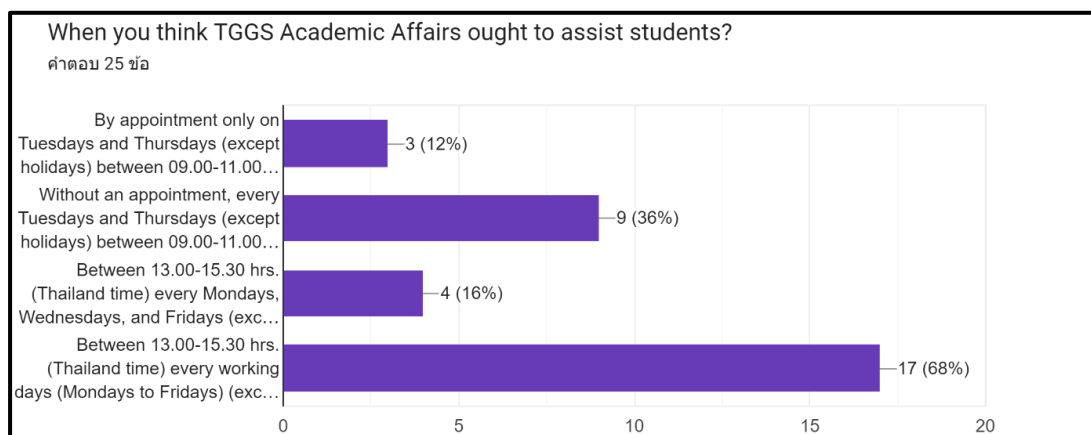


**Announcement from Academic Affairs**  
**of the Sirindhorn International Thai-German Graduate School of Engineering**  
**on TGGGS Academic Affairs Student Service Days and Hours**

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TGGGS Academic Affairs conducted a survey for students in all years on the topic of "When do you think TGGGS Academic Affairs ought to assist students?" from September 20-22, 2023, to improve the student service or the student support days and hours provided by TGGGS Academic Affairs. The results are summarized below.



TGGGS Academic Affairs proposed this matter to the TGGGS Committee Meeting No. 10/2023 on October 4, 2023 and passed the following resolution:

**Rules of the TGGGS Academic Affairs Student Service Days and Hours**

1. TGGGS Academic Affairs will provide the service to students **(by responding to student inquiries and receiving/requesting documents ONLY)** in the office on the 3rd floor and reply to the emails from current students **ONLY on weekdays (Mondays to Fridays, except holidays) between 13.00 - 15.30 hrs. (Thai Time).**

Please note that during the morning session, TGGGS Academic Affairs is obligated with other tasks assigned by TGGGS, KMUTNB and other organizations. Moreover, we will also be working on *documents for students (e.g. student certificate, transcript, etc.)*.\*

**\* TGGGS Academic Affairs will issue documents to students on a FIRST-COME, FIRST-SERVED BASIS. The documents will be issued within 3-5 working days, except for student visa extension and visa cancellation letters, which usually take longer. Please make sure to request documents in advance.**

2. It is also a courtesy that students do not disrupt our daily operations/work outside of the TGGGS Academic Affairs Student Service Days and Hours. Therefore, the following matters are not acceptable outside the service hours:

- Contact the staff;
- Waiting for the staffs in various places;
- Knock on the mirror in front of the TGGGS Academic Affairs office.

**If the students continue to fail to comply with this arrangement, TGGGS Academic Affairs may revert to the appointment system for service hours.**

3. TGGGS Academic Affairs will NOT respond to questions that have already been stated in emails, guidelines, handbooks, websites, or other channels. Please consult the website page at <https://tggs.kmutnb.ac.th/during-your-studies>.

4. TGGGS Academic Affairs will NOT respond to emails sent from non-KMUTNB email addresses, except for exchange students which does not have a KMUTNB email address. The student identity can be identified directly through the KMUTNB email address.

5. TGGGS Academic Affairs strictly prohibits students from contacting staff via Private Line.

### **Rules of the TGGGS Students Line Group**

1. For informing / sharing / asking questions which “**URGENT and/or IMPORTANT matters** ” and “**Emergency**”. Otherwise, please send the message via email.
2. As a matter of courtesy, students are NOT permitted to send messages outside office hours. If the student is staying abroad, please be aware of the time difference. In order for us to respond to you promptly, we have set the sound notification for incoming messages.
3. Students are NOT permitted to send private messages to staff.

**\*\*\*Since staff members use their personal LINE ID, they have the right to block students' Line, and/or uninvite student(s) from the group if the student(s) do not respect their privacy. \*\*\***

**Mailing address**

Students **ARE NOT** permitted to use the TGGS or university address as a mailing address.  
"Students' personal mail and/or packages sent to **TGGS WILL NOT BE RECEIVED BY TGGS STAFF.**"

In the event that the TGGS Correspondence Affairs staff receives students' personal mails and/or packages, TGGS Academic Affairs will refuse to receive them and will drop them in the "**students' personal mails/packages box**" outside the Academic Affairs office **without notifying the student.** Student personal mail and/or packages will be discarded/disposed of by TGGS one year after they are received by TGGS.

**TGGS takes no responsible for any loss of students' personal mails and/or packages.**

This announcement shall come into force for all TGGS students in all years as from the announced date.

Announced on October 11, 2023.



(Assoc. Prof. Dr. Tawiwan Kangsadan)

TGGS Associate Dean for Academic Affairs and Quality Management  
Acting TGGS Dean