Intellectual POINT
EXCELLENCE THROUGH EDUCATION

Policies

Student Services Policy

Guidelines for Providing Academic, Career, and Support Services to Students

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Last Updated: July 2025   ✓ Effective August 1, 2025   Version 25.1

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PURPOSE	The purpose of this policy is to define the scope, standards, and delivery of student services that support academic achievement, career readiness, and personal development for all students at Intellectual Point.
RESPONSIBLE AUTHORITY	The Associate Director of Compliance is responsible for the oversight and coordination of student support programs and resources.
IMPLEMENTATION	Implementation of this policy is carried out by student services staff, in collaboration with academic departments and administrative units, to ensure accessible and effective support for all enrolled students.
APPLICABILITY	This policy applies to all student support functions including academic advising, career services, disability accommodations, veteran support, and other resources offered at Intellectual Point.
EFFECTIVE DATE	August 1, 2025

POLICY

1. Training and Qualifications

Student Services Personnel are hired based on their education and/or experience. All personnel attend continuing education classes in order to maintain their level of services to our students.

2. Annual Evaluation

Student Personnel are evaluated on an annual basis, and recommendations are provided and implemented on a one-on-one basis.

3. Professional Growth

We believe in the continuous education and improvement of each one of our employees. As part of such, all personnel attend continuing education classes in order to maintain their level or services to our students.

4. Communication

Student Services personnel maintain communication with the rest of our staff, including faculty with the purpose to improve the effectiveness of their services. Student Services personnel participate at the annual staff meetings in order to provide information about the Student Services status, and also receive input and suggestions to implement from the same source.

5. Student Advising

Advising is provided to all students on administrative, attendance, academic, financial and career placement. Our school aims to provide students with timely advising and assist each one of them overcome any challenges or situations that could jeopardize their success. Students with issues of a personal nature will be referred to local public or private agencies for professional assistance.

6. Student and Graduate Surveys

Surveys are available to students and are provided to graduates. These surveys include one item for Student Services adequacy, evaluation, and comments.

7. Faculty and Administrative Personnel Surveys

Staff surveys are provided annually, which includes one item for Student Services adequacy, evaluation, and comments.

EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS

The equipment necessary for the implementation of this policy is the responsibility of the Senior Vice President for Software Engineering, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the Senior Vice President of Software Engineering via email, who will follow up accordingly.

BUDGET

The funding necessary for the implementation of this policy is allocated in the institution's annual operating budget under the line item "Operations and Management." Revisions to the funding need approval by the Chief Financial Officer.

REVISIONS

Revisions to this policy are to be approved at one of the Institutional Assessment and Improvement meetings. Personnel is informed of revisions via email. Revisions are published at the staff and student webpage.

POLICY AVAILABILITY

Intellectual Point's policies and procedures are available for review by administrative staff, faculty, advisory members, and students at https://compliance.intellectualpoint.com.