LUMINA OPEN UNIVERSITY

STUDENT PROTECTION PLANS FOR LUMINA OPEN UNIVERSITY:

Academic Support Plan

1. Academic Advising: Provide students with dedicated academic advisors to support their academic journey.
2. Tutoring Services: Offer online tutoring services to help students with challenging courses or assignments.
3. Study Skills Workshops: Conduct regular study skills workshops to help students develop effective learning strategies.
4. Mentorship Programs: Establish mentorship programs that pair students with experienced professionals or peers.

Financial Support Plan

1. Financial Aid: Offer financial aid options, such as scholarships, grants, or loans, to support students with financial needs.
2. Payment Plans: Provide flexible payment plans to help students manage their tuition fees.
3. Emergency Funding: Establish an emergency funding program to support students experiencing unexpected financial difficulties.

Technical Support Plan

1. Technical Support Team: Establish a dedicated technical support team to assist students with technical issues.
2. Online Resources: Provide online resources, such as FAQs, tutorials, and user guides, to help students troubleshoot technical issues.
3. System Requirements: Clearly communicate system requirements to ensure students have the necessary hardware and software to access course materials.

Accessibility and Disability Support Plan

1. Accessibility Statement: Develop an accessibility statement outlining the university's commitment to accessibility.
2. Disability Support Services: Provide disability support services, such as accommodations, assistive technology, and counseling.

3. Accessible Course Materials: Ensure course materials are accessible and compatible with assistive technologies.

Student Wellbeing and Mental Health Plan

1. Counselling Services: Offer online counselling services to support students' mental health and wellbeing.
2. Wellbeing Resources: Provide online wellbeing resources, such as stress management tips, mindfulness exercises, and mental health guides.
3. Peer Support Groups: Establish peer support groups to connect students with similar interests or experiences.

Grievance and Complaint Resolution Plan

1. Grievance Policy: Develop a clear grievance policy outlining procedures for submitting complaints or appeals.
2. Complaint Resolution Process: Establish a fair and transparent complaint resolution process to address student concerns.
3. Ombudsman Service: Provide an ombudsman service to support students in resolving disputes or complaints.

Refund and Withdrawal Policy

1. Refund Policy: Develop a clear refund policy outlining the procedures for requesting refunds.
2. Withdrawal Policy: Establish a withdrawal policy outlining the procedures for withdrawing from courses or programs.
3. Withdrawal Timeline: Provide a timeline for withdrawing from courses or programs, including deadlines and implications for refunds.

Data Protection and Privacy Policy

1. Data Protection Policy: Develop a clear data protection policy outlining the university's commitment to protecting student data.
2. Privacy Policy: Establish a privacy policy outlining the university's procedures for collecting, storing, and using student data.
3. Data Breach Protocol: Develop a data breach protocol outlining the procedures for responding to data breaches.

