Prepared by:	Approved by:
Name : David Ling Chai Kiong Position : Deputy Director, Student Development and Services Centre	Name : Lu Yew King Position : Director, Student Development and Services Centre

AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	03/05/15	Establishment	00	Senior Manager, SDSD
2	24/07/18	Amendment	01	Senior Manager, SDSD
3	29/07/22	Amendment	02	Senior Manager, SDSD
4	24/02/24	Amendment	03	Director, SDSC

1.0 OBJECTIVE

The objective of this SOP is to ensure process of applying is facilitated smoothly and in a systematic manner.

2.0 SCOPE

This scope of this SOP applies to hostel application for returning Student in UTS.

3.0 REFERENCES

Oculus System: https://oculus.uts.edu.my/login.php

4.0 DEFINITIONS / ABBREVIATIONS

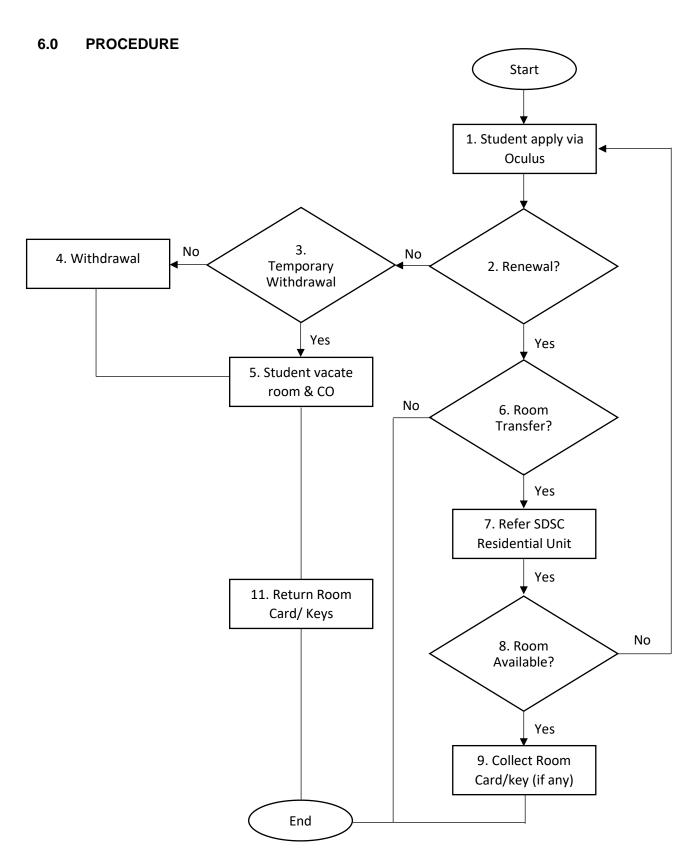|		
UTS	:	University of Technology Sarawak
SDSC	:	Student Development & Services Centre
SOP	:	Standard Operating Procedure
Oculus	:	System used for Hostel Registration
Dept.	:	Department
CO	:	Check-out

5.0 RESPONSIBILITY

5.1 The Director is responsible to ensure that this SOP is adhered to.

5.2 The process owner is responsible to follow and adhere to this SOP.

6.0   PROCEDURE

```
                                              ( Start )
                                                 |
                                                 v
                                       +----------------------+
                                       | 1. Student apply via |<----------+
                                       |       Oculus         |           |
                                       +----------------------+           |
                                                 |                        |
                                                 v                        |
                          /-------------\   No   /-------------\          |
     /------------\  No  /      3.       \<------/      2.       \        |
     | 4. Withdrawal |<--<   Temporary    >      <   Renewal?     >       |
     \------------/      \   Withdrawal   /      \               /        |
           |              \-------------/         \-------------/         |
           |                     | Yes                  | Yes             |
           |                     v                      v                 |
           |          +---------------------+    /-------------\   No      |
           +--------->| 5. Student vacate   |   /     6.        \---+     |
                      |    room & CO        |   <    Room        >  |     |
                      +---------------------+   \   Transfer?     / |     |
                                 |               \-------------/   |     |
                                 |                     | Yes       |     |
                                 |                     v           |     |
                                 |          +---------------------+|     |
                                 |          | 7. Refer SDSC       ||     |
                      +---------------------+|    Residential Unit||     |
                      | 11. Return Room     |+---------------------+|     |
                      |    Card/ Keys       |          | Yes       |     |
                      +---------------------+          v           |     |
                                 |              /-------------\  No |     |
                                 |             /      8.        \---+     |
                                 |             <    Room         >  |     |
                                 |             \   Available?    /  |     |
                                 |              \-------------/   |     |
                                 |                    | Yes       |     |
                                 |                    v           |     |
                                 |          +---------------------+|     |
                                 |          | 9. Collect Room     ||     |
                                 |          |   Card/key (if any) ||     |
                                 |          +---------------------+|     |
                                 |                    |           |     |
                                 v                    v           v     |
                              ( End )<----------------+-----------+     |
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7.0 DESCRIPTION

No	Description	Person in Charge	Document/ Item
1.	Student apply via Oculus • Log-in to Oculus system. • Refer to hostel portal.	• Student	• Record in Oculus System
2.	Renewal • For students continuing to stay in the hostel for the following semester: • SDSC staff need to confirm the status after the student applies. • The invoice will be issued to the student through the student Oculus portal after confirmation by SDSC staff. • If Yes → Proceed to No.6 If No → Proceed to No.3	• SDSC Student Residential Unit Staff • Student	• Record in Oculus System
3.	Temporary Withdrawal • For students going for practical or internship in the following semester. • Hostel fees will not be imposed for that semester. • Hostel deposit will not be refunded. • Staff will need to confirm the status after checking that the room is in good condition and the room card is returned. • If Yes → Proceed to No.5 If No → Proceed to No.4	• SDSC Student Residential Unit Staff • Student	• Record in Oculus System
4.	Withdrawal • For students who decide to withdraw from the hostel: • SDSC staff need to confirm the status after checking the room's condition and ensuring the room card is returned. • Finance staff will process the hostel deposit refund within 60 days after the student check-out from the hostel.	• SDSC Student Residential Unit Staff • Student • Finance Staff	• Record in Oculus System

No	Description	Person in Charge	Document/ Item
5.	Student vacate room and check-out • Students need to vacate all their belongings. • Ensure the furniture is arranged back to its original position and the room is clean before check-out. •	• Student	• N/A
6.	Room Transfer? If Yes • Student who wish to change the room or room type.	• Student	• Record in Oculus System
7.	Refer SDSC Student Residential Unit • Find Student Residential Unit staff. • Student request room transfer or change room type with acceptable reason.	• SDSC Student Residential Unit Staff • Student	• N/A
8.	Room Available? • SDSC staff need to check room availability. • If available, staff will register the student in the transfer room/upgrade or downgrade in Oculus. A new invoice will be issued to the student. • If unavailable, staff can cancel the renewal record, and the student can reapply via Oculus.	• SDSC Student Residential Unit Staff • Student	• Record in Oculus
9.	Student collect room card/ keys • Staff will distribute room cards/keys to the student. • Student will collect the room cards/keys.	• SDSC Student Residential Unit Staff • Student	• Record in Oculus • Hostel Name List (Google Drive)

8.0   RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	Record in Oculus	https://oculus.uts.edu.my/hostel/index.php?page=hscap-hsrom-report	3 years
2	Hostel Name List	https://drive.google.com/drive/folders/1l5zDivIRqncDQ0l3SES0pIBpR9lmV5fm?usp=drive_link	3 years