

Policy Title	Student Advising Policy
Approval Authority	College Council
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Policy Owner	Student Guidance and Counseling Unit (SGCU)
Policy Code	SGCUP01

1. Policy Title: Student Advising Policy

2. Definitions:

- a. **Student(s):** Registered students of the College of Dentistry.
- b. **Authority:** The college Dean or their authorized deputies, such as Vice Dean of students' affairs.
- c. **Student Advisor:** Faculty members and equivalents who provide guidance and support
- d. **SGCU:** Student Guidance and Counseling Unit

3. Purpose:

Student advising works to help students develop strong intellectual and practical skills, the capacity to engage with diverse communities, breadth of knowledge, flexibility of mind, the ability to put these skills into practice, good relationships with colleagues and staff, resilience, and positive mentality to go through academic and college environment, clear vision of the professional

future after graduation. All these goals are manifested through the academic, psychological, and professional advising that SGCU applies.

4. Policy Statement:

In recognition that higher education can present significant academic and personal challenges, the Guidance and Counseling Services are designed to help students develop greater confidence in their academic performance, make informed decisions, improve personal skills, and define career directions. The services address stress, anxieties, and other factors that may compromise academic performance.

The College of Dentistry, represented in the Student Guidance and Counseling Unit (SGCU), is committed to introducing support, academic, psychological, and professional advising for all college students without discrimination in addition to social, material, health, and technical support if necessary.

The SGCU is solely responsible for managing the student advisory system, including the assignment and distribution of students to appropriate faculty advisors within the college (Fig. 1). The Vice Dean of Student Affairs provides direct oversight of the SGCU and ensures alignment between student advisory services and college strategic objectives.

5. Procedures:

First: Distributing the students on the advisors at the beginning of academic year:

- A. The SGCU will distribute the registered students at all studying levels on the advisors for the new studying year immediately after the completion of the provided period for the student to register and after sending the final registration lists by the students' registration unit and that no later than two weeks from the beginning of the university year. The Vice Dean of Student Affairs shall review and approve the final student-advisor distribution plan before implementation.

- B. The committee shall distribute the students to the advisors in a way that is suitable to ensure the ease of communicating with the advisors and the equitable distribution of the students among the faculty members.
- C. The students will be distributed to the advisors, and every 2-4 students will be assigned to each faculty member.
- D. Students shall be informed of their advisor through the student page on the university website.
- E. The faculty member shall be informed of the student for whom they are responsible for the current academic year through the faculty member page on the university website.

Second: Process of the student advisory (Fig. 2):

- A. The advisor meets with their group once at the end of every month, and meets with each student individually. The report is sent to the SGCU.
- B. The advisor will discuss with the student all that relates to:
 - a. Registering the studying courses.
 - b. Omission and addition.
 - c. Study achievement
 - d. The relation of the student with the faculty members.
 - e. The relationship of students with their colleagues.
 - f. The extracurricular activities.
 - g. Care about the scientific and practical skills of the student.
 - h. Social and psychological issues.
 - i. Professional future.
- C. The advisor has the right to view the student's academic records to ensure that the student is achieving the educational process and studying achievement and is in line with their colleagues.
- D. The advisor will develop a meeting minute that includes students' notes and critical problems that may affect their level and progress (form SGCUF01).

- E. The advisor shall exert all efforts to solve the problems that may face the student and work on solving them with the student unless they are above the advisor's abilities, in which case the advisor might refer the student to the SGCU.
- F. Reporting to the secretary of the **SGCU** on monthly basis with no later than three working days from the next month of the meetings (form SGCUF01).
- G. The advisor will keep a copy of the meeting minutes and reports of students' notes, problems, and their resolution in a private file called the advisory file for the faculty member.
- H. The unit secretary will send a comprehensive report, including all that is set out in the meetings and the periodic reports, to the SGCU head no later than the end of the first week of the following month to follow up on the advisors' work, ensure communication with the students, and solve the problems that may be faced throughout the unit's monthly meetings (form SGCUF02).
- I. The unit shall send the meeting minutes, which include the advisor's decision and which need interference from the college management or the university management, to the college's dean no later than two days from the date of the unit meeting to view and direct as necessary.
- J. Students will be informed as soon as possible of decisions made regarding their notes, whether by the advisor or the relevant agencies.
- K. All interactions between students and advisors are confidential.
- L. Information sharing requires explicit student permission, except when required by institutional policy or law.

Third: Major Areas of Academic Advisory Focus

1. Meetings Attendance Monitoring

- The advisor should regularly monitor students' attendance at meetings.
- Students who miss two consecutive advisory sessions must be reported to the SGCU for further action.
- The SGCU will document the case and contact the student to determine the reasons for absence.
- Appropriate follow-up measures will be implemented based on the findings of the investigation.
- Cases may be escalated to the SSC if attendance issues persist.

2. Academic Performance

Identification and Notification Process

- Course/Block organizers must immediately notify the SSC/SGCU when students experience academic difficulties.
- The SGCU will promptly inform the designated student advisor to investigate the matter.
- The advisor shall meet with the student to assess the situation and identify underlying causes.

Support and Intervention

The advisor, in coordination with Course/Block organizers, shall:

1. Develop an individualized support plan, which may include:
 - Tutoring arrangements
 - Supplementary teaching sessions
 - Additional learning assignments
 - Other academic support as deemed necessary
2. Monitor student progress regularly.
3. Document all interventions and their outcomes
4. Submit performance reports to SGCU if:
 - Academic performance doesn't show improvement
 - Additional support measures are needed
 - Escalation to higher academic authorities is required.

Flowchart of the SGCU

المخطط التدفقي لوحدة التوجيه والإرشاد الطلابي

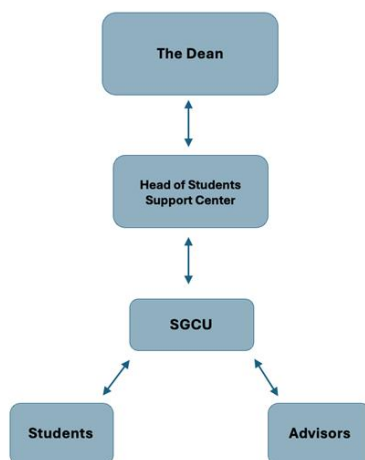


Figure 1: Flowchart of the workflow of SGCU.

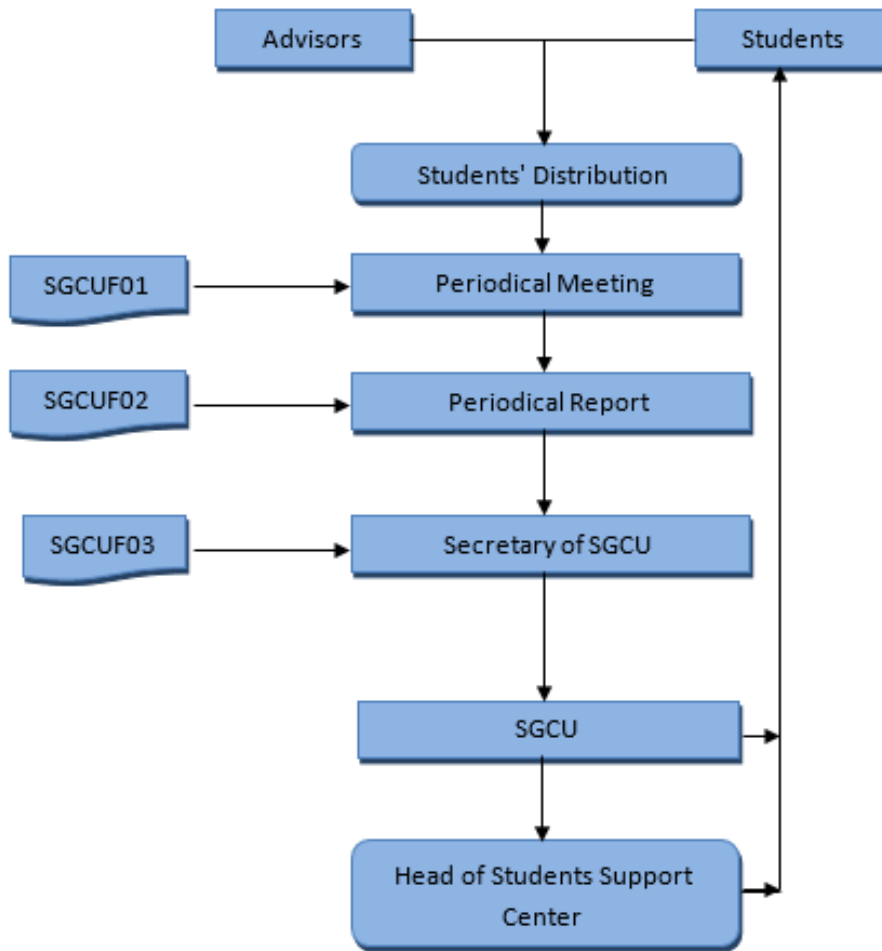


Figure 2: SGCU Student Distribution, Advisory, and Feedback Mechanism Workflow

6. Scope:

- College Dean.
- Vice Dean of Student Affairs
- Head of Students Support Center (SSC).
- Secretary of SGCU.
- Student advisor.
- Student.
- Forms (SGCUF01), (SGCUF02), (SGCUF03).

7. Responsibilities:

1) The Dean:

- Will form the SGCU and choosing the head and the members of the committee at the beginning of every university year.
- Provides overall oversight of the student guidance and counseling system
- Makes final decisions on escalated cases requiring administrative intervention.
- Reviews periodic reports on the effectiveness of the guidance program.

2) Vice Dean of Student Affairs

- Oversees the daily operations of the student guidance and counseling system
- Reviews and approves the distribution of students to advisors
- Monitors advisor performance and program effectiveness
- Coordinates with SSC to ensure alignment of support services
- Reviews escalated cases before Dean's intervention
- Provides regular reports to the Dean on system effectiveness
- Ensures compliance with college policies and procedures
- Recommends improvements to the advising system

3) Head of Students Support Center (SSC):

- Full supervision on the SGCU.
- Oversees the implementation of student support services.
- Coordinates between SGCU and other college departments.
- Reviews and acts on recommendations from SGCU.
- Ensures integration of support services across the college.
- Develops and maintains support programs.
- Evaluates the effectiveness of support services.

4) Secretary of SGCU:

- Manages administrative aspects of the guidance system
- Maintains and organizes all advisory documentation and records

- Processes and compiles monthly reports from advisors (Form SGCUF02)
- Coordinates scheduling of advisory meetings and activities
- Ensures timely communication between advisors and students
- Maintains confidential records and documentation
- Forwards urgent matters to appropriate authorities
- Manages the distribution of advisory forms and documentation.

5) Student advisor:

- Be familiar with the standard rules and protocols of the educational process.
- Be available to designated students, offering them a timetable of convenient meeting times, email address, and phone number.
- Encourage the students they are responsible for and focus on increasing their scientific and intellectual aspirations and professional goals.
- Ensure the assigned students are in a sound mind state to handle their academic and social duties.
- Maintain detailed and accurate records of the academic progress of the students assigned to him, as well as document all meetings with them using the appropriate forms (SGCUF01).
- Make an effort to address any personal issues that students may have, which could be impacting their academic performance, by using the form (SGCUF01).
- Guide students to utilize the resources and amenities offered by the university, college, and departments.
- Document and provide a summary of all student counseling cases in form (SGCUF01). This report needs to be submitted to the SGCU secretary.

6) The student:

- Actively engage in scheduled meetings with the advisor.
- Become familiar with the college's regulations and study procedures.
- Thoroughly read available handbooks and guides to understand the college's services.
- Fully comprehend the requirements of their academic program.
- Seek advice and discuss any issues with the advisor.
- Utilize the college's services and extracurricular activities effectively.

- Complete the advisory meeting questionnaire (SGCUF03) accurately and thoroughly.

8. Relevant Documents:

- Student manual, The Deanship of Development and Quality, 2019.
- Integrated Al Qassim University guideline first edition 2012.
- Al Qassim University Academic Guidance University Website 2018-2019.
- College of Dentistry, Student Guidance and Counseling Unit Handbook 2024