



## Academic Advising

### □ Introduction

The Saudi Electronic University seeks to provide everything that support students' academic journey, due to the importance of following up on student academic affairs as it has a scientifically- proven positive impact on the students' academic achievement and performance. In addition, the university is interested in investing the academic competencies at the various study levels at the university. The Academic Advising System mainly aims to link students to the university through qualified academic advisors who can provide them with help and guidance to support their academic path.

### □ Definition:

The Academic Advising is a constant communication between students and their academic advisor to ensure their smooth progress in the scientific program, fulfill their desired goals and the appropriate academic achievement for their abilities, and help them overcome any academic difficulties during their study. In addition, academic advising is a task assigned to faculty members, as they should guide students, explain to them study regulations and rules, help them to develop their abilities, as well as support them to overcome any obstacles that may negatively affect their study level.



#### □ Goals:

- 1- Support new students to get used to the new university life smoothly.
- 2- Introduce the university's regulations and rules, study requirements, how to apply and deal with it, and the actual and virtual available services.
- 3- Support students to improve their academic skills.
- 4- Encourage and support talented students to keep their excellence going.
- 5- Support struggling students to overcome difficulties and obstacles by finding out reasons and helping them to solve it.
- 6- Release student's weakness and failure in academic achievement from withdrawal from study or dropout.
- 7- Achieve quality in the academic process by providing integrated services to students and providing qualified workforce in all scientific and practical aspects.

#### Applying process of the Academic Advising:

##### □ Tasks of the Academic Advising Unit at the Student Care Center:

- Supervising the academic advising process at the university.
- Issuing complete procedural guides for academic advising (Academic advising Regulations – Academic Advisor Guide – FAQs – Student Guide).
- Updating the academic advising process forms, approving them by the authorized person, and automating them on the system.
- Designing the full content for the purposes of academic advising at the university level and send it (awareness and training).
- Training faculty members on academic advising skills periodically (every semester). - Submitting quarterly reports to the University Advising Center Management.



**a. Awareness of academic advising and its importance:**

- Orientation programs for new students to introduce the study system, exams, attendance, and absence.
- Awareness programs about the importance of academic advising, its definition and how to communicate with each student's academic advisor
- Awareness programs about the importance of keeping the GPA, proper functioning of the academic program, and registering in courses according to the study plan.
- Awareness programs about the regulations of face-to-face and virtual classes, and office hours for faculty members and academic advisors.
- Advising programs for struggling students to support them to overcome difficulties.
- Advising programs for talented students to encourage and motivate them.
- Advising programs for students with special needs and disabilities to support and enable them to achieve academically according to their abilities.
- Programs about introducing the rights, duties, and the university student ethics.

**Tasks of the Academic Advising Committees at the Common First Year and Colleges:**

- Supervising and following up on academic advising at the concerned college.
- Distributing students to academic advisors in the scientific departments of the college on a quarterly basis before the beginning of the semester.
- Submitting the approved lists to the concerned authority to link students to the system and to activate advising at the beginning of each semester.
- Welcoming new students and introducing them to academic advising services at each academic level.
- Activating the awareness programs for academic advising at the college (periodic – unified schedule).



- Encouraging academic advisors to become familiar with university regulations, scientific college programs and their requirements, and to be able to explain it in detail to students when necessary.
- Supporting academic advisors to overcome any technical difficulties when using university systems for academic advising purposes. - Submitting the quarterly reports to Dean of the College and then to the Academic Advising Unit at the Student Care Center.

**The academic advisor has a fundamental role in:**

- Contributing to spreading the culture of academic advising and supporting its concepts.
- Encouraging students to complete their academic path, improve their level, raise their ability to face their problems, and support them to complete all their academic requirements within the time available.
- Developing and strengthening self-monitoring, responsibility, independence, self-learning, self-confidence, and abilities of students.
- Encouraging and supporting high-achieving students to complete their Graduate Studies.
- Encouraging and supporting students with special needs to complete their academic path.
- Encouraging students to participate in the fields of scientific research in colleges.
- Urging students to attend and participate in activities and workshops that are held on campus and presented by experts and specialists.
- Urging students to participate in community volunteering, extracurricular activities and competitions that represent the college and on and off campus.
- Recommending career opportunities available for students after graduation.



□ **Transfer to support services at the university:**

Students can obtain support services upon the student request or when needed, therefore, the advisor must agree with the student to make the transfer via Banner and send an email to the concerned authority at the university as follows:

- a. Psychological and social advising: to get mental health care services or consider a social situation (such as domestic violence, harassment, bullying, drugs, etc.).
- b. Support students with special needs: to obtain services that improve the student's university experience and enable them to have academic facilities appropriate to their needs.

Psychological advising Unit:	<a href="mailto:msd@seu.edu.sa">msd@seu.edu.sa</a>	Psychologist:	<a href="mailto:pcu@seu.edu.sa">pcu@seu.edu.sa</a>
Social advising Unit:	<a href="mailto:scu@seu.edu.sa">scu@seu.edu.sa</a>	Social worker:	<a href="mailto:scu@seu.edu.sa">scu@seu.edu.sa</a>



❑ **Exceptional cases:**

- If the student requests to change the academic advisor: he/she has the right to do so as in the following cases:
  - In case of transferring to another college, students can send an email to the Academic Advising Committee at the college and ask to assign another academic advisor to make the appropriate change and submit it through the system.
  - In case the academic advisor did not respond within three working days of sending the student an e-mail or submitting a ticket through Banner, students shall contact the Academic Advising Committee at the college to have a statement, if the academic advisor is unable to present because of his/her sickness or other reasons.
  - If the academic advisor didn't respond for the second time, the academic advising committee will contact the college and request for a substitute, explaining the reasons then submit it through the system. This will be shown in the evaluation of the academic advisor and the quarterly report and taking into account the continued assignment of the advisor's tasks to the students of the college.



- **Transferring the student from one academic advisor to another:**

- If the student is registered in another college, the academic advisor in this case informs the academic advising committee to request for a change with explaining the reasons.
- If there is no communication between the advisor and the student because of a dispute between them that are documented in writing.
- If the student abuses the academic advisor in any way, documented in writing.

In these cases, the advisor informs the academic advising committee and requests for a change with explaining the reasons and submitting proof. Then it will be referred to the relevant investigation committee to change the advisor or referring the student to the relevant disciplinary committee.