**The Hong Kong Polytechnic University**

**Department of Building and Real Estate**

**Frequently Asked Questions (FAQs) for Academic Advisors at BRE**

1. What are the main objectives of Academic Advising at PolyU?

Academic advising at PolyU aims to help students to make informed and intelligent academic decisions/choices about their study at PolyU that suit their intellectual, professional and personal goals. It is instrumental to promoting student success, and plays a vital role in enhancing students’ overall learning experience at PolyU.

The main objectives of academic advising at PolyU are:

* to build up a connection between the students and their home departments and the University as early as possible;
* to provide students with accurate information regarding their academic study;
* to help students to explore their interests, abilities and aspirations on their study and to formulate appropriate intellectual, professional and personal goals;
* to provide advice and guidance to students that enable them to develop and pursue a study plan in their undergraduate study;
* to connect students to resources, opportunities and support within and outside the University to enhance their educational experience and success.

There is a dual system of academic advising at PolyU – department-based academic advising and academic advising at the institutional level operated by the Office of General University Requirements (OGUR) and Student Affairs Office (SAO).

1. How frequent should Academic Advisors have meetings with students?

* Academic advisors are expected to keep in contact with students regularly (e.g., via emails or other means), and to have at least one face-to-face meeting with them, either individually or in small group, during each academic year.
* The important dates when students may need advising include: Add/Drop period, Subject Registration period, Examination review period, announcement of Examination results and selection of stream in Surveying.
* If a student has a GPA lower than 1.7, he/ she will be put on Academic Probation in the following semester. Academic Advisors need to access to “My Advisee” in e-Academic to search the latest Academic Probation cases for advising after the finalization of Overall Result of each semester. Academic advisors/ Programme leaders are necessary to discuss the study plan of next semester for those students on academic probation within a week upon announcement of assessment results. Academic advisors should complete Form AS150 and then submit the completed form back to BRE General Office for record.

1. What are the formalities for Academic Advising?

Two forms should be completed during normal meeting:

* Meeting Notes for group meeting, or Meeting Notes for individual meeting after each meeting
* Consent form for students at Departmental level (completed after the first meeting)

In case of Academic Probation, Academic Advisors should complete and submit Form AS150 and Meeting Notes for individual meeting to BRE General Office for record after discussing with student.

1. How will the completed the Meeting Notes for Academic Advising Meeting be handled at BRE?

* Academic Advisors should complete the Meeting Notes during the meeting with students. At the end of the Meeting, both Academic Advisors and students should sign up to acknowledge the record of the Meeting. Electronic acknowledgment is also accepted.
* Academic Advisor is suggested to return this Meeting Notes within 1 week to the Undergraduate Secretary of Department (Ms Janice Lau) for central filing. Follow-up Action(s) if any, should be taken by Academic Advisors and/or students before central filing.
* The Meeting Notes will be uploaded in Drive Q (Q:\\_Janice\Completed Meeting Notes\_Academic Advising (Restricted)) for future retrieval in BRE and Student Record System (SRS).
* Academic Advisors should be aware that the documents uploaded to SRS will be accessible by all parties (i.e. administrative staff, academic advisors, OGUR academic counsellors and students). Email notifications will be sent by SRS to students via student email account upon uploading of related documents.
* Academic Advisor is suggested to write the advice in the Meeting Notes in an objective and neutral way.

1. What are the incentives provided by BRE on Academic Advising in 2022/23?

As an incentive to students to make themselves available for the meeting with Academic Advisors, each Advisor and student is entitled a budget of meal allowance at HK$30, for the first meeting with students during the year.  Advisors can arrange own meeting with students.

To comply with the requirement of Reimbursement Policy set out by the Finance Office and Academic Advising System at PolyU, the following 6 items of documents are required to be provided to the Undergraduate Secretary after the Meetings with students.

* Agenda to be set (The email confirmation of the Meeting from Advisor to students suffices)
* Registration list preferred to be available (Written registration confirmed by students to be provided by Advisor), no matter it is a group or an individual meeting.
* Attendance list to be signed by students must be available (Signed attendance to be recorded by Advisor), no matter it is a group or an individual meeting.
* Receipt/Bill of the payment for the meal.
* Completed Meeting Notes required by Academic Advising to be provided by Advisor.
* Consent Forms on Personal Data for BRE signed by students to be provided by Advisor after the Meeting.

If the cost of meal is over HK$30 per person, the shortfall will be borne by Advisor.

Should the number of students in the actual attendance list be less than the number of students in the planned registration list (maybe due to students absent from the Meeting), the shortfall of cost of meal will be borne by BRE.

1. What are the frequently asked topics or areas from students?

* Personal study plan and Professional goals;
* Progress study pattern and Programme Learning Outcomes;
* Graduation requirements (For advising of General University Requirements, students can approach GUR Advisors in BRE.)
* Surveying students: selection of professional disciplines under HKIS;
* International study tour;
* Adapting to University life;
* Exploring PolyU resources;
* Overseas Exchange Programme;
* WIE/Career prospects;
* GUR subjects/Minor studies and free electives;
* Academic regulations and requirements;
* Personal enquiries for further study after graduation, etc.

1. What are the main Roles and Responsibilities of Academic Advisors in Academic Advising?

The main responsibilities of the Academic Advisor/Counsellor include:

* building rapport with the students;
* being accessible, available and responsive;
* helping students to clarify their intellectual, professional and personal goals;
* helping students to develop an appropriate study plan;
* alerting students to academic regulations and requirements, particularly those relating to one’s Major; and
* providing early identification of students with special learning needs or signs of learning problems and making necessary referrals;
* contacting with students regularly and have at least one face-to-face meeting (individually or in small groups) during the academic year. Students are expected to consult the advisors before subject registration.

Academic Advisors should

* have a clear understanding of:
  + study pathways;
  + discipline-specific requirements;
  + University policies on undergraduate studies; and
  + opportunities and resources within the University.
* communicate effectively, listen to the students and respect their views and choices.
* uphold the core values of Academic Advising (e.g. respect, empathy) within PolyU.
* assist students to identify their academic difficulties, career prospects, and personal goals and help them to develop plans for achieving these goals.
* assist students to understand their academic performance and areas of strength.
* assist students to understand the graduation requirements and auditing process.
* keep accurate records about sessions of Academic Advising
* be available to answer the questions of students through different means.
* make appropriate referrals when necessary.
* strive for excellence in Academic Advising

1. What are the main Roles and Responsibilities of students in Academic Advising?

The student is an equal partner in the advising process. As students are ultimately responsible for their educational choices and decisions, they are expected to:

* clarify personal abilities, interests, and goals for academic study and life.
* contact and schedule regular appointments with their individual Academic Advisor and the OGUR Academic Counsellor each year as required or when in need of assistance.
* prepare for advising sessions. Understand and review their academic progress and study the Definitive Programme Document (DPD) of their chosen programmes, before meeting their Academic Advisor/ Counsellor.
* become knowledgeable and adhere to institutional policies, procedures, and requirements.
* have an open mind and be ready to consider advice given by teachers, Academic Advisors/ Counsellors and other staff.
* read their PolyU e-mails and other important communications from the University and their Academic Advisor and the OGUR Academic Counsellor.
* access and use eStudent for academic updates, information updating, registration, and other purposes.
* accept final responsibility for all decisions made and their graduation requirements.

1. What are the central offices which you can refer to students for more assistance?

Further enquiries can be referred to BRE General Office and Central Offices, if applicable. The followings are the contact methods of some central offices for reference:

* Office of Undergraduate Studies (OUS): <https://www.polyu.edu.hk/ous/> (Tel: 3400 8203)
* Centre for Independent Language Learning (CILL): <https://elc.polyu.edu.hk/cill/> (Tel: [3400 8343](https://elc.polyu.edu.hk/centre/3400%208343))
* Mathematics Learning Support Centre (MLSC): <http://www.polyu.edu.hk/ama/math_learning_support_centre/> (Venue: Room P119, 1/F, Core P, Anita Chan Building, PolyU)
* Global Engagement Office (GEO): <https://www.polyu.edu.hk/geo/about-geo/>
* Student Affairs Office (for student development, career, sponsorship, etc): <https://www.polyu.edu.hk/sao/>