



جامعة الإمام عبد الرحمن بن فيصل  
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY  
كلية طب الأسنان | College of Dentistry

# Academic Advising and Counseling Guide

Vice Deanship For Academic Affairs



2021

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## Introduction

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Academic advising is an interactive process in which the adviser helps the student set and achieve academic goals, acquire relevant information and services, and make responsible decisions consistent with interests, goals, abilities, and degree requirements. Decisions concerning careers and/or graduate study may be part of the advising process. Advising should be personalized to consider the special needs of each student, which may include appropriate referral services

In higher education institutions and professional colleges, academic load and competition among students may result in stress and anxieties which can compromise their academic performance. There may be additional contributing factors of a personal nature which may exacerbate their academic problems.

Academic advising and counseling services provide guidance and support for students to overcome any academic problems or personal difficulties that may hinder the student's academic progress, as well as develop the students' capacities and potentials that enhance their academic performance.

Successful advising is subject to a number of factors, all of which contribute to the overall success of a student. It is dependent on the shared understanding of, and commitment to, the advising process by students, advisors, and the university.

## Goals and Objectives

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1. Accurately determine nature of students' difficulties in order to properly advise the student who is not performing satisfactorily and also to appropriately advise the Course Director(s) and the Vice Dean for Academic Affairs (VDAA) of these circumstances.
2. Counsel assigned students regarding specific learning problems and personal issues which may be affecting the education process, and to maintain student confidentiality unless permission is expressly granted by the student.
3. Conduct all aspects of advising and counselling in a manner that is inclusive of all students irrespective of affiliation, gender, age, disability or learning style.
4. Establish a mechanism for referral of students to VDAA or the University Counseling Center.
5. Guide reporting violations of the code of ethics and conduct to the VDSA.
6. Define a procedure for reporting any difficulties encountered by students in specific course(s) to the VDAA and appropriate Course Director(s).

## Academic Advising Unit Responsibilities

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1. Organize and monitor workshops, seminars and counseling meetings, their occurrences and outcomes.
2. Assign Advisors to students, outline the tasks of the academic advisors, prepare students files and forms.
3. Coordinate with Vice Dean for Academic Affairs to monitor students' academic performance or cases of violation of code of ethics or conduct.
4. Receive reports about students' issues and follow up on unsolved cases.
5. Receive the mid-semester reports submitted by the course directors from the Vice Dean for Academic Affairs - to follow students with academic/non-academic issues and direct them to their advisor/relevant authority.

## Academic Advisor Responsibilities

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1. Introduce students to the rules and regulations of studying at the College.
2. Explain their responsibilities as students.
3. Help students solve problems affecting their academic progress.
4. Advise and assist students with respect to their courses and registration issues.
5. Assist in developing communication skills and strategies to overcome challenges.
6. Form a relationship between student and campus personnel.
7. Guide reporting violations of the code of ethics and conduct to the VDAA.
8. Make sure that all files and information pertaining to students are treated with strict confidentiality.
9. Assist in increasing college retention and graduation rates.
10. Guide and motivate students preparing and planning for their career.
11. Provide referral for additional support as needed.
12. Assist students with academic and non-academic issues who are reported by the course directors in the mid-semester report. Students will be referred to the advisor by AACU.

## Student Responsibilities

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1. Know who their academic advisor is. If an academic supervisor is not assigned, students should contact the head of the AACU or VDAA.
2. Communicate directly or electronically with the academic advisor through all available channels.
3. Be familiar with the academic calendar and the important dates of registration and withdrawal.
4. Become knowledgeable about policies, procedures and requirements.
5. Inform the academic advisors of significant changes in their academic schedule that may positively or negatively affect their academic performance.
6. Prepare for advising sessions and bring relevant materials when contacting the advisor.
7. To act upon the advisor's recommendations and attend the meeting according to the agreed dates.
8. Recognize that advising is a shared responsibility and accept final responsibility for all decisions.
9. Prepare for meetings with the advisor when advised by AACU.
10. Contact the AACU director in case of any issues related to the advising process including the request of changing assigned Academic advisor

# Academic Advising Process

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## **1. Assigning Academic Advisors and scheduling meetings:**

- AACU will assign Academic Advisors to students at the beginning of every academic year. Each Advisor will be assigned 9 students and will continue to be their Advisor them until graduation. Each group will have a distinct group number.
- An email is sent to all students at the beginning of each semester indicating their Advisor assignment. Students will be asked to fill out a form that contain his/her information. (form 1)
- The Advisor's assignment is updated to grant them access to academic records of his/her advisees in Student Information System (SIS).
- Academic advisor will set a group meeting for all of his advisees at least once per semester. The unit will organize the meeting and the students will be notified of the date and time of the meeting.
- Students at all levels are requested to make use of individual advising. They will have the option to meet with their Advisor in person or virtually to facilitate and ease communication between them.
- Students and advisors are expected to meet regularly, especially during registration periods. Walk-in advising is available where advisors can assist students with general advising if needed throughout the academic year. The advisor is requested to fill out an Academic Advising Meeting form after each group meeting (Form 2) or individual meeting (Form 3).
- Students with academic and non-academic issues who are reported by the course directors in the mid-semester report will be asked to prepare a meeting with their Advisor. Students will be referred to the advisor by AACU.

## **2. Academic Performance**

- Monitoring the students through the “Student Information System (SIS), Academic Advising portal” supervised by the Student Support Initiative committee from the university Vice Presidency for Academic Affairs. The academic advisor can view through the system:
  - a. List for underachieving students who were not able to pass certain courses.
  - b. List with underachieving students who score < 60% or whose absenteeism exceeds 15% to accelerate the counseling process during the academic year.
- If student is experiencing difficulties in a specific course, the Course Director will inform the Advisor/VDAA.
- The Course Director and Advisor coordinates to make arrangements for tutoring, providing extra sessions or assignments etc. to assist the student in successful completion of the course.
- If the student’s performance and grades do not improve, the advisor will file a report with AACU to suggest corrective action.

## **3. Withdrawal and postponement request**

If the student requested either withdrawal or postponement, the assigned advisor will have a meeting with the student and try to figure out the reasons for this request and try to solve them. If the student still wants to proceed with their request, the advisor will explain the consequences and will fill withdrawal/ postponement form (form 4)

## **4. Student Conduct**

If a student engages in misconduct (refer to Policy on Student Code of Conduct), AACU reports it to the student’s Advisor and schedules a meeting. A copy of the report is saved in the student file.

## **5. Referral to Student Counselor**

Students that are dealing with a range of issues, including personal and emotional problems, difficulty in adjusting to college life, family and relational conflicts, as well as academic concerns such as test anxiety, motivation difficulties and career decisions are referred to the relevant authority (Counselor at the College or University Counseling Center) on a case-by-case basis.

## When to refer to a counselor?

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- Marked decline in quality of course work, class participation, quality of papers or test results; increased absence from class, or failure to turn in work.
- Request for course or semester withdrawal.
- Prolonged depression suggested by a sad demeanor, apathy, weight loss, (appearance of lack of sleep) tearfulness.
- Nervousness, agitation, excessive worry; irritability, aggressiveness, non-stop talking
- Bizarre, strange behavior or speech.
- Violent outbursts.
- Extreme dependency on faculty or staff, including spending much of his or her time visiting during office hours or other times.
- Marked changes in personal hygiene.
- Withdrawal from friends or social isolation.
- Talk of suicide, either directly or indirectly.

### **Confidentiality**

Each individual is entitled to privacy in his/her session with the counselor hence all contact methods with the counselor are kept confidential. Written permission is required for Counseling Services to release information to others. (Form 5)

### **Academic advising and counseling forms:**

- Student Profile Form
- Academic Advisor' Meeting form (Group)
- Academic Advisor' Meeting form (Individual)
- Withdrawal Request form
- Confidentially form from university Counseling center(Arabic)



# Forms

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## FORM 1:

### Student Profile Form

Please enter the details as accurately as possible ensuring data matches University record where ever applicable.

\* Required

\* This form will record your name, please fill your name.

#### Demographics

1. Name \*

2. Academic ID \*

Please enter a number greater than 2100000001

3. Date of Birth \*

Format: M/d/yyyy

9. Marital status \*

- Single
- Married
- Divorced

10. Residence \*

- On-Campus
- Off-Campus

11. Residence Address \*

4. Mobile Number \*

Please enter a number greater than 500000001

5. National ID Number \*

6. Emergency Contact's Name: \*

7. Relationship with person nominated for emergency contact \*

- Parent
- Sibling
- Spouse
- Relative
- Friend/Other

8. Emergency Contact's Mobile Number \*

Please enter a number greater than 500000001

#### Medical History

12. Do you have any underlying health condition currently? \*

- Yes
- No

More on medications...

17. Please list out the medications you are taking. \*

18. Do you carry the above medications with you while attending College? \*

- Yes
- No
- Not all

Family Details

19. Number of Siblings \*

The value must be a number

20. Are both of your parents alive? \*

- Yes
- Only Father
- Only Mother
- No

21. Father's Education \*

- Intermediate/High School
- Bachelor degree
- Master's degree/Phd
- No formal education
- Prefer not to disclose

22. Father's Job

23. Mother's Education \*

- Intermediate/High School
- Bachelor's degree
- Master's Degree/Phd
- No formal education
- Prefer not to disclose

24. Mother's Job

25. Household income \*

- Less than 5000 SAR
- Between 5000 and 15000 SAR
- Above 15000 SAR
- Prefer not to disclose

26. Do you have underlying concerns regarding any of your family members? \*

- Yes, a member of my family has a serious illness
- Yes, a member of my family has a physical disability
- Yes, I have a concern not listed above
- No

Concerns

27. Please provide a brief description of your concern. \*

**FORM 2:**

## AA Meeting Form - Group

\* Required

\* This form will record your name, please fill your name.

1. Group Number \*

2. Academic Year Level \*

- Year 2
- Year 3
- Year 4
- Year 5
- Year 6

3. Semester \*

- Sem 1
- Sem 2

4. Number of students that participated in the meeting \*

5. Number of student in your group that did not show up for the group meeting \*

6. Were there any issues that concerned the student group as a whole? \*

- Yes
- No

7. If so, please describe

8. Please provide any recommendations/suggestions that would benefit the students? \*

9. Were there any students who had specific issues? \*

- Yes
- No

10. Please enter Name & Academic ID of the student, and briefly describe the issue the student is facing. Make sure you enter each detail (name, ID and issue) on a separate line. If there were multiple students with specific issues, please enter all of them one after another. \*

11. Did any student request for a one-to-one meeting with you? \*

- Yes
- No

12. If yes, please specify Academic ID of the student(s). One per line

**FORM 3:**

# Academic Advising Meeting Form (Individual) - AACU

\* Required

\* This form will record your name, please fill your name.

1. Student ID \*

Please enter a number greater than 2100000001

2. Student Name \*

## Subject of Meeting

6. Academic Advising session is related to which of the following topics? \*

- Course Registration (All cases related to Registration to be referred to VDAA)
- Course Withdrawal
- Term Withdrawal
- Attendance
- Academic Difficulty
- Personal issues: family, physical/mental health, finances
- Other

3. Academic Year Level \*

- Year 2
- Year 3
- Year 4
- Year 5
- Year 6
- Irregular

4. Semester \*

- Sem 1
- Sem 2

5. Referred by \*

- Request by the Student
- Group Manager
- Faculty Member
- Course Director
- Department Chair
- Vice Dean for Academic Affairs
- Vice Dean for Student Affairs

Area of Concern - Academic

7. Specify type of academic difficulty encountered \*

- Adjustment to college life
- Language difficulty
- Difficult to submit coursework on time
- Lack of interest in the course
- Increased requirements of other courses
- Ineffective study skills or habits
- Lack of faculty member help
- Others

8. Description if any

Area of Concern - Personal/Others

9. Briefly specify what kind of difficulty student is facing. \*

Referral

10. Has the issue been solved? \*

- Yes
- No

11. Refer to Student Counsellor? \*

- Yes
- No

12. Advisor's Comments/Recommendations \*

FORM 4



وحدة الارشاد الأكاديمي والطلابي  
Academic Advising and Counseling Unit



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WITHDRAWAL/POSTPONEMENT FORM			
Date:		Request #:	
Student Name:		Year Level:	
Academic ID:		Semester:	
Request Type: <input type="checkbox"/> Withdraw Course(s) <input type="checkbox"/> Postpone Semester			
Courses to be withdrawn from:			
Course Number	Course Code	Course Title	
Advisor's Name & Group #:		Date:	
Reason for request:			
Advisor Approval: <input type="checkbox"/> Agree <input type="checkbox"/> Disagree			
Advisor's Signature:		Date:	
Student's Decision: <input type="checkbox"/> Proceed with request <input type="checkbox"/> Cancel request			
Student's Signature:		Date:	
Comments, if any:			
<p>_____</p> <p>Director of Academic Advising and Counseling unit</p>		<p>_____</p> <p>Vice Dean for Academic Affairs</p>	

Office of VDFSA  
AACU/Form006  
Tracking No.: \_\_

## Confidentially form



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المركز معتمد من قبل الهيئة الدولية لخدمات الإرشاد IACS

### الاحترام بالسرية

**طبيعة المشورة الإرشادية :** عملية سرية مخصصة لمساعدتك على خفض المخاوف ، و فهم أكبر لذاتك ، وكذلك لتعلم استراتيجيات المواجهة في مجال العلاقات الشخصية .

**السرية** هي جزء أساسي. فجميع جوانب مشاركتك في خدمات المشورة لدينا من جدول المواعيد، الى محتوى جلسات المشورة، وأي سجلات أخرى نتعهد أن نظل سرية.

### حدود السرية

قد يطلب المستشار الخاص بك المشورة من مستشار آخر في المركز لتقديم أفضل رعاية ممكنة، ولكن سيتم اخفاء هويتك.

• تنتهي السرية إذا كان هناك شك بوجود إساءة للأطفال، أو سوء معاملة المسنين، أو إساءة المعاملة لنوي الاحتياجات الخاصة .

إذا كان هناك دليل على خطر واضح ووثيق ممتثل في إيذاء الذات أو الآخر .

• إذا كان هناك طلب من المحكمة أو استدعاء يطلب الإفصاح عن سجلات المشورة الخاصة بك

يمكن اطلاق والدي العسر على بعض البيانات السرية إذا تطلب الأمر ذلك .

• ومن المهم أيضا أن تكون على علم بحدود أخرى محتملة للسرية، والتي تشمل ما يلي:

• يتم تخزين السجلات الورقية في خزائن مؤمنة، ويتم تخزين نسخة إلكترونية مضمونة السرية.

ب) جميع الاتصالات الإلكترونية تهدد مضمون السرية الخاصة بك(البريد الإلكتروني ليست وسيلة التواصل المفضلة). إلا أن الهواتف المحمولة، والفاكسات، قد تستخدم في بعض الحالات.

**إنهاء العلاج:** خدمات استشارية طوعية تماما (باستثناء الحالات التي تقرها الجامعة) ، وعلى المستشار إنهاء الخدمة في الحالات التالية :

- إذا تحققت الأهداف العلاجية
- إذا تخطيت 4 جلسات متتالية أو أجريت عدة تأجيلات
- تحويل ملفك الى مقدم خدمة اخر .
- إنهاء الخدمات الجامعية .

يجب أن يكون إنهاء خدمة المشورة قرار مشترك بينك وبين المستشار ، وتحت مسؤوليتك الخاصة. كما لا يوجد أي رسوم لخدمات المشورة.

نحن نقدر الوصول الفوري للمواعيد . يرجى اعلامنا في حالة التأخير على الأرقام التالية 0133330844 (قسم الذكور) و 0133330849 (قسم الإناث). نرجو منك الانتظار بالإلغاء قبل أربع وعشرين ساعة من الموعد ليتمكن لنا الاستفادة من الوقت لأخر .

لحالات الطوارئ ، نقدم خدمة الخط الساخن من الأحد للخميس من الساعة الثامنة حتى الثالثة عسراً في 0133333000. ويمكنك أيضا استدعاء 997

لقد قرأت وفهمت، وناقشت المعلومات الواردة أعلاه مع المستشار ، وأنا أفهم مخاطر وفوائد المشورة، وطبيعة وحدود السرية، وما هو متوقع مني كممثل من خدمات الإرشاد

التاريخ \_\_\_\_\_ أسم المختص \_\_\_\_\_ أسم العميل \_\_\_\_\_

توقيع المختص \_\_\_\_\_ توقيع العميل \_\_\_\_\_

## Contact Us

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### Address

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