Policy: Student Services

Policy Reference: C-SS-001

Version: 1

Person Responsible: Director of Student Services

1. Policy Statement

Student Services Directorate is committed to supporting the academic growth and welfare of both Bahrain Polytechnic staff and students, through the provision of a wide range of support services.

Student Service is aligned with Bahrain Polytechnic's Mission, Vision and Values through providing support for the development and sustainability of lifelong learning.

The Directorate offers a variety of support to staff and students through the Library Learning Centre (LLC), Health and Wellness Centre (HWC), Student Welfare, Bahrain Polytechnic Student Council (BPSC), Alumni, etc...

2. Definitions

Assistive Technology: A device, a piece of equipment, or a software system, that is used to facilitate student learning. Assistive technology ranges from simple tools, such as highlighters and organizers to high-tech tools, such as speech-to-text software.

Borrower: A student or staff member who acquires a library resource on loan, for a set period of time

Cataloguing: A library procedure by which a book or other item is identified and described by recording such items as author, title, imprint, and collation

Circulation: This is a Library Management System term, which reflects processes of check in, check out and renewal services. It is the process of loan transaction of a particular library item (it could be books, CDs, DVDs, kits or devices) over a given period of time under specific library terms and rules.

Compact Disc (CD): Small plastic disc on which music or other digital information is stored in the form of a pattern of metal-coated pits from which it can be read using laser light reflected off the disc.

Databases: An academic database is a collection of information that is commonly used for research and writing, including access to academic journals.

Digital Video disc (DVD): A type of compact disc able to store large amounts of data, especially high-resolution audio-visual material

E-Books: An electronic version of a printed book which can be read on a computer or a specifically designed handheld device

Fine: A financial penalty when books are damaged, lost or not returned within the period specified

GOAMEDI: This is a database for documenting long term medical conditions. This is held confidentially by the medical clinic.

Hold: To reserve an item until it becomes available

Inter-library loans: This is a service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library.

Journals or Articles: Scholarly or peer-reviewed journal articles are written by scholars or professionals who are experts in their fields. In the sciences and social sciences, they often publish research results.

Lead Time: The lead time is the time between the placement of an order and delivery of the goods.

Learning Support Advisor: Academic Staff who provide 1:1 support to students, and also facilitate workshops to students/staff that require specific support in a particular area

Library Learning Centre (LLC): The Library Learning Centre is an amalgamation of Learning Support Services and Library Facilities and resources.

Library Management System (LMS): A library management system, also known as an automated library system is software that has been developed to handle basic housekeeping functions of a library

Library of Congress No (LCC No): One of the major library collections in the world, located in Washington, D.C. it provides a standardised naming classification for cataloguing library resources.

Library Hold: This hold is implemented through Self Service Banner. It has a higher level of repercussions (5) than a Finance hold, which has 4. The 5 repercussions are restrictions to register, to verify enrolment, to access transcripts, to graduate, and to follow an application process managed by registry.

LLC Member: Bahrain Polytechnic staff and students who are eligible to access the LLC and use its resources.

LLC Order Tracking Tool: It documents the life of the order and provides bi-directional traceability between various associated requirements. It enables users to find the origin of each requirement and track every change that was made to this requirement.

LMS Hold: This places a hold on the members account due to fines outstanding, preventing the member from borrowing materials. Removal of the hold will occur through payment of the fine, and acknowledgement of payment communicated to the LLC technical staff.

Membership Card: Currently a student/staff ID card acts as a membership card for the Library.

PASS: Peer Assisted Study Scheme. A scheme which involves student-to-student study support in identified subjects.

Patron: Registered member of the Library Management System e.g. includes students, staff and systems administrators.

Periodicals: A magazine or newspaper published at regular intervals

Recall: A request from the library to return books within five working days

Renewal Period: The timeframe whereby a patron can extend their borrowing period.

Reserve: These are items which are not for circulation, but may be used within the library environment.

Supplements (Healthcare): These are pre or post weight training nutrients that are consumed to promote muscle strength and development. Possession, consumption and their sale is forbidden on campus.

3. Application

People:
- All enrolled students and staff of Bahrain Polytechnic

Processes:
- LLC circulation
- Healthcare, wellness education, and fitness services
- Academic advising and mentoring)
- Student event, activity, and sport management
- Student fees exemption
- Student Council election, supervision and project support
- Alumni services

4. External Requirements

This policy helps Bahrain Polytechnic meet the following external requirements:
- Higher Education Council (HEC)

5. What is Expected:

- Staff and students are provided with clear, comprehensive, and up-to-date information about support services that are available to them.
- Staff and students familiarise themselves with the available Student Services and promote accordingly relative to students' needs. This may include benefits relating to student learning and how to maximise on-campus welfare.
- Staff and students are encouraged to participate in the activities and benefit from Student Services resources offered.

- Bahrain Polytechnic provides a range of academic and social services to students to support their academic and personal growth (e.g. events, learning activities, counselling, etc…)
- Student concerns and complaints are actively listened to and resolved through utilising the resources of the Student Services directorate, Student Council or other relevant staff representatives. Other policies meet these needs directly.
- Former students (Alumni) are provided with opportunities to associate with the Polytechnic, through engagement with planned events e.g. graduation, reunions, etc…
- Student tuition fees exemptions are managed in a transparent manner, where students have the right to appeal.
- Bahrain Polytechnic Student Council (BPSC) hosts, supports, and organises a number of sporting and cultural events and activities for students. They work as advocates for the student body alongside the Polytechnic's staff to ensure a well-balanced student life.
- The Health and Wellness Centre is available for all students and staff to help improve health and wellbeing.

6. Key Dates

First Approved: 28 February,2016 by SMT , 29 February, 2016 By BoT

This Version Approved: 28 February,2016 by SMT , 29 February, 2016 By BoT

Next Review Date: 4 years from this version approval date or as required

7. Links and Related Documents

- Assessment and Moderation Policy A-AB-005
- Campus Security Policy C-FA-001
- Student Support Policy A-AB-026
- Student Rights and Responsibilities A-AB-009
- Internal Rules and Regulations governing Alumni