

## A'Sharqiyah University Policy

### Academic Advising and at-Risk Students Policy

<b>Policy name</b>	Academic Advising and At-risk Students Policy		
<b>Policy number</b>	AC0001		
<b>Contact Person</b>	Deputy Vice Chancellor for Academic Affairs and Research		
<b>Approval Authority</b>	Board of Trustees		
<b>Date first approved</b>	March 2015	<b>Last substantive review</b>	23 March 2023
<b>Policy Review Cycle</b>	2 years	<b>Next review</b>	22 February 2025

## 1. Definitions

<b>Terms / Abbreviations</b>	<b>Definition</b>
ASU	A'Sharqiyah University
At-risk students	This includes students who are on academic probation, those who fail the first examination in a semester, those who persistently come late to classes, students who do not pay attention in class, students who may appear to be distressed, etc.
Academic Advising Center	The Academic Advising Center (AAC) aims to support students academically and develop their academic skills and abilities in various study programs offered by the university, thereby enabling them to achieve their full academic potential.

## 2. Purpose

A'Sharqiyah University recognizes that academic advising adds value to students' learning experience. This policy sets out the responsibilities of all the key stakeholders to the academic advising process. It demonstrates the University's commitment to provide student support, guidance and relevant information. Academic advising seeks to equip students so as to set clear academic goals and take responsibility for achievement in their studies. The policy also sets out the procedures for identifying students who may be at risk of dropping out of University and providing them with the necessary academic support and counselling.

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### **3. Scope**

This policy applies to all faculty, teaching and support staff, and all students registered on academic programs in the University.

### **4. Policy Statement**

4.1 The University shall provide academic advising support to every student.

4.2 Every University student shall be informed of the University's academic advising and at-Risk students policy as part of orientation and will assigned a personal academic advisor.

4.3 Academic advisors shall provide students with clear information, guidance and counselling in course selection, registration and their study plans.

4.4 Every student shall normally meet with their academic advisor at least once per semester. Any student who is on academic probation may be required to meet more frequently with their academic advisor.

4.5 The University shall provide training and support to all academic advisors.

4.6 When a student is placed on academic probation, academic advisors shall be informed. Each academic advisor will then meet with their students and agree a revised plan of study and frequency of follow-up meetings.

### **5. Key Stakeholders**

ASU colleges, academic and non-academic departments, students and staff.

### **6. Procedures and Guidance**

#### **6.1 Key Stakeholder Responsibilities**

##### **6.1.1 University's responsibilities:**

The University shall take responsibility for the following:

- a. To publish user-friendly, accurate, and up-to-date information on academic advising and at-Risk students policy and procedures;
- b. Ensure academic advice is accessible and available;
- c. Provide training and support for academic advisors;
- d. Support the development of academic advising to meet student, program or college needs.

##### **6.1.2 Academic advisors' responsibility:**

Academic advisors are responsible for the following:

- a. To clarify to students university policies, regulations, program study plans and procedures and answer any questions that may arise;

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- b. To be available to meet with the student as soon as possible when requested to do so;
- c. To offer advice to students on course selection and to assist them to develop study plans satisfy University and degree requirements;
- d. To foster a close academic relationship with students, advising on study-related matters and referring students to other University support services if needed.
- e. To adhere to university policies and procedures; maintain a record on the academic advising process for each advisee and to keep utmost confidentiality of their students' academic and personal issues.
- f. Each academic advisor must maintain a file or electronic meeting minutes on individual advisees, which will assist in academic planning and decision-making.

#### **6.1.3 Each student takes ultimate responsibility to:**

- a. Obtain relevant information that may assist them in making academic and career decisions;
- b. Inform their academic advisor of any changes in their academic progress, course selection, and academic or career aspirations;
- c. Familiarize themselves with the program requirements of their major in order to schedule courses each semester following consultation with their academic advisor;
- d. Take note of the prerequisites for each course and to discuss with their academic advisor about how prerequisites may affect the sequencing of their courses;
- e. Follow university procedures and adhere to deadlines for course registration including adding or dropping of courses;
- f. Review carefully the syllabus of each course at the beginning of every semester and to note any rules, procedures, and key dates for mid-term examinations, assignment submission dates, etc.
- g. Be full participants on courses that they are registered on by attending all scheduled classes and completing assignments on time;
- h. Study carefully all the information provided to them by the University
- i. Review regularly their transcript of academic record and to know what to do in case they have a missing grade or one that they think is incorrect;
- j. Know the GPA requirements of their major and the implications of academic probation including academic performance standards that may lead to academic dismissal,
- k. To comply with University policies on academic integrity and plagiarism when submitting assignments or sitting university examinations;
- l. To notify the University and their academic advisor of any changes to their contact details e.g. postal or email addresses and/or mobile telephone numbers;
- m. To read emails sent to them by the University on a regular basis and to respond to them promptly;
- n. To inform their academic advisor or Dean's office immediately if a serious problem (medical, financial, personal, etc.) which may disrupt their academic progress and performance occurs.

#### **6.1.4 Academic Advising Center Roles and Responsibilities**

- a. Facilitate peer-tutoring classes by high-performing students to support other students.
- b. Help students with registration issues.

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- c. Encourage academic advisors to follow up with their Advisees to register the maximum credits based on the study plan.
- d. Provide advice and keep following up with students in their fields of study.
- e. Identify improvement opportunities and best practices in academic advising and share with academic advisors.
- f. Participate in the induction process for new staff and students to present AAC services.
- g. Arrange professional development workshops for academic advisors and students on academic advising matters.
- h. Monitor the academic performance of students on probation and provide extra support via tutor classes.
- i. Directly follow up with students with zero or low enrollment.
- j. Follow up with students identified as vulnerable or at risk.
- k. Communicate with colleges, academic advisors, admission and registration department, students' services, and other ASU bodies to ensure that issues outside the academic domain are addressed and a clear plan is drafted to help the students.
- l. Keep track of all correspondences and share the investigation outcomes with academic advisors and other relevant ASU bodies.

## **6.2 General Guidelines**

- 6.2.1 All new students to the University must attend the orientation, academic advising and registration sessions organized by the General Foundation Program or their Department or College.
- 6.2.2 The academic advisor of any new student is initially assigned by the Deans office Academic advising in any College is supervised and monitored by the Dean of the College who may reallocate or change academic advisors.
- 6.2.3 The College Dean is ultimately responsible for providing academic advising services to students who are not sure about which program of study to pursue or major or those who are considering changing their major or another Department or College. While students are exploring majors, academic advisors will assist them to choose a program of study that best fits with their career aspirations.
- 6.2.4 Once a student choose a program of study or major, the student will be assigned to an academic advisor who is ideally a subject specialist in that area.
- 6.2.5 Students should be aware that their academic advisor will have many academic advisees. It is therefore essential that they plan ahead and make their appointments well in advance of their deadlines for registration, etc.

## **6.4 At-Risk Students**

- 6.4.1 All instructors have a responsibility throughout the academic year to identify students who may be at risk and to immediately provide the names of such students to their respective heads of departments. These include students who fail the first examination in a semester, those who

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persistently come late to classes, those who do not pay attention in class, and those who appear to be distressed.

6.4.2. Heads of departments shall identify all at-risk students registered in their programs at the beginning of each semester, including all students who are under academic probation, and forward the list of such students to their academic advisors and the AAC. The AAC shall identify whether the nature of the problem is purely academic or nonacademic. If nonacademic, the AAC will communicate the list of students to the Student Affairs Department for further assistance.

6.4.3 Communication with all at risk students shall be by email.

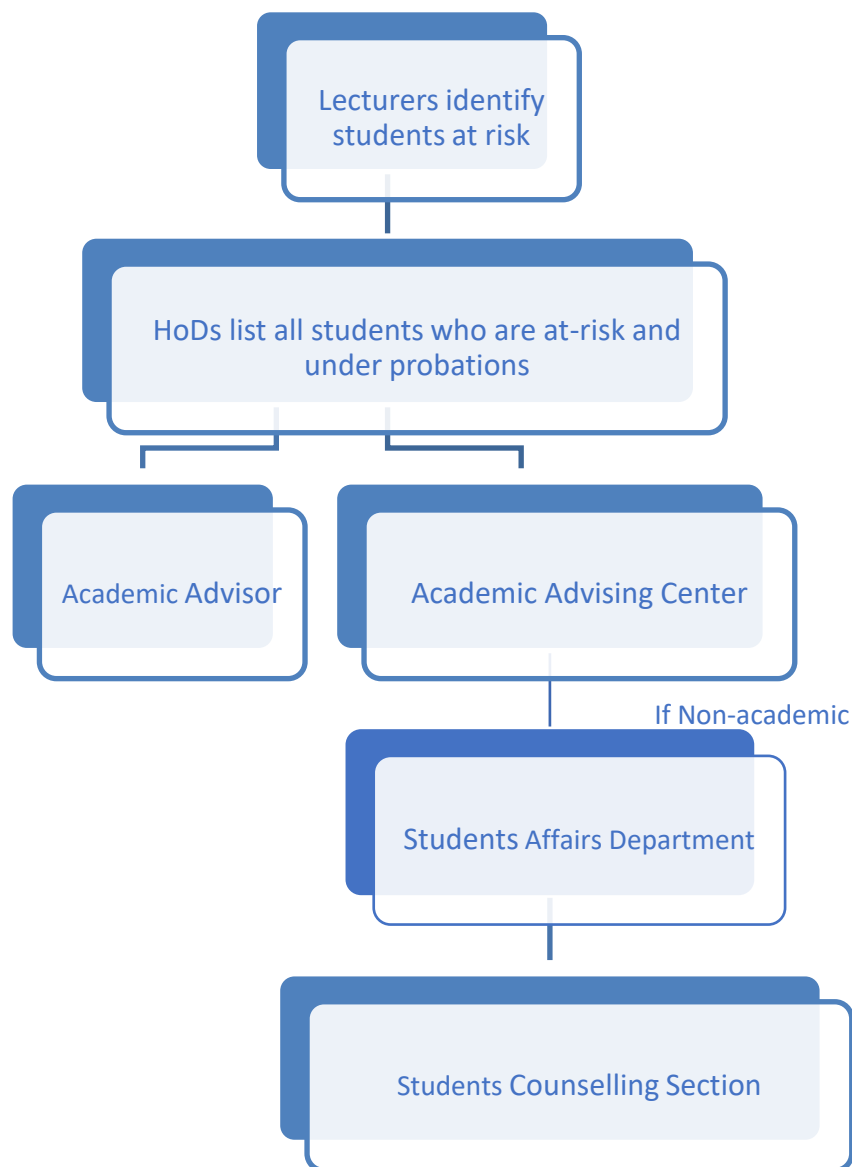


Figure 1 Diagram showing key departments and personnel involved in at-risk students and their interrelationships.

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#### 7. References

None

#### 8. General provisions

- Anything that is not stated in this policy or strategy is subject to the Law and internal rules and regulations of the University.
- Any infringement or breach of any of the terms of this policy or strategy may result in the offender being held responsible under the provisions of the Law and the University's internal rules and regulations.
- Any exception from this policy or strategy, up on implementation, shall not have any effect against the University or third parties unless it has been endorsed by the Vice Chancellor of the University and approved by the Board of Directors and/or the Board of Trustees, as the case may be.

#### 9. Revision History

Version	Author/ Reviewer	Revision(s) made and justification	Date
III	Deputy Vice Chancellor for Academic Affairs and Research	<p>The policy has been modified as following:</p> <ul style="list-style-type: none"> <li>• The Policy Review Cycle has been changed.</li> <li>• The term of <i>Academic Advising Center</i> has been added under definitions.</li> <li>• The term <i>at-Risk students</i> has been added in the policy whenever the policy name is mentioned.</li> <li>• Under 6.1.2, points c, e and f have been deleted, and item i has been added.</li> <li>• Academic Advising Center Roles and Responsibilities have been added under 6.1 as a new stakeholder.</li> <li>• The points 6.2.2 and 6.2.4 under 6.2 have been modified and 6.2.5 has been deleted.</li> <li>• Under 6.4, the whole procedures have been modified and the diagram of key departments and</li> </ul>	22 Feb 2023

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		personnel involved in academic advising and their interrelationship has been modified to match the procedures.	
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