use of Facilities:** You have the right to properly use the institution's properties.
- **Academic Freedom:** You have the right to discuss and openly express views on ideas, national and global problems, and controversial matters in class or in connection with academic work, provided it's relevant and consistent with intellectual inquiry.
- **Fair Process:** You are entitled to due process in disciplinary matters and to seek redress for injurious decisions.
- **Professional Development:** You have the right to further education and training for professional development.

- **Campus Security:** You should enjoy campus security for yourself and your personal property while receiving proper services.

2.2 What's Expected of You as an ASTU Student

With rights come responsibilities. Your duties as an ASTU student contribute to a positive and productive learning environment for everyone:

- **Active Participation:** Be present during classes, exams, and other instructional and evaluation procedures.
- **Academic Engagement:** Engage in the pursuit of knowledge and contribute to nation-building in collaboration with university scholars.
- **Complete Assignments:** Accept and complete homework, projects, practical attachments, laboratory work, and field tasks assigned by instructors or departments.
- **Conduct Research:** Undertake research that contributes to professional growth and benefits society.
- **Cooperation:** Cooperate with academic departments and staff to help achieve their objectives.
- **Respectful Behavior:** Demonstrate self-discipline, respect for others' ideas, tolerance of differences, non-discrimination, honesty, and integrity.
- **Observe Rules:** Abide by the rules and procedures of the University and respect the laws of the country.
- **Care for Property:** Make proper use and care of university property.
- **Report Violations:** Report any willful violation of rules and regulations by any community member to the concerned bodies.

- **Belongingness:** Demonstrate a sense of belonging to the university.
- **Financial Obligations:** Effect payment of fees in accordance with university provisions.
- **Liability for Damages:** Be held liable under relevant law for any damage caused to university property.
- **Cost Sharing:** Share the costs incurred by the University to provide education and training.
- **Avoid Prohibited Acts:** Refrain from unlawful and unethical practices such as instigation of violence, hate speech, theft, dishonest conduct (cheating, plagiarism), disorderly conduct, possession/use of drugs/alcohol, and other acts outlined in the Student Code of Conduct.

2.3 Special Support for Students with Disabilities

ASTU is committed to equal treatment for all students. If you have a disability, you have the right to equal treatment and, as much as possible, to lead an active and independent life. The University strives to make its facilities accessible, relocate classes, develop alternative testing procedures, and provide academic assistance, including tutorial sessions, exam time extensions, and deadline extensions.

3. Understanding ASTU's Support System

ASTU has a structured system to ensure your well-being and academic success. Here's a look at the key offices and committees that are here to support you.

3.1 Key Offices and Committees Supporting You

- **Vice President for Administration and Development (VPAD):** This office has overall responsibility for student affairs and services.
- **Dean for Student Service (DSS):** Reporting to the VPAS, the Dean for Student Affairs is your primary contact for campus life, student welfare, and the administration of various student services like dormitories, health, recreation, guidance, and counseling. The DSS also helps resolve student problems and enforces the student code of conduct.
- **Associate Dean for Student Service (ADSS):** This office focuses on the day-to-day operations of student living, including cafeteria and dormitory services, ensuring quality and sanitation.
- **Women and Social Affairs Executive:** This office is responsible for student welfare units and the gender related issues. They oversee Provide capacity building trainings, advice and counseling services, legal protection from abuse, harassment and violence and provide targeted support for female, disabled, and needy students.
- **Educational Quality Enhancement Directorate:** This office plays a crucial role in your academic experience. They formulate and revise rules for programs, advise on curriculum, review class sizes, evaluate academic performance.
- **Academic Advisors:** These are academic staff members assigned to a group of students (ideally not exceeding 20) to provide one-to-one contact, help you understand your

learning needs, assist with academic progress, and connect you with resources.

- **Student Admission and Registration (SAR):** This office assesses intake capacity, monitors student retention, promotes diversity in admissions, and formulates rules for admission and placement.
- **Ethics and Code of Conduct Committee (ECCC):** This committee focuses on maintaining ethical standards, developing codes of conduct, and addressing ethics violations.
- **Student Discipline Committee (SDC):** This committee investigates breaches of conduct at various levels.

3.2 Overview of Current Student Services

ASTU currently provides a range of services designed to support various aspects of your student life:

Table1: Student service at ASTU

Service Area	Specific Service/Objective	Responsible Office/Committee
Governance	Oversight of student affairs	VPAD
	Student Admission & Registration	Student Admission and Registration (SAR)
	Academic Standards & Quality Assurance	EQED
	Student Ethics & Conduct	Ethics and Code of Conduct Committee (ECCC)
	Student Discipline	Student Discipline Committee (SDC)
Academic Support	Academic Advising	Academic Advisors
	Curriculum & Program Rules	EQED, College ADAA
	Academic Appeals	College ADAA, EQED
	General Student Welfare	Dean for Student Service (DSS)

Health & Well-being	Physical & Psychological Well-being	DSS, Women and Social Affairs
	Health Services (Higher Health Centre)	DSS, Women and Social Affairs
	Sanitation & Hygiene	ADSS
	Substance Use & Misbehavior Control	Women and Social Affairs
	Reproductive Health, HIV/AIDS, Gender Issues	Women and Social Affairs
Campus Life & Social Integration	Dormitories & feeding	ADSS
	Recreation & Sports	DSS, ADSS
	Social & Cultural Activities	DSS, ADSS
	Student Organizations (Clubs, Associations, Union)	DSS (Chartering, Administering)
Career & Professional Development	Internship Coordination	Department, ADAA
	Career Counseling	Department, Women and Social Affairs
Safety & Security	Emergency Management	VPAD
	Student Discipline (Violations, Conduct)	DSS, SDC
	Grievance Settlement	College, DSS
Support for Diverse Populations	Students with Disabilities	College, Women and Social Affairs
	Needy Students	College, Women and Social Affairs
	Female Students	College, Women and Social Affairs

4. Global Standards for Your Well-being

At ASTU, we are committed to providing you with a supportive and enriching university experience. Our approach to student support is guided by international best practices, ensuring that your well-being is prioritized alongside your academic success.

4.1 Your Holistic Well-being

We believe that your physical, mental, and emotional health are interconnected and crucial for your academic success and personal development. A healthy learning environment means you feel safe, supported, intellectually stimulated, and empowered to prioritize your health.

- **Transparent Access to Resources:** We are committed to clearly informing you about all available academic support, health services, and well-being programs, including their scope, costs, and how to get referrals for specialized care.
- **Physical Health:** We promote balanced nutrition, regular exercise, adequate sleep, and proper hygiene. Access to medical care for both temporary and chronic conditions is paramount. We emphasize preventative measures like immunizations and physical activity. Onsite health services and partnerships with community providers are vital, especially for students with disabilities or chronic health issues.
- **Mental Health Support:** We recognize that mental well-being is a growing concern, especially for students facing new environments, language barriers, and academic pressures. Our approach includes:
 - **Proactive and Preventative Care:** Integrating mental well-being throughout your journey, from

orientation to ongoing support, to help you manage stress and develop coping mechanisms before issues escalate.

- **Awareness and Stigma Reduction:** Launching campaigns to reduce the stigma associated with mental health challenges, making it easier for you to seek help.
- **Skills Training:** Offering workshops and seminars on stress management, healthy lifestyle habits, and coping strategies.
- **Counseling Services:** Providing dedicated counseling services and exploring virtual tools for accessibility.
- **Supportive Faculty:** Encouraging academic staff to create supportive classroom environments, build trust, and reach out if they notice you struggling, showing care beyond just academic performance.
- **Peer Support:** Fostering connections among students to alleviate loneliness and build a sense of belonging.
- **Cultural Sensitivity:** Acknowledging and respecting cultural differences in perceptions of mental health, offering culturally humble approaches to support.

4.2 Keeping You Safe

Your physical and emotional safety is fundamental to a healthy learning environment. We implement a multi-faceted approach to campus safety and security:

- **Awareness and Intuition:** Encouraging you to trust your instincts and remove yourself from unsafe situations without hesitation.
- **Physical Security:** Promoting practices like locking doors, not allowing unauthorized "piggybacking" into secure areas, and properly securing your personal property to deter theft.

- **Reporting Suspicious Activity:** Emphasizing the importance of reporting anything suspicious, no matter how minor it seems, to help prevent crime.
- **Online Safety:** Advising caution with personal information online, maintaining private social media accounts, and being vigilant against scams.

4.3 Proactive Support

Our goal is to move beyond just reacting to crises and instead proactively build your resilience and intervene early when you face difficulties.

- **Early Detection:** Implementing routine wellness check-ins and mental health screenings during orientation to identify and address concerns before they escalate.
- **Integrated Approach:** Viewing health, well-being, and safety as core elements intertwined with your academic and personal development.
- **Staff Capacity Building:** Training university staff, including faculty, to confidently discuss mental well-being and coping strategies with you, as they are often the first to notice signs of distress.
- **Supportive Policies and Environment:** Ensuring that university policies promote mental health and well-being, creating a predictable, safe, and caring environment where you feel valued.
- **Community Cultivation:** Purposefully building connections among students and between students and staff to foster a sense of belonging and resilience.

5. Services for EPCE Students

This section outlines the specific support services available and planned for you, drawing inspiration from leading universities worldwide to ensure you have the best possible experience in your Electrical Power and Control Engineering program.

5.1 Boosting Your Academic Success

We understand the rigor of your engineering program and are committed to providing robust academic support.

- **Personalized Academic Advising:** Your academic advisor is a key resource. We aim to reduce the student-to-advisor ratio (ideally 1:10-1:15) to ensure more frequent and in-depth one-on-one interactions. Expect regular check-ins to monitor your progress and identify challenges early.
- **Specialized Academic Coaching:** We will develop a program within the Electrical Power and Control Engineering department to offer targeted support in essential study skills, time management, test preparation, and technical writing – all crucial for your success in this field.
- **Peer-Tutoring Network:** Connect with senior students who have excelled in core Electrical Power and Control Engineering courses. This peer-to-peer learning environment fosters collaboration and provides accessible help.
- **Integrated Skill Development:** Look for workshops as co-curricular modules focusing on engineering-specific skills like complex problem-solving, advanced technical report writing, and professional presentation skills.
- **Early Alert System:** Your faculty will be trained to identify early signs of academic or personal distress (e.g., missed assignments, declining performance, withdrawal). This system will trigger a coordinated response involving your academic advisor and other support services to ensure timely intervention.

5.2 Caring for Your Health and Well-being

Your holistic health is paramount. We are enhancing our services to support your physical and mental well-being.

- **Comprehensive Mental Health Services:** This service will offer individual counseling, group therapy, and crisis intervention specifically tailored to the unique stressors of engineering students. Online mental health resources and virtual counseling options will also be available for increased accessibility.
- **Proactive Wellness Programs:** Participate in workshops designed for Electrical Power and Control Engineering students focusing on stress management, resilience building, sleep hygiene, and healthy coping mechanisms. We will also offer accessible physical activity programs and relaxation spaces in collaboration with the Sport Science unit to help you manage academic pressure.
- **Clear Physical Health Access:** The scope of services offered by the "higher health center" will be clearly defined and communicated, including primary care, specialist referrals, and emergency protocols, so you know exactly where and how to access comprehensive medical care.

5.3 Paving Your Career Path

We are committed to preparing you for a successful career in Electrical Power and Control Engineering.

- **Dedicated Engineering Career Hub:** A specialized "Electrical Power and Control Engineering Career Hub" will be established within the program. This hub will offer career counseling specific to your field, workshops on resume/CV building, technical interview skills, and networking strategies.
- **Industry-Specific Opportunities:** We will organize regular career fairs and networking events specifically for Electrical Power and Control Engineering students, inviting leading

companies from the power generation, transmission, distribution, and automation sectors.

- **Enhanced Internship and Placement Support:** We will proactively build stronger industry partnerships to secure a wider range of internship and co-op opportunities for you, including support for international internships.
- **Alumni Mentorship Program:** Connect with Electrical Power and Control Engineering graduates working in the industry through a dedicated mentorship program. This will provide invaluable career guidance and real-world perspectives.

5.4 Building Your Community at ASTU

A strong sense of community and belonging is vital for your well-being and academic success.

- **Program-Specific Community Building:** We encourage and support the formation of student clubs and societies specific to Electrical Power and Control Engineering, such as an IEEE student chapter, a robotics club, or a renewable energy club. Look out for regular social events, workshops, and team-building activities designed to foster peer connections and a cohesive program identity.
- **Residential Life Enhancement:** We will explore implementing a Residential Advisor (RA) program or similar peer support structures within student dormitories, especially beneficial for second-year students adjusting to EPCE life.

5.5 Support for Every Student

We are dedicated to creating an inclusive and equitable environment for all students.

- **Dedicated Disability Support Services:** A specialized office will coordinate academic and physical accommodations, advocate for your needs, and ensure accessibility across campus, with particular attention to engineering labs and practical sessions.

- **Targeted Support for Female Engineers:** A "Women in Electrical Power and Control Engineering" mentorship program will connect female students with female faculty, alumni, and industry professionals. This program will organize workshops and networking events to address unique challenges and promote success in the field.
- **Financial Aid and Hardship Support:** We will proactively communicate all available financial aid, scholarships, and emergency funds, ensuring transparent application processes to alleviate financial stress.

6. Making the Most of Your Support

We are committed to continuously improving our student support services. Here's how you can engage with and benefit from them, and how your feedback helps us grow.

6.1 How We'll Implement and Improve Services

Our plan for enhancing student support will be rolled out in phases, ensuring a systematic and sustainable approach:

- **Phase 1 (Immediate - 6-12 months):** Focus on strengthening existing services, increasing awareness, and launching quick-impact initiatives like faculty training for early distress recognition and peer-to-peer support programs.
- **Phase 2 (Mid-term - 1-3 years):** Establish new specialized services, such as the dedicated Mental Health and Counseling Service and the Electrical Power and Control Engineering Career Hub. We'll also work on integrating support across different university offices.
- **Phase 3 (Long-term - 3-5+ years):** Continuously refine and innovate our services based on your feedback and data. We'll explore advanced technologies to optimize support delivery and reach.

We will regularly monitor the effectiveness of these services using key indicators like student retention, academic performance, service utilization rates, and your satisfaction levels. This data-driven approach ensures that we are always adapting to meet your evolving needs.

6.2 Your Role in Shaping Support Services

Your active participation and feedback are crucial for the success of these initiatives.

- **Engage with Services:** Don't hesitate to reach out to your academic advisor, visit the career hub, attend wellness

workshops, or seek counseling when needed. These services are here for you.

- **Provide Feedback:** Participate in surveys, focus groups, and discussions. Your insights are invaluable in helping us understand what works well and where improvements are needed.
- **Collaborate:** Get involved in student organizations or committees. Your voice helps shape university policies and ensures that support services are relevant and accessible.
- **Communicate:** If you notice a fellow student struggling, encourage them to seek help or reach out to a faculty member or student support staff. We are all part of this supportive community.

7. Conclusion: Your Success is Our Priority

The foundational student support framework at Adama Science and Technology University, as outlined in our Senate Legislation, provides a strong starting point. By integrating international best practices and learning from leading global universities, we are committed to transforming our support services into a proactive, comprehensive, and integrated system tailored for the Electrical Power and Control Engineering program.

This strategic investment in your well-being is not just an administrative function; it is a critical enabler of your academic excellence, personal growth, and successful career. Our goal is to ensure that you, as an Electrical Power and Control Engineering student, are not only academically proficient and technically skilled but also resilient, well-adjusted, and thoroughly prepared to make significant contributions to national development and beyond. We are here to support you every step of the way.