

III:02:02 ADMINISTRATIVE RESPONSIBILITIES FOR ADVISING AND ADVISING STANDARDS

Introduction:

The Academic Advising Program at Volunteer State Community College is a cooperative effort of the divisions of Academic Affairs and Student Services, designed to maximize the effectiveness of the service to students. Academic advisement is available to all students and is delivered on campus and to select off-campus sites during registration periods. Since the summer of 1996, when Volunteer State Community College adopted PRIDE, a telephone registration system, advising by telephone has been available. In addition, advising by email is available.

Advising in the non-credit courses and programs is available to all students through the Office of Continuing Education and Economic Development. Advising is provided in person, by phone, and by email.

Policy:

The Vice President of Academic Affairs, the Vice President for Student Services, and the Assistant Vice President for Community Education and Economic Development provide leadership for the effective delivery of advisement services to all students.

Academic Division Deans report to the Vice President of Academic Affairs. The advising of students with declared majors is the responsibility of the personnel within the academic divisions. The assignment of advisors to specific majors, the determination of advising loads for individual advisors, as well as the training, supervision and evaluation of performance of advisors are the responsibilities of the Academic Division Deans or their designees.

The Advising Center reports to the Vice President for Student Services. Among other things, the Advising Center personnel provide academic advisement to Undeclared and non-degree-seeking students. In addition, the Advising Center supports the advising effort of the academic divisions.

Advising Standards:

PURPOSE

The primary purpose of this portion of the policy is to convey to new academic advisors the minimum standards of performance expected of all academic advisors at Volunteer State Community College. All academic advisors shall abide by the minimum standards.

STANDARDS

Each academic advisor is expected to be available, knowledgeable and helpful as defined:

Available

Advisors are expected to be available to assist advisees for each early, official and late registration. If an advisor needs to be away during any of these times, he or she must receive permission from his/her supervisor to be excused from advising responsibilities.

Knowledgeable

Advisors are expected to be knowledgeable about the College's mission, general education goals, academic programs and requirements, support services, and policies and procedures. The College Catalog, Student Handbook, college website, schedule of classes, and Academic Resource Manual should be used toward this end.

Helpful

Advisors are expected to be helpful with advisees in establishing educational and career goals. Discussion with an advisee about his/her interests, abilities, and aspirations should permit an advisor to lend appropriate advice.

Advisors are expected to:

- Evaluate student records and recommend appropriate courses
- Teach advisees the mechanics of developing a schedule and provide scheduling assistance to advisees when needed
- Teach advisees to use the PRIDE registration system
- Review the educational progress of advisees and utilize available degree audit tools to unofficially audit students' records for graduation requirements
- Make appropriate referrals of advisees when needed
- Assist advisees with academic clearances, changes of schedules, changes of major, graduation applications and related advising matters

RECORDS

The Banner system maintains students' educational records. An academic advisor is expected to protect the confidentiality of an advisee's educational records by giving out information only to the student or other authorized recipient. When deemed necessary or desirable, the advisor should document pertinent information from the advising session. The system identifies the advisor and program of study.

VSCC Source: Former II:08:00, October 1, 1997, President; November 30, 2007, President