STARDOM UNIVERSITY

Student Support and Digital Accessibility

1. Purpose

To help students understand program requirements, access official support, and raise accessibility barriers through a respectful and documented process.

2. Scope

Applies to student-facing academic guidance, registration support, learning-platform access, student services, and requests for digital accessibility or reasonable accommodation, as applicable.

3. Policy requirements

Student support channels

The University must publish current and tested official contact channels for admissions, registration, student affairs, academic support, technical support, and complaints, as applicable.

Requests must be routed to the responsible unit and handled respectfully. Service hours and response expectations may be published only after they have been verified operationally.

Support staff must provide accurate information and must not promise admission, a particular grade, graduation, employment, transfer of credit, professional licensure, or external recognition.

Online learning access

Students should receive clear instructions for accessing the learning platform, course materials, assessments, and technical assistance.

Technical problems affecting participation or assessment should be reported through the published channel as soon as reasonably possible. The University should document material incidents and the response taken.

Digital learning materials should use clear structure, readable text, meaningful links, and accessible formats where reasonably practicable.

Accessibility and accommodation requests

A student may contact the University to describe an accessibility barrier and request an adjustment. The University may request only information reasonably necessary to understand and assess the request, subject to applicable privacy and legal requirements.

Requests should be considered individually, in a timely manner, and with relevant academic or technical input. The University should communicate its decision and any practical implementation steps.

Any adjustment must be considered alongside essential learning outcomes, assessment integrity, and applicable requirements. A student may use the complaint process if a concern remains unresolved.

Confidentiality and continuous improvement

Information about support or accommodation requests must be shared only with personnel who need it to respond and must be retained under the records policy.

Admissions and Registration & Student Affairs should review recurring issues and recommend improvements to Academic Affairs and the President where appropriate.

4. Responsibilities

Admissions and Registration & Student Affairs is responsible for maintaining this policy, coordinating implementation, retaining evidence, and proposing revisions. The President of the University is the final approving authority.

5. Review and document control

Annually and when student-support channels, platforms, or applicable accessibility requirements materially change.

The approved version must be version-controlled, published in an accessible format, and reconciled with the current catalog, enrollment agreement, applicable academic documents, and other policies. Superseded copies must be archived or clearly marked.

6. Regulatory and publication note

This policy does not itself establish BPPE approval, accreditation, government recognition, or authorization to operate. Statements about the University's legal or regulatory status must reflect current, independently verified evidence. Before publication, confirm the policy's applicability to the relevant legal entity, programs, and student population.

Approval / Effective Date: January 2026 | Next Review: January 2027

This policy must be interpreted consistently with applicable law, the current University Catalog, and the relevant enrollment agreement