

**Classification:** Student Affairs

**Approving Authority:** President

**Responsible Authority:** Vice President of Enrollment Services & Student Affairs

**Implementing Authority:** Office of Student Success / Wellness Center

**Effective Date:** March 2026

**Review:** April 2029

## **Student Support Services Access - Procedures**

### **1.0 Purpose**

- 1.1 To outline the process through which students access academic support, counseling, and student services at AUIB.

### **2.0 Accessing Services**

**Students may access services through the following methods:**

#### **2.1 Self-Referral**

Students may directly:

- visit the Office of Student Success or Wellness Center
- request an appointment (email / system if available)

#### **2.2 Faculty/Staff Referral**

Faculty or advisors may refer students who require academic or personal support

The relevant office will contact the student or schedule a session

### **3.0 Types of Requests**

**Students may request support for:**

- Academic tutoring
- Writing and communication support
- Public speaking support
- Study skills
- Counseling and mental health support

### **4.0 Appointment Process**

- Student submits request or visits office
- Office schedules session (based on availability)
- Student attends session (in-person or online)
- Follow-up sessions may be scheduled if needed

### **5.0 Counseling Services**

- Counseling sessions are confidential
- Students may request individual sessions
- In urgent cases, priority support is provided

### **6.0 Confidentiality**

All personal information is kept confidential

Information is only shared if:

- required by law
- there is risk of harm

### **7.0 No-Show / Cancellation**

- Students are expected to attend scheduled sessions
- Repeated no-shows may limit access to future bookings