

DAU 5-18 Student Support Center Policy

Policy Code	Policy Name		
DAU 5-18	Student Support Center Policy		
Responsible Executive	Current Revision Date	Next Revision Date	
Student support center	10/2023	10/2027	

1. Policy Purpose

DAU is committed to ensuring and offering its students a variety of services that ensure the students' academic excellence.

2. Policy Scope

DAU applies this policy to all students in all colleges.

3. Policy Statement

The student support center is the unit authorized and responsible for providing students with the needed academic and psychological support in cooperation with the Students' Performance Committee (SPC) at DAU colleges and programs. All activities and sessions provided will be student-centered and customized to the needs expressed by students through surveys or observed by faculty members who will be invited to propose workshops, seminars, and similar interventions.

The activities will be delivered in a professional and flexible environment that utilizes the facilities available at DAU. The center works with all responsible staff members in DAU (faculty members, academic advisors, deans) to identify students who need academic and psychological support, mentoring, or guidance. The students will also be given access to register and reserve a one-to-one 'coaching' session with a peer or faculty member.

Student Support Center Roles and responsibilities:

- Improving the students' academic skills (critical thinking, time management, positive personality).
- Holding lectures, workshops, and training programs in (English, Mathematics, Information Technology, and Computers) and giving the attended students certificate of attendance.
- Encouraging the students for community engagement activities participation which will improve their experience.
- Counseling the students who have difficulties in their education process.
- Supporting students with special needs and conducting different programs specific to them.
- Keeping the DAU academic environment proper for the students.
- Conducting periodic surveys to measure the satisfaction of the students regarding the services presented by the center, and continuously improving the services provided to the students.

4. Policy Procedure

- The center will coordinate with colleges and will coordinate with the students' Academic Advisors who have -academic difficulties.
- The center is responsible for dealing with students at academic risk, those who received several warnings, and similar cases of students who were observed to need academic or skill training support. Students at risk shall be identified in the Deanship of Admission, Registration, and Student Affairs.

- The SPC will Follow-up students with poor academic achievement with a cumulative average of less than 3 and prepare a list for the Student Support Center which will provide equitable educational and psychological support opportunities to all the students who need its support.

5. Related Policies/ Documents/ Forms

DAU 5-7 Academic Advising Policy
DAU 5-12 Psychological and Social Advising Policy

6. Document History

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
1	10/2023	1 st issue of the policy