



Student Services Policy

This document is the parent policy for any College procedures or regulations. Questions regarding this policy are to be directed to the identified Policy Administrator.

Policy Statement:

The Board of Governors of Northern Lakes College believes that student success is encouraged by providing a supportive learning environment, and is therefore committed to providing learner support, enrollment management, and counseling services that reflect the communities served and the needs of local students.

Sponsor:	Student Services
Policy Owner:	Vice President, Academic
Policy Administrator:	Dean, Student Success & Registrar
Approved By:	Board of Governors
Approval Date:	April 10, 2024
Effective Date:	April 10, 2024

Objective:	Northern Lakes College provides quality educational programs and services which enable adults to continue their education, to improve their employment opportunities, and to enhance their quality of life. This policy applies to all domestic and international students from applicant to graduate from post-secondary credit programs, Foundational Learning, and Academic Upgrading programs/courses.
Guidelines:	<ol style="list-style-type: none"> 1. The Northern Lakes College Student Information System will follow and support the student from the application stage as a prospective student through to graduation. 2. Processes within the College will be undertaken with the student in mind. For example, considerations for the student will have a direct impact on program and curriculum design, the teaching and learning process, student support services, graduate competencies and preparation for employment. 3. Employer and accreditation requirements for programs will guide information provided to prospective and accepted students. Identification and validation of information provided to prospective students will be assessed by understanding the needs of communities within the stewardship region and collaborating with other stakeholders such as program approval authorities and accreditation agencies. 4. Reasonable accommodations for students with disabilities shall be provided as outlined in the Academic Accommodation for Students with Disabilities Policy.
Definitions:	N/A

Related Northern Lakes College	Northern Lakes College Mandate Student Services – Admissions Procedure
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Documents:	
Related External Information:	N/A
Stakeholders Consulted:	Academic Council: Feb 8, 2024 Deans' Council: Feb 1, 2024 President's Advisory Team: Mar 6, 2024 Senior Management Team: Jun 7, 2011 (defunct) Senior Management Team Sub-committee: Jun 28, 2011 (defunct)
Next Review Date:	April 9, 2029
Revision History:	September 20, 2011: New February 25, 2020: New template April 10, 2024: Renewal, addition of objective and revision of terminology