



Comprehensive List of Student Support Services

The core list of support services are:

1. List of Comprehensive Services Available in the College:

a. For all new students

The College will provide the following services to ensure that students make a smooth transition to Singapore : -

- i. Accommodation Support Service
- ii. Visa / Student Pass Application
- iii. CEC's Student Orientation Programme

b. For all Current & Enrolled Students

The College aims to develop and promote an academic education of the highest standards for students through the provision of these services:

- i. Designated Counselor
- ii. Students' Outings and Activities
- iii. Educational Tours (Edu Trips)
- iv. Free WiFi access and Library Access for References
- v. Student Progress Report (Refer to Operation Manual: Monitoring of Student Learning)
- vi. Support for students looking for career guidance and to enhance employability skills / post course skills, from teachers and/or Academic Director
- vii. Coffee Machine made available for all Students

c. For enhancing overall Student Experience

In ensuring that the College provides for an exceptional student experience, it undertakes to provide the following services:

- i. Monthly review and feedback of students' attendance (Refer to Manual: Student Conduct and Attendance)
- ii. Student Evaluation Surveys (Student Satisfaction Survey / Student Survey on Agent Service Quality / Graduate Survey / Student Activity Satisfaction Survey) (Refer to Manual: Student Satisfaction Surveys)
- iii. Feedback forms (Refer to Manual: Feedback and Complaint Management)
- iv. Dispute resolution process (Refer to Manual: Feedback and Complaint Management)
- v. Student Intervention (Reference to Manual: Student Conduct and Attendance)

Note: This comprehensive list of student support services is not meant to be exhaustive. The College undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by College-student engagements through the various student touch points as listed.