# Centureon Institute
# 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
July 1, 2021

## 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 necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

**BUDGET**
The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Student Services" Revisions to the funding need approval by the President and Financial Director.

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

➢ Active and Graduate Students
➢ Schools administrative and academic personnel
➢ Institutional and Occupational Advisory Committee members

<u>Assessment Presentation</u>

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

- ➢ Annually at the first Strategic Meeting
- ➢ Annually at the Staff 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. New school personnel receive an email at the time of orientation with access to the school's Policies and Procedures Manual electronic version. This policy is also available at the school's public website.