Category	Student Support	Policy Number	ACA-STS-101	
Classification	Public	Version	3.0	
Responsible Office	Provost	Policy Owner	CSS	
Date Approved	22 August 2024	Effective Date	13 September 2024	
Date Last Reviewed	10 June 2024	Due Date for Next Review	27 August 2024	

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. Scope of Application

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

3. Definitions

Academic Advising	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.
ARM	Advising and Risk Management system
At-risk Students	Students with CGPA below 2 and students with academic standing of Academic Warning with CGPA below 2.26.
CSS	Center for Student Success
Provost	Provost and Chief Academic Officer
Special Populations of Students	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.
University	Zayed University

4. Policy

    4.1 Zayed University ("**University**" or "**ZU**") 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 the 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 and Chief Academic Officer ("**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. The action taken on a performance alert will depend on its urgency.

    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 students who are enrolled in designated majors within its college.

        5.3.2 Each college collaborates with the Center for Student Success ("**CSS**") advisors to ensure that faculty advisors, advising protocols, and student academic support pathways are clear.

5.3.3 Each college is assigned a student success advisor per campus from the CSS who serves as a college liaison officer to ensure academic advising, referrals, and academic support to students are offered seamlessly.

5.3.4 It is the college leadership's responsibility to ensure faculty advisors meet with their assigned advisees.

5.4 Center for Student Success

5.4.1 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.

5.4.6 The CSS is responsible for providing regular advising training to college faculty.

5.5 Shared Responsibilities

5.5.1 Orientation and academic induction of new students is a shared responsibility of the CSS, the Registration Department, and Student Affairs.

5.5.2 The 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 system ("**ARM**") 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 CSS director/designee is responsible for evaluating academic advising procedures and efficacy conducted by CSS instructors and advisors; and student satisfaction with academic advising conducted by CSS 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 CSS.

9. Revision History

Date	Revision	Ver.
13 September 2024	Chair of the Board's Decision issued (#22 of 2024).	
22 August 2024	Approved by ARSAC (BOT).	3.0
10 June 2024	Feedback received from the ARSAC and acted upon.	
22 June 2023	Endorsed by the Executive Committee.	
29 May 2023	Endorsed by a joint session of the Provost's and Academic Council subject to a rewording of 5.3.1. Action completed.	
25 May 2023	Updated to reflect the current situation (5.3.1).	
24 November 2022	Administrative change: • Updated the information header and policy numbers to the new format. • Updated the policy number from ACA-ADM-09 to ACA-STS-101.	
10 June 2022	President's Decision issued (PD#61 of 2022).	2.0
16 June 2015	New policy approved by the University Council.	1.0