

**NACCAS Standards and Criteria**  
**January 2014**

**Standard V – Student Support Services**

The institution has in place student support services, which provide appropriate information and advice to students.

- A 1. The institution provides access to orientation programs, whether verbal, printed, web-based, or other media format on or before the first day of class.
- A 2. The orientation program provides, at a minimum, information about:
  - a. the instructional course or program;
  - b. the educational objectives of each course or program;
  - c. administrative policies affecting students; and
  - d. support services available to students.
- A 3. Students are provided with academic advising and additional assistance, as necessary.
- A 4. Contact information for professional assistance is made available to students.
- D 5. The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in:
  - a. Professionalism;
  - b. Resume development;
  - c. Interview preparation; and
  - d. Job search skills.
- A 6. Information and advice on available financial assistance is accessible to students.
- D 7. The institution has an internal complaint or grievance procedure to consider student complaints that complies with the NACCAS [\*Internal Grievance Procedure Policy\*](#) (see page 41).
- A 8. The institution implements the [\*Internal Grievance Procedure Policy\*](#) (see page 41), as applicable.