

Framework for Academic Advising

(Updated on 23 May 2025)

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A) **Mission**

The mission of academic advising at the University is to foster the success and well-being of every student by guiding them in achieving their academic goals and preparing for future endeavours.

B) **Academic Advising Goals**

The goals of academic advising are designed to promote student success and enhance the overall educational experience. They include:

1. Support Student Success

Provide guidance and resources to help students achieve their academic goals and maintain satisfactory academic progress.

2. Facilitate Timely Graduation

Monitor students' progress and provide timely interventions to address academic challenges, ultimately aiming to improve retention and graduation rates.

3. Connect Students to Resources

Assist students in navigating and accessing university resources, services, and support systems that aid in their academic and personal development.

4. Build Strong Advisor-Student Relationships

Foster a welcoming and trusting relationship between advisors and students, encouraging students to seek help and discuss their academic and personal concerns comfortably.

C) **Roles and Responsibilities of Academic Advisors**

The primary roles and responsibilities of Academic Advisors include:

1. Academic and Curriculum Guidance

Familiarize students with the curriculum structure, degree requirements, academic policies of their respective programmes. Provide comprehensive information on programme and course requirements, as well as degree options, to facilitate informed decision-making regarding study progression, course selection and enrolment.

2. Personalized Academic Planning

Collaborate with students to set and achieve academic goals by developing personalized academic plans that align with their educational objectives, ensuring a balance between their interests and abilities while fulfilling core programme requirements and selecting courses specific to their major, creating a holistic academic experience.

3. Progress Monitoring

Regularly monitor the academic and personal development of each advisee through regular communications, reviewing their grades, study load, course selection and overall performance. Identify any challenges they may encounter and provide the necessary support and resources to help them stay on track.

4. Personal Support

Identify potential barriers to academic success, such as time management issues, study skills deficiencies, or personal challenges. Provide mentorship,

support and guidance to help students navigate these challenges, along with appropriate resources and referrals. Information on student support services and available resources are given in [Annex I](#).

5. Counseling
Offer counseling to students facing significant or ongoing challenges to support their academic and personal well-being. Collaborate with SAO counsellors as needed to provide comprehensive assistance.
6. Record Keeping
Maintain accurate and up-to-date records of advising meetings and interactions with students for reference and follow up purposes.
7. Professional Development
Engage in continuous professional development to stay informed on the latest trends and best practices in academic advising, thereby ensuring high-quality support for students.
8. Retention and Success
Support student retention and success by assisting them in overcoming obstacles and staying engaged in their academic pursuits. Build up strong advisor-student relationships to foster a sense of belonging within the university community.

D) Guidelines for Academic Advising

1. Advisor Assignment
 - i. Each student will be assigned a dedicated academic advisor to provide personalized support. Ideally, the same advisor should stay with individual students throughout their academic journey. However, for programmes with specific streams or specializations in the senior years, it may be more beneficial to reassign advisors to ensure students receive the appropriate guidance and support tailored to their chosen stream or specialization.
 - ii. All new students are required to meet with their assigned advisor at least once at the beginning of their first year of study or before course selection.
2. Frequency of Advisor Meetings
 - i. Students on academic probation, at-risk students, and those studying beyond the maximum duration should have regular meetings with their advisors. Each school will establish minimum meeting requirements for these groups. It is recommended that a minimum of one meeting per term be scheduled during the Autumn and Spring terms. Regular meetings with new students during their first year of study are also advisable.
 - ii Other students will meet with their advisors on an as-needed basis, allowing for flexibility based on individual circumstances and needs.
3. Channel of Communication
 - i. The first meeting between new students and advisors is recommended to be conducted in a group setting to provide an overview of academic advising and its benefits. This introductory session will help students understand the resources available to them. Potential topics to cover include:
 - Brief introduction of the advisor and their background
 - Encourage students to introduce themselves

- Explain the advisor's role and approach to advising (contact, preferred methods of communication etc)
- Review programme requirements
- Discuss any prerequisites, core courses and electives
- Outline key academic policies (grading, academic probation, academic integrity etc)
- Introduce available resources and academic support services
- Share study tips and techniques
- Highlight difference between University study and secondary study

At the discretion of the Schools, this meeting may be incorporated into new students' induction activities such as welcome days, seminars, camps, etc.

- ii Following the group meeting, students will have the option to schedule individual meetings with their advisors to discuss their specific academic plans and concerns. Advisors are encouraged to establish a flexible advising schedule with various timeslots designated for advising appointments, preferably during weekday daytime and evening hours. The advising schedule should be communicated to advisees accordingly. Additional timeslots may be necessary before examinations and course enrolment periods.

4. Advisor-to-Student Ratio

- i. The advisor-to-student ratio will range from 1:30 to 1:50. Individual Schools can determine the specific ratio that best supports their student population and advising needs. Academic advisors are usually academic staff with teaching experience who are familiar with the programme curriculum.

5. Record Keeping

- i. It is essential for advisors to maintain accurate records of all meetings and ensure these records are properly transferred when an advisor leaves the university or changes roles. Currently, simple advising notes can be kept in the Student Administration System (SAS), with the potential to allow document upload. A sample advising record template is provided in [Annex II](#) for reference. Schools may adapt the template to suit their specific needs.

6. Proactive Advising

- i. Proactive advising emphasizes preparing students for successful interactions with their advisors. Schools will identify and determine the necessary preparations students should complete before meeting with their advisors. These preparations may be different based on students' year of study or specific study programme. Components of preparation may include a study plan, self-assessment, personal goals, academic records, and a list of questions to cover. By coming to the appointment prepared, students are more likely to engage in meaningful discussions with their advisors. It also helps maximize the limited time available during advising sessions, allowing for more focused conversations.

7. Identification of At-Risk students
 - i. Identifying at-risk students is crucial for providing timely support and intervention. Academic advisors can monitor students' grades, especially in core courses, attendance records and assignment submission pattern. Course instructors can provide valuable insights into students' behaviours and performance that may not be reflected in grades alone. It is important to encourage instructors to refer students they believe may need additional support to their advisors. Under the 3-cru system, the Registry will retrieve students who are placed on academic probation after each examination and share them with Schools. The Office of Planning and Analysis has developed the academic analytics module on At-Risk students with automatic alerts for faculty and staff (<https://www.hkmu.edu.hk/opa/>).
8. Resources for Advisors
 - i. [Annex I](#) provides useful links to support resources in the University as well as guides to academic advising best practices.
9. School Committee on Academic Advising ([Annex III](#))
 - i. At the discretion of the School, a committee on academic advising can be established to determine the best advising approach based on their unique contexts and needs. Schools may also consider setting up advising coordination support in the School General Office.

E) Metrics for Academic Advising Effectiveness

The following metrics can be adopted to assess the effectiveness and impact of advising services on student success and satisfaction.

1. Student Retention Rates

Measure the percentage of students who continue their enrollment from one term to the next.
2. Graduation Rates

Track the percentage of students who complete their degree within the maximum duration (N+2).
3. On Time Degree Completion

Measure the students complete their degree within the normal duration (N).
4. Student Satisfaction Surveys

Gather feedback from students about their advising experience to assess satisfaction levels and identify areas for improvement.

Resources and Information Available to Academic Advisors

A) Student Counselling Services

Telephone: 2768 6205
 Email: sao_scs@hkmu.edu.hk
 Location: Room A0636, 6/F, Block A, Main Campus
 Service Hours: 9:30am – 5:30pm (1:00pm – 2:00pm lunch break)
 Website: [Know Our Counsellors](#)

Staff Referral System

Advisors who believe that a student may benefit from professional counseling are encouraged to refer these concerns to the Student Counsellors ([Referral Guide for Staff](#)) through the [SAO Referral System](#).

For inquiries regarding the need and procedures related to referrals, please contact the Student Counsellors at 2768 6856 / 2768 6646 / 2768 6205 or sao_scs@hkmu.edu.hk.

B) Support Services for Students with SEN

Telephone: 2768 6059
 Email: sao_sen@hkmu.edu.hk
 Location: Room A0626, 6/F, Block A, Main Campus
 Website: [Support services for students with SEN](#)

C) Library

	Stanley Ho Library	Ho Sik Yee Library
Telephone:	2768 6777	3120 2555
Email:	libwww@hkmu.edu.hk	
Location:	Level 1 and 2, Block C, Main Campus	Level 5 of the Jockey Club campus
Opening Hours:	Click here	
Website:	www.hkmu.edu.hk/lib/	
Facilities for SEN	Click here	

D) Language Centre

Email: lc@hkmu.edu.hk
 Location: C0136, Stanley Ho Library, Main Campus
 Opening Hours: 10:00am to 6:00pm
 Website: www.hkmu.edu.hk/el/language-centre/

E) Identifying At-Risk Students

Two analytic platforms provide dashboards for faculty and staff to identify at-risk students:

i) [At-Risk Students Prediction Dashboard](#)

Permissions are automatically assigned based on teaching assignments. If you are assigned as an instructor for Course A, you will automatically have access to view Course A's data in the dashboard. If anyone encounters access issues, please contact the Office of Planning and Analysis:

- Telephone: 2768 6740
- Email: opa@hkmu.edu.hk

ii) [University Data Warehouse](#) – At Risk Student List

For permissions related to this dashboard, please contact the Information Technology Office:

- Telephone: 2768 6523
- Email: itohelp@hkmu.edu.hk

F) ALTO, OLE, learning enhancement for students

The Office of Advancement of Learning and Teaching (ALTO) has developed educational technologies to provide various services aimed at enriching the learning experience of our students. These services include:

- [Learning enhancement for students](#)
- [Access to learning tools such as OLE and iBookcase](#)
- [Study skills resources for self-directed learners](#)

	Telephone	Email
General enquiries	--	alto@hkmu.edu.hk
OLE	2768 6454	olemaster@hkmu.edu.hk
iBookcase support	2768 6454	ibookcase@hkmu.edu.hk

G) Administrative Support Offices

Office	Telephone	Email	Website
Registry Office			www.hkmu.edu.hk/reg/
UG Admissions	3120 2589	regadmug@hkmu.edu.hk	
UG Enrolment	2768 6704	regftae@hkmu.edu.hk	
Student Records	2768 6623	regrec@hkmu.edu.hk	
Class Scheduling	2768 6677	regcsat@hkmu.edu.hk	
Examinations & Assessment	2768 6688	regexam@hkmu.edu.hk	
Graduation	2768 6683	reggrad@hkmu.edu.hk	
TPG/RPG	2768 6606	regae@hkmu.edu.hk	
Distance Learning	2768 6601	regadm@hkmu.edu.hk	
Student Affairs Office			www.hkmu.edu.hk/sao/
General Enquiry	2768 6642	sao@hkmu.edu.hk	

Financial Assistance	2768 6636	sao_sfs@hkmu.edu.hk	
Non-local Student Support	2768 5929	sao_nls@hkmu.edu.hk	
Scholarships	2768 6730	sao_sch@hkmu.edu.hk	
Support for SEN	2768 6059	sao_sen@hkmu.edu.hk	
Finance Office			www.hkmu.edu.hk/fo/
Student Enquiries	2768 6149	furevcashier@hkmu.edu.hk	
Information Technology Office			www.hkmu.edu.hk/ito/
IT Student Helpdesk	2711 2100	itohelp@hkmu.edu.hk	
Facilities Management Office			www.hkmu.edu.hk/fmo/
24-hour All Campuses Emergency Hotline	3120 2413	---	

H) Academic Rules and Regulations

[Academic Calendar](#)

[Academic Regulations](#)

[Regulations Governing Academic Integrity and Student Discipline](#)

[Student Announcement and Current Student Portal](#)

[UG Programme Requirements \(5-credit\)](#)

[UG Programme Requirements \(3-credit-unit\)](#)

I) Academic Advising Best Practices and Guides

1. Professional Organization

The National Academic Advising Association ([NACADA](#)) provides best practices guides, training modules, and resources for academic advisors. Their website includes a wealth of information such as [NACADA journal](#).

2. Institutional Resources

Many universities have their own advising centers that offer training materials, best practices, and curriculum guides for academic advisors. For example:

- [The University of Hong Kong](#)
- [Harvard University – Graduate School of Arts & Sciences](#)
- [Missouri State University](#)
- [Penn State University](#)

3. Online Platforms

Websites like [Inside Higher Ed](#), [Civitas Learning](#), [Institute of Education Sciences](#) provide various information related academic advising areas.

4. Books

- Academic Alternatives: Exploration and Decision Making, by Virginia N. Gordon and Susan J. Sears

- Handbook of Academic Advising, by Virginia N. Gordon
- Academic Advising: An Annotated Bibliography, by Virginia N. Gordon
- Monograph: Issues in Advising the Undecided College Students, by Virginia N. Gordon
- Building Your Career: A Guide to Your Future, by Susan Jones Sears and Virginia N. Gordon
- A Family Guide to Academic Advising, by Donald C. Smith and Virginia N. Gordon
- Foundations: A Reader for New College Students, by Virginia N. Gordon and Thomas Minnick
- Career Advising: An Academic Advisor's Guide, by Virginia N. Gordon
- The Undecided College Student: An Academic and Career Advising Challenge, by Virginia N. Gordon
- Selecting a College Major: Exploration and Decision Making, by Virginia N. Gordon and Susan J. Sears
- Academic Advising: A Comprehensive Handbook, by Virginia N. Gordon, Wesley R. Habley, Thomas J. Grites
- Academic Advising in the First Year of College: A Guide for Families, by Virginia N. Gordon, Julie Levinson, and Tim Kirkner

5. **Online course**

- [Academic Advising Graduate Certificate \(Online\) – by Kansas State University](#)
- [Graduate Certificate in Academic Advising \(Online\) – by Sam Houston State University](#)

Hong Kong Metropolitan University

School of _____

Record Form on Meeting with Student

Instructions for use:

1. Complete all sections during your meeting with the student to ensure thorough documentation of the discussion and decision made.
2. Maintain confidentiality by limiting access to this form to authorized personnel only.
3. A copy of this form may be provided to the student upon request.

Student Name: _____ Student ID: _____

Study Programme: _____ Year of Study: _____

Appointment Date & Time: _____ Appointment Venue: _____

Advisor's Name: _____

1. Topics Discussed:

- | | | |
|---|--|--|
| <input type="checkbox"/> Course selection | <input type="checkbox"/> Career guidance | <input type="checkbox"/> Programme requirements for graduation |
| <input type="checkbox"/> Academic Issues | <input type="checkbox"/> Personal Issues | <input type="checkbox"/> Financial Issues |
| <input type="checkbox"/> Others (please specify): _____ | | |

2. Recommended Actions:

- Schedule additional meeting(s) (date / month: _____)
- Refer to Student Counsellors Refer to SAO Refer to REG
- Others (please specify): _____

Student has been informed of the referral / follow-up action: Yes No

3. Advising Meeting Notes

4. Special Study Plan

School Committee on Academic Advising

Terms of Reference

- Review and develop policies related to academic advising practices within the school.
- Assess the effectiveness of current advising strategies and recommend improvements based on student feedback.
- Standardize advising practices to ensure consistency across all departments.
- Evaluate and recommend resources (e.g., online tools, handbooks, training programmes) to support advisors and students in the advising process.
- Monitor compliance with university advising policies and procedures.
- Facilitate communication between faculty, administration, and students regarding academic advising.