

Volume 3 • 2021



# BOUNCING BACK AND BETTER



# BULLETIN HIGHLIGHTS

5

**THE RIGHT  
CONNECTION**

6

**THE  
NUMBER 1  
HERO  
YOU MUST KNOW!  
KHOR TZE WIN**

7

**ESPECIALLY  
FOR YOU !**

8

**USM 58TH  
CONVOCATION  
FEAT. HAC**

9

**WISH YOU  
WERE HERE!**

10

**HAC  
HEROES!**

11

**ONE OF THE  
INDEPENDENT  
STARS**

# Foreword

*"Everybody is talented because everybody who is human has something to express"*

In this volume we highlight Brenda Ueland's quote and celebrate our dedicated staff who are not only talented but highly motivated that "came to the rescue" during the pandemic.

We have given the honour and have highlighted some of them but there are many more working behind the scene.

Hope you enjoy reading this volume!

**LATIFAH ABDUL LATIF**

Deputy Registrar  
Housing and Accommodation Centre (HAC)  
Universiti Sains Malaysia







OCTOBER 2021

# THE RIGHT CONNECTION

The official time of the academic year where HAC operates 24/7

## The centre keeps operating

Our office becoming a hotline centre is not novel or a rare occasion. In fact, HAC operates as a hotline centre 24/7 during a specific time of the academic year, which is at the time of the incoming of new students at the start of the first semester.

Officers on duty to operate the hotline centre range from the official staff that are working regularly at the office, or the student ambassadors appointed by the centre to represent HAC and to assist USM's students' regarding accommodation matters.



Students can dial the HAC's regular phone line to reach for a consultation/tips/help regarding accommodation, sudden arrival during non-office hours, weekends, holidays and any other non-business hours.

In addition to being available round the clock, the 24-hour hotline expands accessibility to students because many students may want to be provided with immediate help or on-the-ground assistance for emergency assistance. At HAC, we do all that and more.

Callers will not only get immediate help but will have the option of receiving follow-up support from HAC staff the next business day so that help is ongoing rather than a one-time event.

- NABILAH  
Student Ambassador @ HAC



# THE NUMBER 1 HERO YOU MUST KNOW! KHOR TZE WIN

## Roles and Responsibilities

Since January 2021, Khor Tze Win, has been the magic behind the curtain when it comes to facilitating the isolation procedure of newly arrived students who arrive newly on campus. Win's role was to ensure that meals are sent to the students, to ensure their well being, and to maintain communication with those being isolated. Win got in touch with the students on a daily basis to record their food orders and to make sure they order on time. Win also responded to the students' inquiries and their concerns during isolation. Win also coordinated the swab test for the isolated students.



I made sure to coordinate with USM's health centre regarding the arrival of new students, and also the dates of isolation and the discharge dates.

Meanwhile, I coordinated with food caterers to ensure that 4 meals are sent to the isolated students on a daily basis.

- Khor Tze Win

## Meet Win!

Khor Tze Win, a USM student and also an ambassador at HAC, volunteers to facilitate certain procedures that require planning, testing, and execution. Recently, with the emergence of the COVID-19 pandemic, HAC has been operating as a hotline centre and also as USM's one-stop-centre of responsibility. That being said, Win has been operating the centre 24-hours.





# ESPECIALLY FOR YOU!



**DESIGNED FOR OUR SPECIAL STUDENTS**

## Aman Damai

### The story behind the design

Aman Damai, being the first ever established accommodation in USM, has undergone renovation and upgrading of the rooms and the facilities inside the block. USM's Vice-Chancellor dedicated special funding to sponsor the project. The project was given the name 'Desasiswa Facelift'.

The renovation of Aman Damai consists of 25 rooms (14 premium and 11 standard) that cater to the comfort of those who are differently abled (PKU). The rooms are up to the standards of universal design and standards. By doing that, Aman Damai breaks the record as the first ever accommodation in all USM campuses that host students with special needs and provide convenient and suitable facilities to them.

Part of the upgrade that happened to Aman Damai complex is the provision of newly upgraded toilets that cater to the specially able students, as well as new cafes and varieties of food to meet the various tastes of the students living there.





# USM 58TH CONVOCATION FEAT. HAC

With the start of the festive month, December, USM finally held its 58th convocation after being put on hold for two years due to the pandemic. The convocation ceremony came in two sessions, the first session was held in Istana Arau, for the honorary degree holders. HAC was on duty all the way at Arau, Perlis, to secure comfortable accommodation for the distinguished graduates. The honorary graduates were hosted by Istana and were awarded their certificates and tokens at Istana

From Perlis back to Penang, the second session of the convocation was brought back to the main campus. The ceremony was held at Dewan Tuanku Syed Putra (DTSP) starting on the 13th of December, 2021. As the session was held in Penang, HAC was responsible for organizing accommodation for the top management who were to attend the ceremony and award the students. HAC ensured top-class service was provided for the honourable guests. At HAC we strive to achieve world-class service in any task we are assigned.







# WISH YOU WERE HERE!

## AT THE SUKSIS STUDENTS GRADUATION IN USM

The graduation ceremony, which was held on the 30th of November, 2021, gathered trainees of the Student Police Volunteer Corps (SUKSIS Corps). The ceremony awards the completion of 6-unit long training program. The program is part of the graduation requirements for students of certain university majors.

A number of VIP were invited to attend the ceremony, including Penang Chief of Police (YDH CP Dato' Mohd Shuhaily bin Mohd Zain), USM Top Management, USM officers, and other senior police officers.

Before the ceremony was even announced, the university appointed HAC as the body responsible for hospitality (food and catering committee). In other words, HAC handled the buffet and the gourmets on the day of the event.

This appointment by the university was a great recognition to HAC, as it showcases entrustment and acknowledgment in the effort HAC ambassadors and staff at the office.

We, at HAC, are striving to meet the highest standards of service towards our USM students and top management.



**Fun Fact! Did you know that HAC's food committee decorated the food platters and personalized them based on the guests preference!**





# HAC HEROES!

## HAC front-liners are given a token of recognition by USM's top management.

Due to their contribution to the operation of the office during the emergence of the pandemic back in early 2020, HAC front-liners were granted a medal as a token of appreciation from USM's Chairman, Dato' Dr. Awang Adek Bin Hussin. HAC front-liners stayed on duty almost 24 hours, every single day of the week, to facilitate the arrival of students from overseas and provide them accommodation in USM. During a time when almost every department in the university was temporarily shut down, HAC staff, especially the front-liners, kept the office going.

During an interview that was conducted with HAC front-liners, the heroes expressed their gratitude towards the token of recognition by the university.



"Yes, this award is very valuable to me and to my family. The award acknowledges the sacrifice that my family has been through."

**Mohd Fitri A Wahab,**  
Accommodation Supervisor

"This award is very valuable and very meaningful to me even though the assignment was behind the scenes."

**Jamil Mohamad,**  
Chief Accommodation Supervisor



While the HAC front-liners are being awarded, let us not forget about the rest of the staff at the office who have been supportive like the backbone of the office and the major appreciation they showed towards the front-liners.

Encik Mohd Zuki, Puan Roslina, Puan Rabiatal Adawiyah, Encik Khairul Nizam bin Kahar a special thank you for the hard work and collaborative spirit you have shown during our happy and tough times.



"I am very happy and very grateful to the management for this award. This will make me even more motivated to work harder."

**Noordiana Mohd Hisham,**  
HAC Administrative Assistant



"I feel very happy and grateful."

**Aina Zakiah,**  
HAC Administrative Assistant



"Appreciating the duties and responsibilities entrusted to me, makes me try harder to improve the quality of work. The award makes my family proud of me as much as it makes me proud of them."

**Fadhrumaizah Tajul Arof,**  
HAC Administrative Assistant



"My family and I feel appreciated by the university and we will forever appreciate the medal."

**Sharudin Bin Mohamad,**  
Office Assistant



# ONE OF THE INDEPENDENT STARS

Written by: Sabrina and Ziyad

## - MEET SHAHD, HAC'S MOST RECENT INTERN

Shahd joined us in September 2021 as an intern, and just weeks later, she became one of the family. She is well-known for her international identity, bold femininity, and impeccable sense of fashion. Shahd is also well-organized in accomplishing her tasks and tackles them head-on.

Throughout the months, Shahd has been given a number of tasks, some even out of her field. The success of these tasks proves her capability in mastering and adapting to new challenges.

For example, she was one of the key persons that was responsible in handling the accommodation for VIPs during USM's 58th Convocation Ceremony at Arau, Perlis last December. Although faced with obstacles such as language barrier and a whole new job scope, she nailed it and more.

Perhaps the most impressive achievement during her internship here is the publication of this bulletin. The whole process was handled by Shahd, from the brainstorming until the successful publication of this bulletin. Shahd literally created history, as HAC became the first department in USM to have its unique bulletin.

Apart from that, Shahd contributed greatly during the development of HAC's new website, where she was in charge of the content writing.

Shahd's dedication and love for HAC and her work is undebatable. Her presence is undoubtedly a great addition to the strength of HAC.



**NOT THE USUAL**

