

Student's Support Strategy and Services

Polis University

and

Office of Student Support and Career Counseling



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1. Introduction

1.1 Role of the Student's Service and Strategy

Student support and services is a priority at POLIS University which is arranged through this Student's Support Strategy and managed by various administrative and academic units, starting from the Acceptance and Registration Office, continuing with the Faculties. The Office of Student's Support and Career Counseling, plays a significant role in several processes, since within its structure are incorporated among others, one staff from the admission office, Vice Deans from each faculty, serving this way as an intercommunicative unit between students, staff and graduates.

Considering the objectives of qualitative learning and supporting students, the different units of the university offer services in an integrated system, to achieve the necessary academic success and enhance the students learning experience.

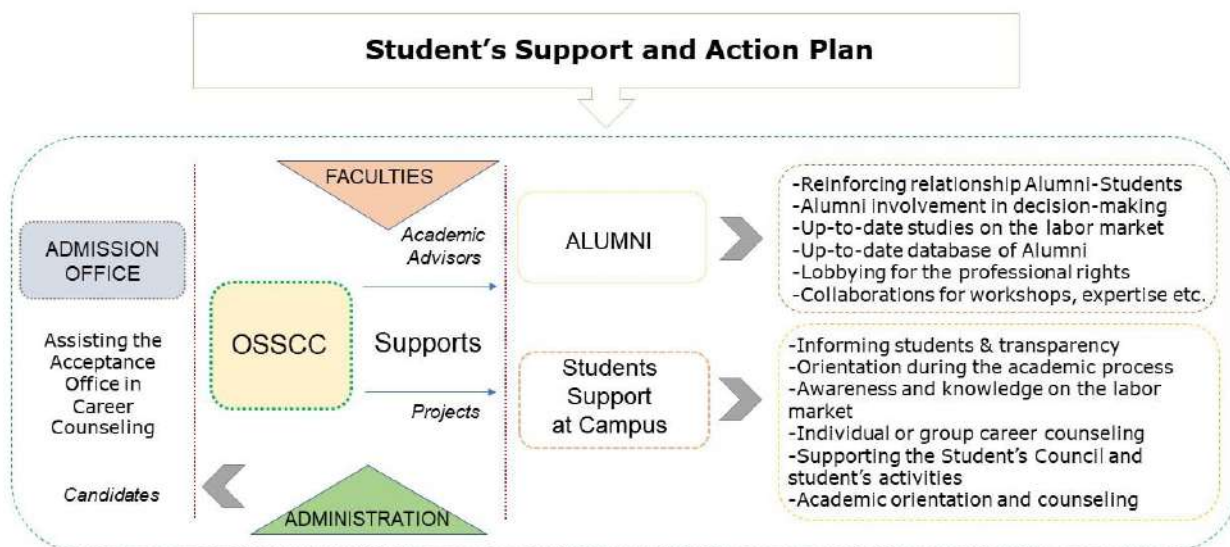


Figure: General Frame of the Student's Support

1.2 Mission, Vision and Objectives

This Strategy serves as an informative basis for the students and a general guide for the staff itself. It is sustained in the main regulations of POLIS University and also dependent on specific regulations, of the faculties or Office of Student's Support and Career Counseling.

Its mission it is to provide a general framework for the students to be oriented towards needed services and as a guideline to manage specific challenges case by case.

In its vision, the University has been expanding the student's services offered within the campus, ensuring the proper quality in education and the harmonious community atmosphere through offering broader services in a rapidly changing context.

The main objective of the strategy is ensuring the equality between students, addressing general and special needs of students outside the auditorium, offering specific support for students which are having difficulties through the process of learning and emphasizing the sensation of belonging within POLIS community.

Through this strategy, the university aims to create an environment where the physical, psychological and social well-being of students is enhanced, and where barriers to learning are removed, by achieving a positive experience and enabling students to develop appropriate social relationships with other students.

2 Admission and counseling

The Admissions and Registration Office provides prospective students with general information about the university, study courses, front-line services and processes. Additionally, the office provides walk-in student registration, presentation with the university spaces.

This office assists students during their whole process of registration, ensuring that the new students are properly oriented and have achieved more clarity for their choices, from the individual communications with academic staff. When specific discussions in the context of curricula, courses components and other academic processes are needed, this office invite the designated staff to communicate further with the student, in order to raise the comprehension of the candidate towards best choices.

3 Financial Aid

3.1 Scholarships

POLIS University supports the students, in terms of finance through offering scholarships.

POLIS University offers reduced fees for 3 (three) categories of students:

- *Excellent Student* (based on merit)
- *Students from the same family* which aims to facilitate the families where 2 or more members are simultaneously studying
- *Students from needy social strata.*

In the category of students from the social strata in need will be included the following categories:

Orphans;

Children of police officers killed in the line of duty;

*Children from the Roma community;
Children from economically disadvantaged families*

3.2 Engaging Students in projects, part time jobs and full-time jobs

Another way which the university incentives the financial facilitation of its students is engaging students in periodical or longing or prolonged commitments, which include:

- Inclusion in different projects with a few weeks/months' durability
- Part time employment, if possible, within its campus
- Full time job as academic or administrative staff for the graduates

3.3 Returning students

Each POLIS Alumni, which returns to the University for further studies in higher cycles or to attend continuing education training/courses, is beneficiary of a fee reduction, as a tool of the University for subsidizing its graduates and further education encouragement.

4 Student's assistance in Academic Processes

4.1 Information and transparency

Since the Registration process till the graduation process, students are informed regarding several aspects of the university through direct communication, electronic communication, inclusion in the Academic Senate and Internal Unit of Quality Assurance.

The main structures where the students achieve the main information, include: The Didactic Regulations, The Ethics Regulation, The Students Guide etc., but direct communication with the Department and Faculty are considered essential in different steps to achieve solutions, support and orientations.

4.2 Academic Advisors and Individual study plans

Academic advisors are available for each study program, as a free service to meet with students or potential students privately to discuss any issues which could impact learning. This can include: course planning, learning issues, academic issues, study skills, grade appeals, transferring between institutions. Especially for the students who are left behind with the credit's achievements are the main beneficiary of individual study plans, aiming to combine courses for the best apprehension of the student, within certain time limits and managing the academic load, in accordance with the university regulations.

5 Student's support in extracurricular activities

5.1 Supporting Student's Council, Student's Clubs and social, cultural and sports activities

The Student's Council is a group made up of students to enrich campus life. They exist to protect the rights of students and to voice the interest of the student body at large. They promote and represent student issues as well as develop a sense of community among students through communication and events and the University supports them in different aspects.

The University, through the Office of Student's Support and Career Counseling, Services Unit and Finance Office work together to support the additional needs of the students within POLIS community. In the philosophy of the university, the empowerment of the young generations as a responsible, dignified and educated is crucial. This can be possible by the support of the students in their endeavors, creative ideas and organizations, which strengthen the sense of belonging and community.

6 Learning Support and Student's with special needs

The students are different and some of them need extra assistance. Students with special needs are supported by the accessibility services and spaces to be able to access the classrooms and laboratories.

There is also a group of students which learn differently and need special assistance. It can be extremely helpful to have an assessment to determine their areas of strength and weakness in order to enhance learning. The possibility of having individual assessments on people who suspect they have learning disabilities, or who have a history of struggling with academics would help the staff towards better strategies to maximize students' success, but till now this process is assisted by POLIS staff on the basis of the self declaration from the student or family. This declaration is the first step towards the awareness of the staff for extra support, after courses hours, to work flexibly and provide support activity or reasonable adjustments to meet the learning needs of learners and enable them to achieve their accredited learning goals.

7 Student's employment and career counseling

Career Counselling services provide a safe, and supportive environment to discuss educational concerns and career choices impacting your life. Counseling services help providing tools to manage expectations, navigating the information and accessibility through the labor market and dealing with challenges professionally towards becoming successful. This process is facilitated by the Office of Student's Support and Career Counseling and representatives from each faculty.

The office also also keeps correspondence with the students and different companies/institutions for external postings from employers who are looking for college students and alumni as potential employees or internships.

8 Collaboration with with Alumni through workshops, tutorials, alumni talk

The Associaton of POLIS graduates, known as ALUMNI, is considered a special and essential asset for the Academic and Social Advancement of Students. They are active, offer their expertise and support and the University invites them in several cases not just to provide workshops and tutorials for the students, but also to display a specific model.

It is very common for Alumni POLIS to be part of discussions and talks where they present their professional challenges which inspire the students towards their future, while this can also be more present throughout the academic year by the Alumni which are part of the academic staff, which have a more direct communication with the students.