

King Abdulaziz University

Faculty of Dentistry

Academic Advising and Student Support

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Definitions

Academic Advising

This refers to the situation where an academic advisor guides students through the difficulties they encounter, whether academic, social, or personal. The nature of this guidance can be for information, consultation, training, or follow-up.

Academic Advisor

An academic advisor is a faculty member chosen by the academic department in the faculty to guide and mentor a group of students throughout their academic journey until graduation.

Student

A student is an individual who pursues their education according to specific curricula and educational programs. They participate in classes and academic activities to develop their skills and academic achievements. The student's role includes committing to their studies and actively engaging in the educational process to achieve academic success and personal growth.

Student Support

Student support refers to a range of services provided by the Faculty of Dentistry aimed at fostering students' academic and personal success. This support encompasses various aspects such as academic, personal, and financial support. The goal of student support is to create a supportive and inclusive educational environment that helps students reach their full potential and succeed in their academic pursuits.

Psychological Support

Psychological support refers to services provided to students to support their mental health and psychological well-being. It helps individuals cope with daily life challenges and stressors, maintaining their personal and academic quality of life. The aim is to enhance emotional comfort and stability.

Financial Support

Financial support refers to providing monetary assistance to students facing financial difficulties or needing support to achieve their goals and overcome financial obstacles that may hinder their stability and progress.

Academic Advising and Student Support

The Academic Advising and Student Support Unit at the Faculty of Dentistry aims to assist students in integrating into the academic environment by assigning an academic advisor who helps students address various challenges (academic, psychological, social, etc.) that may affect their academic performance. The unit supports students in developing their well-rounded personalities, modifying their behavior, and identifying their areas of weakness and performance through awareness and education. This comprehensive student service system ensures privacy and confidentiality of information, adhering to clear mechanisms, procedures, and documented measurement methods. This approach guarantees that the educational process aligns with administrative, technical, and academic regulations and standards, in accordance with King Abdulaziz University's criteria and national and international accreditation standards.

Policies of the Academic Advising

The Faculty of Dentistry at King Abdulaziz University is working on developing the academic and clinical skills of its students in accordance with the faculty's objectives and strategic plans, which seek to support the students in integrating into the academic environment and to provide a positive educational environment that improves the student's performance.

The academic advising system at the Faculty of Dentistry introduces a comprehensive system for assisting the students in a manner, which maintains both privacy and confidentiality of information in accordance with clear procedures. Thereby, helping the academic advisor perform his/her duties effectively and with high quality, and assist in achieving psychological and social integration of students. This ensures that the academic process with its outcomes proceed in compliance with the administrative and academic standards and systems and in line with both KAU standards as well as national and international accreditation standards.

In accordance with the regulations of the Ministry of Education and King Abdul Aziz University, academic guidance is one of the tasks and responsibilities of the faculty member, which complements his main duties, as stipulated in the following administrative and academic regulations:

- Article forty-one (41) of the regulations governing the affairs of faculty members at the Ministry of Education:
"Faculty members and the like shall perform thirty-five working hours per week - which may be increased to forty working hours per week by a decision of the University Council - spent in teaching, research, academic guidance, office hours, scientific committees and other work assigned to them by the competent authorities at the university."

Based on the Code of Professional Ethics for Faculty Members and the Like at King Abdulaziz University, item No. (6) Duties and responsibilities in the field of the educational process: "To pay attention to office hours to guide and mentor students and solve their personal and social study problems."

The Academic advising includes the following Responsibilities

1. Tasks of the Academic Advising:

- 1.1. Develop and implement academic advising policies and procedures in alignment with the university's academic advising policies .
- 1.2. Designate academic advisors and assign them to students .
- 1.3. Schedule group academic advising sessions, ensuring at least two sessions per academic year, and communicate these schedules to all academic advisors and students .
- 1.4. Guide students on utilizing the university's available resources for academic advising .
- 1.5. Incorporate results from personal interviews into the academic advising process .
- 1.6. Provide each student at all academic levels with the name of their academic advisor .
- 1.7. Identify struggling students based on electronic performance evaluation results and notify academic advisors via email to monitor these students .
- 1.8. Oversee the academic, psychological, and social follow-up of students .
- 1.9. Organize workshops on academic advising in coordination with the Faculty Development Unit at the faculty .
- 1.10. Prepare statistics related to group academic advising sessions for both academic advisors and students .
- 1.11. Annually calculate the KPI; Key Performance Indicators for the effectiveness of academic advising and compare it with previous years .

- 1.12. Distribute surveys at the end of each semester to academic advisors and students to identify strengths and weaknesses in the academic advising mechanisms .
- 1.13. Supervise the preparation of periodic reports for presentation to the Student Performance Evaluation Committee.

2. Tasks of the Academic Advisors:

- 2.1. Communicate with students to meet with them collectively in group meeting and determine the direct or virtual meeting, either through (phone messages, e-mail, or the ODUS system) during the dates of the meetings that will be determined in advance by the Academic Advising Committee and documented by a report sent via (Google Form) located on the website of the faculty of Dentistry to the Deputy Supervisor of Academic Advising.
- 2.2. Determine individual direct or virtual meetings with students through (phone messages, e-mails or the ODUS system) and document them with a report sent via (Google Form) on the website of the Faculty of Dentistry to the Deputy Supervisor of Academic Advising.
- 2.3. Maintaining the confidentiality and privacy regarding the information pertaining to the student, whether academic, psychological, social, or health issues.
- 2.4. Advising and guiding students on the policies and regulations of the Faculty of Dentistry and encourage them to comply with the rules and regulations of King Abdulaziz University.
- 2.5. Follow up on the academic performance regarding the delivery of all requirements, whether laboratory or clinical cases in the specified time required by the department and course director.
- 2.6. Encouraging the students to constantly communicate with the academic advisor for assisting the students academically and helping them build their skills, attitudes and personalities. In addition to, identifying weaknesses and low performing students, raising their awareness and educating them on the importance of the academic advising.
- 2.7. Holding advisory sessions with struggling students to examine the reasons for their difficulties (those who have been notified of being barred due to continuous absence, failure to submit clinical and laboratory requirements on time, or poor performance in periodic or semester exams).

- 2.8. Submitting a periodic report to deputy Supervisor of Academic Advising, which demonstrates the performance level of students and the extent of their response in general, particularly the low academic performers, in order to raise their academic performance level.
- 2.9. Referring student cases in need of psychological or social services or financial support cases to the psychological support unit at the faculty through the supervisor of student affairs to be referred to specialists in coordination with the relevant authorities at the university.
- 2.10. Follow-up confidential cases (psychological, social or health) that have been submitted to the psychological support unit at the faculty by meeting the student on an ongoing basis and following up the case in cooperation with the Deputy Supervisor of Academic Advising to know the extent of the student's response and the improvement of his/her condition.

3. Tasks of the Students:

- 3.1. Being aware of the details of the academic calendar and important dates which relate to admissions, withdrawal or refraining from study.
- 3.2. Knowing their academic advisor and his/her office hours.
- 3.3. Implementing the recommendations of the academic advisor and attending the meetings with the academic advisor on the pre-agreed dates.
- 3.4. Reviewing the forms related to academic advising on the Faculty of Dentistry's website, e.g. complaints and suggestions forms.
- 3.5. Attending all group meetings of the Academic Advising with the Vice Dean for Educational Affairs/Vice Dean female side.
- 3.6. Continuously communicate with the academic advisor via e-mail or any other means at least once a month
- 3.7. In case an individual meeting is sought with the academic advisor, the student must communicate via e-mail or any other means to schedule an appropriate date for the meeting.
- 3.8. Notifying the academic advisor of any changes or circumstances, which may affect the progress of the academic process as well as the academic performance of the student.

Academic Advising Tasks and Procedures

1. Determining and Approving the List of Academic Advisors:

- 1.1. A letter is sent from the Vice Dean for Educational Affairs to the Heads of Academic Departments, with a copy to the Vice Dean for the Female Students' Section, requesting them to provide a list of faculty members currently on duty in their departments.
- 1.2. The heads of academic departments respond to the Vice Dean for Educational Affairs, with a copy to the Vice Dean for the Female Students' Section including lists of faculty members currently on duty.
- 1.3. The Academic Advising Supervisor and the Deputy Academic Advisors, along with the Academic Advising Coordinators, select the academic advisors for each academic year from the lists provided by the departments. Faculty members who teach a particular stage are chosen as academic advisors for that stage. For the sixth year, faculty members supervising students in the UGP are selected as academic advisors. These lists are then presented to the Vice Dean for Educational Affairs for approval for male students and to the Vice Dean for the Female Students' Section for female students.
- 1.4. The Academic Advising Coordinator prepares the appointment decisions for each academic advisor, which are then submitted through an official letter from the Vice Dean for the Female Students' Section to the Dean for approval regarding female students. For male students, the decisions are submitted through an official letter from the Vice Dean for Educational Affairs to the Dean for approval.
- 1.5. Official decisions are issued by the Dean's Office and sent through the "Anjez" system to each academic advisor.
- 1.6. The Dean's Office sends a copy of all issued decisions for female academic advisors to Vice Dean for the Female Students' Section, and a copy of all decisions for male academic advisors to the Vice Dean for Educational Affairs.

2. Distributing Students Among Academic Advisors:

- 2.1. The Academic Advising Coordinator requests the approved lists of students from the Admissions and Registration Coordinator via email.

- 2.2. Under the supervision of the Academic Advising Supervisor and Deputy Academic Advisor, the Academic Advising Coordinator distributes students among academic advisors according to their academic year.
- 2.3. The Academic Advising Coordinator divides second-year students based on the results of the medical terminology exam conducted at the beginning of the academic year. For other years, distribution is based on the student's semester GPA, ensuring that each academic advisor manages students ranging from excellent to lower levels.
- 2.4. The Academic Advising Coordinator, under the supervision of the Academic Advising Supervisor and Deputy Academic Advisor, assigns specific academic advisors to struggling students for intensive follow-up, providing the advisors with all necessary information about the students' academic status.
- 2.5. The Academic Advising Supervisor and Deputy Academic Advisor refer some cases of academic difficulties that require ongoing follow-up to the Year Coordinator for supervision.

3. Sending Results of the MMI Personal Interviews for Second-Year Students:

- 3.1. The Academic Advising Supervisor receives the results of the MMI personal interviews from the Coordinator of the Personal Interviews Committee for new students.
- 3.2. The Academic Advising Coordinator prepares an email containing each student's results and sends it to the students. A copy of the email is also sent to the student's academic advisor and the Academic Advising Supervisor.

4. Informing Students of Their Academic Advisors:

- 4.1. The Academic Advising Coordinator sends an email to all academic advisors containing a table with students' names and their details (student ID number, mobile number, email address, semester GPA for years three through six, and medical terminology test results for the second year). The email also includes lists of extracurricular activity units and committees, the academic advising policy, and links to electronic forms (group academic advising meeting link and individual academic advising meeting link).
- 4.2. The Academic Advising Coordinator sends the lists of student assignments to academic advisors via email to all students.

5. Arranging Group Academic Advising Meetings:

- 5.1. The Academic Advising Supervisor sets the date for the group academic advising meetings, defining a specific period for conducting the sessions.
- 5.2. The Academic Advising Coordinator sends an email to the academic advisors with the schedule for the group meeting with students.
- 5.3. Each academic advisor selects a suitable time to meet with the students within the specified period.
- 5.4. After the meeting, the academic advisor completes the electronic form for the group academic advising session.
- 5.5. The Academic Advising Coordinator collects the feedback mentioned in the links, organizes it, and presents it to the Academic Advising Supervisor to be included in the academic advising report.
- 5.6. The Academic Advising Coordinator prepares statistics on the number of academic advisors who conducted group meetings with their students and the number of students who attended these meetings. Additionally, statistics are prepared for advisors who did not meet with their students and for students who did not respond to the scheduled meetings. These statistics are included in the academic advising report.

6. Sorting Quarterly Reports (First, Second, Third, Fourth) for the Student Performance Committee and Preparing Statistics on Struggling Students:

- 6.1. The Academic Advising Supervisor shares the quarterly reports via Google Drive with the Academic Advising Coordinator.
- 6.2. The Academic Advising Coordinator sorts the reports and prepares statistics including the following information: (student name, subjects in which the student is struggling, type of difficulty—whether theoretical or practical, and the name of the advisor). This information is then presented to the Academic Advising Supervisor.
- 6.3. The Academic Advising Coordinator coordinates with the Academic Advising Supervisor to prepare an email directed to each advisor. This email includes the names of struggling students, the subjects in

which they are struggling, and all necessary information for monitoring the student's situation. This will facilitate meetings with the students to understand the causes of their difficulties.

7. Monitoring Cases of Struggling Students Referred to Academic Advisors from Academic Departments by Official Letters:

- 7.1. Receive official letters from academic departments addressed to the Vice Dean for Educational Affairs and the Vice Dean for the Female Students' Section, listing the names of struggling students.
- 7.2. The Academic Advising Coordinator, in coordination with the Academic Advising Supervisor and Deputy Academic Advisor, prepares an email for each academic advisor. This email includes the names of struggling students, the subjects in which they are struggling, and all necessary information for monitoring the students' situations. The goal is to arrange meetings with the students to understand the causes of their difficulties.
- 7.3. After meeting with the struggling students, the academic advisor completes the electronic form for individual meetings (one-on-one meetings with each student).
- 7.4. The Academic Advising Coordinator sorts the responses from academic advisors and presents them to the Deputy Academic Advisor. The recommendations mentioned in the individual meeting forms are then included in the quarterly and annual academic advising reports.
- 7.5. The Academic Advising Supervisor responds to the academic department's letter, confirming that the struggling student has been monitored by their academic advisor.
- 7.6. The Academic Advising Coordinator prepares statistics on the number of struggling students referred by academic departments. The statistics include information such as (academic year, subjects in which students are struggling, whether the student was referred to an academic advisor, whether the advisor held the meeting and completed the individual meeting form). This information is then included in the quarterly and annual academic advising reports.

8. Sorting Recommendations from Academic Advisors' Meetings with Struggling Students:

8.1. If the reasons for the academic difficulty are psychological or social:

The student is referred to the Psychological Support Unit. This is done by the Academic Advising Supervisor sending an email to the Student Affairs Supervisor to take the necessary actions by the Psychological Support Unit.

8.2. If the reasons for the academic difficulty are other circumstances:

The student is referred to a specific department within the faculty. The issue is then presented to the Vice Dean for Educational Affairs or the Vice Dean for the Female Students' Section for further action.

9. Handling Non-Response from Advisors for Group Meetings or Individual Follow-Up with Struggling Students:

- 9.1. The Academic Advising Coordinator identifies the advisors who have not conducted any meetings, whether group or individual, with students.
- 9.2. The Academic Advising Coordinator, under the supervision of the Academic Advising Supervisor, prepares a letter addressed to the Vice Dean for Educational Affairs or Vice Dean for the Female Students' Section. This letter lists the advisors who have not held any meetings with students.
- 9.3. The letters are forwarded by Vice Dean for Educational Affairs to the head of each academic department to follow up with the advisors in their department.
- 9.4. The head of the academic department responds with the reasons for the advisors' failure to conduct any individual or group meetings.

10. Awareness of Students and Academic Advisors on the Importance of Academic Advising:

10.1. For Academic Advisors:

The Academic Advising Supervisor will send a letter to the Vice Dean for Development to contact the relevant parties to conduct workshops on academic advising through the Faculty Development Unit.

10.2. For Students:

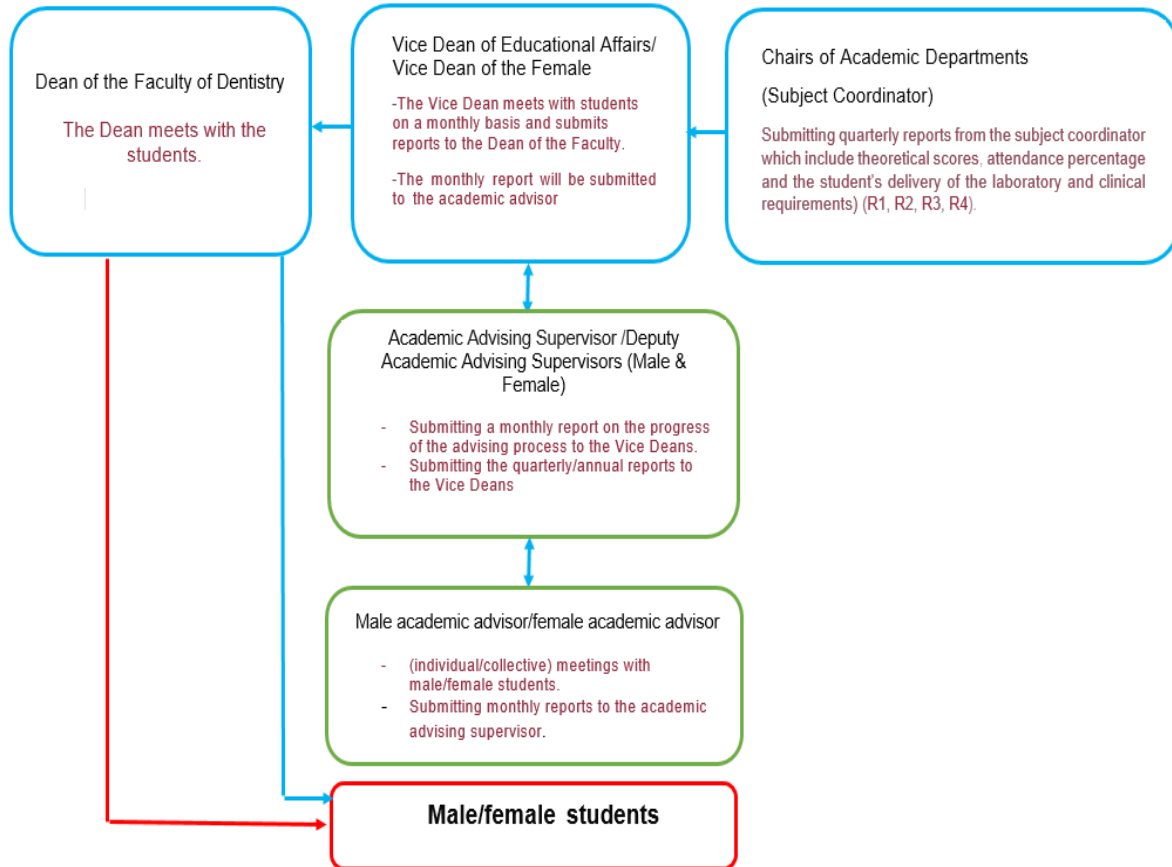
10.2.1. The Academic Advising Supervisor coordinates with the Orientation Week Coordinator and the Curriculum Affairs Manager to schedule lectures for all students during Orientation Week. These lectures will cover the services provided by academic advising and are held during the first week of the academic year (Orientation Week).

10.2.2. The Academic Advising Supervisor coordinates with the Curriculum Affairs Department to organize a workshop for students during the academic year.

11. Preparing Quarterly/Annual Reports on the Unit's Activities:

11.1. All transactions and emails are collected, and the necessary statistics and charts are prepared to illustrate the tasks completed during the month/semester/year.

12. Academic Advising Mechanism



Student Support

1. Psychological Support

The Faculty of Dentistry places significant importance on the psychological and social aspects of its students. This commitment aligns with:

- The goals and projects outlined in the faculty's strategic plan, which aim to enhance values among its
- The implementation of the Humanistic Culture program for students.
- Compliance with the fourth standard of the American Dental Education Association (CODA) accreditation criteria, which recommends providing psychological counseling services for students.

1.1. Objectives of the Psychological Support Unit:

- 1.1.1. Facilitate the provision of psychological and social counseling services to students of the faculty, addressing the difficulty they face in accessing the university counseling center due to its distance from the health faculties.
- 1.1.2. Assist students in overcoming challenges that hinder their personal and academic development.

1.2. Mechanism of Psychological Support:

Introduction to Services: All students are introduced to the services of the Psychological Support Unit at the beginning of each academic year during Orientation Week. Information about the unit is also included in the [Student Handbook](#).

- **Referral Process to the Psychological Support Unit (for academic advisors and faculty members):**
 - For Female Students:** Directly contact the Supervisor of Female Student Affairs, to refer the student to the unit.
 - For Male Students:** Directly contact the Supervisor of Male Student Affairs, to refer the student to the unit.
- **Confidential and Private Counseling Sessions:** Counseling sessions are conducted with complete confidentiality and privacy at the Faculty of Dentistry:

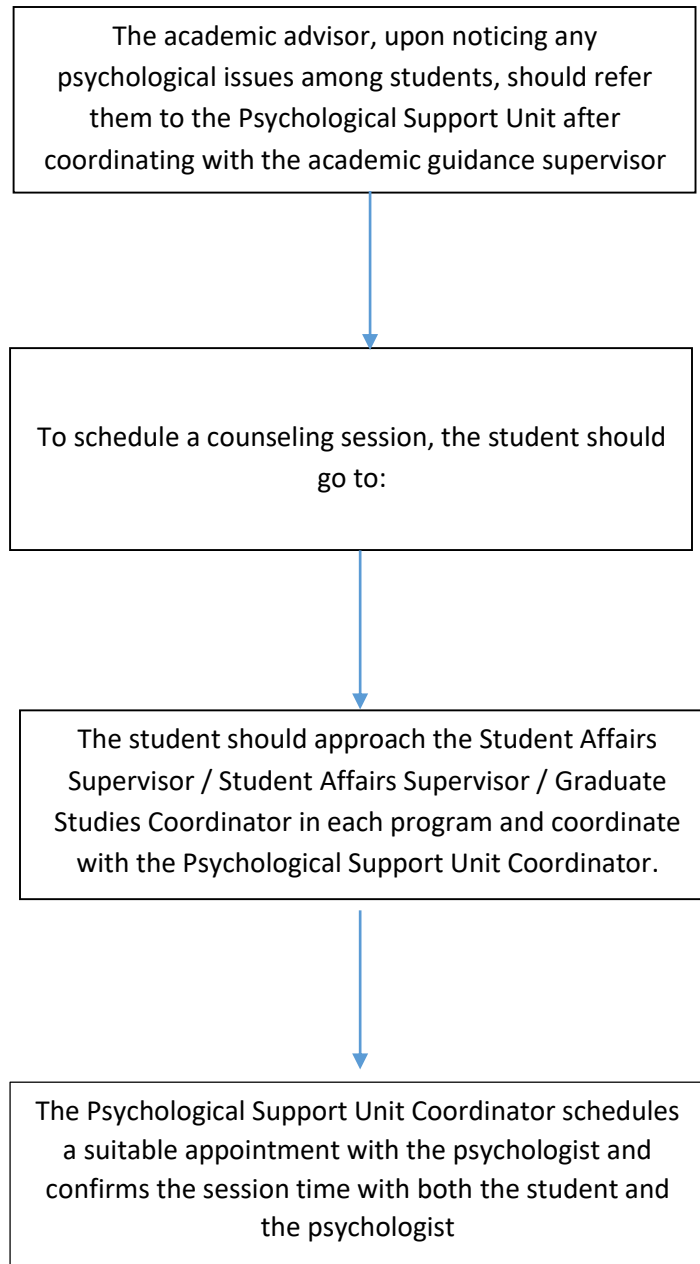
For Female Students: In the office of the Supervisor of Female Student Affairs (Building 10).

For Male Students: In the office of the Supervisor of Male Student Affairs (Building 12).

For female students: deng.aaf@kau.edu.sa, Extension: 23340

For male students: den-sau@kau.edu.sa, Extension: 20268

1.3. Ways to Refer Students to the Psychological Support Unit:



2.Social Support

The Faculty of Dentistry aims to support students socially by investing in their talents, energy, and abilities through social activities, organizing courses and workshops to enhance their social skills, and providing volunteer opportunities that help them serve their community.

3.Financial Support

The Faculty of Dentistry, in collaboration with the Deanship of Student Affairs, seeks to provide academic, psychological, social, and financial stability for students who face difficult financial conditions. This is achieved through financial support for guidance and counseling programs, which include student grants. These grants are one-time financial assistance provided to students after their case has been reviewed by the University Counseling Center, and are subject to the following conditions:

3.1. Conditions for Support:

- 3.1.1. The student's monthly payoff is suspended.
- 3.1.2. The student must be enrolled regularly.
- 3.1.3. The student must be a Saudi national or a child of a Saudi mother.
- 3.1.4. The student must not have any disciplinary sanctions against them.
- 3.1.5. The student must have a study schedule.
- 3.1.6. The student must not be enrolled in an internship program.

3.2. How to Obtain Financial Support:

- 3.2.1. The student who meets the requirements should fill out an "Hourly Work Request Form" through the Student Services Unit.

Form (Hourly Work Request Form)



3.2.2. The form (Student Work Hours Report) should be submitted to the Deanship of Student Affairs for the female students' section before the 23rd of the month.

Form (Student Work Hours Report)



3.2.3. Financial support grants for students are disbursed according to the hours worked.

Regulations Followed in the Unit

- **Undergraduate Study and Examination Regulations and Approved Executive Rules** (issued by the Deanship of Admissions and Registration).



- **University Student Regulations: Rights and Duties** (issued by the Deanship of Student Affairs).



- **Academic Advising Policy for the Faculty of Dentistry.**



Email Addresses Used in the Unit:



- For the female students' section: deng-aau@kau.edu.sa
- For the male students' section: den-aau@kau.edu.sa

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