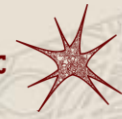




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Student Services Response to COVID 19

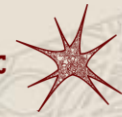
Ema Janahi &
Khaled Al-Khalifa



I - Intro

Bahrain Polytechnic is committed to the welfare and achievement of all its students. To create and maintain the best possible teaching and learning environment.

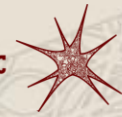




I - Intro



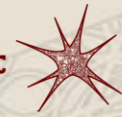
- Student Services Directorate is committed to supporting the academic growth and welfare of both Bahrain Polytechnic staff and students, through the provision of a wide range of support services.
- Student Service is aligned with Bahrain Polytechnic's Mission, Vision and Values through providing support for the development and sustainability of lifelong learning.



I - Intro



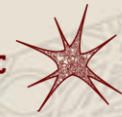
- The Directorate offers a variety of support to staff and students through the Library Learning Centre (LLC), Health & Wellness Centre (HWC), Student Welfare, Bahrain Polytechnic Student Council (BPSC), Alumni, etc...



I - Intro



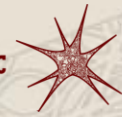
- To provide clear, comprehensive, and up-to-date information about support services that are available.
- To encouraged participation in the activities and benefit from Student Services resources offered.
- Provide a range of academic and social services to students to support their academic and personal growth (e.g. events, learning activities, counselling, etc...)
- 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.
- Former students (Alumni) are provided with opportunities to associate with the Polytechnic, through engagement with planned events e.g. graduation, reunions, etc.
- Bahrain Polytechnic Student Council hosts, supports, and organises a number of events and activities for students. They are advocates for the student body 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.



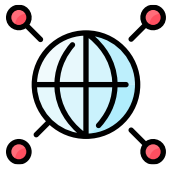
Activity 1 – Measures taken



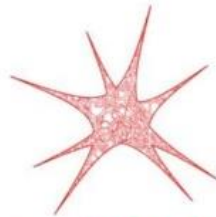
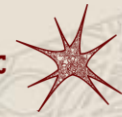
- Reflect on the measures taken by the Student Services Department at your institution.
- 3 participants from different HEIs could participate in this activity.
- Each will be given 2 minutes to reflect



II – Communication – SS Directorate



- Necessary measures taken to communicate with students:
 - Student Council heavily involved in decision making process
 - Assigned focal points of contact for any student concerns (ICT, SS & registration)
 - Communicated latest Covid-19 updates to students regularly (including safety measures)
 - Video messages from Deans and SS director to calm students and avoid panic.



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Students, we are aware that you might have some questions throughout this time regarding the virtual learning or registration.

Please ask us any questions you have below.



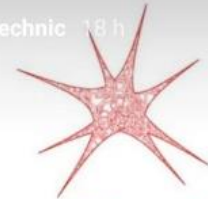
Ask me a question

Type something...

Samples



bahrainpolytechnic 18 h



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Ask us a question!

What will happen to the mid semester exams?

All mid-semester exams will go on as usual, but the dates may be subject to change.



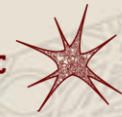
Seen by 1869



Highlight



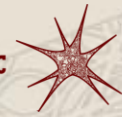
More



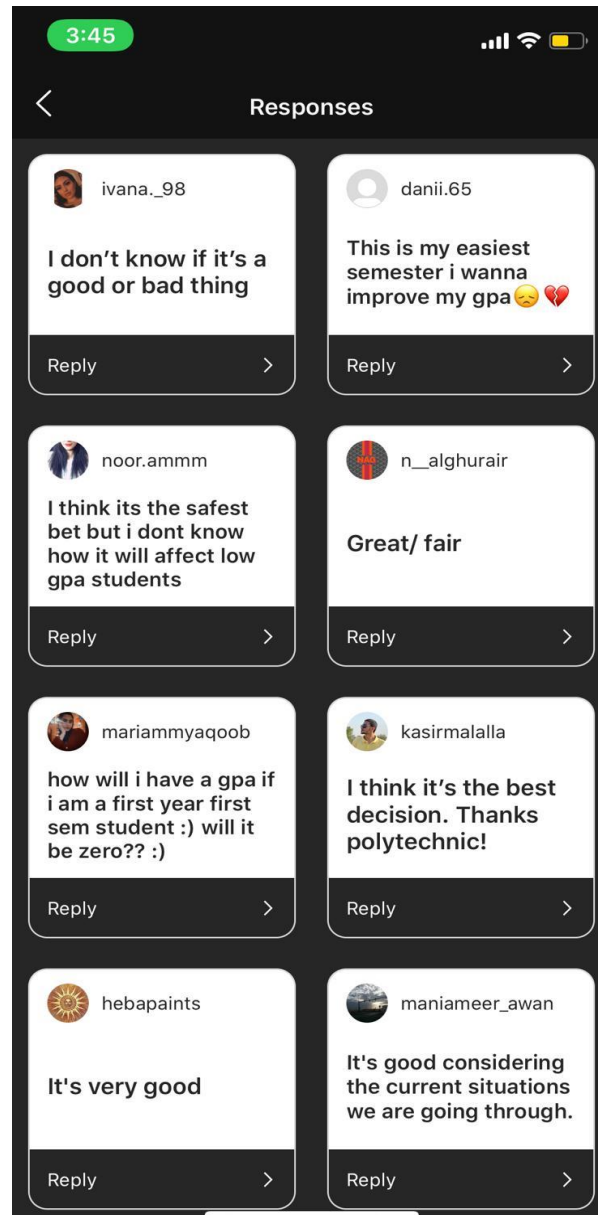
II – Communication – BPSC



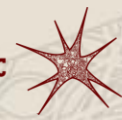
- Very active social media account to capture student concerns → academic board
- Multiple live sessions to :
 - Share updates with students
 - Answer student concerns
 - Multiple reminders to focal points of contact for support.



Samples



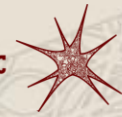
WE'RE GOING TO HAVE
A LIVE SESSION AT
5PM WITH A VERY
SPECIAL GUEST



III - Services



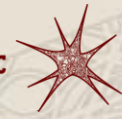
- All SS services were still fully provided:
 - Academic Advising/mentoring
 - PASS leaders program
 - Library access
 - Learning support & Special needs
 - Online fitness sessions
 - Counseling sessions (financial or other)
 - BPSC elections to be done virtually



IV – Optimizing E-learning experience



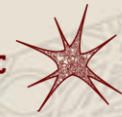
- Technical issues were sorted via ICTS
- A Process was developed to provide support to students with hardware or connectivity difficulties by securing sponsors to provide laptops and internet connections.
- All channels open to capture any student concern.



Student Appreciation Video

THANK
YOU

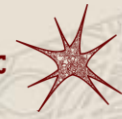
[Link test](#)



Activity 2 - Way forward



- If this situation continued till the next academic year, what other measures should be considered by Student Services Departments?
- 3 participants from different HEIs could participate in this activity.
- Each will be given 2 minutes to reflect



Discussion



Q&A for 10 minutes

Thank You



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