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# FACULTY HANDBOOK

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Prince Sultan University



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## Acronyms

AAP	Academic Advising Program
AAC	Academic Advising center
AC	Advising Coordinator
AA	Academic Advisor
COOP	Cooperative Training Program
CV	Curriculum Vitae, also known as resume
DAR	Deanship of Admission and Registration
DES	Deanship of Educational Services
DSA	Deanship of Student Affairs
DN	Denial Note. Students absent for a certain number of hours from a course will be barred from taking the final examination
ELC	eLearning center
GPA	Grade Point Average
LO	Learning Outcome
PES	Program Evaluation Survey
PSU	Prince Sultan University
PYP	Preparatory Year Program
TLC	Teaching and Learning Center
VRAA	Vice Rector- Academic Affairs
VRCW	Vice Rector Women Campus

## Introduction

Academic advising is meant to be a supporting beam throughout a student's life cycle and to help the students develop both personally and intellectually during their journey at Prince Sultan University (PSU). Academic advising aims to facilitate students intellectual and personal growth, enhance their academic performance, and ultimately ensure their progress towards graduation.

## Scope

The Academic Advising Program (AAP) is applicable to undergraduate students only including Preparatory Year Program (PYP) students.

## Vision

The vision of PSU's Academic Advising Program is to provide students with the best possible guidance in planning their studies and their future careers.

## Mission

The Academic Advising Program at PSU aims to facilitate students' successful transition throughout their academic journey by empowering them to make well-informed decisions to achieve educational and career goals. This can be achieved by working in partnership between students and teachers to promote student success. The program emphasizes the importance of life-long learning as an extension of both work and study.

## Core Values

The core values of academic advising at PSU are aligned with PSU's values, which are applied to all entities performing advising by any kind of role assigned to him/her.

**Honest:** Advisors are honest in disseminating the correct information with respect to policies, curricula, career options, etc...

**Caring:** Advisors are accessible to students for providing the right advice and at the right time.

**Commitment:** Academic Advisors value and are committed to students, their department, and the institution by providing dedicated advising services in all dimensions of student success.

**Empowerment:** Advisors motivate, encourage, and support students helping them to meet challenges and make good decisions with respect to their field of study and career thereafter.

**Integrity:** Advisors value honesty, accountability, and transparency to the students, their department, and the institution by behaving in an ethical and professional manner.

**Professionalism:** Advisors value all of the principles, rules, and regulations of the academic advising for the greater good of the students, institution, and higher education in general.

**Respect:** Advisors demonstrate utmost respect to all entities involved in academic advising including students, colleagues, departments, and the institution. They support students' views, culture based on diversity and treat them with sensitivity and fairness.

## **Definitions**

### **Academic Advising Coordinator**

A faculty member who is responsible for monitoring and improving the effectiveness of academic advising within a program.

### **Academic Advisor**

An Academic Advisor is the one who walks with a student in achieving both short-term and long-term goals in terms of both career and academic pursuits throughout his/her stay at PSU. He/she is well aware of PSU's vision and mission as well as his/her college's vision and mission. He/she is also aware of the academic and curricular requirements for their program. He/she acts as a vocal point for his/her students for any issues related to education, career path, subject issues, medical reasons, a physiological condition, or anything that can be related to the student during his/hers' stay at PSU. The academic advisor will work with his/her students to meet the advising outcomes through regular advising appointments and communication.

### **Advisee**

One of a group of students assigned to a faculty adviser for offering advice on understanding the curriculum and teaching them strategies for success.

## **Academic Advising Responsibilities**

### **Director of Academic Advising Center's Responsibilities**

- Responsible for overall administration of academic advising system to ensure total quality services throughout the advising process.
- Plan, implement and monitor the advising process at the institutional level
- Coordinate with the Academic Advising Coordinators w.r.t providing advising sessions, and assessing the quality of advising.
- Develop, coordinate and provide institutional resources that enable students to achieve their educational and career goals.
- Ensure up-to-date online institutional resources related to academic advising on academic advising web portal
- Provide support to academic advisors in monitoring and evaluating student's progress.
- Provide suggestions to ensure educational plans are implemented in their expected manner taken into account students' feedbacks.
- Provide timely information about PSU's policies, procedures and programs.
- Provide support services on career goals for graduate.
- Organize annual workshops to advisers and coordinators.
- Takes actions (such as ad-hoc committees) in case of the occurrence of misbehavior or academic misconduct (cheating, plagiarisms, etc.) with coordination with VRAA.
- Provide an accomplishment / achievement report on academic advising at the end of each academic year.

### **Pre-Admission Academic Advising:**

Applicants can be directed to the career center or the concerned college for consultations.

## **Academic Advising in the Preparatory Year Program (PYP)**

### **PYP Academic Advising Coordinator's Responsibilities**

- To be aware of the university's policies, regulations, and services.
- Offer academic advising to only PYP students.
- Assign DES instructors advisory duties to counsel the PYP cohort. (preferably bilingual instructors).

- Organize and facilitate academic advising training and workshops for DES faculty irrespective of what courses do they teach.
- Ensures a clear communication channel between a PYP academic advisor and her advisees.
- Facilitates/monitor the communication between the advisor and advisees' instructors
- Discuss with the advisors about special student cases and suggest solutions.
- Ensures easy access for the academic advisors to advisees' progress reports(e-portfolio) throughout a semester.
- Ensures all PYP students attends the PYP orientation meeting.
- Ensure that continuous workshops are delivered to all those involved in the advising process to provide them with the appropriate training on academic advising.
- Ensure that all advisors have access to resources needed for advising.
- Provide an accomplishment / achievement report on academic advising for a Academic Advising Centre at the end of each academic year.

#### **PYP Academic Advisor's Rights**

- To receive appropriate training on academic advising through continuous workshops.
- To receive a university handbook that contains all PSU rules and regulations.
- To have access to the academic program's required and elective courses.
- To have access to an advisee's e-portfolio.
- To be able use all available resources on the academic advising portal to guide them with academic advising at PSU

#### **PYP Academic Advisor's Responsibilities**

- Be aware of the university's policies, regulations, and services.
- Offer academic advising to only PYP students.
- Allocate at least 2 consultation hours for advising matters. The academic advisor should be available for advisees during their scheduled advising hours.
- Discuss advisees' academic and non-academic related matters and suggest possible solutions.
- Ensures a clear communication channel with his/her advisees.
- To help students transition into the college level.
- To help students to think about and plan for their choice of concentration (College specialization or major).
- Access advisee progress reports(e-portfolio) throughout a semester.
- Encourages all PYP student attends the PYP orientation meeting.



- Schedule at least two mandatory meetings in a semester; beginning, and the end of the semester. In case a student need advice on any academic or non-academic matter, they can arrange a meeting with their respective advisors.
- Conduct the first advisory session for the newly admitted students. This first advisory session can be arranged as a group advising session where advisor meet with a number of students (suggested 10 students per session), which will give students a brief introduction about the university's general rules, regulations, and the PYP plan and course information.
- During the second semester of the PYP, the advisor will meet at least twice with the students to assure that their registration is going according to plan and that their progress is on the right track.
- To illustrate the importance of the academic choices that students will make during the coming years and how it will influence them intellectually, personally, and socially.
- Encourage students to take full advantage of the transformative opportunities that the university presents.

## **Academic Advising at the College Level**

### **Academic Advising Coordinator's Responsibilities**

- Supervising the effective organization of academic advising of the programs offered in a department;
- Coordinate with DAR and the respective department to assign students to advisors;
- Coordinate with DAR and the respective department to update advising lists when faculty members leave the University;
- Supervise the advising process in the concerned department;
- Maximize the consistency in advising among advisors in the same department;
- Collaborate with the institutional academic advising center for conducting advising workshops for advisors;
- Collaborate with the institutional academic advising center for conducting advising workshops for students;
- Announce advising dates and procedures for students;
- Supervising the implementation of the assessment process;
- Execute the proactive academic advising process;

- Evaluate the academic advisors as well as the advising process and recommend improvement to the Vice Rector for Academic Affairs including Department Chairs and the Deans of Colleges;
- Provide an accomplishment / achievement report on academic advising for the College by Department at the end of each academic year.

### **Academic Advisors' Rights**

- To receive appropriate training on academic advising through continuous workshops.
- To receive a university handbook that contains all PSU rules and regulations.
- To have access to their academic program's required and elective courses.
- To have access to advisee's e-portfolio.
- To be able use all available resources on the academic advising portal to guide them with academic advising at PSU.

### **Academic Advisor's Responsibilities**

1. To be aware of the university's policies, regulations, and services.
2. To allocate at least 2 consultation hours for advising matters. The academic advisor should be available for advisees during the posted advising hours.
3. To conduct at least two meetings per semester for standard students (e.g. having a GPA of 2.1 and above) and three meetings for students with low academic performance (e.g. GPA 2.0 and below).
4. To assist students in registration, and guide them in choosing suitable courses according to their academic level and future plans.
5. To guide advisees in developing and clarifying their academic goals.
6. To provide advisees with information on university policies, basic course information, available study resources, student related events and career opportunities.
7. To inform in a confidential manner those concerned with his/her advisees' needs and challenges to take into consideration while dealing with them.
8. To listen to all of advisees' queries and suggest possible solutions.
9. To highlight and discuss with advisees on the strengths and weaknesses with regard to overall academic performance.
10. To be able to suggest solutions to advisees if required to stay on track.
11. To discuss challenging behaviour, including attendance with advisees.
12. To respect advisees' privacy and maintain confidentiality at all times.
13. To report student progress on the e-portfolio system.
14. To keep an updated record of advisee's e-portfolio, in case of change of advisor.

### **Peer Advisor Responsibilities**

- Be aware of the university's policies, regulations, and services.

- Support students in registration, and guide them in choosing suitable courses according to their academic level and future plans with consultation with the academic adviser.
- Support students in developing and clarifying their academic goals.
- Listen to all of advisees' queries and suggest possible solutions.

### Advisee's Rights

- To be assigned with an academic advisor upon enrolment at PSU.
- To have access to an education plan at the beginning of each semester.
- To request for an advisor replacement from the department if needed.
- To attend an online orientation program.
- To have access to the *Academic Advising Handbook* that contains all the information related to academic advising, including the academic and non-academic support services.
- To make an appointment to meet the assigned academic advisor by contacting the advisor via the e-portfolio, email, or other available methods.

### Advisee's Responsibilities:

- To make efforts to meet with the advisor based on the availability of the advisor during office hours/ advising hours.
- To agree to meet with the advisor as required and attend all scheduled advising meetings.
- To inform the advisor in advance if she/he will not be able to attend a scheduled meeting.
- To discuss with the advisor on the suggested trainings, career events, resources, seminars or courses to be able to help in getting the best results for his/her academic and career goals.
- To be accountable to himself/herself, demonstrate evidence of an effort being made, and accept responsibility of his/her actions.
- To keep the advisor informed about all incidents, issues, academic challenges, transactions or sickness.
- To constantly check announcements, email, and messages from the advisor and respond to them.

### Advising for the number of Credit Hours to be registered

PYP students can only add a maximum of 15 credit hours. For college-level students, the maximum number of credit hours to be registered will depend upon the student's current cumulative GPA. Please refer to the table below:

From	To	Max Hrs.
0	0.99	12
1	1.49	14
1.5	1.99	16
2	3.49	19
3.5	4	21

## What are the main points to remember related to academic advising?

### Post-Admission Period (PYP student)

- Ensure that the advisee is aware of PYP requirements
- Ensure that the advisee is aware of promotion exams, IELTS / TOEFL/ SAT score criteria
- Ensure that the advisee is aware of scholarship requirements.
- Ensure that the advisee is aware of the requirement for his/her college.
- Ensure that the advisee is aware of PSU's resources/ clubs/ tutoring sessions.
- Ensure that the advisee is aware of the NIQATI Point System for updating participation in student activities.

### 1<sup>st</sup> Year (Freshman)

- Ensure that the advisee is aware of information about major requirements.
- Ensure that the advisee is aware of PSU's resources/ clubs/ tutoring sessions.
- Ensure that the advisee is aware of the NIQATI Point System for updating participation in student activities.

### 2<sup>nd</sup> Year (Sophomore)

- Meet with the advisee to discuss the course plan prior to early registration.
- Meet with the advisee about registering for his/her courses.
- Discuss the specialization in the advisee's field of study.
- Discuss with the advisee how to attend seminars or conferences.

### 3<sup>rd</sup> Year (Junior)

- Meet with the advisee to discuss the course plan prior to early registration.
- Meet with the advisee about registering for his/her courses.
- Discuss the specialization in the advisee's field of study.
- Discuss with the advisee how to attend seminars or conferences.

### 4<sup>th</sup> Year (Senior)

- Discuss the course plan prior to early registration.
- Meet with the advisee about registering for his/her courses.
- Encourage the advisee to keep attending seminars and training programs.
- Discuss with the advisee the potential career titles and companies.
- Guide the advisee in selecting an appropriate COOP Company.

## Meeting with Advisees

### Must (for all students)

- At least twice per semester
- Early registration and regular registration: To be able to add courses online.
- Before selecting a COOP company
- While preparing CV
- A mandatory group meeting at the beginning of a semester addresses:
  - the importance of academic achievement, attendance,

- any updated with regard program requirements, policies and procedures (if any).
- Announcements from advisor.

### **Meeting if (in certain cases):**

- Going for a semester abroad program.
- Before declaring a track
- Before declaring a minor
- To discuss any issues that are hindering the advisee's study plan.
- Before any transaction: Dropping a course, dropping a semester, or postponing a semester.
- Tardy students, at the 2<sup>nd</sup> warning level. (Advisors will be following on attendance).
- To get career advice.
- Low –GPA students must meet with advisors at week 6-7 to check on their progress as well as after the major exam period to discuss the progress and any problems that the advisee might have experienced.

### **How academic advisor can be contacted?**

An Academic adviser can be contacted through:

- Email to ask a quick question or to schedule an appointment.
- Office phone.
- Scheduled meeting that has been set by email or a phone call.
- Announced office-hours timings.

### **What to expect from Students?**

#### **Preparing for the advising appointment**

- Students must be familiar with the course plan.
- Students must list any issues that he/she may want to discuss related to their academic, professional, or personal goals.

#### **During the appointment**

- Students must listen and give their full attention to their advisor.
- Students must share with the advisor information about their academic performance or non-academic performance (if needed).

#### **After the appointment**

- Students must plan on how to address the advisor's comments, suggestions, and update advisor about their progress.
- Students must plan for the next meeting.
- Students must complete a survey about the meeting with the advisor.

## What are the services provided by the Student Tutoring Center?

The tutoring center offers tutoring sessions for all of the students who need extra academic support. Academically challenged students can easily seek the help and find the support they need to strengthen their academic weakness and solve their courses' difficulties by the help and support of specialists who are able to deliver the needed knowledge.

## Important Document/ Resources for Students

- Library <http://www.psu.edu.sa/en/OfficeCenters/Central%20Library/Pages/default.aspx>
- TLC Center <http://www.psu.edu.sa/en/OfficeCenters/TLC/Pages/default.aspx>
- ELC Center <http://www.psu.edu.sa/en/OfficeCenters/ELC/Pages/default.aspx>
- IT Center <http://www.psu.edu.sa/en/OfficeCenters/ITC/Pages/default.aspx>
- Co-Op Office  
<http://www.psu.edu.sa/en/Deanships/DSA/CoOpProgram/Pages/default.aspx>
- Community Service  
<http://www.psu.edu.sa/en/Community/Continuing%20Education/Pages/default.aspx>
- Career/ Alumni Office <http://www.psu.edu.sa/en/Deanships/DSA/Pages/default.aspx>
- Scholarships  
<http://www.psu.edu.sa/en/OfficeCenters/Scholarshipsoffice/Pages/default.aspx>
- International Affairs Office  
<http://www.psu.edu.sa/en/OfficeCenters/iao/Pages/default.aspx>
- University calendar <http://www.psu.edu.sa/en/Admissions/Pages/AcademicCalendar.aspx>
- Forms <https://sites.google.com/psu.edu.sa/psuforms/student-forms/dar>
- FAQ (add link)