

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 at all campus locations using various technologies as well as delivered in-person.

Policy:

The Vice President for Academic Affairs, the Vice President for Student Services, and the Director of Advising and Testing provide leadership for the effective delivery of advising services to all students.

Academic Division Deans report to the Vice President for Academic Affairs while the Director of Advising and Testing reports to the Vice President for Student Services. Using a shared model of advising, all students are advised by Professional and Faculty Advisors. 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 Professional Advisors is the responsibility of the Director of Advising and Testing. The Director of Advising and Testing or designee is also responsible for the training of and feedback to faculty advisors.

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 utilizing various modes of communication.

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 other advising tools 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
- Assist advisees with the College's 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

Students' educational records are housed in the student information system. An academic advisor is expected to adhere to FERPA standards when working with advisees and their educational records.

VSCC Source: Former II:08:00, October 1, 1997, President; November 30, 2007, President; January 28, 2019, President's Cabinet