ABSTRACT

The author briefly addresses the issue of student services and how these are an important part of the education provided to students at university level. He also refers to the importance acquired by strategic planning in achieving objectives and results. In connection with the above, he explains the model followed by the Universidad Diego Portales in matters related to student affairs for international accreditation, including a description of the model of individual studying. Finally, the author presents, in general terms, the model of annual planning and management control used by the different units that form the Department of Student Affairs.