

**NACCAS' Standards & Criteria**  
**June 2017**

**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 on or before the first day of class. (If the institution intends to award hours or credits for orientation, the orientation must be part of the institution's curriculum, if permitted by state and federal law.)
- 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 39).
- A 8. The institution implements the [\*Internal Grievance Procedure Policy\*](#) (see page 39), as applicable.