

## General Guidelines for Students

Student satisfaction and student experience are imperative for us. Students are requested to follow the following guidelines.

- 1. Students Portal:** Students can login in UMS by using the user ID (student ID) and password. All necessary information will be available in the UMS.  
*Example:* Class schedule, Examination schedule, Course list, Account Statement, Grade/Score, Admit Card download link, Registration link, Departmental concern persons, Class materials, Existing Scholarship, and other options.
- 2. Support Service Point and Contact Details:** Regarding any problem students may contact our Student Support Wing (SSW) for guidance. Students can raise a help ticket from the UMS or they can email at [ssw@cub.edu.bd](mailto:ssw@cub.edu.bd) at any time. Students can also call directly at 017108136910 (9:30 AM- 5:00 PM) except govt. holidays and Friday.
- 3. Payment Method:** Both offline and online payment are acceptable. For offline payment, students/guardians need to visit university campus's cash collection booth (ground floor). For online payment, students can pay by visiting any branch of Premier Bank PLC. Students can also pay through bKash/Nagad (01708136919) without any additional charges.
- 4. Class Attendance:** 70% class attendance is mandatory for the students. Students will not be able to sit for the final exam without 70% attendance. Any query related to class attendance, student must communicate with the concerned faculty member.
- 5. Examination Schedule:** Students can get the examination schedule from UMS. Examination schedule can also find in the different notice board in the university.
- 6. Result Related Query:** Students can email at [examoffice@cub.edu.bd](mailto:examoffice@cub.edu.bd) regarding grade/result review or any other issues. Students can also raise a help ticket to the respective department from the UMS by mentioning their queries.
- 7. Dress Code:** Student must follow the prescribed dress code posted in the different notice board in the university.

A S M G Faruk

Joint Registrar (Registrar in-Charge)

