

In the Name of God, the Compassionate, the Merciful



# **STUDENT COUNSELLING GUIDE**

**(Concept - Objectives - Types - Mechanisms - Models)**

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## • Elements:

- The concept of student counselling and its objectives.
- Types of student counselling.
- Mechanisms for implementing student counselling.
- Academic advisor skills and tasks.
- Some models used in student and academic counselling.

## • Concept of student counselling and its objectives

### ▪ First: Concept of Student Counselling:

It is an organized process that aims to help and guide the student in all academic and psychological aspects social, moral, educational and professional, in order to properly understand his/ her personality, know his abilities, and solve his/ her problems, within the framework of Islamic teachings; to achieve his own goals, within the framework of general goals for education in the United Arab Emirates, and to become an active member in the university community.

Student counselling is based on the two axes of the counselling process: the educational institution and the student. This is reinforced by the role of the specialized advisor who works through the Student Counselling Unit throughout the academic year. The counselling process is integrated with awareness and understanding of all parties to the counselling process which aims to direct the student to the most appropriate ways to choose the best way, to achieve the desired success and adapting to the university environment.

This goal is achieved by providing students with various academic skills that increase their achievement academic and educate students about university regulations. All this through various counselling services, individual academic counselling, counselling programs and various consultations.

### ▪ Second Objectives of Student Counselling:

1 - Study the problems that the student encounter or may encounter while studying, whether personal or personal social or educational, and working to find appropriate solutions that ensure the student continues well in his studies and provide him with mental health.

2- Following up students' progress reports during their studies and evaluation and following up performance of struggling students and improving their levels.

3- Discover the talents, abilities, and inclinations of outstanding students or non-outstanding students and working directing those talents and invest in their abilities and inclinations for the benefit of the student in particular and society in general.

4- Informing students about the college and university system and assisting them as much as possible to make the most of the programs available to them, and guide them to the best ways to study.

5- Assisting students choose a specialization, and linking it to the career that suits their talents, abilities, inclinations, and the needs of society, as well as informing them of the available educational and professional opportunities and providing them with information and admission conditions to be able to determine their future, taking into account the involvement of their parents in making such a decision.

6- Raising awareness of the university community (students, professors, and administration) in general about the goals and tasks of student counselling and their role in the educational process.

## • **Types (fields) of Student Counselling**

### ▪ **First: Academic Counselling:**

It is the basic foundation of counselling, and aims to help the student achieve his /her goal of entering the university in the easiest ways, by helping him /her adapt to the academic system, removing the reasons that lead to his stumbling, and delaying his reaching his /her goal whether these reasons are academic reasons and the university can solve them.

### ▪ **Second: Psychological Counselling:**

It aims to guide the student's personality in a sound direction and change his view of himself / herself towards the best, understanding and improving the relationship between him/ her and others. It also aims to develop the energies and abilities within the student to benefit from it to improve his academic level, enable him/ her to solve problems on his / her own, make his decisions efficiently, and other aspects.

### ▪ **Third: Social Counselling:**

It aims to prepare the student to deal with his society, including its values, behaviors and diversity, and to adapt to that. In addition to enhancing the student's role in contributing to community service and development.

### ▪ **Fourth: Awareness and Preventive Counselling:**

It aims to anticipate problems before they occur by raising awareness of virtuous values and solving some problems that pass through the student, resulting from the incompatibility between the noble Islamic values in which the student believes and his own inclinations at this age. In addition to the reality that may not be consistent with these values. Therefore, giving the student doses of faith in appropriate ways contributes to solving many of the problems he may face.

### ▪ **Fifth: Career Counselling:**

Career counselling aims to prepare students to enter the world of jobs and professions competently, starting with their choice of appropriate specialization. This is done through accurate scientific measurement, studying the labor market to know the skills required for him, and then preparing the student and training him on these skills, in addition to helping the student acquire job search

skills, such as writing a CV, personal interview skills, and respect work, commitment to its ethics, etc.

### • **Mechanisms of Implementing Student Counselling**

1- Preparing student counselling in advance for the counselling process, through a set of courses and workshops at the beginning of the academic year to introduce student counselling of all kinds and the role of the advisor, as well as through the permanent counselling of all faculty members regarding how to deal with students from a social, psychological and academic point of view, and introducing all members to the mechanisms of academic, psychological and social counselling for students.

2- Counting students who are behind in school and guiding them through student advisors to raise their academic level.

3-Activating the role of the student advisor, through meeting and meeting directly with the students to research and diagnose the counseling situation and learn about the students' academic, social and psychological problems, and try to work to solve the obstacles that stand in the way of their excellence and continuation of study, whether by directing the faculty members to help the students or by directing the student. The ideal way to continue his studies, and how to make the appropriate decision regarding choosing study subjects, deletion and addition materials, and other: proper study methods, determining future aspirations in the field of education and profession, and developing personal capabilities.

4-Paying special attention in advance (at the beginning of the semester and after the first semester exam) to provide counselling to students with low levels or who have more warnings than the normal level (three or more) in order to help them raise their academic level and overcome academic obstacles.

5- Paying special attention in advance (at the beginning of the semester and after the first semester exam) in advising students who are about to graduate, in order to help them obtain a high GPA that will allow them to obtain a suitable job opportunity after their graduation.

6- Submitting some recommendations regarding the student counselling process to those with authority to make decisions to assist the student or present him to the competent authorities, especially if the student needs psychological or social counselling.

7- Preparing and designing a set of forms for academic and student counselling that comply with all requirements for documenting the student counselling process, as these forms contain all the data related to the advising process: such as the student's data, the topic discussed with the student, the results of the discussion, the academic advisor's recommendation, as well as determining the student's level in terms of excellence or low academic level.

8- Achieving the permanent presence of faculty members in the student counselling Unit, in order to implement the counselling process on an ongoing basis, by preparing a schedule for student counselling divided into counselling periods and dividing the department members according to

those periods to achieve permanent control over the members of the unit to ensure the continuation of the counselling process for students.

9- Documenting all the work of the student counselling Unit, by making records and reports on the work of that unit, and keeping a copy of those minutes and reports, as well as the counselling forms after they are signed by the student and the advisor, and after reviewing them by the head of the unit

10 - Submitting all work of the student counselling unit to the Dean of the College and to the Chancellor.

### • **Skills and Duties of Academic Advisor:**

A successful advisor is able to communicate effectively with his students, identify their needs, be good at listening to them, understand them and care about them, and not attack them, but works with them and involves them in the continuous planning of their studies, invests their experiences and trusts their abilities. Then he will be able to take their hands and address the obstacles in their way during their studies, and from here we can identify some of the skills that should be available in the academic advisor in order to contribute to achieving the goals set for him, and from these skills:

#### ▪ **Leadership skill:**

By this skill, we mean forming a positive relationship with students. To influence them and help them move towards achieving the set goals.

#### ▪ **Empathy skill:**

This means sharing the students their feelings and emotions in order to understand them, and to form a good relationship with them. It helps them accept counselling, advice and direction.

#### ▪ **Planning skill:**

By this skill, we mean the academic advisor's ability to help the student define goals and transform them into achievable actions, for example: helping the student choose the appropriate major to achieve long-term goals related to his academic and career future, or to help him prepare a plan to raise his average cumulative.

#### ▪ **Organization skill:**

It means the ability of the academic advisor to organize and arrange the counselling work in a way that achieves benefit the maximum of them, and this applies to organizing student files, registration and drop work, and other jobs of the academic advisor.

#### ▪ **Listening skill:**

It is important for the academic advisor to be a good listener to his students, to get to know their opinions, ideas, suggestions, and the problems they encounter, which enhances their self-

confidence, strengthens the relationship between the advisor and them, and thus enables him to extend a helping hand to them.

▪ **Decision-making and problem-solving skills:**

This skill is needed by the academic advisor when listening to students' points of view and interviewing them to know the problems they encounter, and they learn how to identify the problem and develop hypotheses to solve it, and then help them make the correct decisions necessary to solve the problem.

▪ **Group Counselling Skill:**

This skill is specialized in dealing with a group of students who share an issue, such as ignorance of the system, academic delay, absence, low cumulative average. We want to deal with this collectively to reduce time and achieve other goals, including involving students in solving their problems, reaching results and making the right and appropriate decisions. The way to do this is to gather them and divide them into groups so that they recognize the problem and discuss its causes and consequences, then develop solutions to deal with it, and make appropriate decisions to address it.

▪ **Time management and investment skill:**

It is an important skill that includes scheduling and coordinating work, and determining the time plan for the advisor's work, which includes registration, drop and addition, scheduling and organizing office hours during which students can meet the advisor.

• **Duties of Academic advisor**

- The advisor must be familiar with the academic systems at the university and the department's plan and its specializations.
- To strive to educate himself in the field of counseling to be able to benefit students. Every advisor is required to take a course on counseling and ways to deal with students and their problems through the Deanship of Skills Development.
- To provide academic counseling and introduce the student to the best courses and the most appropriate alternatives offered.
- To introduce the new student to the course system, levels, transfer, success and failure.
- Introduce students to evaluation systems and methods of calculating grades for subjects of specialization.
- To be familiar with the vocabulary of the study plan (levels, specializations, compulsory and elective courses) and familiarizing the student with that.
- To be familiar with the names of courses, their numbers, requirements, equivalent materials and their sequence, and guide students to the best ways to benefit from them.
- To be familiar with the dates for registering materials, drop, adding, and changing sections according to regular procedures.
- Assisting the student to register study hours that are compatible with his abilities and consistent with the university system within its upper and lower limits and the default limits.

- Assisting the student to fill out study forms in the proper way and submit them on the appropriate dates, and ensure that all required data is filled out.
- Assisting students to open new sections and monitoring the sections and the progress of the educational process in a good way.
- Assisting and guiding the student to choose appropriate courses according to his abilities and inclinations.
- Assisting the student to gain more effectiveness and efficiency in studying the programmed courses by directing him to read the prescribed books or important references.
- Determining the most appropriate track for the student and develop a study plan appropriate to his abilities that enables him to complete his program in the best way.
- Assisting the student manage the time available for lectures and the free time he uses to review and study in the library and Internet halls.
- Supporting the student during the exam period and helping him in particular organize his time to prepare well for these exams.
- Monitoring students' grades, advising those with low grades, motivating them, and alerting them to the procedures followed in this regard.
- Guiding the student to achieve the highest desired benefit from the specialization he chose at the academic, skills, sports, and health levels, and introducing him to the various college facilities.
- Guiding the student on how to benefit from the summer classes and implement projects and study plans.
- Urging the student to always consult his academic advisor according to the announced office hours.
- Implementing awareness programs (lectures and seminars) in cooperation with student volunteers to serve their colleagues and develop their organizational skills.
- Implementing workshops related to phenomena and observations observed at the community college, in the hope of treating them, such as: smoking or inappropriate clothing.
- Assisting students with special needs to overcome their disabilities and health problems.
- Identifying the special skills and talents that students possess with the hope of refining and developing them better.
- Planning the counselling process accordingly, according to guidance tools including designing questionnaires and applying lists observation and guided interviews.
- Monitoring the academic progress of the student and following up on it, creating a special file for each struggling student or those expected to face difficulties, in coordination with the Admission and Registration Deanship; granting each advisor the authority to access academic information such as schedules and results for the students in their assigned department for guidance and follow-up purposes.
- Following up during their studies, especially those who are struggling or expected to face academic challenges, and coordinating with the head of department regarding the request from faculty members to submit the names of these students to the advisor, especially after the semester exams when low results become apparent. as well as for students who are frequently absent from lectures (those exceeding 15% by the fourth week and 20% by the end of the

eighth week), or those whom the subject instructor notices certain phenomena in, such as frequent sleeping during lectures or mental distraction."

- It is the responsibility of the advisor to summon these students, look into the reasons, and attempt to address them using appropriate methods. This is done after coordinating with the course instructor (especially through academic approaches such as suggesting alternative exams, increasing teaching sessions, or other relevant measures). and seeking assistance of teaching assistants, lecturers, and students from the guidance unit can be sought to support these struggling students, and developing plans to rescue them from stumbling.
- If the advisor and the guidance unit in the department are unable to solve the student's academic struggle, the matter is referred to the department head. The advisor must continue with the competent authority at the university's guidance center. To communicate with them, encourage them, and establish their own programs.
- The advisor should encourage students and urge them to read the bulletins issued by the Dean of Student Affairs and attend the courses organized by them related to counseling and other skills.
- Assisting students make the right decision regarding choosing a specialization based on their capabilities, scientific interests and labor market needs.
- It is the responsibility of the academic advisor to pay attention to the academic progress of the student and to monitor their performance in academic subjects and their requirements through the following:
- Opening a special file with the student's ID number documenting all papers and documents related to the academic level of the student, the progress in subjects, and all information concerning the student during his academic career, especially the following data:
  1. The current study plan for the student based on the year of admission to the specialization. Through this plan, the academic advisor can determine the required subjects for graduation. They can also identify the subjects registered by the student that meet the success requirements, and the remaining subjects within his study plan.
  2. A transcript of the academic record and the student's grade in each subject, their semester and cumulative GPA, through which, the student's performance and level can be evaluated.
  3. Updating the student's results in the registered subjects in the study plan promptly, and marking the status: passed, failed, withdrawn, deferred, incomplete, deprived.
  4. Reports and letters from faculty members about the student's performance and attendance, in case the advisor inquires or in case of weak performance, or for any other reason seen by the instructor of the subject in which the student is registered.
  5. Minutes of meetings between the advisor and the student (see attached models).
  6. Following up the academic achievement of the student, his progress in academic semesters, guiding them, and assisting him academically and educationally to serve this achievement.
  7. Providing advice and guidance to the student, which helps him to acquire the required skills and prepare to enter the labor market and achieve his aspirations.
  8. Providing the student with the Student Rights booklet (attached) + Academic Guidance Guide.

## • **Duties of Student:**

- It is the student's duty to be aware of the counseling hours for the academic advisor and schedule appointments with the academic advisor.
- The student should also review the college guide, university regulations, and policies, and inquire about anything unclear from his academic advisor.
- Additionally, the student must collaborate with his academic advisor to develop an academic program with an executive timetable for what they plan to study in upcoming semesters. The student can contact his academic advisor either by phone or email for any additional questions or inquiries. The academic advisor should provide the student with his mobile number, office number, and email address.
- The student should inform the academic advisor of any significant changes in his academic program that may affect his performance or academic goals.
- The student is responsible for his academic progress, as guidance and counseling are essential tools for success, and the student, above all, is primarily responsible for his own success.

## • **Some models used in student and academic counseling**

1. A model for assessing the student's status in terms of excellence and academic and attendance failure.
2. A brief counselling form for a student.
3. Counselling form for a student.
4. Monthly report model on a student's status.
5. Counseling recommendation form for a student.
6. Invitation form for a student to meet with his advisor.
7. Student data form.
8. Report on absence from the counseling unit's activities.