

Student Services Policy

PURPOSE

This policy has been put in place with the purpose of assuring the quality of student services, procedures, and evaluation.

RESPONSIBLE AUTHORITY

The responsibility for this policy is vested in the School President.

IMPLEMENTATION

The implementation of this policy is delegated to the student services personnel.

APPLICABILITY

This policy applies to student services for all programs provided by the institution.

EFFECTIVE DATE

POLICY

1. Student Services Information in the School Catalog
2. Program and Institutional Outcomes Follow-Up Plan
3. Placement Services Plan
4. Student Records Policy
5. Student Retention Plan
6. Student Services Personnel Communication with Other School Departments
7. Student Counseling
8. Student Services Evaluation

1. Student Services Information Catalog
Student services information is included in the school catalog available on our public website.
2. Program and Institutional Outcomes Follow-Up Plan
This plan is included in the Policies and Procedures Manual.
3. Placement Services Plan
This plan is included in the Policies and Procedures Manual.
4. Student Records Policy
This policy is included in the Policies and Procedures Manual.
5. Student Retention Plan
This plan is included in the Policies and Procedures Manual.
6. Student Services Communication with Other School Departments
Student Services personnel maintains communication with the rest of our staff, including faculty with the purpose to improve the effectiveness of their services. Student Services personnel participates at the annual staff meetings in order to provide information about the Student Services status, and also receive input and suggestions to implement from same source.

7. Student Counseling

Counseling is provided to all students on administrative, attendance, academic, financial and placement. Our school aims to provide students with timely counseling and assist each one of them overcome any challenges or situations that could jeopardize their success. Students with issues of a personal nature will be referred to local public or private agencies for professional assistance.

8. Student Services Evaluation

Student services are evaluated through surveys as follows:

Student and Graduate Surveys

Surveys containing evaluation statements for student services are collected from students at SAP evaluation points, and from graduates at the time the Exit Interview. Students and graduates also participate in the Policies and Procedures annual survey.

Faculty and Administrative Personnel Surveys

Personnel evaluates annually the school's Policies and Procedures Manual which include survey statements for each one of the Student Services policies and plans.

EQUIPMENT, REPAIR AND MAINTENANCE PROVISIONS

The equipment for the implementation of this policy is a responsibility of the School President, who coordinates any repairs, purchases or updates required. Such requests are to be made directly to the School President and will be dealt accordingly. Expenses for equipment, repair, maintenance, and replacement are included in the budget allocated to student services.

BUDGET

The budget necessary for the implementation of this policy is allocated under the line item "Student Services" each January as part of the school's projected budget for the year. Revisions to the budget are to be approved by the School President and Financial Director.

EVALUATION

This policy is annually evaluated by means of a survey collected from:

- Students and Graduates
- Schools Administrative and academic personnel
- Institutional and Occupational Advisory Committee members

Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional reports or comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff and Operations Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be file along with the typed minutes of the meeting.

REVISIONS

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel is informed of revisions via email. Revisions are published at the school's Policies and Procedures Manual.

POLICY AVAILABILITY

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during normal business hours. School personnel and advisory members receive an email every January with access to the revised digital version of the school's Policies and Procedures Manual to be in effect for the year. This policy is also available at the school's website under the About Us page.