



X



student Council TOWN HALL



E-Booklet – May 2026 Edition



Wednesday, 20 May 2026



6:00 P.M. – 8:00 P.M.



JC1, Level 1, University Building

Welcoming Message from the Presidents:

Dear Sunwayians,

On behalf of the Sunway University Student Council (SUSC) and Sunway College Student Council (SCC), we sincerely welcome you to the Student Council Townhall.

This Townhall serves as an important platform for us to share key updates and strengthen communication between students, student leaders, university and college management, and the wider university community. More importantly, it is a space for your voices to be heard and represented.

As your student councils, SUSC and SCC remain committed to serving as the bridge between students and management. But this journey is not one we can walk alone. Every change begins with the voices of students — your experiences, your concerns, and your hopes for a better campus. Therefore, we warmly invite all students to share your thoughts with us as we continue shaping a campus experience that truly belongs to everyone.

Thank you for being here with us, and we hope today's Townhall becomes a meaningful space for open dialogue, active participation, and shared efforts towards improving our campus experience.

Best regards,

Lee Xiao Xuan & Wong Bry Yan

President

Sunway University Student Council & Sunway College Student Council



Lee Xiao Xuan



Wong Bry Yan

1.0 STUDENT COUNCIL TOWN HALL AND USWEC

Student Council Town Hall 1.0 was held on 26th November 2025 at JC 2 , Sunway University Building with 192 students involved in the townhall session. As part of our ongoing effort to strengthen student engagement, Student Council Townhall 1.0 served as a platform for us to gather student feedback and discuss key concerns to be brought up to the University Management.

Through this session, various matters were highlighted and categorised into four key areas: Academic Matters, Clubs & Society Matters, International Student Matters, and Student Welfare Matters. These discussions covered topics ranging from online classes, study spaces, and AI usage in assignments, to venue booking concerns, visa delays, campus facilities, health and safety issues, and overall student welfare.

After the Town Hall, the Student Councils worked together to compile the feedback received from fellow students. To better understand the concerns raised, several surveys were launched to gather wider student experiences and opinions. These included surveys on the effectiveness of online classes by Academic Affairs, an interest form on international student working opportunities, and a visa delay feedback form. Furthermore, the Student Councils also adapted their initiatives to directly address the problems identified.

Following this, deeper investigations and discussions were conducted with relevant departments, including Student Life, the IT and Services Department, the Library Committee, the Food & Beverages Committee, Facilities, Academics, Centre of Academic Development (CAD), the International Office, and the Health & Safety Department.

These issues were also presented during the bi-annual University Student Welfare & Engagement Committee Meeting (USWEC) and the Sunway College Student Welfare Committee Meeting (SWC), which involved the participation of Chancellery, Student Life, International Office, and Sunway Registry. The following section provides a more detailed breakdown of the key issues raised, the discussions held, and the follow-up actions taken.

2.0 MANAGEMENT MEETING OUTCOME ACADEMIC AFFAIRS — SUSC AND SCC

I.

Effectiveness of Online Learning & Class Delivery Format Preferences:
Students raised concerns regarding the effectiveness of online classes and expressed preferences of in-person learning over online learning.

Solution:

This matter was brought to management's attention during the recent USWEC meeting, particularly in clarifying the rationale behind class format decisions, as well as highlighting the need for improved online delivery methods.

Common misconception:

Management states that a common misconception is that there are staff shortages or venue shortages.

Rationale behind Online Class:

It has been clarified that the decision to conduct lectures online is to enable lecturers to more effectively manage, monitor & conduct classes with a large number of students. However, it has been reaffirmed that tutorial / practical classes will continue to be conducted in physical format.

Efforts in improving Instructional Effectiveness:

Management states that effectiveness is largely influenced by the content delivery method. Currently, effort is actively taken by management in developing programmes to guide lecturers in conducting online classes effectively.

2.0 MANAGEMENT MEETING OUTCOME ACADEMIC AFFAIRS — SUSC AND SCC

2.

Artificial Intelligence (AI) Usage Guidelines in Academic Work:
Students expressed concerns over the lack of clear guidelines regarding the appropriate use of AI in assignments and assessments.

Solution:

This concern was escalated to management through the USWEC meeting. Management addressed this issue through both immediate measures and shared long-term efforts taken.

Disputing Inaccuracy in AI Detection Results:

It has been emphasized by management that AI detection tools such as Turnitin serve only as an academic integrity check, but not definitive proof of AI usage. Students who find the detection results have the right to seek clarification directly with lecturers. This principle has been stressed with lectures to ensure fair and consistent evaluation.

Long-term Efforts Towards Responsible AI Implementation in Education:

Management has shared some steps taken to address AI in education holistically. The Centre of Academic Development (CAD) organized an AI workshop to incorporate students' voices in the creation of Sunway University's AI in education framework.

Additionally, the AI in Education Committee (AIEC) has been established effective 2025. The AIEC provides oversight, governance, and strategic guidance on the responsible integration of AI and Generative AI into teaching, learning, and assessment. This ensures that the Sunway University's AI Education Policy is implemented effectively and ethically.

2.0 MANAGEMENT MEETING OUTCOME ACADEMIC AFFAIRS — SUSC AND SCC

3. CIMP Standardisation of Syllabus and Assessment, and Grading Consistency:

Students raised concerns regarding the inconsistent grading and syllabus of the CIMP programme.

Solution:

This matter was brought to the attention of the programme head, particularly in clarifying the issues brought up regarding the programme.

Curriculum and Evaluation Uniformity

While the Ontario educational framework generally offers 7-10 pages of guidelines, it lacks a mandatory standardised syllabus to preserve faculty autonomy in instructional methodology.

- It is recognised that adopting these standards will minimise discrepancies in assessment and subject coverage, though some variations may persist.

Standardisation of Grading

- Uniform assessment formats for the same course are now required (e.g., preventing scenarios where one student submits a lab report while another gives a presentation) to resolve instructional imbalances.
- Previous inequities in student preparation will be eliminated because all students are required to sit for the same final examination. This prevents situations where:
 - i. Class 1 students study 9 different stories (all examinable)
 - ii. Class 2 students study only 1 main text
 - iii. Both groups sit for the same exam despite unequal workload
- Continued refinements will be implemented for future student intakes.

2.0 MANAGEMENT MEETING OUTCOME

ACADEMIC AFFAIRS — SUSC AND SCC

3. **CIMP Standardisation of Syllabus and Assessment, and Grading Consistency:**

Students raised concerns regarding the inconsistent grading and syllabus of the CIMP programme.

Solution:

Diversification of Faculty for Single-Lecturer Subjects

Efforts are underway to ensure a minimum of two lecturers per subject to mitigate potential grading bias.

4. **Timetable Listings prior to Subject Enrollment:** **Students requested tentative subject timetables before iZone enrolment to help them plan ahead and reduce scheduling stress.**

Solution:

After further investigation, it was found that some schools, such as SHTM, SMS, and FASS, release tentative schedules, while FET, SBS, FMLS, and SAE currently do not.

This matter has been proposed during the University Education Meeting and has been noted by management. A follow-up will be conducted in the next UEC meeting in May.

2.0 MANAGEMENT MEETING OUTCOME EXTRACURRICULAR — SUSC AND SCC

1.

Venue Booking Concern:

Students have raised concerns regarding the difficulty of securing suitable venues for their events.

Solution:

When submitting venue booking requests, please include multiple venue options that fit your event requirements. This allows Facilities to process requests more efficiently and increases the chances of securing a suitable space.

- Please aim to book venues at least 1–2 months in advance to minimise scheduling conflicts and avoid last-minute cancellation issues.
- If a preferred venue has already been booked, students are encouraged to communicate and discuss possible arrangements with the party currently holding the venue.

2.0 MANAGEMENT MEETING OUTCOME

INTERNATIONAL STUDENT RELATIONS — SUSC

1.

International Student Working Opportunity:

International Students raised concerns about strict work restrictions, requesting more flexible permissions to better support their financial needs.

Solution:

Current mitigation efforts focus on exploring a legally compliant way to support international students with more involvement opportunities and financial assistance. One proposed initiative is the International Student Ambassador Programme, where selected international students may support orientation, cultural integration, peer assistance, and community engagement through voluntary, non-employment-based roles.

A committee consisting of SISA, SUSC, and SCC is also being formed to conduct surveys and gather wider student feedback on working opportunities. Discussions have been held with the Finance Office, Registry, and Chancellery, and the proposal is currently being drafted with guidelines on student involvement, working hours, and compensation including recognition awards, approved stipends, fee rebates, or vouchers, in accordance with Malaysian law.

2.0 MANAGEMENT MEETING OUTCOME

INTERNATIONAL STUDENT RELATIONS — SUSC

2.

Visa Renewal Delays:

International students expressed rising concerns and frustration over prolonged waiting times for their student visa renewals. These delays caused uncertainty regarding legal status, travel plans, and peace of mind during the academic term.

Solution:

Management's Response

Management and the International Office clarified that the primary bottlenecks were external, stemming from high processing volumes and backlogs at the EMGS Shah Alam office.

What the Council Has Done

Recognizing the urgency of the situation, the Student Council took direct action to bridge the gap between students, the university, and immigration authorities. We initiated and hosted the "Know-Your-Visa" Workshop right here on campus. By bringing senior EMGS Managers and official representatives directly to the students, the Council provided a transparent platform where these critical delays were addressed face-to-face, alongside the International Office (IO).

Department Follow-Up & Current Progress

Department Involved: International Office (IO)

To bypass these systemic delays and streamline the internal workflow, the International Office (IO) has officially created a Digital Dropbox. This new system expedites the document collection and submission process, ensuring applications are vetted and sent to EMGS with zero internal delay.

2.0 MANAGEMENT MEETING OUTCOME

INTERNATIONAL STUDENT RELATIONS — SUSC

2.

Visa Renewal Delays:

International students expressed rising concerns and frustration over prolonged waiting times for their student visa renewals. These delays caused uncertainty regarding legal status, travel plans, and peace of mind during the academic term.

Solution:

Current Status: The Digital Dropbox is fully operational, drastically reducing document handling times. Following the "Know-Your-Visa" workshop, communication lines between the university and EMGS Shah Alam have been strengthened for faster escalation of delayed files.

What Students Need to Take Note Of

To ensure your visa renewal moves through the new system as quickly as possible, please keep the following in mind:

Submit Early: Do not wait until the last minute. Utilize the IO's Digital Dropbox as soon as your renewal window opens to avoid processing bottlenecks.

Document Accuracy: Ensure all uploaded documents are perfectly clear and meet EMGS guidelines to prevent your application from being kicked back.

Stay Informed: Review the key takeaways and compliance rules shared by the EMGS officials during the campus workshop to avoid common compliance mistakes.

2.0 MANAGEMENT MEETING OUTCOME STUDENT RELATIONS — SUSC

1.

Study Space Concern:

Students noted that as the number of students is rapidly expanding, there is now a shortage of spaces for study. This issue is further exacerbated by frequent events and library renovation.

Solution:

The issue has been brought up to the Health & Safety Meeting. Study Areas such as Brain forest, Study Deck & University Foyer have been extended until 3:00AM. Additionally, multiple study areas have been introduced with the opening of Sunway Square Campus, students are encouraged to utilise those facilities.



Photos of the Study Areas in Sunway Square

2.0 MANAGEMENT MEETING OUTCOME

STUDENT RELATIONS — SUSC

2.

BRT Waiting Time:

Students raised concerns over the long waiting time for the BRT, particularly during peak hours.

Solution:

The issue was communicated to the University Student Welfare & Engagement Committee. It has since been brought up with respective PIC's in Prasarna Malaysia Berhad, the owner and operator of the BRT under RapidKL.

Having been made aware, certain actions have been taken on their end: They have increased bus deployment and improved frequency during peak hours to accommodate rising ridership, while adding special and standby buses to manage congestion and maintain flow.

Operational improvements also include stronger crowd control, real-time dispatch monitoring, and better platform conditions. Overall, there is a focus on optimizing service within capacity limits rather than further expanding fleet size to avoid inefficiencies.

2.0 MANAGEMENT MEETING OUTCOME STUDENT RELATIONS — SUSC

2.

BRT Waiting Time:

Students raised concerns over the long waiting time for the BRT, particularly during peak hours.

Solution:

Actions Taken (In Detail):

- Number of buses during peak hours increased from 8 (Q1-Q3 2025) to 10 (since Q4 2025).
- Headway improved from 4 minutes (Q1-Q3 2025) to approximately 3 minutes (since Q4 2025).
- Additional buses were introduced for platform clearance during Q1-Q3 2025 operations.
- 1-2 dedicated special buses are deployed daily to manage passenger build-up.
- Crowd control measures have been strengthened at high-traffic stations.
- Dispatching has been optimized through real-time monitoring at the Bus Control Centre.
- Platform conditions improved through installation of wall fans for passenger comfort.
- Standby and backup buses are deployed daily to support service reliability.
- Introduction of new EV buses is planned within the year.
- Fleet size is maintained below 12 buses to avoid bus bouncing and preserve headway reliability.
- Operational focus shifted toward improving passenger flow efficiency rather than increasing fleet size.

2.0 MANAGEMENT MEETING OUTCOME STUDENT RELATIONS — SUSC

3.

Sunway MyCampus App:

Students raised concerns that the Sunway MyCampus App was outdated, confusing, and difficult to navigate. The interface was also said to not be user-friendly.

Solution:

The issue was escalated to Facilities and IT Services respectively. Feedback regarding improvement of the naming system and information gaps were shared, with changes made within the app shortly after. Additional features including a 'general search bar' for overall app enhancement have been taken into consideration for future upgrades.

4.

Lifts Efficiency

Students raised concerns that the university lifts, particularly those located outside Fresco were frequently breaking down or unavailable for use.

Solution:

The issue was brought up with the Facilities department who had previously investigated and found potential faulty parts. New parts have been imported and installed in the September 2024 semester, with no further reports of malfunction ensuing since then.

3.0 ADDITIONAL INFORMATION

Nightingale Bay



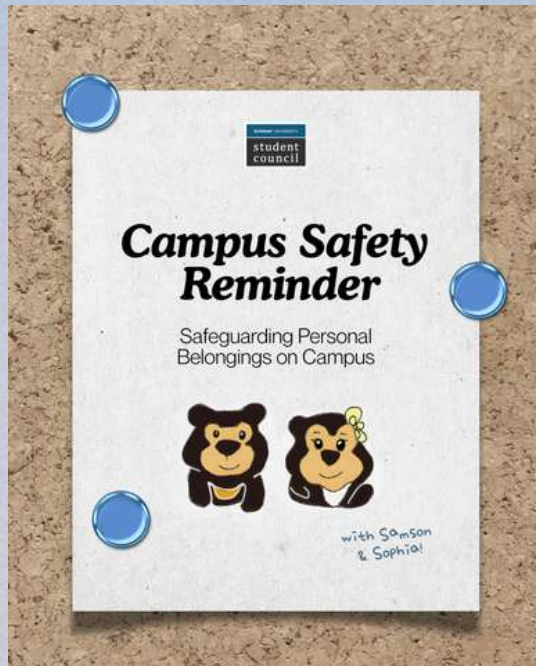
Scan the QR to watch the video



Nightingale Bay provides basic medical support for students, including first aid, minor injury treatment, and simple health checks such as blood pressure and body temperature. It is located on the Ground Floor, next to the Admissions Office. For emergency cases, students will be referred to Sunway Medical Centre, which is connected to the campus.

3.0 ADDITIONAL INFORMATION

Lost and Found Items



3.0 ADDITIONAL INFORMATION

Campus Wifi

SUSC:

Students raised concerns regarding slow internet connection, particularly in areas of mass gathering such as the Auditoriums.

SCC :

The most significant issue reported was slow Wi-Fi speed. Students also experienced frequent and random connection drops, as well as low internet coverage in certain locations, which prevented reliable access to the internet.

Solution

The issue was relayed to the IT Services department. Approval for Wi-Fi upgrades to a national level vendor has been granted, with the process to begin in February 2026. Both university and college side upgrades are expected to be completed after Q2 of 2026. This upgrade includes improved coverage for critical areas such as the library basement. During BYOD physical exams, IT Services will also increase access points (APs) in relevant venues to increase Wi-Fi access.

3.0 ADDITIONAL INFORMATION

Health and Safety (H&S)

Vapers were found on campus, particularly in the toilets and restrooms.

Solution

If vaping occurs in a public area, students can report it to the security department, who can review CCTV footage based on the reported time, and that photographic evidence would be helpful, where possible

If vaping occurs in the toilets or restrooms, students can report it to the security department, who would respond immediately, detain the student, and require the completion of an incident report form

3.0 ADDITIONAL INFORMATION

Late Insurance Payout

Students have experienced significant delays in receiving insurance payouts for out-patient medical care. These delays caused financial strain and frustration for students who had to pay out-of-pocket and wait an extended period for reimbursement.

Solution

Management's Response

Management clarified that the previous delays were primarily due to processing bottlenecks with the external insurance provider, AIG.

What the Council Has Done

The Student Council actively gathered student grievances regarding these delays and escalated the matter directly to university management. We advocated for a more efficient, transparent, and modern system to ensure students are not left financially vulnerable when seeking necessary medical attention.

Department Follow-Up & Current Progress

Department Involved: International Office

3.0 ADDITIONAL INFORMATION

Late Insurance Payout

Solution

To permanently resolve this issue, the International Office has officially transitioned to a brand-new, modern system: The Outpatient Cashless Programme, effective May 15, 2026. This digital insurance payout structure is designed to eliminate manual delays and streamline care.

Current Status: The new digital system is fully live and operational as of mid-May 2026. The university is actively monitoring the rollout to ensure a smooth transition from the old reimbursement model to the new cashless app ecosystem.

What Students Need to Take Note Of

To benefit from the new cashless programme and avoid future out-of-pocket delays, all students must complete the following steps immediately:

Download the App: Search for and download the International Assistance (IA) App (TPA) via the App Store, Play Store, or Huawei App Gallery.

Register Correctly: Follow the official registration guidelines sent to iMail.

Use Official Credentials: You must use your official Sunway iMail address during registration. Personal email addresses will not be recognized by the system.

4.0 HOW YOU CAN GET INVOLVED!

SUSC Council Emails:

sa.info@imail.sunway.edu.my

sa.academicaffairs@imail.sunway.edu.my (Academic Affairs)

sa.studentwelfare@imail.sunway.edu.my (Student Relations)

sa.branding@imail.sunway.edu.my (Public Relations)

sa.intlstudents@imail.sunway.edu.my (International Student Relations)

sa.commservice@imail.sunway.edu.my (External Relations)

sa.extracurricular@imail.sunway.edu.my (Extracurricular)

SCC Council Emails:

scc.info@imail.sunway.edu.my

SUSC Feedback Forms



Campus Facilities



Food and Beverage



Health and Safety



Academic Feedback

4.0 HOW YOU CAN GET INVOLVED!

Student Life:

Careers & Employability - careerservices@sunway.edu.my
Counselling & Wellness- counselling@sunway.edu.my
Student Leadership & Engagement - sle@sunway.edu.my
Sunway Cultural Exchange - culturalexchange@sunway.edu.my
Sports & Recreation - sports@sunway.edu.my
Student Welfare - welfare@sunway.edu.my
Student Support - studentsupport@sunway.edu.my
Scholarship & Financial Aid - scholarship@sunway.edu.my
Sunway Originals - sunwayoriginals@sunway.edu.my
Alumni Relations - alumni@sunway.edu.my

International Office:

- +6 (03) 7491 8622 (General Hotline)
- intadmission@sunway.edu.my (International Admission)
- intvisa_current@sunway.edu.my (International Visa)

Health & Safety Hotline:

Medical emergency: 03-74918670

Safety matters: 03-74918678

Campus Security:

security@sunway.edu.my

Security Hotline: 03-74918777 (24 hours)

Sunway Registry: registry@sunway.edu.my

Finance Office: finance@sunway.edu.my

Admission Office: admissions@sunway.edu.my

ITS Helpdesk: helpdesk@sunway.edu.my

Sunway Library: library@sunway.edu.my

Sunway Residence: enquiry_residence@sunway.edu.my

College Contacts:

Australian Matriculation Programme (AUSMAT):

sumathib@sunway.edu.my (Sumathi Balasubramaniam)

vanitha@sunway.edu.my (Vanitha S.)

Cambridge GCE A-level (A-LEVEL):

pingyinl@sunway.edu.my (Dr Lee Ping Yin)

Canadian International Matriculation Programme (CIMP):

michaelo@sunway.edu.my (Michael Owen)

cherlynk@sunway.edu.my (Cherlyn Kok Cher Wei)

Monash University Foundation Year (MUFY):

helenj@sunway.edu.my (Helen James Solamadan)

charityy@sunway.edu.my (Charity Yang Yung Yee)

Sunway Diploma Studies (SDS):

jenniferd@sunway.edu.my (Jennifer Ding)

Sunway Foundation Programme (SFP):

shareneep@sunway.edu.my (Sharenee Philomena Paramasivam)

Sunway TES CAE:

bstan@sunway.edu.my (Tan Bee Sim)

Victoria University Bachelor of Business (VUBB):

nglena@sunway.edu.my (Ng Lena)

sharmilasu@sunway.edu.my (Sharmila Subramaniam)

5.0 UPCOMING INITIATIVES SUSC:

Sunfest 2026

SunFest: Harvest of Wonders is a student-led festival by SUSC and SCC that brings the Sunway community together through fun activities, collaborations, fundraising, and meaningful social impact efforts. Centred on “The Giving Sunwayian” spirit, the festival creates a space for students, NGOs, sponsors, and clubs & societies to connect, further inspiring them to contribute back to the community, and making a difference together.

RESPECT CAMPAIGN 2026

in collaboration with SCC, Postgraduate Student Council (PGSC), and Sunway International Student Ambassadors (SISA)

A joint initiative aiming to promote a more inclusive and understanding campus community. Happening from May to July, the campaign will feature physical and online activities with various student leadership bodies to raise awareness on diversity, inclusivity, and socioeconomic sensitivity.

SCC:

Echoes for Earth 2026

by Extracurricular and Academic Affairs

In conjunction with World Environment Day (June 5th), this initiative aims to raise student awareness of environmental sustainability and promote sustainable practices through a Sustainability Treasure Hunt with interactive, station-based challenges on campus, and a Climate Change Workshop conducted by Sunway Planetary Health.

Earned, Not Given

by Community Service, in collaboration with Shelter Home For Children (SH4C)

Encouraging and supporting children’s entrepreneurial skills, ENG builds on financial literacy, communication, and marketing by allowing the children of SH4C design and sell tote bags and crochet items. All profits will be donated back to SH4C in the form of a monetary donation.

Closing Remarks from the Vice Presidents:

Dear Sunwayians,

Thank you, for being part of today's Student Council Townhall. Your participation, feedback, and willingness to engage in meaningful conversations truly mean a lot to us and reflect the strength of our student community.

We hope this session gave you a space to speak openly and honestly with us and with management. Every opinion, concern, and thought shared today matters, and it all contributes to shaping a more inclusive, supportive, and student-centred campus experience.

Your voice is our concern. What you shared today doesn't just stay in this room, it becomes something we carry forward, something we translate into real conversations with management, and something that helps guide meaningful action.

Your participation gives weight to the issues that matter to students and helps us represent you better. At the heart of it, we hope you can trust that we are here to listen, to understand, and to work with you in making things better. Building a better campus is not something any one group can do alone, it only works when we do it together.

Thank you once again, and we truly look forward to continuing this journey with all of you.

Best regards,

Shereen Chang & Lim Janiel

Vice President

Sunway University Student Council & Sunway College Student Council



Shereen Chang



Lim Janiel