

Classification: Student Affairs

Approving Authority: President

Responsible Authority: Vice President of Student Affairs

Implementing Authority: Office of Student Affairs / Wellness Center

Effective Date: 2026

Review Date: 2028

Student Support Services Policy

1.0 Purpose

- 1.1 The American University of Iraq – Baghdad (AUIB) is committed to supporting the academic success, well-being, and personal development of all students.
- 1.2 This policy establishes the framework for the provision of student support services that promote student success, engagement, and well-being throughout the student experience.
- 1.3 AUIB provides a comprehensive range of support services designed to assist students in their academic, professional, and personal development.

2.0 Scope

- 2.1 This policy applies to all currently enrolled students at AUIB.
- 2.2 Student support services may be provided through:
 - the Office of Student Affairs
 - the Wellness Center
 - academic colleges
 - other designated university units.
- 2.3 These services are available to undergraduate and graduate students and may include both in-person and online support.

3.0 Definitions

- 3.1 Student Services
University services are designed to support students' academic success, well-being, and personal development.
- 3.2 Counseling Services
Professional mental health support provided by licensed counselors or qualified professionals to assist students in managing emotional, psychological, or personal challenges.
- 3.3 Confidentiality
The obligation to protect sensitive student information and ensure that personal data is not disclosed without consent except where required by law.

4.0 Policy

- 4.1 Access to Student Services
AUIB provides equitable access to student services for all enrolled students.
Services are provided without discrimination based on:
 - race
 - religion
 - gender
 - nationality
 - disability
 - other protected characteristics.The University seeks to ensure that all students are able to access the support needed to succeed academically and personally.



4.2 Types of Student Support Services

4.2.1 The University may provide a variety of support services including:

- Academic Support
- academic advising
- tutoring services
- study skills workshops.

4.2.2 Career Support

- career advising
- internship guidance
- job search preparation.

4.2.3 Student Engagement

- student clubs and organizations
- leadership development opportunities
- campus activities and programs.

4.2.4 Financial Support Guidance

4.2.5 scholarship and financial aid advising

4.2.6 Wellness and Health Support

- counseling services
- wellness education programs
- mental health awareness initiatives.

4.3 Mental Health Counseling Services

AUIB provides mental health counseling services to promote students' emotional well-being and academic success.

Counseling services may include:

- individual counseling sessions
- crisis intervention
- workshops on mental health and resilience
- referrals to external mental health professionals when needed.
- Counseling services are intended to provide students with a safe and supportive environment to discuss personal or academic concerns.

4.4 Confidentiality and Privacy

All student information obtained through counseling or support services will be treated with strict confidentiality.

Information will not be disclosed without the student's consent except when:

- there is an imminent risk of harm to the student or others
- disclosure is required by law or university policy.

4.5 Staff Responsibilities

University staff involved in delivering student services are expected to:

- maintain confidentiality
- provide professional and respectful support
- ensure services are accessible and inclusive
- refer students to appropriate services when needed.



4.6 Communication of Services

The University will ensure that students are informed about available services through:

- orientation programs
- the university website
- student handbooks
- university communication channels.

4.7 Evaluation and Improvement

Student services will be periodically reviewed to ensure their effectiveness and responsiveness to student needs.

Feedback from students and staff may be used to improve delivery service.

4.8 Complaints

Students who believe they have not received appropriate support, or services may submit a complaint through the Student Concerns and Complaints Policy.

Related Policies

Student Accessibility and Disability Support Policy
Career Development and Experiential Learning Policy
Scholarship and Financial Aid Policy
Student Conduct and Community Standards Policy

Related Procedures

Student Support Services Access Procedure