

Academic Advising: undergraduate & taught postgraduate policy

The following principles set out the key features of UEA's Advising System for undergraduate and taught postgraduate students, including part time and visiting students.¹

1. All undergraduate and taught postgraduate students will be allocated an Academic Adviser who will be a member of their School teaching staff. All Advisers must have the capability of meeting with their Advisees in a one to one private setting.
2. Each School will have a Senior Adviser and larger Schools are strongly recommended to appoint a Deputy Senior Adviser, of opposite gender where appropriate. The Deputy Senior Adviser may share Senior Adviser responsibilities and will cover for the Senior Adviser in their absence. In Schools where there is no formal Deputy Senior Adviser, the provision of cover for the Senior Adviser when absent is still a requirement. Each School will also be required to appoint a member of Faculty to be their Disability Liaison Officer. This person may be the Senior Adviser, the Deputy Senior Adviser or another member of academic staff. Job descriptions are provided for Adviser, Senior Adviser, Deputy Senior Adviser and Disability Liaison Officer roles.
3. A minimum of three individual meetings between a student and his/her Adviser will be offered per academic year at appropriate times with the purpose of the meetings made clear at the times they are offered. It is essential that a student attends one of these meetings each year. All students should be offered a meeting with their Adviser as soon as possible after commencement of their studies at UEA, normally within their first week. Undergraduates, for example, will be asked to attend:
 - a meeting in year 1 to introduce the Advisory System and meet Adviser;
 - further meetings in years 2 and 3 to advise on timely matters, for example module selection and enrolment and skills and career development.
4. An Adviser may choose to meet Advisees in small groups (particularly where Advisees have not responded to the offer of an individual meeting) but should not discuss personal matters pertaining to individual students in such meetings. For example, Advisers may choose to see new undergraduate first year Advisees in groups during week 1 provided this is followed up with the offer of individual meetings with Advisees later in the semester. It must be made clear to Advisees at group meetings that they can request individual meetings as soon as they wish.
5. Each Adviser will allocate a minimum of two advising hours per week during the academic year, when they will be available to see Advisees and other students. A student may choose not to use advising hours and arrange alternative appointments by email/telephone, upon reasonable request. For

Advisees requiring support outside of the academic year appropriate alternative support should be provided. It is the responsibility of the Head of School to ensure cover is available, providing it her/himself if needs be.

6. During week 1 Advisers will provide Advisees with information on:
 - their advising availability hours;
 - their own contact details;
 - the Adviser role and Adviser/Advisee relationship;
 - other sources of available support /advice.
7. A web-site will be established for Advisers to support their work. A summary of the Advising System will be provided for students, linked from the portal.
8. Advisers will be available to give advice to their Advisees themselves, or refer appropriately to others, on all academic related matters including:
 - module choice / enrolment;
 - coursework feedback;
 - academic progress;
 - personal and skills development;
 - career development;
 - generic study / course concerns;
 - personal concerns;
 - health / wellbeing.
9. An Adviser will continue on request to provide references for Advisees in all normal circumstances, provided Advisees have attended their essential one to one meetings each year.
10. A student may request a change of Adviser at any time and is not required to give a reason. If a change is to be requested, the student should inform the Senior Adviser or the Faculty/School Teaching Office of the School in which he or she is registered, which will start the process. The student's School will make reasonable efforts to meet such a request. If the student encounters any difficulties they may approach the Dean of Students' Office to discuss the issues in confidence.
11. The University will support Schools in the Advisee evaluation of their advising sessions towards the end of the Spring Semester each year. Senior Advisers will then be required to make an annual report on School advising to their Staff/Student Liaison Committee (or equivalent) and to their Head of School.
12. All new Advisers are required to attend a compulsory Adviser training course run by CSED in collaboration with the Dean of Students' Office, preferably before taking on their role, but certainly during the first year of their role. Refresher training is strongly advised for Advisers who have not received any training in the role over the last five years.

1 The policy should be applied practically and appropriately to part-time and visiting students, scaling the requirements as necessary but ensuring that a minimum of one individual meeting invitation between an Adviser and Advisee is offered per academic year.