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## Student Support Services

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### APPROACH

- 1.1 The Student Services Department would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.
- 1.2 The School will institute programmes for students' holistic development and value-add to their learning experiences.
- 1.3 The School will also implement programmes and strategies to develop and promote students' education and career guidance and/or employability skills.
- 1.4 The comprehensive list of student support services and programmes that is provided by the School to meet the needs of students and enhance overall educational experience is as follow:
  - a. For New Students
    - Student Orientation Programme
  - b. For Current Students
    - Fee Protection Scheme
    - Student Counsellor (Intervention for Academic and Discipline issues)
    - Dispute Resolution Process
    - Feedback Mechanism and Channels
    - Pastoral Counselling
    - Students' Outings and Activities
    - Personalize updates to parents on students' progress which includes informing parents on student issues, including attendance rate, behaviour, academic performance, etc.
    - Student Progress Reports
    - Principal-Student Dialogue Sessions
    - Close Collaboration with parents / guardians for students under 18 years of age
    - Activities to promote student mental well-being.
    - Career Guidance Workshops (e.g., Preparing a CV, Essential workplace skills, Career Guidance seminars by Lecturers/External Speakers)
  - c. For Graduated Students
    - Alumni Support
- 1.5 The range of student support services would also be communicated to both potential students and current students through the various communication channels. This is to ensure that

students are aware of up-to-date information regarding the student support services and programmes.

- 1.6 As part of continual improvement, the Student Service Department would evaluate and review the quality and effectiveness of the student support services and programmes based on the rating for the category on 'Student Support Services and Programmes' within the End of Course Survey.

## **PROCESS**

1. This comprehensive list of student support services as outlined in the 'Approach' section is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by School-Student engagements through the various student touch points.
2. Potential students and students are also informed of the Student Support Services and Programmes through the following engagement points: -
  - a. Pre-Application Stage: List of Student Support Services is found on the School's Website
  - b. Pre-Course Counselling Stage: List of Student Support Services is communicated to students by Pre-Course Counsellors.
  - c. Post-Enrolment Stage: List of Student Support Services is communicated to students during the Orientation Programme.
  - d. List of Student Support Services is also available in the Student Handbook
3. In ensuring that the School provides for an exceptional student experience and to continually review and improve its services and programmes, the Student Services Department would gather feedback from the End of Course Survey which includes a component on rating the Student Support Services and Programmes. Relevant action plans will be instituted to address identified issues and to improve the Student Support Services and Programmes as and when necessary. Reference should be made to POM 2.4.2 Student Satisfaction Survey
4. A review of the Student Support Services provided to students will also be conducted based on the rating for the category on 'Student Support Services and Programmes' within the End of Course Survey. Actions, including improving and/or changing any of the student support services and related programmes should be taken as and when necessary, as based on the review and evaluation that is undertaken (i.e. through the survey ratings and relevant analysis provided).