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## *Student Support Services*

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The core list of support services are:

- (a) Student handbook is given out to all newly enrolled students to orientate them on important information of the School
- (b) The Academic department that handles / processes all student requests.
- (c) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.

List of Comprehensive Services Available in the School:

(a) For all new students

The School will provide the following services to ensure that students make a smooth transition to Singapore : -

- Visa / Student Pass Application
- Student Orientation Programme

(b) For all Current & Enrolled Students

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Counselling Services
- Student Activities
- Library Access for References
- Computer and Internet Facilities
- Student dialogue sessions
- Reporting of student progress (conducted by La Trobe University)

(c) For enhancing overall Student Experience

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Review of students' attendance

- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process

#### Communication of up-to-date Student Support Services and Programmes

- (a) Communication of the list of student support services and programmes will be through the Student Handbook, School's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.

#### Programmes to develop students holistically

- (a) Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically.
- (b) The School's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

To note: This comprehensive list of student support services 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 as listed.