
Student Support Services

APPROACH

1. The Academic 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.
2. 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
 - Individual and personalized long-distance calls to parents / agents to inform them on arrival arrangements.
 - Accommodation Support Service
 - Arrangement for Medical Screening
 - Arrangement for Bank Account Opening
 - Visa / Student Pass Application
 - Student Orientation Programme
 - b. For Current Students
 - Medical Insurance
 - Fee Protection Scheme
 - Student Counsellor (Intervention for Academic and Discipline issues)
 - Dispute Resolution Process
 - Feedback Mechanism and Channels
 - Students' Field Trips or Activities
 - Educational Tours
 - Student Progress Reports
 - Close Collaboration with parents / guardians for students under 18 years of age
 - Activities to promote student mental well-being.
 - c. For Graduated Students
 - Alumni Support through Singapore Nurses Association
3. 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.

4. As part of continual improvement, the Academic 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 Academic 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).