Classification: Student Affairs
Approving Authority: President
Responsible Authority: Vice President of Enrollment Services & Student Affairs
Implementing Authority: Enrollment Management and Student Affairs
Effective Date: August 2023
Review: August 2024

Student Services Access Policy & Procedures

1.0 Purpose

1.1   This policy aims to ensure equitable access to a comprehensive range of student services, resources, and support systems for all enrolled students at AUIB. The university is committed to promoting a conducive learning environment that fosters personal and academic growth, while addressing the diverse needs of its student community.

2.0 Scope

2.1   This policy applies to all currently enrolled students at AUIB regardless of their program of study, campus location, or mode of learning (e.g., on-campus, online, hybrid).

3.0 Definitions

3.1   Student services - refers to all the support services offered by the university, including but not limited to academic advising, counseling, health services, career guidance, disability services, student awards and financial aid, and student records management.

3.2   Equitable access - ensuring that all enrolled students have fair and unbiased access to student services without any form of discrimination or disadvantage.

3.3   Inclusivity - a commitment to providing student services that cater to the diverse needs of the student body, accommodating different backgrounds, abilities, and identities.

3.4   Confidentiality - the practice of safeguarding sensitive student information and records, ensuring privacy and data protection.

3.5   Academic support - services and resources designed to aid students in their academic endeavors, including academic counseling, tutoring, and study skills workshops.

3.6   Career Development Services - resources that assist students in exploring career options, finding internships, and preparing for the job market.

3.7   Mental health support - services focused on promoting mental well-being, including counseling, therapy, and mental health workshops.

4.0 Policy

4.1   The university shall provide equal access to student services and support resources,

without discrimination based on race, color, ethnicity, religion, sex, gender (male/female), disability, or any other protected characteristic.

4.2   AUIB will strive to offer a wide array of student services, encompassing academic, career, health, mental well-being, Student Awards and financial aid, housing, and other relevant support systems.

4.3   The university will work towards inclusivity and accessibility in all student services, ensuring that they cater to the diverse needs of the student body, including international students, students with disabilities, first-generation students, and other underrepresented groups.

4.4   The university shall communicate information about available student services, eligibility criteria, and the process for accessing these services clearly and regularly. This information will be made available through the university website, student handbooks, and other appropriate channels.

4.5   Student records and personal information related to the use of student services will be kept confidential and used in accordance with applicable privacy laws and university policies.

4.6   AUIB will ensure that the staff responsible for delivering student services are qualified, experienced, and trained to handle diverse student needs effectively.

4.7   The university will periodically assess the effectiveness of student services through surveys, feedback mechanisms, and data analysis to identify areas for improvement and ensure continuous enhancement.

4.8   The university will provide academic counseling, tutoring, study skills workshops, and other resources to assist students in their learning journey and academic success.

4.9   AUIB will offer career counseling, job placement assistance, internships, and networking opportunities to prepare students for their future careers.

4.10   The university will provide access to health clinics, counseling services, wellness programs, and mental health support to promote overall well-being.

4.11   Students will have access to information on financial aid options, scholarships, awards, and grants to alleviate financial burdens and promote educational access.

4.12   The university will provide guidance on housing options for students, especially those relocating from other regions.

4.13   Specialized services will be offered to international students, including orientation, visa support, and cultural integration programs.

4.14   AUIB will provide reasonable accommodations and support services for students with disabilities to ensure equal access to educational opportunities.

4.15   The university will encourage student engagement by supporting a diverse range of clubs, organizations, and extracurricular activities.

4.16   The university will maintain protocols for handling emergencies and crises that may affect students' well-being.

4.17   Efforts will be made to ensure accessibility for all students, including those with disabilities or special needs.

4.18   The university will implement robust security measures to protect student services data from unauthorized access, tampering, or data breaches as per university policies.

4.19   The university may conduct periodic audits and system logs analysis to monitor access to student services data for compliance and security purposes.

    4.19.1   Failure to comply with this policy may result in disciplinary action, up to and including termination of employment or legal consequences, depending on the severity of the violation.

4.20   This policy will be subject to periodic review to ensure its relevance and effectiveness. Any necessary revisions will be made in accordance with the university's policy review process.

5.0 Procedures

5.1   The university will ensure that information about available student services, eligibility criteria, and application procedures is regularly updated and accessible on the university website, student handbooks, and notice boards.

5.2   During student orientation programs, newly enrolled students will be informed about the range of available student services and how to access them.

5.3   The university will use various communication channels, including emails, social media, and newsletters, to keep students informed about updates and changes in student services.

5.4   In cases where specific eligibility criteria apply to certain services (e.g., financial aid, disability services), students will be provided with clear guidelines on meeting those criteria.

5.5   The university will ensure that students with disabilities are informed about the process of requesting accommodation and support services.

5.6 If a student is uncertain about which service to access, they may seek guidance from the Office of the Enrollment Services and Registrar, the Student Life Center, the Student Services Center, or the Wellness Center.

5.7 All university staff responsible for handling student information will undergo appropriate training to uphold confidentiality and data protection standards.

5.8 Student records related to the use of student services will be maintained securely and accessed only by authorized personnel.

5.9 Any disclosure of student information will adhere to the university's privacy policy and applicable legal requirements.

5.10 The university will regularly assess the accessibility of student services for students with disabilities and make necessary improvements to accommodate their needs.

5.11 Surveys and feedback mechanisms will be employed to gauge student satisfaction and identify areas for improvement in student services.

5.12 The university will establish clear protocols for handling emergency situations that may affect students' access to services, ensuring appropriate support is provided promptly.

5.13 Emergency contact information will be readily available to students through the university website and relevant administrative offices.

5.14 The university will conduct periodic reviews of student services to evaluate their effectiveness, relevance, and alignment with the policy objectives.

5.15 Surveys and feedback from students, faculty, and staff will be collected to assess the impact and quality of student services. The findings of the evaluations will be used to inform improvements and adjustments to the provision of student services.

Related Policies and Documents

Acceptable Use Policy
Access Control Policy
Code of Conduct Confidentiality and Privacy Incident Response
Records Retention and Management
Student Records Management Policy