

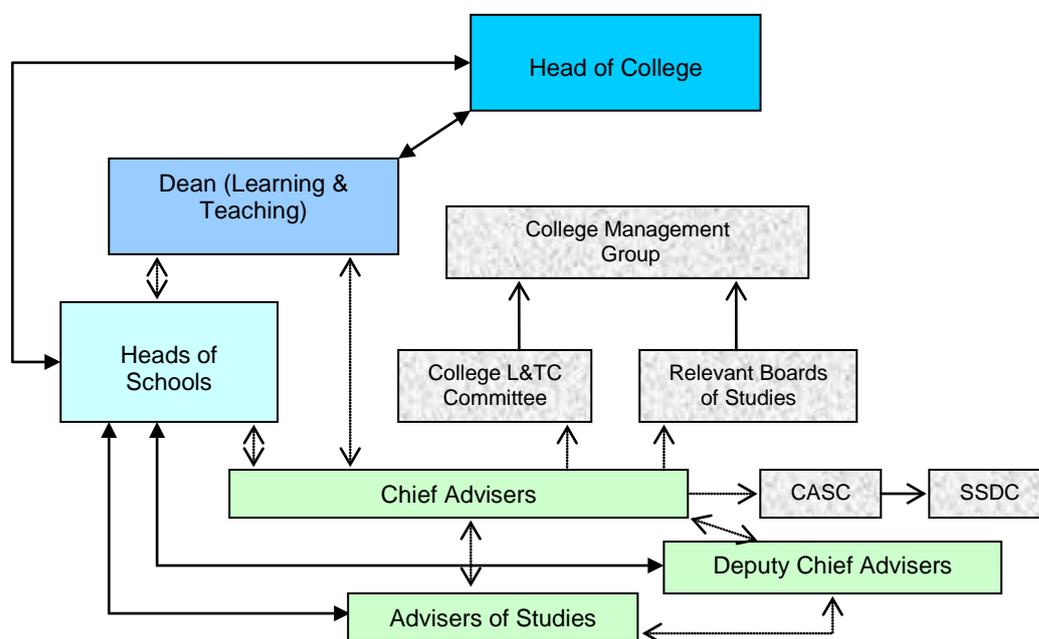


University  
of Glasgow

## **Undergraduate Student Advisory System**

September 2012

**University of Glasgow**  
**Undergraduate Advisory Structure<sup>1</sup>**



**Degree Programmes requiring a Chief Adviser and College where located**

***College of Arts (3)***

- MA
- BMus
- BD

***College of Social Sciences (5)***

- MA (Soc Sci)
- LLB
- BAcc
- BA /Bed
- MA (Liberal Arts)

***College of Medical, Veterinary & Life Sciences (5)***

- MBChB / BSc (Med Sci)
- BDS /BSc (Dent Sci)
- BN
- BVMS/ BSc (Vet BioSciences)
- BSc

<sup>1</sup> A separate structure will be put forward for PGT Advising in due course

## **College of Science and Engineering (2)**

- BSc (and MSci) – A significant number of students registered for this degree are undertaking courses in the College of Medical, Veterinary & Life Sciences and a small number are undertaking courses in the College of Arts
- BEng (and MEng)

## **Relationships**

The **Head of College** will:

- Have responsibility for College resources associated with advising
- Appoint a Chief Adviser<sup>2</sup> (and a deputy/deputies where necessary) for each degree programme where the College is the lead provider of the degree and manage associated succession planning
- Ensure that adequate administrative support is provided to support the delivery of the advisory function

The **Dean (Learning and Teaching)** will:

- Be conversant with the *Principles for the Provision of Advice and Information to Students* and the remits and roles of Chief Advisers and Advisers of Studies
- Ensure that Colleges and Schools contributing to non-vocational degrees have comparable workload models in relation to advising, including compulsory training
- Ensure that Heads of Schools receive up-to-date information regarding compulsory training sessions for Advisers of Studies
- Where a degree programme crosses College boundaries, ensure that there is appropriate liaison with the other Colleges concerned
- Convene regular meetings with the College's Chief Advisers to discuss strategic matters relating to advising (eg the number of Advisers of Studies required to support the student population on each degree programme; the number of Advisers of Studies required in each School)
- Notify Heads of School of the number of Advisers of Studies required from their School
- Receive periodic reports from Chief Advisers (these may be copies of reports submitted to the College Learning and Teaching Committee, College Boards of Studies and to the Chief Advisers Sub-Committee) and ensure that appropriate action is taken in relation to advisory matters identified for the attention of the College
- Oversee periodic evaluation of surveys of student satisfaction with advisory provision in the College and ensure that a summary of the findings and proposed action to address any deficiencies is communicated to students

The **Head of School** will:

- Ensure that the School's workload model encompasses student advising and plan for a typical advising load of 1:25<sup>3</sup> per Adviser of Studies

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<sup>2</sup> In some instances an individual may be appointed as Chief Adviser to more than one degree programme

- Ensure that the workload of any Chief Adviser who is a member of the School's staff reflects their advisory responsibilities, and includes suitable adjustments if their Chief Adviser role for a named programme crosses School and/or College boundaries
- Ensure that the workload of any Deputy Chief Adviser who is a member of the School's staff reflects their advisory responsibilities and that there is flexibility to allow them to deputise for the Chief Adviser as necessary
- Liaise with the relevant Chief Adviser regarding the identification of academic staff for the role of Adviser of Studies
- Appoint Advisers of Studies
- Ensure that Advisers of Studies who share an office with another member of staff have access to a private space for meeting with advisees
- Monitor the performance and continuing suitability of Advisers of Studies for the role in consultation with the Chief Adviser and ensure that this is considered in relation to the P&DR process
- Liaise with the relevant Chief Adviser when a member of the School's staff ceases to be an Adviser of Studies and provide a replacement

**Chief Advisers will:**

- Be appointed by the Head of College
- Co-ordinate and oversee the advising for a named degree programme
- Be physically based in one School and College but, for advising purposes, will liaise with the Heads of all Schools which contribute courses to the named programme
- Report periodically to the Dean (Learning & Teaching) on matters relating to advising
- Attend meetings with the Dean (Learning & Teaching) to discuss strategic matters related to advising
- Be members of the College Learning & Teaching Committee, relevant Boards of Studies and the Chief Advisers Sub-Committee
- Fulfil the generic remit and role and any other duties specific to the degree programme
- Where relevant, liaise with the Head(s) of School(s) with regard to the advisory load of any Deputy Chief Adviser who is based in their School
- Provide relevant training for Deputy Chief Adviser(s) to equip them for their role
- Liaise with the Head(s) of School(s) with regard to Adviser of Studies appointments, the allocation of Adviser loads and time required for compulsory Adviser training
- Assign students to named Advisers of Studies
- Provide advice and support and supervise mentoring to Advisers of Studies as appropriate and assign temporary cover for absent Advisers of Studies where necessary following discussion of workload implications with the relevant Head of School
- Liaise with the Head(s) of School(s) to identify a replacement Adviser of Studies when a member of the School's staff ceases to be an Adviser of Studies
- Contribute to the design and development of Adviser of Studies training and periodic review of its effectiveness, and to the delivery of training where appropriate

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<sup>3</sup> It is expected that the optimum advising load of 1:25 will be achieved on an incremental basis over a period of three years following the introduction of the advising system in 2011-12

- Liaise with School web contacts to ensure that web materials and links relating to advising remain up-to-date and appropriate

**Deputy Chief Advisers will:**

- Be appointed by the Head of College following consultation with the relevant Chief Adviser(s)
- Report to the Chief Adviser on matters relating to advising
- Deputise for the Chief Adviser as necessary
- Fulfil the Deputy Chief Adviser role and remit, including attendance at compulsory training

**Advisers of Studies will:**

- Be appointed by the Head of School following consultation with the relevant Chief Adviser(s)
- Receive notification from the Chief Adviser of the advisees assigned to them
- Report to the relevant Chief Adviser on matters relating to the advising of students; where programmes are offered across Colleges, the Chief Adviser may be based in a different College from the Adviser of Studies
- Fulfil the agreed Adviser of Studies role and remit, including attendance at compulsory training

**Probationary Staff**

Probationary staff are not routinely expected to undertake advising duties in order to allow them flexibility to develop and manage their teaching and administrative load.

## University of Glasgow

### Principles for the Provision of Advice and Information to Students

Members of the University community whose remit includes the provision of advice and information to students, are individually and collectively committed to:

- Supporting, advising and helping students with a view to enhancing their learning experience and professional development
- Respecting students' confidentiality within the constraints regarding the processing and disclosure of personal data, as set out in Section III of the 'Fees and General Information' Section of the *Calendar*.
- Recognising the diverse background of students
- Maintaining a duty of care within professional parameters
- Providing an informed and up-to-date service
- Providing impartial advice

Approved in principle by SSDC, 6 November 2009  
Noted by Senate, 10 December 2009  
Revised title approved by SSDC, 15 January 2010

## **University of Glasgow**

### **Chief Adviser Remit and Role**

#### *Introduction*

The Chief Adviser is a member of academic staff with experience of advising and is selected from the advising team for the degree programme. He/she has the key role of leading and coordinating a team of Advisers of Studies in supporting students in their degree programme.

#### *Key Tasks*

1. Acknowledging and upholding the University of Glasgow Principles for the Provision of Advice and Information to Students
2. Leading and coordinating the team of Advisers of Studies
3. Developing, maintaining and enhancing the knowledge, skills and practice relevant to their role, by engaging with:
  - centrally provided training, workshops and seminars
  - College, School or service specific events and activities in or outwith the University
  - guidance and advice from experienced colleagues
  - opportunities for sharing good practice
4. Keeping abreast of University policies, procedures and codes of practice
5. Providing formal training and instructions to Advisers of Studies
6. Providing advice and support to Advisers of Studies
7. Providing information and advice to staff and students about the Advising Service
8. Representing the degree programme at meetings of Chief Advisers
9. Participating in induction sessions for students
10. Organising and chairing meetings of Advisers of Studies
11. Liaising with University Services
12. Monitoring and supporting the introduction and development of online registration and enrolment (ie Student Lifecycle project)
13. Working with administrative and secretarial staff, where provided, to ensure the smooth operation of face-to-face meetings of Advisers of Studies with the appropriate students
14. Monitoring the performance of Advisers of Studies and taking appropriate action to address identified issues
15. Periodic monitoring, evaluation and review of the degree programme's Advising Service [every 5 years suggested]
16. Working with staff in other services to ensure that all information and support provided to students (eg on the University's website, and in electronic and print media) is consistent and up-to-date

17. Co-operating with those charged with the development, monitoring, evaluation and review of initiatives aimed at enhancing the student experience
18. Change of programme plan
  - Approve significant changes of Program Plan (eg involving change of College)

*Programme-specific functions*

[The definitive role and remit for each degree programme will include the additional key tasks that are specific to that programme here.]

## University of Glasgow

### Assistant Chief Adviser Remit and Role

The Assistant Chief Adviser will be experienced in undergraduate student advising and, in addition to the Assistant Chief Adviser role, will have a personal Adviser of Studies caseload (typically 25 advisees). In addition to the generic duties listed below, the Assistant Chief Adviser may be required to undertake other duties which are specific to a particular undergraduate programme(s).

1. To deputise for the Chief Adviser, as necessary, in the management of the Advising System and the provision of advice to Advisers of Studies
2. To provide continuity of knowledge and experience during any transitional period between Chief Adviser appointments
3. To assist in the induction of new Advisers of Studies
4. To respond to enquiries from applicants, newly admitted students, parents or school teachers
5. To assist with Open Days and Applicant Visit events as well as informal applicant visits arranged by the Recruitment and International Office (RIO)
6. To interview applicants as directed by the Chief Adviser
7. To interview students applying for internal or external transfer as directed by the Chief Adviser
8. To assist the Chief Adviser to provide cover for students whose Adviser of Studies is on a short period of study leave or absent for health reasons
9. To take responsibility for advising a proportion of the students with difficult cases who have been passed on by Advisers of Studies
10. To provide advice for students referred to the Progress Committee, whose Adviser of Studies is not available
11. To qualify students for graduation with designated degrees prior to graduation ceremonies and 'in absentia' graduation
12. To be a member of relevant committees and selection panels

## University of Glasgow

### Adviser of Studies Remit and Role

**The following are essential in supporting students in their degree programme:**

1. Acknowledging and upholding the University of Glasgow Principles for the Provision of Advice and Information to Students
2. Developing, maintaining and enhancing the knowledge, skills and practice relevant to the role, by engaging with:
  - centrally provided training, workshops and seminars
  - College, school or service specific events and activities in or outwith the University
  - guidance and advice from experienced colleagues
  - opportunities for sharing good practice
3. Keeping abreast of and abiding by University policies, procedures and codes of practice (<http://www.gla.ac.uk/services/senateoffice/academic/>)
4. Providing explicit information to students about your availability and how you may be contacted
5. Encouraging face-to-face meetings at least twice a year and being available for additional student contact
6. Providing support, information and impartial advice to students in relation to curriculum choice, where available, and academic progress
7. Providing pastoral support to students by:
  - listening to students
  - knowing where support is to be found (<http://www.gla.ac.uk/students/>; <http://www.glasgowstudent.net/advice/>)
  - signposting students to specialist support and advice for specific issues
8. Responding to concerns re attendance or other issues from staff within the framework of University policy
9. Documenting all advising contacts (see Checklist for compliance with DPA for Advisers of Studies <http://www.gla.ac.uk/services/dpfoioffice/aztopics/advisersofstudies/>)
10. Liaising with course organisers and other staff re students' progress where necessary
11. Liaising with the wider support network within the College and the University
12. Informing relevant individuals of decisions and advice of a non-confidential nature
13. Attending team meetings
14. Encouraging and reminding students, where appropriate, to engage with Personal Development Planning (PDP)
15. Change of programme plan
  - Approve changes to Program plan
  - Subsequent to approval, update student record (may be done by Administrative Support)

## 16. Leave of absence

- Discuss with student and authorise update of student record before the leave of absence