


<b>Category</b>	Student Support	<b>Policy Number</b>	ACA-STS-101	 جامعة زايد ZAYED UNIVERSITY
<b>Distribution</b>	External	<b>Version</b>	2.0	
<b>Responsible Office</b>	Provost	<b>Policy Owner</b>	CSS	
<b>Date Approved</b>	10 June 2022	<b>Effective Date</b>	1 August 2022	
<b>Date Last Reviewed</b>	26 April 2022	<b>Due Date for Next Review</b>	26 April 2025	

## **POLICY**

### **Undergraduate Academic Advising**

#### **1. Purpose**

The purpose of this policy is to provide the framework by which academic advising for undergraduate students will be conducted at Zayed University.

#### **2. Application**

This policy is applicable to all colleges/academic units, undergraduate students, and the Center for Student Success at Zayed University.

#### **3. Definitions**

**3.1 Academic advising** is a collaborative partnership between faculty advisors, college administrations, student success advisors, support units, and students, all of whom work together to help undergraduate students with their study and academic career plans.

**3.2 Special populations of students** are defined as those groups of students who will be assigned a student success advisor in the Center for Student Success. They may include high school students taking college courses, military students, students of determination, students who have medical/psychological needs requiring additional support, and/or at-risk students.

**3.3 At-risk students** are defined as students with CGPA below 2 and students with academic standing of Academic Warning with CGPA below 2.26.

#### **4. Policy**

**4.1** Zayed University is committed to supporting undergraduate students with their academic, career, and personal choices through deliberate academic advising.

**4.2** Faculty and student success advisors throughout the university provide a support network in helping students succeed in university.

**4.3** Faculty and student success advisors are trained in best practices in academic advising and engage in professional development annually to hone skills.

**4.4** The Provost provides strategic leadership to ensure consistent undergraduate advising services across the university.

## **5. Roles and Responsibilities**

### **5.1 Faculty**

- 5.1.1 Full-time faculty serve as faculty advisors for up to 25 student advisees who are major students within the faculty's assigned department/college.
- 5.1.2 Faculty play a critical role in ensuring high quality academic support is provided which enables advisees to succeed academically, graduate on time, and achieve their academic career goals.
- 5.1.3 Faculty advisors schedule to meet with their advisees at least once per semester to discuss student career plans, academic performance, initiate the pre-registration process and review course selection, review their progress in courses, and develop action plans; additional check-in meetings may be required if students need academic support.
- 5.1.4 Faculty monitor the academic progress of their assigned advisees by attending to the system-generated academic performance alerts; appropriate interventions are made to assist students to stay on track for graduation.

### **5.2 Students**

- 5.2.1 Students have an important responsibility to obtain advising services by communicating and meeting with their advisor, discussing anticipated or desired changes to their plan of study and any consequences resulting from this change, and reviewing their academic plan and degree audit for accuracy.
- 5.2.2 Students can request to change their advisor once, provided they submit a written request with supported, legitimate reasons to be reviewed and approved by the college administration office.

### **5.3 Colleges**

- 5.3.1 Each college assigns a faculty advisor to all their students in their second semester of university.
- 5.3.2 Each college collaborates with the Center for Student Success advisors to ensure that faculty advisors, advising protocols, and student academic support pathways are clear.
- 5.3.3 Each college, depending on their student enrollments, is assigned a student success advisor per campus from the Center for Student Success who serves as a college liaison officer to ensure academic advising, referrals, and academic support to students are offered seamlessly.

### **5.4 Center for Student Success**

- 5.4.1 The Center for Student Success (CSS) is managed within the Office of the Provost.
- 5.4.2 The CSS is responsible for the effectiveness and quality of the delivery of advising services to all ZU students.
- 5.4.3 The CSS can work with special populations of students and support colleges in offering student success advising when requested.
- 5.4.4 Student success advisors are responsible for meeting with students with special cases as noted previously, following up on their progress, and addressing their non-academic advising needs.

- 5.4.5 The CSS advisors can support faculty advisors when students are referred when needed; the CSS advisor will liaise with a student's faculty advisor to share updates on a student's progress.

## **5.5 Shared Responsibilities**

- 5.5.1 Orientation and academic induction of new students is a shared responsibility of the Center for Student Success, the Admissions and Registration Department, and Student Affairs.
- 5.5.2 The Admissions and Registration Department actions all requests to a student's academic record.
- 5.5.3 Campus academic referrals are the joint responsibility of service and academic units/departments and colleges.
- 5.5.4 Student academic advising reports and notes in the Advising and Risk Management (ARM) system are held confidentially and accessed by college and/or CSS administration to review for program and service efficacy.
- 5.5.5 College and CSS administrations separately review the advising reports and notes in ARM entered by faculty and student success advisors to ensure accuracy and confidentiality.
- 5.5.6 The confidentiality of advising records rests with each faculty advisor, college, and student success advisor. Information can only be shared in accordance with university policy.

## **6. Evaluation of Academic Advising**

- 6.1** Academic advising is a component of the annual faculty performance evaluation as part of the teaching and faculty advising criteria.
- 6.2** College deans/designees are responsible for evaluating their academic advising procedures and efficacy on an annual basis; and student satisfaction with academic advising conducted by faculty advisors will be evaluated through an institutional survey.
- 6.3** The Center for Student Success director/designee is responsible for evaluating academic advising procedures and efficacy conducted by Center instructors and advisors; and student satisfaction with academic advising conducted by Center personnel will be evaluated through an institutional survey.

## **7. Related Policies and Laws**

ACA-REG-101 Undergraduate Enrollment and Registration  
ACA-REG-201 Undergraduate Student Academic Records  
ACA-STS-201 Undergraduate Student Career Services  
SUP-FAC-201 Faculty Roles and Responsibilities  
SUP-FAC-202 Faculty Workload  
SUP-FAC-203 Faculty Performance Evaluation

## **8. Administration**

This policy is administered by the Center for Student Success.

## 9. Revision History

<b>Date</b>	<b>Revision</b>
24 November 2022	Administrative change: <ul style="list-style-type: none"><li>• Updated the information header and policy numbers to the new format.</li><li>• Updated the policy number from ACA-ADM-09 to ACA-STS-101.</li></ul>
10 June 2022	President's Decision issued (PD#61 of 2022) (Version 2.0).
26 April 2022	Approved by the University Council (Meeting #2 of 2022).
28 February 2022	Endorsed by the Academic Council.
13 December 2021	Endorsed by the Provost's Council.
6 December 2021	Endorsed by the Dean's Council.
22 March 2021	Almost completely rewritten to reflect current university practice.
4 November 2019	Non-substantive updates of policy group, policy numbers, and formatting.
16 June 2015	New policy approved by the University Council (Version 1.0).