An Enhanced Academic Advisory System

Dennis Ng

Associate-Pro-Vice Chancellor
& University Dean of Students

Sep. 27, 2012

Background

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

o 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.

o 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.

o 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.

o 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 the Senate Committee on Teaching & Learning

---

Roles and Responsibilities

Level I Advisor

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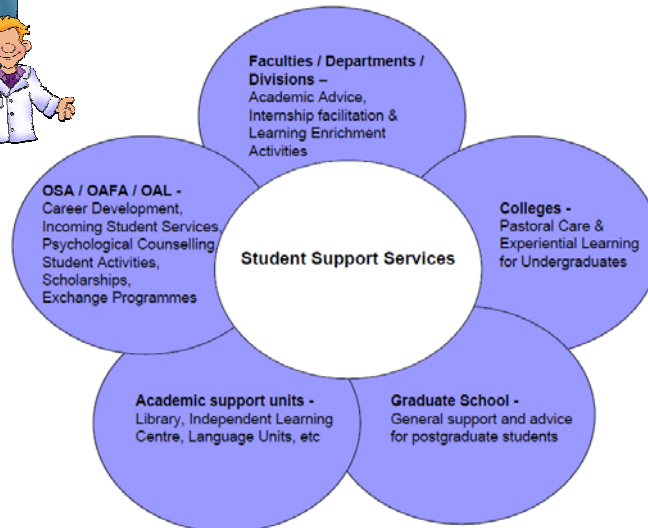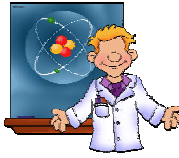
Level II Advisor

- 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
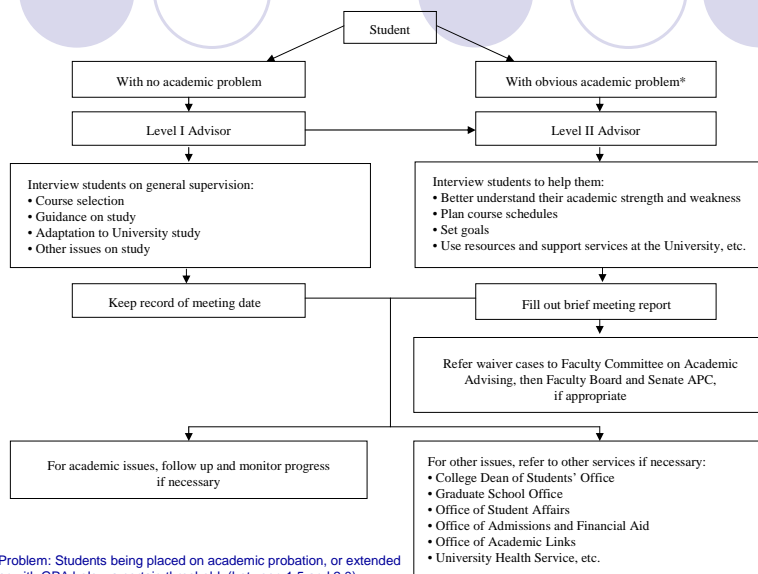
Faculty Committee on Academic Advising

- 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

Holistic Student Support Services

Student Support Services (center)

Faculties / Departments / Divisions –
Academic Advice, Internship facilitation & Learning Enrichment Activities

Colleges -
Pastoral Care & Experiential Learning for Undergraduates

OSA / OAFA / OAL -
Career Development, Incoming Student Services, Psychological Counselling, Student Activities, Scholarships, Exchange Programmes

Academic support units -
Library, Independent Learning Centre, Language Units, etc

Graduate School -
General support and advice for postgraduate students

Operational Procedures

Student

With no academic problem → With obvious academic problem*

Level I Advisor → Level II Advisor

Interview students on general supervision:
• Course selection
• Guidance on study
• Adaptation to University study
• Other issues on study

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.

Keep record of meeting date

Fill out brief meeting report

Refer waiver cases to Faculty Committee on Academic Advising, then Faculty Board and Senate APC, if appropriate

For academic issues, follow up and monitor progress if necessary

For other issues, refer to other services if necessary:
• College Dean of Students' Office
• Graduate School Office
• Office of Student Affairs
• Office of Admissions and Financial Aid
• Office of Academic Links
• University Health Service, etc.

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

Record Keeping

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

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

STRICTLY CONFIDENTIAL

THE CHINESE UNIVERSITY OF HONG KONG

Department/Programme/Division of _____

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): _____

CUSIS

o A platform for communication between students and advisors

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

o To allow advisors to view the particulars of their advisees

ID	Name	Grade Basis	Units	Program	Study Mode	Subplan(s)	Admit Year	Study Year	College	Expected Graduation Date (For PG only)	Advisor Name	Action Date/Time
1155001912	FFXZ, Mfxzlk 中文名	Non-Graded	0	Engineering Stream	F		2010	2	NA		Chan,Peter	8/30/2010 9:02
1155001882	JDX, Jwdxhhxz 中文名	Non-Graded	0	Engineering Stream	F		2010	2	SH		Chan,Peter	8/30/2010 9:02

Advisors for Postgraduate Students

o A similar academic advising system shall be adopted for Pg students.

o Every <u>full-time</u> Pg student should be assigned a Level I Advisor.

  e.g. The thesis supervisor for RPg students

     The Programme Director for TPg students

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

o 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

o Pamphlet/booklet of general information in academic/personal counselling

o 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.)

o 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.hk/osa/link.htm*

In the Handbook......

Potential Questions to ask an Advisee

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)

Date	Action	Responsible Parties
August	• To appoint Level I and Level II Advisors	Programmes/ Departments
September	• To inform students of the advising system and their advisors	Orientation units
	• To disseminate general information on academic/personal counselling for Level I and Level II Advisors	OSA
	• To organize optional briefing sessions and training workshops for Advisors (particularly Level II Advisors)	OSA and other relevant units
Recurrent	• Advisors to meet with advisees	Programmes/ Departments
January	• 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	Registration and Examinations Section
Mid-January onward	• Level II Advisors to meet with marginal students and students on academic probation or extended probation	Programmes/ Departments
June	• 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	Registration and Examinations Section
Mid-June onward	• Level II Advisors to meet with marginal students and students on academic probation or extended probation	Programmes/ Departments

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

Implementation Schedule of Academic Advisory System in an Academic Year (Postgraduate Students)

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

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