

CAROLINAS COLLEGE OF HEALTH SCIENCES POLICY AND PROCEDURE

STUDENT AFFAIRS

SUBJECT: STUDENT ADVISEMENT

REVIEWER(S): Dean, Student Affairs and Enrollment Management*
Provost
Director of Student Success and Engagement

POLICY

Carolinas College of Health Sciences recognizes that advising is critical to student support and success. Faculty, administrators, and professional staff work together with students in the advising process to exchange information that will ensure successful program completion and career placement. Advisors assist students in selecting courses to complete degree requirements, interpret and explain institutional policy and requirements, and serve as a referral source for numerous other services.

PROCEDURE

- A. The Director of Student Success and Engagement along with program chairs coordinates the student advising program.
- B. All students enrolled in credit programs are assigned to a faculty advisor/ Student Success Coordinator upon acceptance to the college. Students may request an appointment any time questions arise during the educational program or for advice on course planning and registration.
- C. For students in degree programs (including pre-term enrollment students), formal academic advisement with faculty advisors/ Student Success Coordinator occurs at regular intervals during the course of the semester and program, that may include but is not limited to: new student advising prior to orientation, registration advising each semester, and midterm and/or end of semester academic or clinical advising. A minimum of one meeting with one's faculty advisor/ Student Success Coordinator per semester, either in-person or electronically, is expected.
- D. For students in certificate programs or non-degree seeking students, general advisement is provided by the program chair, education coordinator and/or program faculty throughout the course of enrollment.
- E. Faculty advisors/ Student Success Coordinators are offered annual training to reinforce and update skills and knowledge necessary to effectively advise students.
- F. The Student Success Coordinator is notified by instructors through an early alert process when a student's grade falls below passing. Upon receipt of the early alert notification, the Student Success Coordinator can provide advising regarding support services.
- G. Student Success Coordinators are responsible for supporting and monitoring student compliance with institutional requirements related to FERPA, cybersecurity awareness, and other mandatory college trainings.
- H. Additional advising by student services staff may include disciplinary issues, withdrawal, leave of absence, progression, and due process matters.
- I. Business and financial aid office staff provide counseling regarding financial aid options and availability, aid and scholarship application submissions, and bill payment.
- J. Any faculty member, administrator, or staff member may refer students experiencing academic, stress management, family or other problems to seek confidential personal counseling available through the employee assistance program.
- K. The Student Advisement policy and procedure is reviewed annually.

REFERENCES

Related 2024 SACSCOC Standard(s):

12.1 Student support services