

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
	Responsible Entity	VP Student Affairs	Approved By	President

Overview

Student support services are not peripheral to AIU's educational mission, they are part of how that mission is delivered. A student who cannot navigate degree requirements, access tutoring when they are struggling, find accurate information about course availability, or use the library effectively is a student whose educational opportunity has been compromised by institutional failure, not by personal limitation. Accreditation requirements expect institutions to provide student support services sufficient in nature, scope, and capacity to promote students' academic, personal, and professional development. This policy establishes what AIU commits to providing, how those services are staffed and governed, and how their effectiveness is assessed and used for improvement.

AIU already provides a number of core student support services, including an on-campus Tutoring Center, Library services, and student administrative services through the Registrar. This policy consolidates and governs all of these services within a single framework, establishes the standards by which each service is delivered, defines assessment obligations, and ensures that student support is treated as a systematic institutional function with defined outcomes, not an assortment of administrative offices operating independently of each other.

Scope

This policy applies to all student support services provided by AIU to enrolled students, including academic advising, tutoring and learning support, library services, learning technology support, student administrative services, and student information and communication services. It applies to all staff, faculty, and administrators who deliver or coordinate student support services. It applies across all Schools, the Foundation Program, and all levels of study. It is complementary to and does not replace the more detailed policies governing specific support functions (disability services: STU-003; mental health and wellness: STU-006; career services: STU-007; co-curricular activities: STU-008).

Purpose

The purposes of this policy are to:

- Define AIU's comprehensive student support services portfolio, specifying the minimum standards of provision for each service area
- Establish academic advising standards that ensure every enrolled student has access to accurate, timely, and consistently applied information about their degree requirements
- Define the governance structure for student support services, identifying the responsible unit and officer for each service area
- Establish the roles and responsibilities of all staff, faculty, and administrators involved in delivering student support
- Establish the annual assessment cycle through which the effectiveness of student support services is evaluated and used for continuous improvement
- Clarify the relationship between this policy and the Employee Handbook provisions governing specific student support activities, noting where the policy takes precedence over or supplements Handbook provisions

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
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- Demonstrate compliance with complete, accurate program information and advising, sufficient student support services, and (assessment and improvement of student support

Definitions and abbreviations

Student Support Services: The range of institutional services provided to enrolled students to support their academic success, personal welfare, and degree completion, beyond the formal academic curriculum. Includes academic advising, tutoring, library services, learning technology support, student administrative services, orientation, and student information services.

Academic Advising: The structured process through which students receive guidance on degree requirements, course selection, academic progress, and academic decisions from a qualified academic advisor or designated faculty advisor. Distinct from personal counselling (governed by STU-006) and career advising (governed by STU-007).

Tutoring Center: AIU's on-campus academic support facility providing peer and professional tutoring services to enrolled students at no additional charge.

Degree Plan: A formal, written plan specifying the courses and requirements a student intends to complete to earn their degree, approved by the student's academic advisor and maintained on file with the Registrar.

Academic Catalogue: The official, annually published document specifying AIU's degree requirements, program descriptions, academic policies, and student rights. The Catalogue is the authoritative source for degree requirements and governs where discrepancies arise between advice given and published requirements.

Student Support Services Survey (SSSS): The annual survey administered by the IR Director to all enrolled students, assessing satisfaction with and utilization of student support services. The primary assessment instrument for this policy's KPIs.

Academic Difficulty: A student whose cumulative GPA falls below 2.0 or who is on academic probation under AIU's published academic standing standards. Students in academic difficulty receive mandatory advising each semester and an academic action plan.

Graduation Audit: The formal review conducted by the Registrar to confirm that a graduating student has satisfied all degree requirements before degree conferral. A graduation audit error that results in a degree being awarded without all requirements satisfied is a serious institutional failure.

Policy

Article 1: Governing Principles

The following principles govern AIU's student support services:

- a. **Sufficiency:** Student support services at AIU are sufficient in nature, scope, and capacity to serve the enrolled student population. Sufficiency means more than minimal provision, it means that students who need a service can access it without unreasonable barriers of time, location, or cost.
- b. **Integration with educational objectives:** Student support services are not administrative conveniences. They are institutional mechanisms for removing the barriers that prevent students from achieving AIU's educational objectives. Academic advising connects to degree completion.

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
	Responsible Entity	VP Student Affairs	Approved By	President

Tutoring connects to course learning outcomes. Library services connect to information literacy. This integration must be explicit, documented, and assessed.

- c. Equity of access: All enrolled students, regardless of their School, Program, level of study, nationality, or academic standing, have access to the student support services defined in this policy. No service is available only to students in certain Programs or certain academic standings, except where the nature of the service specifically addresses academic difficulty (such as mandatory advising for students with GPA below 2.0).
- d. Accuracy and consistency: Information provided to students about their degree requirements, course availability, and academic standing is accurate, current, and consistent with the published Academic Catalogue. Where information given to a student by an advisor or administrative officer is subsequently found to be incorrect, the student is not disadvantaged by relying on that information in good faith.
- e. Evidence-based improvement: Student support services are assessed annually using defined KPIs. Assessment findings are used to improve services. A service that assessment data consistently shows is not working is revised or replaced. The close-the-loop requirement of IE-001 applies to student support services as to academic programs.
- f. Confidentiality and dignity: Students who access support services are treated with dignity and without judgment. Information about a student's academic difficulty, tutoring use, or service needs is treated as confidential and is not disclosed to faculty or other students without the student's consent, except where required for institutional record-keeping or academic administration.

Article 2: Student Support Services Portfolio

AIU provides the following student support services as a minimum institutional commitment. Services are delivered at the standards specified in Article 4:

Service Area	Core Services Required	Responsible Unit
Academic Support		
Academic Advising	Degree-plan advising for all enrolled students; minimum one formal advising session per semester per student; published office hours; timely responses to student advising enquiries within two working days	VPSA / Registrar / Academic Advisors
Academic Tutoring Centre	On-campus Tutoring Centre providing peer and professional tutoring support in core subject areas; available to all enrolled students free of	VPSA / Academic Schools

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
	Responsible Entity	VP Student Affairs	Approved By	President

	charge; sessions scheduled and documented for assessment purposes	
Writing and Communication Support	Writing support services for assignments, academic English development, and communication skills; accessible to all students through the Tutoring Centre or designated writing support staff	VPSA / School of Arts and Sciences
Library Services	Full access to the AIU Library for all enrolled students; borrowing privileges; digital resource access via AIU SSO; research skills instruction; library instruction sessions integrated into curriculum	Library Director
Learning Technology Support	Student access to Canvas LMS, AIU digital platforms, and IT helpdesk support; digital literacy resources; accessible technical assistance during business hours	IT Department / Academic Affairs
Student Welfare and Personal Support		
Student Affairs Office	General student welfare enquiries; student registration and administrative support; advocacy on behalf of students; coordination of all student support services under this policy	VPSA
Financial Assistance Information	Information and referral on scholarship eligibility, tuition payment plans, financial hardship processes, and applicable external assistance; coordination with Finance Department	VPSA / Finance
Student ID and Administrative Services	Student identification cards; transcript requests; enrolment verification; certificate of	Registrar

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
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	registration; graduation applications; accessible through the Registrar's Office	
Information and Communication		
Student Portal and Information Systems	Access to student academic records, class schedules, grade reports, billing information, and university announcements through AIU's student information system	IT / Registrar
Student Handbook	Annually updated Student Handbook published before the start of each academic year, covering all rights, responsibilities, services, and institutional policies relevant to students	VPSA
Orientation Program	Structured new student orientation before the start of the first enrolled semester; covers academic expectations, student support services, campus resources, and institutional policies	VPSA

The VPSA reviews the service portfolio annually and may recommend additional services to the VP Student Affairs where assessed student needs or enrolment growth requires them. New services that require additional budget allocation are submitted through the annual budget cycle (FIN-002).

Article 3: Academic Advising Standards

The Academic Advising Department supports students in making informed academic decisions and planning their educational pathways effectively. The department helps students achieve their academic goals, overcome challenges and make the most of their educational experiences.

Academic advising is a key component of student academic success and progression. Accurate and timely advising supports appropriate course selection, progression towards degree requirements, and timely completion of the student's programme of study. The following standards are binding:

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
	Responsible Entity	VP Student Affairs	Approved By	President

Advising Standard	Requirement
Degree planning	Academic advisors utilize DegreeWorks to develop comprehensive degree and graduation plans tailored to each student's academic requirements. These plans are systematically updated in accordance with students' progress, program requirements, and the applicable academic catalog to ensure accurate and effective academic planning.
Advising frequency	Every enrolled student receives at minimum one formal academic advising session per semester. Students in academic difficulty (GPA below 2.0) receive mandatory advising each semester and an academic action plan
Accuracy of information	Academic advisors shall provide academic planning and advising information consistent with the applicable Academic Catalogue and approved academic policies. Where an advising error is identified, the matter shall be referred through the appropriate academic process for review and resolution in accordance with University policy
Response time	Student enquiries directed to Academic Advising shall be acknowledged within two working days and substantively addressed within five working days
Transfer credit advising	Academic Advising shall consider approved transfer credits when developing students' degree plans and advising on subsequent course selection. Transfer-credit evaluation and approval shall be undertaken in accordance with the University's approved Transfer Credit Policy and procedures.
At-risk students	The Academic Advising department ensures students who are on academic warning receive appropriate advising and an action plan from their assigned advisors. This includes monitoring their academic progress, referring students to appropriate academic support services and monitoring agreed academic support actions, and maintaining

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
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	consistent follow-ups to support their improvement and help them get back on track.
Graduation guidance	Academic Advising supports students approaching graduation by reviewing their degree plans, identifying outstanding academic and programme requirements, and advising them on the steps required for completion. Formal verification of degree completion and graduation eligibility remains the responsibility of the Registrar in accordance with University policy. This includes reviewing students' academic records and degree plans to ensure that required courses, credits, and program requirements have been completed or are in the process of being completed as applicable. Advising also works with students to identify any outstanding requirements and provides guidance on the steps needed to complete them before graduation.

The VPAA is responsible for ensuring that academic advising standards are aligned with academic policies, programme requirements and the Academic Catalogue. Academic Advising shall coordinate with the VPAA, Deans and relevant academic units as necessary to ensure the accuracy and consistency of academic advice. Academic advising is not a peripheral duty assigned to whoever is available, it is a professional function requiring accurate knowledge of degree requirements, catalogue provisions, and university policies.

Article 4: Library Services Standards

The AIU Library is a core educational resource. Library services are governed by both this policy and the Library Policy provisions ACA-005. The following standards apply to student access:

- All enrolled students have full borrowing privileges from the AIU Library: up to 10 items for a period of 30 days per borrowing, renewable before the due date. Students may not transfer library materials to other students, materials must be returned and re-issued.
- All enrolled students have access to AIU's electronic book and journal collections through the AIU Single Sign-On (SSO) system, including during semester breaks when physical library access may be restricted.
- The Library Director ensures that the physical library collection and digital resources are adequate to support the curriculum of each School. An annual collection development review is conducted in consultation with Deans and identifies gaps in subject coverage.
- Library instruction sessions, teaching students to locate, evaluate, and use information sources effectively, are offered each semester. At least one library instruction session is integrated into the Foundation Program each year. Sessions are available to all Schools on request.

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
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	Responsible Entity	VP Student Affairs	Approved By	President

- e. The Library is open during published operating hours on all AIU working days. Where emergency closures occur, digital access remains available.

Article 5: Tutoring Centre Standards

The AIU Campus Tutoring Centre provides free academic support to all enrolled students. The following standards govern its operation:

- The Tutoring Centre is open for a minimum of twenty hours per week during the academic semester, with hours published at the start of each semester. Reduced hours apply during examination periods but the Centre does not close entirely during examination weeks.
- Tutoring is available in all core subjects taught across AIU's Programs, with prioritization of subjects with the highest rates of academic difficulty as identified through academic standing data.
- Peer tutors are selected from among academically strong students, trained by the Tutoring Centre Coordinator, and supervised by a qualified staff member. Peer tutors are compensated through the student employment Program.
- Faculty members do not provide tutoring to their own current students outside of published office hours, whether paid or unpaid, consistent with Employee Handbook Section 6.24. Faculty may refer students to the Tutoring Centre and may provide general subject guidance during office hours.
- Tutoring Centre attendance is recorded for each session. Records are used in the annual assessment cycle and are confidential to the student, the Centre, and institutional assessment purposes.
- The Tutoring Centre Coordinator reports utilization data to the VPSA each semester and annually to the IR Director for the Annual Student Support Services Report.

Article 6: Student Orientation

New student orientation is AIU's primary mechanism for ensuring that incoming students understand their rights, responsibilities, and the services available to them before they begin their first semester. The VPSA is responsible for delivering a structured orientation Program with the following minimum components:

- Overview of AIU's mission, values, and educational objectives
- Introduction to the Student Handbook and its key provisions
- Academic policies relevant to first-semester students: academic integrity, attendance, grading, and academic standing
- Academic advising process: how to access an advisor, what a degree plan is, and what happens if requirements change
- Tutoring Centre and library services: location, hours, how to access
- Student Affairs Office: how to get help with administrative matters
- Student support services map: who to contact for what
- Campus safety and emergency procedures (cross-reference to ADM-001)
- Overview of student conduct standards (cross-reference to STU-001)

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
	Responsible Entity	VP Student Affairs	Approved By	President

Orientation completion is recorded for each student. Students who miss the scheduled orientation receive an equivalent briefing from the VP'sA' office within the first two weeks of their first semester.

Article 7: Roles and Responsibilities

Role	Responsibilities Under This Policy
VP Student Affairs	Institutional accountability for all student support services under this policy; approves the Annual Student Support Services Report; ensures adequate staffing and resourcing; advocates for student support in institutional planning
Academic Advisors	Provide degree planning and academic progression advice; maintain accurate advising records; identify students requiring academic support; make appropriate referrals; and participate in regular training on academic policies, programme requirements and Catalogue changes
Registrar	Maintains the official student academic record and conducts formal graduation audits and degree-completion verification; processes transcript and enrolment verification requests; implements changes to academic records in accordance with approved advising outcomes
Tutoring Centre Coordinator	Manages tutoring scheduling, staffing, and records; coordinates tutor recruitment and training; produces utilization reports for annual assessment; coordinates with academic Schools on subject coverage
Library Director	Delivers library services in accordance with the standards in this policy; coordinates library instruction with Schools and faculty; maintains digital access and physical library resources; reports annually on library utilization
IT Department	Ensures student access to Canvas, the student information system, and AIU digital platforms; provides technical support during business hours; maintains system availability and reports downtime incidents
Faculty Members	Provide academic and discipline-specific guidance to students where appropriate and refer students to Academic Advising and other relevant

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
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	support services; communicate assessment expectations clearly; do not provide private tutoring to their own students (see Policy Note 1)
IR Director	Supports annual assessment of student support services through data analysis; incorporates student support KPIs in the Annual Institutional Effectiveness Report; administers the Student Support Services Survey

Article 8: Assessment and Annual Reporting

Accreditation agency requires that the effectiveness of student support services is assessed and the results are used for improvement. The following assessment framework is mandatory:

KPI	Measurement Method	Target
Student satisfaction with academic advising	Annual Student Support Services Survey (SSSS): percentage of respondents rating advising as Satisfactory or above	>=75% satisfaction
Academic advising completion rate	Registrar records: Percentage of enrolled students completing at least one formal academic advising session per semester	>=85% of enrolled students
Tutoring Centre utilization	Tutoring Centre attendance records: number of unique student users per academic year	>=20% of enrolled students
Library utilization	Library transaction records and digital access logs: active library users and digital resource usage	Trend increase year-on-year
Student handbook accessibility	Confirmation that handbook is published and accessible before semester start; percentage of new students completing orientation	100% publication; >=90% new student orientation completion

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
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Academic support service satisfaction	Annual SSSS: percentage of respondents who accessed support services and rated them as helpful	>=75% satisfaction
Time to advising response	Spot-check of advising response times: percentage of enquiries acknowledged within two working days	>=90% acknowledged within two working days
Graduation audit accuracy	Registrar quality review: percentage of graduation audits free of significant error	>=98% accuracy

The VPSA, in coordination with the IR Director, prepares the Annual Student Support Services Report (ASSSR) by 31 October each year, covering the preceding academic year. The ASSSR includes: KPI performance against all targets with year-on-year comparison; findings from the Student Support Services Survey; service utilization data by service area; an analysis of what worked well and what did not; and proposed improvements for the following year with named responsible officers, specific actions, and implementation timelines.

The ASSSR is submitted to the VP Student Affairs, who presents a summary to the President. The IR Director incorporates student support KPIs in the Annual Institutional Effectiveness Report (IE-002). The VPAA receives the academic advising components of the ASSSR and shares them with Deans and Department Chairs for consideration in Program planning.

The Board Academic Affairs Committee receives a summary of student support services performance annually, as part of the evidence for accreditation compliance.

Article 9: Student Rights in Relation to Support Services

Students have the following rights in relation to the support services governed by this policy:

- The right to access all student support services defined in this policy without discrimination on the basis of any protected characteristic (STU-004).
- The right to accurate and current information about degree requirements, course availability, and academic standing from academic advisors and Registrar staff.
- The right to have any material advising error reviewed promptly through the appropriate University process and, where appropriate and permissible under academic and regulatory requirements, to receive a reasonable remedy. Where a student acted on incorrect advice, the appropriate academic and administrative authorities shall determine any remedy in accordance with University policy.

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Support Services Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-005	Next Review date	14/06/2029
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- d. The right to raise a complaint about the quality, accuracy, or accessibility of any student support service through the student grievance process (STU-002).
- e. The right to have their tutoring use, academic difficulty status, and support service utilization treated as confidential information, consistent with ADM-002.

Article 10: Policy Communication and Student Handbook

This policy is published in the AIU Institutional Policy Manual and on AIU's public website. The key provisions most relevant to students, service descriptions, access procedures, and student rights, are incorporated in the Student Handbook published annually before the start of each academic year. The Student Handbook does not need to reproduce this policy in full but must accurately reflect its student-facing provisions.

The VPSA coordinates the annual review of the Student Handbook and submits the updated version through the University's established approval process before publication. The Handbook is distributed to all incoming students as part of orientation and is available in digital form through the student portal at all times.

President Signature

Signature: _____ Date: _____