

Standard 5. Student Administration and Support Services

Admission

processes must be efficient, fair, and responsive to the needs of students entering the program. Clear information about program requirements and criteria for admission and program completion must be readily available for prospective students and when required at later stages during the program. Mechanisms for student appeals and dispute resolution are clearly described, made known, and fairly administered. Career advice is provided in relation to occupations related to the fields of study dealt with in the program.

Main Components of this Standard

Student Admissions

Student Records

Student Management

Student Advising and Counseling Services

Comment and General Description of Good Practice

The standard for student administration and support services as it relates to educational programs deals with matters that directly relate to the administration of the program or that are the responsibility of program managers and staff in the program. These include provision of information and advice about the program for prospective students and mechanisms for dealing with disputes and appeals. Provision of advisory services in relation to careers in the field of study may be provided by staff within the program or within a central career advisory unit within the institution. However even where the service is provided centrally faculty involved in the program should be able to assist in relation to requirements in their professional field.

Evidence and Performance Indicators

Evidence about the quality of student administration and support services can be obtained from surveys of students about the quality and responsiveness of services provided, usage rates for particular services, response times for communicating decisions on admissions and results and the frequency and results of discipline procedures. Performance indicators can be based directly on this information, but additional evidence in a review might include such things as visits to facilities and discussions with students and staff.

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The scales below ask you to indicate whether these practices are followed in your institution and to show how well this is done. Wherever possible evaluations should be based on valid evidence and interpretations supported by independent opinions

Good Practices Relating to This Standard	Is this true? Y/No/NA	How well is this done? (enter stars)
5.1 Student Admissions		
Student admission processes must be reliable, efficient and simple for students to use.		
5.1.1 Admission requirements are consistently and fairly applied for all students.	NA	
5.1.2 If programs or courses include components offered by distance education, or use of e-learning in blended programs, information is provided before enrolment about any special skills or resources needed to study in these modes.(For distance education programs a separate set of standards that include requirements for that mode of program delivery are set out in a different document, <i>Standards for Quality Assurance and Accreditation of Higher Education Programs Offered by Distance Education</i>	NA	
5.1.3 Student advisors familiar with details of course requirements are available to provide assistance prior to and during the student registration process.	Y	***
5.1.4 Rules governing admission with credit for previous studies are clearly specified.	NA	
5.1.5 Decisions on credit for previous studies are made known to students by qualified teaching or other authorized staff before classes commence.	NA	
5.1.6 Complete information about the program, including the range of courses, program requirements, costs, services and other relevant information is publicly available to potential students and families prior to applications for admission.	NA	
5.1.7 A comprehensive orientation program is available for commencing students to ensure thorough understanding of program requirements and reasons for them, the range of services and facilities available to them, and of their obligations and responsibilities.	Y	***
Overall Assessment		
Comment: the admissions to the department are controlled by the registrar office of KSU The department does not control number of student who are accepted to the program.		***

Priorities for improvement: The students may be informed in advance with the date, time , and place for orientation in the department in coordination with the college. The announcement can be coordinated with the registrar's office either by handout or by impeding the announcement to print with the student program.

Independent Opinion

Comment:

Based on interview with the Vice Dean for Academic Affairs, student admission requirements are consistently and fairly applied for all students. Complete information is provided about the program and could be accessed electronically. A comprehensive orientation program is provided to commencing students. On the other hand, Increasing

the number student enrollees in the college as whole needs to be addressed accordingly.

5.2 Student Records

Student records must be maintained in a secure and confidential location. Statistical data needed for quality indicators and internal and external reporting requirements and generation of reports on student progress and achievements must be readily available through automated processes that protect the confidentiality of individual student information.

5.2.1 Automated procedures are in place for monitoring student progress throughout their programs.

Y

5.2.2 The student record system regularly provides aggregated statistical data required for planning, reporting and quality assurance.

Y

5.2.3 Clear rules are established and maintained governing privacy of information and controlling access to individual student records.

Y

5.2.4 Eligibility for graduation is formally verified in relation to program and course requirements.

Y

Overall Assessment

Comment: Overall, students support provided by the institution or colleges is rated as satisfactory by the students. Students records and privacy are well protected

Priorities for improvement: special committee is needed at the departmental level, as well as a full time employee to manage quality

Independent Opinion

Comment:

There are clear rules governing confidentiality and access to student records. Automated procedures are in place for monitoring student progress throughout the program.

Student Management

Policies and regulations must be established for fair and consistent processes of student management, with effective safeguards for independent consideration of disputes and appeals.

5.2.5 Attendance requirements are made clear to students, monitored and enforced.

Y

5.2.6 Student appeal and grievance procedures are specified in regulations, published, and made widely known within the institution. The regulations make clear the grounds on which academic appeals may be based, the criteria for decisions, and the remedies available.

Y

5.2.7 Appeal and grievance procedures protect against time wasting on trivial issues, but still provide adequate opportunity for matters of concern to students to be fairly dealt with and supported by student counselling provisions.

Y

5.2.8 Appeal and grievance procedures guarantee impartial consideration by persons or committees independent of the parties involved in the issue, or who made a decision or imposed a penalty that is being appealed against.

Y

5.2.9 Procedures have been developed to ensure that students are protected against subsequent punitive action or discrimination following consideration of a grievance or appeal.

Y

5.2.10 Appropriate policies and procedures are in place to deal with academic misconduct, including plagiarism and other forms of cheating.

Y

Overall Assessment

Comment: The *Students Rights and Responsibilities* book published by KSU and

presented to students. The department implements the academic rules set by KSU regarding teaching, evaluating students by faculty, and reporting test scores.

Priorities for improvement: New students may be informed in advance with the date, time, and place for orientation in the department in coordination with the college. The announcement can be coordinated with the registrar's office either by handout or by impeding the announcement to print with the student registration program.

Independent Opinion

Comment:

Student policies and regulations are fairly established and consistently applied. Rules regarding student appeals and grievance procedures are well established. Appropriate policies and procedures are also in place to deal with academic misconduct.

5.3 Student Advising and Counseling Services

Adequate provision must be made for academic advising and counselling services to assist students in planning their participation in the program and in seeking subsequent employment.

5.4.1 Provision is made for academic counselling and for career planning and employment advice within the college, department or another appropriate location within the institution.

Y

5.4.2 Adequate protection is provided, and supported by regulations or a codes of conduct, to protect the confidentiality of academic or personal issues discussed with teaching or other staff or students.

Y

5.4.3 Effective mechanisms are established for follow up to ensure student welfare and to evaluate quality of service.

Y

5.4.4 An effective student support system is available to identify students in difficulty and provide help with personal, study related, financial, family, psychological or health problems

Y

Overall Assessment

Comment: Sufficient protection is guaranteed by regulations or codes of conduct, to protect the confidentiality of academic or personal issues discussed with students, or anyone else who is associated with the department. Real and clear mechanisms were established for follow up to ensure student welfare and to evaluate quality of service to identify students suffering due to hardships related to personal, study, financial, family, and psychological or health problems.

Priorities for improvement: Make available more student advisors who are familiar with the details of the course requirements to provide assistance prior to and during the student registration process and to hire social workers and psychologist to help students with their personal problems. In addition, Allow the department more access to student's records and registration information, which will help in monitoring student's progress without having to contact registrar office.

Independent Opinion

Comment:

There is sufficient evidence that advising and counseling services are well established and provided to student who need academic support and help. Effective mechanisms are

effectively set-up to ensure student welfare and evaluate quality of service_

Overall Assessment of Student Administration and Support Services

5.1 Student Admissions

5.2 Student Records

5.3 Student Management

5.4 Student Advising and Counseling Services

Combined Assessment

Comment: Students' admissions are managed by the registrar office of KSU where students are distributed to the college according to their score and allowed to choose the department of their choice. In the event that the department is overwhelmed with students additional sections of the same course will be opened . Students of FSN department are well advised academically, socially, and professionally.

Independent Opinion

Comment:

Student administration and support services are responsive to the needs of students in the program. Program policies and regulations are well established for the students. Mechanisms for student appeals are clearly explicated made known to students and faculty. Extra-curricular activities should also be expanded for greater benefits in personal growth and development of the students.

Indicators Considered

- 1.Student survey results
- 2.Visit to facilities
- 3.Interview with students

Priorities for Improvement