

# College of Medical Rehabilitation

## Academic Advising Guide



**Academic Advising Unit**

**2020-2021**

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# Introduction

Academic advising and counseling is an assistant educational service established at Qassim University and operates at the level of the College of Medical Rehabilitation. This service aims at helping students in exploring learning opportunities inside and outside of the classroom, while successfully negotiating the academic rigors of the College environment. In addition, academic advising assists students in formulating and implementing an educational plan that is consistent with their values, abilities, career and life goals, and prepares them for leadership in service to humanity.

The academic advising system imposes duties on both sides of the educational process; the educational institution and the students. These duties are reflected in the overall administrative, technical, and academic systems and regulations that govern the activity of the educational process and its outcomes. Academic advising is unique in its vital role of conveying the general image of University life and illustrating the different dimensions of this image to students.

In accordance with this approach, our concern about students as a key component in the educational process – in the presence of a democratic administrative approach in dealing with various aspects of the components of the educational process - makes us always work to guide, follow up students, evaluate their achievements, and help them to identify the obstacles that face them and limit their progress. This would be achieved through a specialized Academic Advising Unit that undertakes the tasks of providing academic guidance services with high efficiency and effectiveness, aiming to achieve the psychological and social balance for students who are regarded as the most important component of the educational process.

The success of the educational process, being dependent on the extent of motivation, response and interaction of students, emphasizes the significance of providing all the basic requirements that would encourage students to be creative and innovative within the University educational environment. It is of no doubt that the progress of any nation or institution, certainly depends on the availability of psychological and social security capabilities for its members. These capabilities are reinforced by the actual engagement of University students in the educational process, and their interest to study the desired specialty. This sense of psychological security is reinforced by students' understanding of the College regulations, and their awareness about the study plan, requirements of success, calculations of cumulative rates, procedures for registration, deletion and addition, as well as easy communication with the guidance channels, to ensure their social existence as active members of the University environment.

## Vision of Academic Advising

The vision of Academic Advising is to enrich the educational experience at the College of Medical Rehabilitation by fostering successful academic, personal and career development for our students. Academic Advising aspires towards achieving the requirements of high quality in the educational process and creating the best academic counseling experience for each student, by providing all the required support to the learning efforts of our students. Academic advising not only develops a foundation for student achievement at the College of Medical Rehabilitation, but also achieves academic excellence at the level of Qassim University.

## Mission of Academic Advising

The Mission of the Academic Advising and Counseling service is to promote students to maximize their academic success by empowering them to take responsibility for:

- Exploring a broad array of academic interests and opportunities.
- Becoming responsible and reflective learners throughout their study plan, and beyond.
- Addressing academic challenges.
- Identifying and achieving their educational goals; consistent with academic, personal, and professional career goals.

## Philosophy of Academic Advising

Academic advising is a crucial part of the learning process at the College of Medical Rehabilitation; being regarded as a partnership between students and advisors. The key tenet for an effective system of advising is *shared responsibility*. Although students are personally responsible for planning their academic program to meet all graduation requirements, nevertheless, students need the mentoring and guide of academic advisors, who in turn, help students make informed decisions and effective academic choices compatible with their life goals. An effective system of advising ensures that the advising needs of all students are addressed.

# **Chapter 1**

## **Concepts of Academic Advising**



## Concept of Academic Advising

Academic advising represents an essential and central pillar of the educational system, as it is regarded as an objective response to confront the social, economic and human variables within the system core and its educational philosophy. Academic advising is responsive to the needs of the learners to communicate with University education; representing a national development necessary to achieve the requirements of humanity in creativity and excellence.

Academic advising is represented by the two axes of the mentoring process: the educational institution and the students. This role is reinforced by the academic advisor who acts through the Academic Advising Unit during the academic year to assist students in clarification of their academic / professional career goals, and the ultimate development of educational plans for the realization of these goals, making the best use of all available capabilities and alternatives. Thus, academic advising is an ongoing, multifaceted, decision-making process by which students realize their maximum educational potential through communication and information exchanges with their advisors.

The academic advising process is complemented by the awareness and understanding of all parties in the mentoring process, with the aim of guiding students in selecting the most appropriate methods to adapt to University environment and ultimately achieve the desired success. This goal is achieved via providing students with various academic skills that improve their level of educational attainment, discussing their scientific aspirations, as well as orienting students about University regulations and laws. This would be implemented through various guidance and advisory services, in the form of individual academic guidance, mentoring programs and various consultations.

Academic advising functions continuously to simplify and facilitate the administrative procedures, with the aim of providing students with the best services, in record time, and in accordance with the comprehensive quality standards sought by the College. This goes in concurrence with increasing investment in educational and intellectual projects and scientific research.

# Academic Advising and Student Support Unit at the College of Medical Rehabilitation

## Structure of the Academic Advising and Student Support Committee

- Head
- Supervisor
- Staff members (Advisors)
- Secretary

## Policy and Procedure Adopted by the Academic Advising Unit

**Policy:** Staff members of the College of Medical Rehabilitation provide academic advising and counseling for all students in the DPT Program regarding academic, personal and professional development. Advising service is provided under appropriate confidential regulations.

**Procedure:** Upon admission to the DPT Program at the College of Medical Rehabilitation, each student will be assigned an academic advisor who provides academic assistance and individualized attention to promote each student's success. Having a hand for help gives students a strong foundation for persevering and overcoming all the anticipated challenges.

## Roles and Responsibilities of the Academic Advising Unit

- Developing a plan for academic advising at the department.
- Supervising the execution of the academic advising plan.
- Welcoming new students on the first day of the academic year, preparing students to adapt to University environment and acquainting them with the College requirements, rules, policies and procedures that affect their educational achievement.
- Informing students about the vision, mission, and objectives of the educational program of the department.
- Raising awareness among students about the importance of academic advising and how students would benefit from communicating with their advisors; highlighting the aspects of care and services offered by the unit.

- Confirming distribution of all students to academic advisors at the beginning of the academic year; using the College website for this purpose.
- General supervision of the academic advisors; informing them about their assigned students, ensuring that all advisors are provided with specific and accurate information and that they keep updated students' records.
- Ensuring that the office hours of the academic advisors are announced and posted, which would facilitate students' having access to their academic advisors at regular schedules throughout the academic year.
- Considering students' academic problems referred to the unit by the advisors, and seeking to resolve these issues through appropriate solutions, or otherwise submit to the Vice Dean for Academic Affairs or to the College Dean, if necessary.
- Providing individual and/or group counseling and advising to identify students' psychological, financial, social and health problems and submit them when necessary to the Deanship of Student Affairs to take the necessary action.
- Evaluating the academic advising system, in order to strengthen the advising process, by designing and distributing student questionnaire that surveys the degree of student satisfaction regarding the academic counseling services offered by the unit.
- Submitting an annual report including all the actions taken to implement the executive plan of the unit, with reference to the required areas of improvement.

### **Academic Problems that Necessitate Intervention by the Academic Advising Unit**

Academic problems include:

- Dramatic drop in grade point average.
- Poor study habits.
- Sudden changes in academic performance.
- Deficient class attendance.
- Poor concentration at class.
- Failure of concentration during exams.
- Request for the postponement or withdrawal from College.



# Axes of Academic Advising

## Axes of Academic Advising are Represented by: -

### 1. The Student:-

The student is considered an axis of the academic process. In case of absence of well-structured and targeted academic guidance, students bear responsibility to become familiar with University regulations upon admission. As a result of the individual variations between students, some would be able to get oriented and adapt with such regulations, while on the other hand, others would be unaware of many of these regulations, with the possible consequences of facing many academic obstacles in the form of low rate, failure, dismissal and other problems that students bear responsibility for due to ignorance about the systems, or might as well ineffectiveness of the academic advising system.

### 2. The Educational Institution, which is represented by:-

\* **College:** The College is the body of authority that issues study plans. The College also appoints the academic advisors after listing the number of admitted students and Faculty members in the College.

\* **Academic Advising Unit:** Academic advisors (Faculty members and their assistants) help students take the right decisions that would direct them successfully and effectively, throughout their academic career.

\* **Vice dean of Educational Affairs:** Concerned with registering students' courses that meet the program requirements.

\* **Deanship of Admission and Registration:** Concerned with updating systems and regulations of academic advising.

# Principles of Academic Advising

Academic Advising Principles enable the counselor to adapt academic advising practice so that it consistently supports students in ways that are appropriate to their course context.

## Academic Advising is based on the Following Principles:-

- **Equity:** All students have access to high quality academic advice services.
- **Structured:** Academic advising is represented by a structured unit framework, with a systematic approach to continuous assessment and improvement.
- **Competency:** Ongoing professional development for staff offering academic advice to ensure that they are current in advising skills.
- **Coherence:** Professional services and academic staff work together to ensure a holistic experience of academic student support.
- **Consistent:** Students have opportunity to develop a personal, consistent relationship with their advisors, all throughout their learning experience.
- **Proactive monitoring of student progression:** Academic advisors provide guidance to help their students achieve the desired goals.
- **Clear, accessible, up-to-date:** All students receive clear, accessible, up-to-date information regarding their inquiries at regular scheduled dates.
- **Confidentiality:** Academic advice is based on respect for individual student's confidentiality at all aspects.
- **Trust and respect:** Academic advisors and students strive to develop an effective working relationship based on mutual trust and respect.

These principles establish an adaptable and consistent approach that appropriately matches the specific needs of all students.

## Academic Advising Skills

- A successful academic advisor is able to communicate effectively with students, can define their needs, listen to them carefully, understand them and care for them. The advisor does not attack or ridicule students, but rather invests their experiences, trusts their capabilities and engages them in designing their study plan. Subsequently, the advisor would be able to support students in overcoming the obstacles that hinder their study path.

- It is of no doubt that the academic advisor should be well-knowledgeable about the system of study at the College, as well as all the rules and regulations, in force at the College and University.

### **Academic Advisors must be equipped with the following skills to ensure achievement of the assigned goals:-**

These skills include: -

#### **• Leadership Skill:**

The academic advisor would be able to create a positive relationship with students to influence them and help them to proceed towards achieving their desired educational goals.

#### **• Empathy Skill:**

The academic advisor would be able to share students' their feelings and reactions; a necessary skill to develop a good relationship with students, hence helping them to accept guidance and advice.

#### **• Planning Skill:**

The academic advisor would be able to assist students in setting goals and achievable procedures, for example helping students to choose the appropriate specialty, with the aim of achieving remote goals related to their future academic career, or assisting them in designing plan to raise their GPA.

#### **• Organizational Skill:**

The academic advisor would be able to organize and arrange the advising and counseling activities in a manner that ensures the best outcomes for the students. This applies to organizing student record files, registration, deletion .....etc.....

#### **• Listening Skill:**

The academic advisor should be a good listener for students, to be acquainted with their opinions, ideas, suggestions, and the problems they face, and hence would be able to provide the needed guidance and support. This would augment the relationship between students and advisors, and enhance students' self-confidence.

- **Decision-making and Problem-solving Skill:**

The academic advisor would be able to promote students' confidence in decision-making, by enhancing student autonomy throughout the academic procedures. Advisors listen to students' perspectives and discuss with them the obstacles they face. Students are expected to learn how to identify the problem and make the appropriate judgments and decisions to resolve.

- **Group Counseling Skill:**

This skill is concerned with dealing with a group of students who share an issue in common, such as unfamiliarity with the system, educational difficulties, academic delay, absenteeism, low GPA....etc. In this aspect, the advisor would deal with this issue for a group of students at a time, to avoid wasting of time, and meanwhile achieving other goals, including engaging students in solving their problems through making correct and appropriate decisions. This would be achieved by dividing students into groups so that they could identify the problem, discuss its causes and consequences, then make the appropriate decisions to handle the problem.

- **Time Management and Investment Skill:**

It is an important skill that underlies scheduling and coordinating the advisor's duties, and defining the time plan for such duties, including registration, deletion, addition, scheduling and organization of office hours during which students meet with their advisors.

## Academic Advising Plan for the College of Medical Rehabilitation

### Elements of the Academic Advising Plan:-

- Preparing students to adapt to University environment.
- Organizing orientation programs for new students to acquaint them about the educational policy and exams, maximize students' awareness about the concept and importance of academic advising, and inform students about their rights and duties.
- Supervising registration of the academic schedules for all students, as well as registering supplementary and free courses, in accordance with the number of credit hours available in their study plan.
- Enhancing the academic achievement of students, raising their capabilities and helping them to overcome obstacles encountered during their educational attainment.
- Reducing incidence of academic failure (preventive counseling).
- Providing individual and/or group counseling and advising for students having academic problems.

- Caring for students with low and stuttered academic achievement by designing mentoring programs to help them overcome their obstacles and improve their educational attainment. Follow up of those students until they achieve the desired success.

### **General Objectives of the Academic Advising Plan: -**

- Spreading awareness about the importance of academic guidance among students, so that this service would be easily accessible for students in need, even if they do not seek for this service.
- Providing academic advisory programs and services, in accordance with students' academic needs to enhance their academic achievement.

### **Executive Plan:-**

- Reviewing counseling lists and redistributing new students to academic advisors.
- Determining the exact dates of office hours allocated by the advisors for academic counseling, to discuss problems and obstacles encountered by the students.
- Arranging a meeting with academic advisors to orient them about the tasks of the advisors and provide them with the academic advising guide.
- Ensuring that students are oriented about the specified starting period and end period, allowed for amending their academic schedules.
- Filling in the amendment form, and confirming signing it by the academic advisor.
- Alerting students to revise their schedules and refer to the advisor in case of defective registration of approved courses in their schedules.
- Determining students with low and distressed academic attainment at the beginning of the semester and urging the assigned advisors to meet them to explore the causes. Academic Advisors contact Advisees through messages through students' portal, text messages (SMS) and E-mail message.
- Collecting reports from advisors on the causes of academic deterioration and the proposed improvement action plans.
- Distributing academic advisory evaluation questionnaire to students, followed by statistical analysis.

# Chapter 2

## Responsibilities of the Academic Advisor



# Dimensions of Academic Advice

The academic advisor is a constant *point of personal contact* “*The face of the University*” who offers a consistent and regular support to students throughout the academic year.

## The Academic Advisor Supports Students through the following Three Dimensions:-

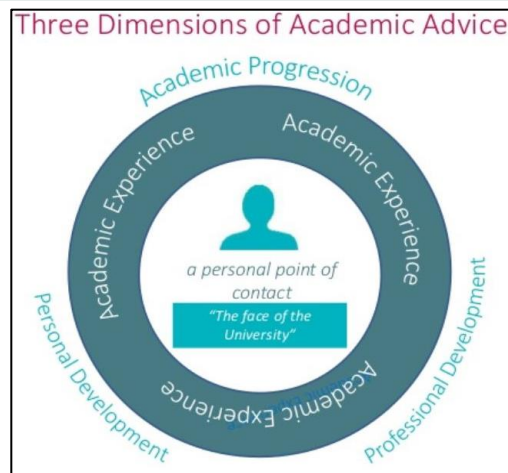


Figure (1) showing the Three Dimensions of Academic Advice

### (I) Academic Progression:

- Monitor students' academic performance and engagement.
- Support students to reflect on their progress and achievement.
- Develop their capabilities so that they can manage their own learning and ongoing development.

### (II) Personal Development:

- Ready to listen sympathetically to student concerns.
- Stay in regular contact with students for discussions and decision-making.
- Engage students to become active members of their academic community.

### (III) Professional Development:

- Develop students' professional thinking and foster their professional identity.
- Support students to make connections between academic study and their life aspirations.
- Provide academic advice on the relationship of academic knowledge skills and professional application.

# Tasks of the Academic Advisor

Tasks of the student's academic advisor are determined as follows:

## First: Technical Tasks:-

### 1. Acquainting New Students about College Educational Program and Study Policy:

- Academic advisors introduce students to the Vision, Mission and Objectives of the College of Medical Rehabilitation.
- Advisors should be oriented about University rules and regulations, and provide students with accurate information regarding program policies, procedures and requirements, as well as fields of work for its graduates.

### 2. Registration for New Students:

- Students' academic schedules are registered electronically via the Vice dean of educational affairs.
- Academic advisors should be aware of the allowed timing of registration, deletion and addition, announced by the Deanship of Admission and Registration, and ensure that students are well-oriented about the specified timing.
- Advisors are available if assistance with registration is needed; helping students in case of difficulty in registration or presence of some opposing materials.
- Advisors make sure that students know the place and schedule of their lectures, and that there is no conflict in the dates of their academic schedules.

### 3. Course Selection and Registration for Students with Distressed Academic Achievement:

- Academic advisors assist failed students, and students with distressed academic achievement (*belonging to the old study plan*) in decision-making as regards course selection and scheduling for registration.
- Advisors should be aware of the College study plan and graduation requirements for students. Advisors would:
  - ✓ Review the student's academic register file (including the courses studied and the student's study plan).
  - ✓ Discuss with the student the appropriate options (adding or deleting courses, raising the rate etc...).
  - ✓ Guide the student in filling the registration form by referral to the College study plan.



This is to ensure that student's study plan complies with the College study plan and satisfies degree requirements, thus avoiding any delay in graduation.

- While selecting the appropriate courses, the following items should be taken into consideration:

- It is mandatory for every student to pass successfully all the courses included in the preclinical phase (Year 2 & 3), before being allowed to register courses belonging to the clinical phase (Year 4 and beyond).
- Identifying the minimum and maximum credit hours that a student is currently allowed to register (Student's Academic Load). This is determined in accordance to the student GPA.

**Academic Load:**

- Academic load refers to the total credit hours for the courses registered by the student during the semester. It is determined in accordance to the following regulations:
  - The minimum academic load is 14 credit hours per semester.
  - The maximum academic load is 20 credit hours per semester.
  - The maximum academic load is 16 credit hours per semester for students with GPA less than 2.75.
- The student on the threshold of graduation is allowed to exceed the maximum, the increase being not more than three credit hours (i.e. up to 23 credit hours per semester).

**4. Preparing and Updating the File of the Academic Record for each student:** The advisor opens a file for each student. The student is allowed to have access to personal academic record under the advisor's supervision, while maintaining the confidentiality of student's information and academic records.

Students' Academic Record includes the following: -

- Student information form.
- Program requirements for graduation for the respective department.
- Registration forms (Student's schedule plan for the current semester).
- Transcript of the previous semesters.
- Cumulative grade average to evaluate student's performance and level of achievement.
- Updated copies of different forms of all administrative documents that show the academic progress of the student (such as the deletion, addition, incomplete, postpone excuses, and withdrawal forms ...).
- Copies of any reports or warning letters sent by the course coordinators, related to student's attendance or performance e.g. low academic achievement.

- Schedule for providing individual periodic advising sessions for the student, associated with a report on each advising session.

### **5. Maintaining Scheduled Periodic Meetings with Students for Consultation and Guidance.**

- Academic advisors are requested to conduct group meeting with all students at the beginning of each semester, to evaluate their study plan and ensure it satisfies University requirements.
- Advisors should regularly meet their students during the semester, for regular follow-up of their educational attainment and achievement, monitoring students' academic progress towards the educational goals, writing periodic reports and attaching them in the students' files.
- To be effective, the advisor must recognize that each student has different abilities, interests, aspirations, needs, experiences, and problems so that the approach in dealing with students would be different from one to another.

### **6. Allocating Office Hours for Students Under Supervision,** in order to provide accessible advising services in the form of:

- Guide students to become more independent, self-directed and assume responsibility for their decisions and actions, in order to be able to meet their own academic, personal and career goals.
- Help students to explore their interests, abilities and goals, define and develop realistic educational plans and relate them to future career opportunities.
- Discuss the problems and difficulties faced by students (whether academic-related or others e.g. personal or social difficulties....etc..) and respond to different students' needs. Provide supportive advising and counseling outreach programs, seeking appropriate solutions to help students in overcoming barriers that hinder their progress throughout their educational track.
- Follow-up of students' defaulting; if student's achievement level is weak, the advisor would intensify the meeting with the student, trying to understand the reasons accurately and resolve them. Otherwise, the advisor would address the course coordinator or raise the issue to the Committee of Academic Advising.
- Identify and select meritorious and model students, and those distinguished in some courses; continuously praising, encouraging, and honoring them at the College and University level to receive rewards of excellence. This would motivate them for more achievement and would certainly encourage their peers.
- Connect interested students with honors options, opportunities for undergraduate research and scholarship, and other experiential learning options.
- Discover and develop students' talents.

- Help students to make the most of the e-learning site at the College.
- Urge students to participate in academic and extra-curricular activities.
- Encourage students to take advantage of the library and manage time effectively.
- Help to stabilize student's future career and contribute to opening up prospects for job opportunities, training or continuing higher education.
- At the advisor's discretion, to provide students with letters of recommendation when provided with adequate information.

**7. Explanation of Graduation Requirements:** (Table 1)

It is essential for every student to successfully pass (200) credit hours in order to obtain a Bachelor's degree of Doctor of Physical Therapy Program (DPT), distributed as follows: -

**Successful Completion of:**

- Mandatory University Requirements: equivalent to (12) credit hours.
- College Requirements: equivalent to (63 credit hours for mandatory courses) and (6 credit hours for elective courses).
- Program Requirements: equivalent to (80 credit hours for mandatory courses) and (12 credit hours for elective courses).
- Mandatory Extra-departmental Requirements: equivalent to (21) credit hours.
- Free courses: equivalent to 6 credit hours.

**Curriculum Structure**

Program Structure	Required / Elective	No. of courses	Credit Hours	Percentage	Total %
Institution Requirements	Required		12	6%	40.5%
	Elective		0	0	
College Requirements	Required		63	31.5%	
	Elective		6	3%	
Program Requirements	Required		80	40%	56.5%
	Elective	6	12	6%	
External Program Requirements	Required		21	10.5%	
Others	Free Courses	3	6	3%	3%
Capstone Course/Project		1	2		
Field Experience/ Internship	Clinical Intern	12 Months			
Total			200	100%	

**Table (1)** showing credit hours as graduation requirements for Bachelor degree of DPT Program

- Completion of all required courses with a GPA not less than (2.0).

- Academic advisors assist the students in preparing a timetable and plan to complete the graduation requirements, throughout a period not exceeding the maximum number of allowed study years (six years).

**7. Explanation of the Grade Point Average (Quarterly and Cumulative):** Each letter grade has a numeric value represented by points. The points of each course are based on this numeric value and the credit hour value of that course.

**Anatomic Record:** It is the record that monitors students' academic level in terms of grades and averages for each semester, and GPA since they joined the University. Students are advised to check their academic record every semester. Each student can request the academic record from the student affairs section at the College. Each student may consider checking on the courses for any error therein.

### GRADING SYSTEM USED IN THE TRANSCRIPT

Mark	Grade		Points
95 –100	A+	EXCEPTIONAL	5.00
90 - less than 95	A	EXCELLENT	4.75
85 - less than 90	B+	SUPERIOR	4.50
80 - less than 85	B	VERY GOOD	4.00
75 - less than 80	C+	ABOVE AVERAGE	3.50
70 - less than 75	C	GOOD	3.00
65 - less than 70	D+	HIGH-PASS	2.50
60 - less than 65	D	PASS	2.00
Less than 60	F	FAIL	1.00
	- IP	IN-PROGRESS	-
	- IC	IN-COMPLETE	-
	- DN	DENIAL	1.00
60 - 100	NP	NOGRADE-PASS	-
Less than 60	NF	NOGRADE-FAIL	-
	- W	WITHDRAWN	-

Table (2) showing the Grading System Used in the Transcript

#### Performance Evaluation:

- Academic advisors help the students to bear their academic load according to their quarterly and cumulative rates, so that students with underrated cumulative average, could overcome this problem and raise the rate.

- Advisors should clarify to students that academic observation is not a punishment or discipline, but rather, it enables students to proceed in their study with the minimum load of allowed registered hours; a 14-credit-hour system, which would help students to improve their performance. Moreover, completion of a specialty at an acceptable and reasonable level is more important than rapid completion of the program with low performance.

## **7. Submitting a Periodic Report on Students' Performance to the Unit of Academic Advising and Support (before the end of the semester):**

The report includes the academic performance of the student (better or worse than before) and the measures taken to address and manage any deteriorated performance.

### **Second: Administrative Tasks:-**

#### **• Delete and Add Courses:**

The advisor distributes the “form assigned for deletion or addition” to students who wish to make adjustments to their original registration schedule, according to the academic calendar.

#### **• Withdrawal from a Course:**

The advisor signs the “withdrawal form” for students who wish to withdraw from a course. Those students would obtain a mark (withdrawn) in their academic record. Withdrawal from a course is allowed according to the academic calendar, provided that the number of credit hours is not less than (14) hours. Such form must be approved by the College administration.

#### **• Students' Absence:**

Absences are counted from the first day of the semester. The general policy of the College necessitates issuing a first probation to the student if absence is 5% of the approved teaching hours of the course, and issuing a second probation if absence is 10% of the approved teaching hours for the course, and depriving the student from attending the final exam of the course if absence is 20% of the credit hours of the course. A student who has been deprived of attending the final exam due to skipping the absence rate, is considered failed in that course.

In the event of a student being deprived of attending the final exam due to skipping the absence rate, a report would be issued by the course coordinator to the Student's Affairs Office, who in turn submits the issue to the Vice Dean of Academic affairs, to study the student's excuses. If excuses are accepted according to College bylaws, the Vice Dean would submit a recommendation to cancel the deprivation.

#### **• Postponement and Dropping out of Study:**

The student is allowed to submit a request for postponement to the Student Affairs Unit at the College, according to the academic calendar. The postponement duration is a temporary withdrawal that should not exceed two consecutive semesters or a maximum of three inconsecutive semesters throughout the student's study period at the University.

- **Withdrawal from the University:**

Withdrawal means permanent departure from the College without the possibility to return, except in rare and special cases estimated by the College. A form of eviction from the College would be obtained from the Deanship of Admission and Registration. The student can completely withdraw from the University when he finishes the clearance procedures.

### **Third: Organizational Tasks:-**

#### **(I) Problem Solving for Academic Issues**

The academic advisor would assist students in facing difficulties related to their educational courses, possibly via identifying the causes of the problem and suggesting appropriate solutions. These problems include:

- **Course Management:** To recognize: -----

Which parts of the course require the most attention? How to spend time studying the course?

Do they revise their lessons?

- **Time Management:** To recognize: -----

Are students aware of the time required for study? Are they wasting their time?

What are their priorities? How do they distribute the equivalent times for respective courses?

- **The Relationship between Faculty and Students:**

Do students face difficulties regarding the course or the coordinator?

- **Study Skills and Traditions:**

- Do they study? How, when, and where?

- Offering proposals to improve their study skills.

- **Exam Skills:**

- Do students suffer from exam anxiety? How do they deal with that?

- Do they have the basic skills to be prepared for, and attend exams?

• **The Need for an Additional Level of Ability (Teaching):**

Encourage students to make the necessary arrangements to increase their abilities that would qualify them to finish a course, to understand this situation, and provide them with additional assistance.

• **Delete a Specific Course:**

It is preferable to take steps to delete the course before the specified final date, in the following cases: -

- Increase of the student's academic load and in order to achieve a suitable GPA.
- To achieve better performance in the remaining courses.
- To relieve some physical and psychological stress (as in case of pregnancy for female students), medical treatment, and some special problems).

These cases do not include the following conditions: -

- Deleting the course secondary to achieving a weak score in the first test of the course.
- Student's non-satisfaction about the course or the coordinator.
- Failure in a course due to non-exertion of the required effort.

Therefore, students should not be advised to delete a course except when such deletion is expected to participate in the students' success.

**(II) Problem Solving for Non-Academic Issues that Hinder Student Performance**

○ **Orientation:** -

The advisor should assist students in analyzing their current situation and guide them towards the appropriate steps to follow in facing their problems before their study path is greatly affected. Some students fail to adapt and become mired in psychological, social or physical challenges and, hence they must be directed to the second level of professional psychological, social and medical counseling.

○ **Encouragement:** -

Problems facing the students might result in frustration and hence, deteriorated academic performance. A few words of encouragement can act significantly to improve students' spirits, raising their capabilities in facing their problems, thus enhancing academic achievement.

- **Decisions related to future vacancy:**

The counselor should engage the students in thinking about the career opportunities available to College graduates, in coordination with the relevant authorities, as well as in encouraging outstanding students to complete their post-graduate studies.

### **Cases of Social and Psychological Problems**

- Cases where students encounter social or psychological problems, that would hinder their academic performance in the form of deteriorated academic achievement or dramatic drop in GPA or other related issues, such cases would be referred by the guidance committee to appropriate resources within the University, as necessary, where problems can be managed by the intervention of professional social or psychological counselor.

## **Confidentiality**

- One of the objectives of the Academic Advising Unit is to raise the advisors' awareness regarding the confidentiality of student information.

- Advisors are bound by professional codes of ethics concerning confidentiality. All advisors must ensure that confidentiality is maintained with respect to all forms of students' records.

- Information disclosed in advisee educational records is used only in the context of the case requirements. Advisors do not release information about any student to third parties without the student's written permission, except in circumstances when disclosure to a third party is legitimate.



# **Chapter 3**

## **Responsibilities of the Student**



## Student Roles and Responsibilities

Academic advising is a valuable tool that is regarded as a mechanism for student assistance. Students bear full responsibility for taking academic decisions, fulfilling all academic requirements and achieving academic progress. Academic advisors will assist by presenting options and identifying resources.

### Students' Roles and Responsibilities include:

- Review the student College guide and check the University website to be oriented about the College and University policies, procedures, program study requirements and codes of conduct.
- Determine the assigned academic advisor and identify the office hours of the advisor.
- Schedule appointments in a timely manner to meet with the assigned academic advisor for inquiry about any aspect of ambiguity; whether related to educational progress or other non-academic issues:-
  - Prepare a list of questions or concerns before each meeting with the advisor.
  - Ask specific questions about policies, procedures, requirements, etc... until understood.
  - Seek sources of information that will assist in making academic and career decisions.
- Attend all advising sessions as scheduled with the advisor, and provide the advisor with true and accurate information.
- Follow through and implement the academic advisor's recommendations.
- Be aware that the student has the final responsibility to select and register for courses that meet the program plan requirements:-
  - Follow University procedures for registering courses and for making adjustments to class schedule.
  - After automatic registration, students must accredit their academic schedules through their personal file at the University website, during dropping / addition period.
  - Be aware of the details of the academic calendar.
  - Comply with academic deadlines for registration, Drop/Add, course withdrawals, etc.
  - Set up appointments with the advisor well in advance of the deadlines.

- Provide the advisor with current contact information. Each student should update the student's mailing address, telephone number, and e-mail address on annual basis or as changes occur.
- Inform the academic advisor about any variables or essential information that might affect the academic performance as significant changes to the academic schedule.
- It is crucial that a student schedules an appointment in an expedient manner, whenever any type of "extenuating circumstance" that may interfere with the student's educational progress, arises. Extenuating circumstances are events that are exceptional and unforeseen, including: significant illness, accident or injury, death or serious illness of a close family member or dependent, family crisis directly affecting the student or exceptional and unforeseen financial hardship.

In any of these circumstances the student should confer with the advisor before dropping or withdrawing from a course, adding a course, altering the course sequence, or withdrawing from the DPT program.

- On occasions, students might encounter events that are not exceptional, but which do affect academic progress. The student is responsible to manage these events independently, but may wish to discuss the event with the assigned academic advisor. These events include: minor illnesses (that are not classified as disabilities), minor computer problems or inadequate planning that might prevent completion or submission of coursework.....
- It is the student's responsibility to take into consideration when planning for major life events; personal events such as a student's wedding or planning for travel arrangements.
- Review eligibility requirements for scholarships and awards and when appropriate, discuss options with the advisor in a timely manner.
- Evaluate advisors and the advising system, when requested through fulfilling the questionnaire regarding students' satisfaction about the counseling and guidance services offered by the unit, in order to strengthen the advising process.

# **Chapter 4**

## **Electronic Contact Services in Academic Advising**



## Electronic Contact Service in Academic Advising

Based on the importance of development and the use of the most recent electronic services to raise efficiency and effectiveness of the academic advising at Qassim University, the Deanship of Admission and Registration, represented by the Vice Deanship of Academic Advising, issued a handbook aiming at clarifying the '**Contact Service**' in Academic Advising.

### Methods of Contact in Academic Advising:

**First:** Academic Advisor- Advises Contact

**Second:** Advisee- Academic Advisor Contact

**Third:** Instructor's Contact with Students

### **First: Academic Advisor - Advisees Contact**

This service enables the Academic Advisor to contact Advisees through one of the following means:

- **Messages through students' portal** (advertising bar appears in student's page)
- **Text messages (SMS)** (Received through student's mobile number registered in the system)
- **E-mail message** (Received through student's e-mail registered in the system)

The Academic Advisor can reach to his Advisees through the previous methods after logging into the personal page on the Academic System Portal.

### **Second: Advisee - Academic Advisor Contact**

This service enables the student to contact the assigned Academic Advisor and instructors, registered for the student, in the current effective semester, through sending an e-mail.

The process of sending the e-mail will be done after the student logs-in to the personal page on the Academic System Portal.

### **Third: Instructor's Contact with Students**

This service enables the instructor to contact the enrolled students, in the current effective semester, through sending an e-mail.

The process of sending the e-mail will be done after the instructor logs-in to the personal page on the Academic System Portal.