An Enhanced Academic Advisory System

Dennis Ng

Associate-Pro-Vice Chancellor
& University Dean of Students
1. An enhanced academic advisory system - Prof. Dennis Ng

2. All-round student support and development - Mr. Raymond Leung

3. Developing a harmonious advisor-advisee relationship
   - Mrs. Liz Lau

4. Case sharing - Prof. Leung Yuen Sang
   Prof. Poon Wai Yin
   Prof. Wong Suk Ying

5. Sharing on advisory system for postgraduate students
   - Prof. Steven Ngai

6. Q & A
Background

- In Aug. 2005, AAPC approved the establishment of an Undergraduate Academic Advice Coordinator system at Department/Programme Level.

- During the regular review, the roles of Academic Advice Coordinators yielded long and repeated discussions and the *modus operandi* in the academic advisory system was commented to be rather loose.

- In Sep. 2008, QAC in its report commented that our extensive student support systems appear complex and multi-layered, and possibly lead to duplication in some cases. A road map of student support service was recommended.

- In Jan. 2009, SCTL recommended to form a Task Force to work on a proposal for providing simple guide to students on the support services provided by various units of the University, including pastoral support.

- A proposal on an enhanced advisory system was approved by the Senate in Dec. 2011.
The Enhanced Academic Advisory System

- To give guidance to students in academic matters as well as to provide support in other areas of all-round development, which forms part of the whole student support and pastoral care system.

- To cover both undergraduate and full-time postgraduate students.

- To be overseen by a standing committee of SCTL.
Roles and Responsibilities

Level I Advisor
- To provide general advice on academic issues and information on other whole-person development opportunities to students

Level II Advisor
- To provide additional academic support to students with academic problems
- To endorse students on probation or extended probation for enrollment into appropriate courses in the next term
- To refer problem cases to the appropriate units for other suitable assistance

Faculty Committee on Academic Advising
- To be chaired by the Associate/Assistant Dean concerned, who will serve as the case manager for severe cases
- To include all Level II advisors
- To give advice on all aspects of academic advising and monitor the implementation of the academic advisory system in the Faculty

Other Student Support Units

Copyright reserved
Holistic Student Support Services

- OSA/OAFA/OAL -- Career development, incoming students services, psychological counselling, student activities, scholarships, exchange programmes
- Academic support units -- Library, Independent Learning Centre, language units, etc
- Faculties/Departments/Divisions -- Academic advice, internship facilitation & learning enrichment activities
- Colleges -- Pastoral care & experiential learning for undergraduates
- Graduate School -- General support and advice for postgraduate students

Copyright reserved
**Operational Procedures**

**Student**

- **With no academic problem**
  - Interview students on general supervision:
    - Course selection
    - Guidance on study
    - Adaptation to University study
    - Other issues on study
  - Keep record of meeting date
  - For academic issues, follow up and monitor progress if necessary

- **With obvious academic problem**
  - Interview students to help them:
    - Better understand their academic strength and weakness
    - Plan course schedules
    - Set goals
    - Use resources and support services at the University, etc.
  - Fill out brief meeting report
  - Refer waiver cases to Faculty Committee on Academic Advising, then Faculty Board and Senate APC, if appropriate

**Operational Procedures**

* Academic Problem: Students being placed on academic probation, or extended probation, or with GPA below a certain threshold (between 1.5 and 2.0)

Copyright reserved
Departments/Programmes are required to keep the meeting dates of students with Level I Advisors.

Level II Advisors are required to fill out a meeting report, which must be kept in strict confidential.

REPORT ON MEETING WITH STUDENT

Student Name: ___________________________ Student ID: ___________________________

Student*: Undergraduate/Postgraduate
Type*: Local / Mainland (Homeland: ___________________________)
       International (Origin: ___________ / Place of Study: ___________)
       Others (e.g. EAS): ___________________________

Year of study: ___________
Appointment Date & Time: ___________ Appointment Venue: ___________

1. Issue(s) Discussed:
   - Study
   - Financial
   - Family
   - Physical
   - Interpersonal
   - Emotional
   - Others (please specify): ___________________________

Copyright reserved
A platform for communication between students and advisors

To allow students to access the information of their pre-assigned Level I Advisor

To allow advisors to view the particulars of their advisees

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Grade Basis</th>
<th>Units</th>
<th>Program</th>
<th>Staff Value</th>
<th>Subplan(s)</th>
<th>Admit Year</th>
<th>Staff Year</th>
<th>College</th>
<th>Expected Graduation Date</th>
<th>Advisor Name</th>
<th>Action Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11655011812</td>
<td>FFXZ, 陈若亮 中国籍</td>
<td>Non-Graded</td>
<td>9 Engineering Stream</td>
<td>F</td>
<td>2019</td>
<td>NA</td>
<td></td>
<td></td>
<td>College</td>
<td>8/30/2016 9:02</td>
<td>Chan. Peter</td>
<td></td>
</tr>
<tr>
<td>11655011882</td>
<td>JDX, 朱冠雄 中国籍</td>
<td>Non-Graded</td>
<td>9 Engineering Stream</td>
<td>F</td>
<td>2019</td>
<td>2 SH</td>
<td></td>
<td></td>
<td>College</td>
<td>8/30/2016 9:02</td>
<td>Chan. Peter</td>
<td></td>
</tr>
</tbody>
</table>
A similar academic advising system shall be adopted for Pg students.

Every full-time Pg student should be assigned a Level I Advisor.

* e.g. The thesis supervisor for RPg students
  The Programme Director for TPg students

For each Division, a Level II Advisor should also be appointed by the Division Head to handle problem cases.

Owing to the diversified nature of TPg programmes, Programme Directors can design their own advisory systems and submit their plans to the Faculty Committee on Academic Advising concerned for endorsement.
Support for Advisors

- Pamphlet/booklet of general information in academic/personal counselling
- Information of other whole-person development opportunities (e.g. student activities, non-local students’ support, career consultation and internship facilitation, finance matters, student exchange, etc.)
- Counselling/sharing sessions, particularly for all Level II Advisors

Handbook on the Implementation of the Academic Advisory System can be obtained at the page of Useful Links in the OSA’s homepage: [http://www.cuhk.edu.dk/osa/link.htm](http://www.cuhk.edu.dk/osa/link.htm)
Applicable to all Advisors

1. Why did you choose to come to CUHK?
2. Why did you choose to study in HK? (mainly for non-local/non-JUPAS students)
3. Place of birth? (mainly for non-local/non-JUPAS students)
4. Place lived/studied? (mainly for non-local/non-JUPAS students)
5. Present residence (on or off-campus)?
6. Intended major? Why? (for broad based admitted/mainland students)
7. Intended minor? Why?
8. Intended career? Why?
9. What academic disciplines (apart from major) seem to interest you the most?
10. What questions do you have about CUHK, your major, graduation requirement?
11. What would you say have been your most enjoyable learning experiences?
12. What would you say have been your least enjoyable learning experiences?
13. Do you have concerns about adjusting to the University?
14. What are you most excited about now?
15. Are you aware of the university resources/student services available to you?
16. What are your hobbies? What do you do for fun/leisure?
17. What kinds of student societies/associations/activities have you joined?
18. When you hear the word “advising”, what is the first thing that comes to mind?
19. How can I as your advisor help you most?
20. Is there anything else about yourself that you’d like to share or that you think I should be aware of, which might help me get to know you better or enable me to be a more effective advisor to you?

Handbook Annex 8
## Implementation Schedule of Academic Advisory System in an Academic Year

### (Undergraduate Students)

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>Responsible Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>• To appoint Level I and Level II Advisors</td>
<td>Programmes/Departments</td>
</tr>
<tr>
<td>September</td>
<td>• To inform students of the advising system and their advisors</td>
<td>Orientation units</td>
</tr>
<tr>
<td></td>
<td>• To disseminate general information on academic/personal counselling for Level I and Level II Advisors</td>
<td>OSA</td>
</tr>
<tr>
<td></td>
<td>• To organize optional briefing sessions and training workshops for Advisors (particularly Level II Advisors)</td>
<td>OSA and other relevant units</td>
</tr>
<tr>
<td>Recurrent</td>
<td>• Advisors to meet with advisees</td>
<td>Programmes/Departments</td>
</tr>
<tr>
<td>January</td>
<td>• To generate lists of students with academic problems and with Term GPA below a certain threshold (between 1.5 and 2.0) for Programmes/Departments</td>
<td>Registration and Examinations Section</td>
</tr>
<tr>
<td></td>
<td>• Level II Advisors to meet with marginal students and students on academic probation or extended probation</td>
<td>Programmes/Departments</td>
</tr>
<tr>
<td>Mid-January onward</td>
<td>• To generate lists of students with academic problems and with Term GPA below a certain threshold (between 1.5 and 2.0) for Programmes/Departments</td>
<td>Registration and Examinations Section</td>
</tr>
<tr>
<td></td>
<td>• Level II Advisors to meet with marginal students and students on academic probation or extended probation</td>
<td>Programmes/Departments</td>
</tr>
</tbody>
</table>

### (Postgraduate Students)

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>Responsible Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>• Programme Directors of TPg Programmes to submit a brief plan of their proposed advisory systems to the Faculty Committee on Academic Advising, if any</td>
<td>Programmes/Departments</td>
</tr>
<tr>
<td></td>
<td>• To appoint Level II Advisors</td>
<td>Orientation units</td>
</tr>
<tr>
<td></td>
<td>• To inform students of the advising system and their advisors</td>
<td>OSA</td>
</tr>
<tr>
<td></td>
<td>• To disseminate general information on academic/personal counselling for Level I and Level II Advisors</td>
<td>OSA and other relevant units</td>
</tr>
<tr>
<td></td>
<td>• To organize optional briefing sessions and training workshops for Advisors (particularly Level II Advisors)</td>
<td>Programmes/Departments</td>
</tr>
<tr>
<td>Recurrent</td>
<td>• Advisors to meet with advisees</td>
<td>Programmes/Departments</td>
</tr>
</tbody>
</table>

**Remark:** The Faculty Committee on Academic Advising will meet at least twice at appropriate times during an academic year.

---

Copyright reserved