

REGULATION

ACADEMIC ADVISING AND STUDENT CLASS MANAGEMENT

(Issued together with Decision No.: 117/QĐ-DHBK-CTCT&CTSV

December 26th, 2014 of the President of Hanoi University of Science and Technology)

CHAPTER 1

ACADEMIC ADVISOR

Article 1. Academic Advisor System

1. **Academic advisors** are qualified lecturers with high professional qualifications, experience in teaching and scientific research, a love for their profession and dedication to the career of education and training, and an understanding of the training regulations of the school.
2. **The institute-level Academic Advisory Board (Academic Advisory Board)** is the group of lecturers assigned by the Institute to implement the academic advising, led by a comrade leading the Institute as the head of the committee.
3. **The school-level Academic Advisory Council (Academic Advisory Council)** is an organization established by the President, responsible for all aspects of the organization, management, and administration of academic advising activities.

Article 2. Role of academic advisor

- An academic advisor has a particularly important role in the credit-based training system: they are consultants on learning, scientific research, and career orientation for students and accompany them throughout their studies at the university.
- Hanoi University of Science and Technology considers academic advising as one of the key factors in improving the training quality of the University.

Article 3. Principles of academic advisor

- An academic advisor must always care about the legitimate interests of the students and be a devoted guide to them.
- Respect and preserve the privacy of students;
- It is within their authority and responsibility to do their best to assist students or direct them to seek assistance from other officials.
- Do not comment or evaluate an individual or an organization in front of students to reduce the reputation of that individual or organization;
- To behave in accordance with professional ethics and to be a shining example for students to follow.

CHAPTER 2

THE MISSION OF THE ACADEMIC ADVISOR SYSTEM

Article 4. Functions and duties of academic advisors

a. Functions:

- Consulting and orienting the learning process, scientific research, and career choice for students.
- Monitor students' learning process and career choice and promptly advise and support students when detecting signs of decline in academic results.
- Advise the leaders of the University, Institute and Department on issues related to training management, scientific research, and training according to social needs.

b. Duties:

1. Guidance and counseling for students in their fields of study, social research, and career orientation:

- **Guidance for students:**

- + Understand the Ministry of Education and Training's training regulations as well as the University's training regulations;
- + Sign up for modules in each semester to complete the set study plan;
- + Sign up to take part in academic activities and scientific research;
- + Solve difficult problems in learning and scientific research.

- **Counseling for students:**

- + About the training program: objectives, content, etc.; Orienting students in the selection of appropriate careers;
- + How to develop a study plan for the entire course to ensure that it is appropriate to the student's abilities and circumstances;
- + Sign up for modules, remind them if they find any unreasonableness;
- + Methods of learning and scientific research; Monitor students' learning results to promptly advise and assist students in implementing their study plans well;
- + Career counseling and employment for students.

2. Other duties:

- Coordinate with lecturers, leaders of Faculty/Institutes, Departments, and relevant working units such as the Department of Political Affairs & Student Affairs, the Department of University Training, etc., to support and facilitate student learning;
- Refer students to other officials or units for advice;
- Report to the Institute's leaders and the Academic Advisory Council of the University on the situation of the students they are in charge of, advise and give suggestions to promptly correct the limitations encountered in the counseling process to help the academic advising work more and more effectively;

Article 5: The Institutes' Academic Advisory Board

Institutes are responsible for proposing and making a decision to establish their own Academic Advisory Council consisting of reputable lecturers in the Institute, led by a comrade from the Institute's leader, and reporting to the Academic Advisory Board. The Academic Advisory Board is responsible for:

- Make a monthly work plan (semester), and assign a consultation schedule to the Academic Advisors. Timely appointment of a replacement when there is an unexpected leave of the Academic Advisor.
- Remind Academic Advisors to fully record any problems encountered during counseling in the counseling diary. Every week, it is necessary to check the contents of the diary to take measures to meet with students to supplement and amend the consultation content if necessary.
- Every month, the Institutes need to arrange a meeting schedule of the Academic Advisory Board to exchange consulting skills between members and solve problems in the consulting process.
- Regularly contact the school-level Academic Advisory Council to update new regulations or reflect problems in the counseling process for answers.
- Management and administration of student class management of the unit.

Article 6: The school-level Academic Advisory Council

The President established the school-level Academic Advisory Council, chaired by the Vice-President in charge of training. The Council has duties:

- Organize periodical training for the Institutes' Academic Advisory Board and the lecturers acting as Academic Advisors;
- Collecting and compiling documents to provide academic advisor team at the Institutes;
- Gather and prepare a set of tools and means for the counseling and guidance of the academic advisor team;
- Coordinating, collaborating, and helping the team of academic advisors when having problems at work;
- Evaluating the academic advisor team's work results; Reviewing rewards, and disciplining academic advisors; Making a decision on reward and discipline for the Academic Advisor after evaluating the performance of each Academic Advisor and the Institute's recommendations;
- To refine and perfect the academic advisor system to make it work more and more effectively;
- Advise the President on student-related issues on the basis of the results of the Academic Advising;
- Proposing annual funding for Academic Advising;
- Concurrently manage and operate the management of student classes for the whole school.

Members of the Council include:

- Chairman of the Council - Vice President in charge of Training;
- Council members are representatives of functional units: Political Affairs and Student Affairs Department, University Training Department, Science and Technology Department, Quality Assurance Center, Planning and Finance Department, Youth Union and Student Association.

Article 7: Functional Units

1. Political Affairs and Student Affairs Department

- As a permanent member of the Academic Advisory Council;
- Be responsible for acting as the focal point for Academic Advising and Student Class Management: gathering documents, compiling, and printing them to distribute to Academic Advisors and Student Class Management Officials;

- The focal point to organize training sessions on the work of Academic Advisors, Student Class Management Officials;
- Coordinate with the Quality Assurance Center, the Youth Union, the Student Association, to evaluate the activities of Academic Advisors and Student Class Management in the units; propose to the President solutions to improve the effectiveness of Academic Advising and Student Class Management;
- Carrying out the Academic Advising in combination with the following contents: Policy regime, career guidance, employment/psychological support counseling, recruitment work for students of the courses;
- Monitor the mode of payment of funds for the Academic Advising and Student Class Management for the whole school.

2. University Training Department

- Be responsible for all consulting content in the field of training for students of the courses;
- Provide documents for the Advisory Council to gather and distribute to the Academic Advisor;
- Be responsible for giving first-year students academic advice;
- Provide a personal account for the Academic Advisor to access the system at <http://sis.hust.edu.vn> to track student learning results. Answer questions about the training program, study registration, and student results proposed by the Academic Advisor;
- Be responsible for synthesizing and sending academic warning decisions to training institutes at least once a term.

3. Science and Technology Department

- Be responsible for all content of advising students on Scientific Research. Compiling documents to guide students through registration procedures to participate in Scientific Research;
- Proposing solutions and mechanisms to improve the quality of students' scientific research.

4. Quality Assurance Center

- Coordinating with the Political Affairs and Student Affairs Department and related units to inspect and evaluate the implementation of Academic Advisor regulations of the Academic

Advisory Boards on a regular basis; evaluating the effectiveness of Academic Advisor activities; being responsible for supervising the Academic Counseling and Student Class Management work of the Institutes through the student channel on the basis of surveying the effectiveness of academic advising and student class management.

5. Planning and Finance Department

- Coordinating with the Political Affairs and Student Affairs Department in the works of budgeting, payment and settlement of Academic Advisors and Student Management of the whole school.

6. Youth Union and Student Association.

- Be responsible for supervising the Academic Advising and Student Class Management through the student channel on the basis of surveying the effectiveness of Academic Advising and Student Class Management from the opinions of first-year students.

Article 8. Training Institutes

- The President of the training institutes is responsible to the school for the work of academic advising and student management of the unit. Assign a comrade to lead the Institute directly in charge of this work;
- Based on the specific number of students and the standard of Academic Advisor, the Institute's Academic Advisory Board is established with representative members of the Institute's training disciplines and majors. The number of members of the Academic Advisory Board will be decided by the Institute with a maximum of not more than 10 people;
- Make a decision to establish an Academic Advisory Board and send it to the Academic Advisory Council for reporting. When there is a change in the personnel of the Advisory Board, the Institute is responsible for reporting in writing to the Academic Advisory Council on the new personnel;
- Institutes need effective solutions to disseminate the importance of Academic Advising to all students of the Institute;
- The Academic Advisory Board performs the duties of the Academic Advising according to the assigned tasks. The consultation schedule of the members of the Board is specifically announced at the Institute and Department offices for students to understand. Send the consultation schedule to the Academic Advisory Council for monitoring and evaluation;

- The Institute arranges for Academic Advisors to work and advise students in a convenient location.
- Assign the officials to implement the student class management in accordance with the Institute's conditions, be responsible for printing study results and notify the Student Class Management Officials to notify the students' families;
- Notify the decision on reward and discipline to each relevant student; transmit other announcements from the university to student classes through the Student Class Management Officials (Scholarships, tuition fees, policies, health insurance...);
- Based on the level of completion of the duties of the Academic Advisors and the Student Management Officials every year, the Institute proposes to the Academic Advisory Council on reward and discipline, the Academic Advisor or the Student Class Management Officials of their unit;
- The Institute is responsible for administering the funding for the academic advising and student class management activities of the unit on a reasonable, transparent, and objective basis and has been agreed upon by the Academic Advisory Council with the proposal of the Institute.

CHAPTER 3

ACADEMIC ADVISOR'S WORK TOOL

Article 9. Working position

- The Institute is responsible for arranging suitable working positions for Academic Advisors (with the signboard "Academic Advisory Board") to ensure effective student reception and counseling. Each academic advisor who consults on a scheduled basis must have 01 set of desks and chairs, and a computer with an internet connection for consulting work.

Article 10. Instruction documents, search accounts

- Each Academic Advisor is provided with a complete set of documents by the Academic Advisory Council including:
 1. The book "Students need to know" are published annually by the University.
 2. Regulations on training formal universities and colleges according to the credit system of the Ministry of Education and Training (latest version), Regulations of Hanoi University of Science and Technology (available at <http://ctsv.hust.edu.vn>; <http://dtdh.hust.edu.vn>).
 3. Training program of the Institute.
 4. Procedures for module registration, registration to participate in Scientific Research...
 5. Personal account to login <http://sis.hust.edu.vn>.
- Each Academic Advisory Board is provided with a sample counseling diary. All the contents of the Academic Advisor's advice must be carefully recorded in the Counseling Diary

CHAPTER 4

EVALUATE THE PERFORMANCE OF THE ACADEMIC ADVISORS

Article 11. Evaluation of Academic Advisors

- The evaluation of the Academic Advising is carried out regularly and is monitored and summarized by each semester and each school year with the aim of continuously improving the effectiveness of the School's Academic Advisor work;
- The evaluation of Academic Advising is carried out regularly and summarized at the end of each semester. The results for the whole year are the average results for each semester. Summer semester will not be evaluated;
- The Academic Advisory Council will evaluate the Institutes on the basis of the Institute's report (on the overall performance of the Academic Advisory Board, the level of task completion of each individual Academic Advisor) and the actual test and evaluation results of the Academic Advisory Council.

1. For Academic Advisory Board

No.	Evaluation Criteria	Score
1	There is a specific schedule for assigning consultation days to members of the Board	5
2	Unscheduled inspection of the correct implementation of the planned plan; guaranteed service	25
3	Full consultation diary	20
4	Hold a meeting to review the consulting contents in a month to promptly detect unreasonable problems and propose solutions to overcome them through effective consulting methods.	20
5	More than 70% of the students consulted are satisfied	30
TOTAL		100

Note:

Criteria No. 2 and No. 5 are averaged for the number of unscheduled inspection and the number of students consulted.

Criteria No.3 and No. 4 are evaluated according to the content of diaries and minutes of meetings, taking the average score of the members of the Council.

2. For Training Institutes

No.	Evaluation Criteria	Score
1	Establish a reasonable advisory board (ensure enough majors and specializations), with specific and clear assignments of tasks for each member of the Academic Advisory Board. There is a full report to the School's Academic Advisory Council on the unit's academic advising activities.	20
2	Establish an inspection team of the Institute to evaluate the Academic advising and student management. There are specific records and meetings to learn from.	20
2	Arrange the working area for the Academic advisor to ensure the conditions for the Academic advisor to work and consult.	20
3	Popularize the role of Academic advisor well for students. More than 70% of the students surveyed understood the Institute's academic advising activities.	40
TOTAL		100

Article 12. Use of results of evaluation of the academic advising

- The results of the evaluation of the Academic advising are used for the following purposes:
- + Calculated into the emulation scores of units and individuals every year;
- + Determine the level of allowance for the academic advising for the next semester (Article 21) and the level of funding allocation for the academic advising of each unit.

CHAPTER 5

STUDENT CLASS MANAGEMENT

Article 13. Student Class Management Officials

- As teaching officials or specialists working in training institutes or functional departments, having good qualities and a basic understanding of the training work of the University;

Article 14. Duties of Student Class Management Officials

- Manage class lists and personal information of students; update information about students every 6 months;

- Monitor the situation of academic results, family circumstances of students to be able to advise them how to communicate with Academic Advisor for advice on effective study plan;

- Carry out the assessment of student training results (dissemination of regulations, guidelines for implementation and evaluation);

- Encourage students to participate in academic activities, scientific research, legal social activities.

- Preside over the class meeting to consider rewarding and disciplining students. Suggest to submit it to the Institute's Commendation and Disciplinary Council at the end of each semester;

- Contact and send a notice to the family of the student who has been warned (study and training) as soon as received the decision from the University Training Department, Political Affairs & Student Affairs Department;

- Remind students to pay tuition fees and other types of funding in accordance with regulations;

- Guide students in the procedures for receiving scholarships or students who are in poor plights and under need to send to the Leaders of the Institute;

- Implement the class status report according to the request of the Institute.

Article 15. Time and content to work with the student class

- Every month, Student Class Management Officials work with the class leaders, organizes regular class meetings (3 times per semester at the beginning of the semester, Mid-semester and the end of the semester). The class meeting schedule would be arranged by the Department of Political Affairs & Student Affairs, Department of University Training to inform the class

about the contents as prescribed by the school. Class meetings should be recorded and reported to the Institute's leadership. Specifically:

1. Meeting at the beginning of the semester with the following contents:

a. Announce the composition of the class leaders appointed by the school (for the first-year classes) or to hold a meeting of specialized class to elect the class leaders. Assign specific tasks to the class leaders, clarify the working relationship between academic advisor, student class management and class;

b. Disseminate work of the semester;

c. Disseminate and guide the basic contents of regulations and regulations related to students; pay attention to new additions and changes in the current regulations;

d. Things to note about the method of learning, scientific research, participation in the student's union and social activities.

2. Mid-semester meeting with the following contents:

a. Strengthen class activities;

b. Notify the status of the school year work, the work underway and the subsequent work carried out until the end of the semester;

c. Update the student's information (especially day-boys and day-girls);

d. Answer questions.

3. Meeting at the end of the semester with the following contents:

a. Summarize of the contents carried out during the semester; organize the evaluation of the results of training students in accordance with the time and regulations of the University;

b. Notify the additions and changes in the current regulations;

c. Notify the list of students that are absent from class summoning sessions to issue appropriate disciplinary warnings as prescribed. (Guidance on evaluating student training results);

d. Consider emulation and reward students;

e. Other tasks as required by the management of the School or Institute are related to the class (if any).

4. Student Class Management Officials could work unscheduledly with the class leaders or hold a class meeting to resolve the tasks required by the School, Institute and student class.

Article 16. Assigning Student Class Management Officials

1. For First-year student

The school orders the Youth Union to coordinate with the Department of Political Affairs and Student Affairs, institutes to assign young lecturers to implement the student class management.

2. For students who have specialized in

The Institutes are solely responsible for the assignment of education officials and specialists in the participating units as class management officials. The number of Management Officials is decided by the Institute, but not more than 2 classes/1 officials.

Article 17. Evaluation of Student Class Management Officials

- First-year student classes are evaluated by the Youth Union;
- The remaining classes are evaluated by the Institutes;
- The Academic Advisory Council shall conduct an independent review;

The results of the evaluation of student class management are used for the following purposes:

- + Affect the competition of units and individuals annually.
- + Determine the level of allowance for class management (Article 20).

The evaluation criteria are as follows:

No.	Evaluation criteria	Score
1	Full performance of the tasks assigned in Article 14	40
2	Hold enough class meetings	15
3	Submit enough reports	15
4	Have more than 70% of the students surveyed rated satisfied with the class management staff.	30
Total		100

CHAPTER 6

WAYS OF EVALUATING AND FUNDS FOR ACADEMIC ADVISING AND STUDENT CLASS MANAGEMENT ACTIVITIES

Article 18. Total expenses for academic advising and student class management activities

The fees for academic advising and student class management activities of the whole school are calculated according to the number of students at the end of the tuition fee collection with a maximum level of 1 tuition fee credit / student / semester (This level shall depend on the decision of the annual tuition fee credit).

Article 19. Funds Allocation

The allocated funds for the units are calculated as follows:

$$\text{Funding} = A \times k1 \times k2$$

In which:

A: The level of funding for academic advising and student class management (calculated based on each student);

k1: Funding allocation coefficient according to work responsibilities;

k2: The work completion coefficient according to the evaluation.

1. For first-year student

- The University Training Department presides over the academic advising of first-year student. The University Training Department may do it directly or invite experienced lecturers to assist in carrying out this work. The Department of Political Affairs and Student Affairs would be in charge of advising and supporting students on policy regimes, career orientation, administrative procedures, insurance, Olympic, etc.

- The appointment of first-year student class management officials is presided over by the School Youth Union on the basis of coordinating with faculties and institutes to nominate young and enthusiastic officials to carry out this work. The funding allocation coefficient is determined in the table below:

No.	Content	Unit	k1
1	General management and operation	Academic Advisory Council	0.15
2	Academic Advising	University Training Department	0.25

3	Management, evaluation work (through student survey), responsibilities of Management Officials	Youth Union, Student Class Management Officials	0.20
4	Student management; Supporting dissemination, answering questions and solving all problems related to student work.	Department of Political Affairs and Student Affairs	0.20
5	Training Student Class Management Officials, Academic Advisor, evaluating, reporting and settlement.	Department of Political Affairs and Student Affairs, University Training Department, Quality Assurance Center, Planning and Finance Department.	0.20

On the basis of assessing the level of completion and quality of Academic Advisor and Student Class Management Officials work led by the Youth Union, the units would be classified according to the levels: Level A from 85 - 100 points; Level B from 70-84 points; Level C from 55-69 points; Level D is below 54 points. Corresponding to the evaluation levels, the k2 completion coefficient is as follows:

No.	Level	k2
1	A	1
2	B	0.75
3	C	0.6
4	D	0.5

2. For students who have specialized in (excluding first-year student)

- The responsibility for assigning Academic Advisor, Student Class Management Officials and managing this work is fully active by the Institutes.

The Funding allocation coefficient is determined in the table below

No.	Content	Unit	k1
1	Management, training, evaluation, synthesis.	Academic Advisory Council	0.2
2	Academic Advising, Student Management, other works, etc.	Training Institutes	0.8

The school-level Academic Advisory Council shall evaluate the Academic Advising and Student Class Management activities of the above units on the basis of the overall evaluation results according to the criteria hereby:

No.	Evaluation criteria	Weight
1	Management and operation of Academic Advising and Student Class Management of the unit	30%
2	Academic Advising (including Academic Advisory Board and each Academic Advisor)	40%
3	Student Class Management	30%
Total		100%

The results of the evaluation would be classified according to levels: Level A from 85 - 100 points; Level B from 70-84 points; Level C from 55-69 points; Level D is below 54 points. Corresponding to the evaluation levels, the work completion coefficient hereinafter:

No.	Level	k2
1	A	1
2	B	0.75
3	C	0.60
4	D	0.50

Article 20. Operating funds in units

- The units receive funding from the School at the beginning and at the end of each semester and operation the entire work according to the assigned tasks. 50% advance at the beginning of semester, the whole settlement shall be settled the end of the semester.

- At the end of each semester (school year), the units shall make a summary report of Academic Advising, Student Class Management activities and send it to the Academic Advisory Council. On the basis of the overall assessment of the unit's activities according to the criteria, the School-level Academic Advisory Council shall send a summary of budget of Academic Advising, Student Class Management to the unit to implement the settlement payment work.

CHAPTER 7

IMPLEMENTATION PROVISIONS

Article 21. The effects of Regulations

- This regulation is applied at Hanoi University Of Science And Technology from the second semester of the 2014 – 2015 academic year. The previous regulations were no longer valid;
- In implementation process, if any arised problems arise make it difficult to implement, the units reflect on the Academic Advisory Council (through the Department of Political Affairs And Student Affairs) to consider adjustments and supplements accordingly;
- The training institutes, the relevant units in the University, all lecturers, officials participating in the Academic Advising and the Student Class Management Officials are responsible for complying with this regulation.

Hanoi, December 26th, 2014

FOR PRESIDENT
VICE PRESIDENT
(Signed & sealed)

Nguyen Canh Luong. Assoc. Prof.

ABBREVIATIONS

No.	Content	Abbreviate
1	Academic advisor	CVHT
2	Student Class Management	QLLSV
3	Student Class Management Officials	CB QLLSV
4	Institute-level Academic Advisory Board	CVHT Board
5	School-level Academic Advisory Council	CVHT Council
6	Department of Political Affairs and Student Affairs	P.CTCT & CTSV
7	University Training Department	P.ĐTDH
8	Department of Science and Technology	P.KHCN
9	Planning and Finance Department	P.KH-TV
10	Quality Assurance Center	TT ĐBCL
11	Youth Union	TN Union
12	Training Institute	Institute