

# **GUIDANCE AND COUNSELLING SERVICES**

English Language Department				
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	Dr. Majad Alharbi			

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#### **1. MESSAGE FROM THE HEAD OF THE DEPARTMENT:**



Praise be to Allah, and peace and blessings be upon the Prophet of guidance and mercy, Muhammad Ibn Abdullah, and his family and companions.

Students are the cornerstone of the English Language Program. Academic advising is essential for students' education and guidance on their educational journey. The primary purpose of the academic advising is to help our students plan their academic path. Academic advising assists students in achieving high quality in the educational process. All students in the program are assigned to a faculty advisor once they are admitted into the department.

Academic advisors represent a link that connects the student with his/her academic major, as well as with the rest of the university's resources, which makes the role of the advisor important not only in the student's academic achievement but also in the development of his or her personality, by enabling the student to make decisions regarding his/her academic goals. This partnership between the academic advisor and the student is established to determine the opportunities and options available to the student. Simultaneously, the advisor provides the student with accurate and important information about the university's policies, resources, and professional opportunities in the field of specialization.

### THE HEAD OF DEPARTMENT DR. MAJID AL-HARABI

### **2. INTRODUCTION:**

Academic advising is essential for students' education and guides students in their education journey. The main objective of the academic advising system is to connect the student to the university with the appropriate academic advisor who enables them to obtain assistance and guidance to support their academic career. Accordingly, academic advising depends on planning, preparation, goal setting, direction, communication and followup.

#### **<u>3. COMMON TERMS:</u>**

1	Academic Year: Two main semesters and a summer semester, if
	needed,.
2	Semester: A period not less than fifteen weeks, during which courses
	are taught. The period for registration and final examinations are not
	counted within this period. Some courses may have prerequisite(s) or
	co-requisite(s).
3	The Summer Semester: A period not more than eight weeks. The
	period for registration and final examinations are not counted within
	this period. Each course is taught extensively within this period.
4	Academic Level: It indicates at what stage a student study.
	Graduation requires studying eight or more levels according to credit
	hours plans.
5	Course: An educational material associated with a specific level
	within the credit hours plan for each program. Each course is uniquely
	identified by a number, code, name and specification that
	distinguishes it from other courses. Each course has also a special file
	maintained by the department for tracking, assessment, and
	development purposes
6	Credit Hour: A weekly theoretical session not less than fifty
	minutes, a clinical session not less than fifty minutes, or a practical/
	field work not less than a hundred minutes.

7	Academic Warning: Notification is issued to a student because of
	his /her low-grade point average, from the minimum shown in this
	by-law.
8	Class Work Score: A score given to a student showing his/her
	achievements on the continuous assessment from exams, research
	and other academic activities related to the course.
9	Final Examination: A final examination administered once at the
	end of a semester.
10	Final Examination Score: The score obtained by a student in each
	course during the final examinations of the semester.
11	The Final Score: The sum of classwork scores and final examination
<b></b>	scores for each course. The score is computed on a scale out of one
	hundred.
12	The Grade: Description of the percentage or an alphabetical code for
	the final score a student achieves in each course.
13	<b>Incomplete Grade:</b> A grade entered provisionally for each course a
	student is unable to fulfil its requirement in the specific time. It is
	referred to in the academic record with the abbreviation (IC).
14	<b>Continuous Grade:</b> A grade entered provisionally for each course
	which nature of study requires more than one semester for
	completion. It is referred to with the abbreviation (IP).
15	Semester Grade Point Average: Sum total of the points a student
	achieves divided by the total credit hours for all the courses studied
	in every semester. Points are computed by multiplying the credit
	hours of a course by the grades a student achieves for each course.
16	Cumulative Grade Point Average: Sum total of the points a student
	achieves in all the courses he/she studies since his/her enrolment in
	the university, divided by the total credit hours for all those courses.
17	The General Grade: Description of the level of a student's academic
	achievement during the period of his/her study in the university.
18	The Minimum Academic Load: The minimum credit hours a
	student should register for, compatible with his/her Grade Points
	Average, as decided by the university Council.
19	Study Plan: It is a set of compulsories, elective, and free courses,
	whose units constitute the graduation requirements necessary for a

	student to successfully earn a degree in their specified specialization.
	For preparatory year students, The study plan is the set of courses that
	must be successfully completed for assignment to one of the targeted
	colleges after completing the preparatory year program
20	Academic Advisor: It refers to the faculty member and the like who
	are charged with supervising, directing and following up on the
	student during his/her studies at the university
21	Withdrawal for the Study: It means that the student does not
	continue studying for the academic year or semester in which he/she
	registered with an acceptable excuse while counting the withdrawal
	period within the regular period of graduation
22	Visiting Student: A person who studies some courses at another
44	
	university or in a branch of the university to which he belongs without
	being transferred.
23	The GPA: Is the result of dividing the total points obtained by the
	student in all the courses he/she has studied since his/her enrolment
	at the university by the total number of units prescribed for those
	courses.
24	University ID: This ID shows the academic year and the semester
	that the students start studying in addition to the serial number of the
	student for that year and the semester.
25	Pre-requisite: It is a course that a student must have completed
	before enrolling in a specific course.

#### **4. PHILOSOPHY OF THE ACADEMIC ADVISING:**

Here at the department, we believe that every student comes with unique skills, talents, and desires. Additionally, we believe that academic advising is an intentional guidance process; that values the student, and empowers them to engage fully in their personal, academic and ultimately their professional success. As a matter of fact, the faculty advisor's role is to help students identify and use their strengths to achieve their short- and long-term goals, both academic and non-academic goals. Therefore, we support

our students in achieving their goals by offering assistance with academic planning, counselling, and resource referral as appropriate. We also acknowledge and respect the students' identities and beliefs and endeavour to tailor the advising to meet the individual needs of each student.

#### **5. DEFINITION OF ACADEMIC ADVISING:**

Academic advising is part of the educational experience, wherein students are supported by faculty in making appropriate choices from a wide range of opportunities towards achieving realistic academic and professional goals. It entails continuous communication between the student and the academic advisor to ensure their smooth progress in the scientific program, the achievement of the desired goals from that, the appropriate academic achievement of their abilities, and help them overcome the academic difficulties they may encounter during their academic career. It is a task assigned to faculty members in colleges through guidance, advice and guidance, including introducing them to the academic regulations and systems, and helping them develop their capabilities, in addition to supporting them to overcome any obstacles that may negatively affect their academic level.

#### **6. OBJECTIVES OF ACADEMIC ADVISING:**

The most prominent objectives of academic advising can be identified as follows:

1. Academic advising helps students obtain the maximum benefit from their educational experience by helping them to understand the opportunities offered by Majmaah University.

- 2. Academic advising helps students determine short- and long-term goals based on aptitudes and interests, and helps outline a course of study that will facilitate the attainment of their goals.
- 3. To support students' efforts in reaching their academic degree or objectives.
- 4. Mentoring students' performance and achievements and providing them with support and advocacy.
- 5. Academic advising involves listening with sympathetic understanding to students' academic concerns and other related problems, making the appropriate referrals when necessary.
- 6. Facilitate early program exploration and planning for timely graduation.
- 7. Allow optimal utilization of campus resources.

#### 7. ACADEMIC ADVISING PROGRAMS:

- 1. Orientation programs for new students each semester to introduce the study and tests system ensuring the necessary adaptation to university study, and introduce them to their rights and duties.
- 2. Advising programs to help students during their university lives, to achieve the highest levels of academic achievement.
- 3. Advising programs for low-achieving students to assist them in overcoming their false steps and achieve the desired success, as well as in overcoming obstacles and problems confronting them.
- 4. Advising programs for outstanding students to help them continue to excel, encourage them and motivate other students.
- 5. Advising programs to be organized for all students to help them improve their performance and achievement levels.

#### **8. CORE VALUES OF ACADEMIC ADVISING:**

- Empowerment: Academic advisors motivate, encourage, and support students to recognize their potential, meet their challenges, and respect individuality.
- Caring: Academic advisors mindfully care for students by building respectful relationships through empathetic listening and compassion.
- Commitment: Academic advisors are committed to students' success through assessment, scholarly inquiry, and professional development.
- Professionalism: Academic advisors act in harmony with the university's values and the advising profession for the benefit of students and other advisors.
- Respect: Academic advisors show respect by recognizing the views and the rights of the students, maintaining a student-centred approach and mindset, and treating students with fairness.
- Integrity: Academic advisors adhere to ethical behaviour, and value honesty, transparency, and accountability to the student, institution, and the advising profession.
- Inclusivity: Academic advisors support a multicultural environment and help students with different backgrounds to develop and reinforce self-perception, acceptance, and equity.

#### 9. ACADEMIC ADVISING SKILLS:

To achieve the desired goals of the academic advising, there are several skills that the advisor should have, mainly:

1. Leadership quality: to lead students with a teamwork spirit to achieve the desired goals.

- 2. Empathy: to be involved in students' emotional and psychological problems and aspirations. 3. Planning: to trace the required plans for each student to achieve success.
- 3. Organization: A good time-management to facilitate communication with students.
- 4. Listening: the ability to listen to students properly and embrace them.
- 5. Decision-making and problem-solving: making the best choice, fast implementation and creativity in solving problems.
- 6. Collective advising: the ability to advise students collectively, organize and influence them.

### <u>10.TASKS OF THE ACADEMIC ADVISING UNIT</u> <u>COORDINATOR:</u>

At the program level, there is an academic advising unit headed by a member of the faculty staff. The coordinator of this unit has the following tasks:

1. General supervision of the work of academic advisors and follow up the cases referred to him/her.

2. Welcoming new students on the first day of study and introduce them to the university regulations.

3. Allocating students in a fair manner between faculty staff taking into consideration all psychological, social and linguistic factors.

4. Receiving reports about students' issues in addition to the reports sent by the academic advisors, and solving their problems or referring them to the Vice Dean for Academic Affairs or to Dean if needed.

5. Organizing counselling meetings, seminars and workshops to advance the academic advising efforts.

6. Facilitating the tasks of the academic advisors and prepare students' files and forms.

7. Discussing with the faculty council (the Dean or heads of departments) all new developments related to students and suggesting solutions and ways for development.

#### **11. ACADEMIC ADVISORS TASKS:**

The academic advisors' tasks are assigned as follows:

#### A. TECHNICAL TASKS:

1. Filling in specific forms for each student to whom they are assigned to advise academically.. These forms include the following:

- Student's information form.
- A semester updated study plan for students. (One can get it from the e-academic services system (Edugate).
- Registration Form.
- An up-to-date copy of the academic portfolio (a transcript). (One can get it from the e-academic services system (Edugate).
- Other administrative documents (such as deleting, adding, and withdrawing forms).
- Emergency reports form for the academic advisor's meetings with students, and it should be given to the academic advising coordinator in the college.
- The end-of-semester report form for the academic advisor's meetings with students which should be given to the academic advising coordinator in the college at the end of each semester.
- The academic advisor can contact the academic advising coordinator to get these forms.

2. Courses Registering Process: The academic advisor checks the student's file and his/her major and helps him/her to fill his own registration form before the date of registration.

3. Choosing the Courses: The academic advisor should take a look at the student's action plan through the e-academic services system (Edugate) in order to help the students choose their courses; and he/she should make sure of the following:

a. A student has passed all the required courses and the previous requirements with a grade not less than (D) because he/she won't be allowed to register in any course untill, he/she passes its previous requirement.

b. Knowing the minimum and maximum accredited hours that a student is allowed to register for according to his/her current status (student's academic load).

3. Sorting out the Graduation Requirements:

A student needs to pass the courses or the accredited hours to get the bachelor's degree in his/her major as follows:

- > Carrying out the mandatory university requirements successfully.
- Carrying out the mandatory college requirements successfully.
- > Carrying out the mandatory department requirements successfully.
- Passing all the required courses with a cumulative grade that should not be less than (2.0).

4. Helping students to prepare a timetable and a study plan to complete all the graduation requirements within the maximum permitted period of years.5. Explaining the grades average (both for each semester and cumulatively): The student's semester and cumulative performance is measured through calculating the semester and cumulative grades average.

6. Performance Evaluation: The academic supervisor explains to student that his/her efforts should be commensurate with his/her GPA to pass easily.

8. Assisting students in choosing their majors according to their inclinations and capabilities in the multi-specialization's faculties and departments.

9. Solving Problems: The academic supervisor helps students to cope with problems related to their majors through identifying the causes of the problem and then suggesting solutions.

#### **B. ADMINISTRATIVE TASKS:**

The academic advisor helps students to make decisions about the following procedures:

- 1. Change a major.
- 2. Add and delete courses.
- 3. Withdraw from a course.
- 4. Withdraw from a term.
- 5. Withdraw from the University.
- 6. Student's Absence: The absence is formally considered from the first day of study. According to the policy of the university, the student receives the first warning letter in case of being absent about 5% of the total approved teaching hours of the course. He receives the second warning letter in case of being absent 10% of the total approved teaching hours of the course and he might receive a denial in case of being absent for more than 25% of the total approved teaching hours of the course. Notice: the student who has received a denial is considered as failed in the course (With the need to review the list of valid excuses for university students).

#### **12. ROLE OF STUDENT IN THE ACADEMIC ADVISING:**

Students are the main part of the academic advising process, and by their interaction in the advising process, the wheel of achievement is pushed towards achieving its goals with great acceleration. It is the responsibility of the student to decide his/her goals and ambitions to get a bright future career. Additionally, students have the responsibility for following up their academic progress and requesting advice and guidance from the academic advisor to implement his study plans. In order to achieve the greatest return from academic advising sessions, the student must be prepared for that before and after meeting with the academic advisor, and then implement what the session requires. In other words, the student's role can be clarified in the following points:

- 1- Getting to know the academic advisor and coming closer to him/her.
- 2- Building and setting social, academic and career goals.
- 3- Taking full responsibility for determining career goals and objectives and study plans.
- 4- Attending the advising sessions regularly and being prepared in advance with the required papers and forms.
- 5- Staying informed about all new regulations and laws for students at the university.
- 6- Having full awareness of the department, college and university requirements for graduation from the major he has chosen.
- 7- Going to the academic advisor to request assistance for all academic needs or urgent questions.
- 8- Keeping copies of study plans, evaluation and academic recommendations of the academic advisor.
- 9- Providing the academic advisor with all documents related to the programs in which the student participated outside the scope of the study plan.
- 10- Learning about effective educational resources on campus.
- 11- Being fully aware of the academic calendar and related dates for academic advising, registration, deletion, addition, examinations and official holidays.
- 12- Obtaining all necessary forms of the academic advising process.
- 13- Commitment to the fact that registration is always based on the recommendations of the academic advisor.

## **13. MECHANISMS OF COMMUNICATION BETWEEN THE ACADEMIC ADVISOR AND STUDENTS:**

There should be many means of communication between the Academic advisor and students, and the most important means are:

- 1- Blackboard:
- 2- University Email:
- 3- Electronic counselling portal:
- 4- Cell phone
- 5- Individual meetings:
- 6- Group meetings:
- 7- Office hours.

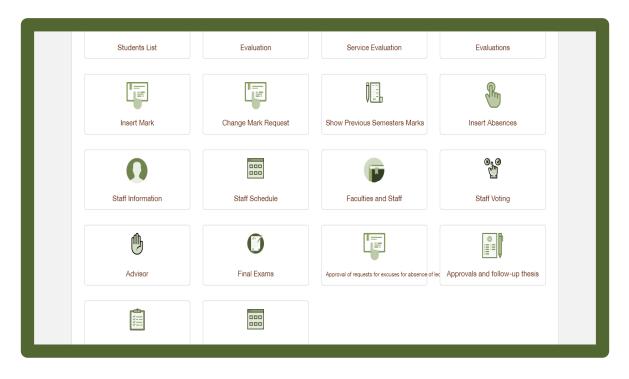
#### **14. MOST COMMON ACADEMIC PROBLEMS:**

- A drop in GPA
- Postponement or withdrawal from college
- Adding extra hours
- Increased absenteeism
- Poor academic performance
- Exam anxiety and fear
- Poor peer relations
- Lack of confidence
- Concentration difficulties in classrooms and laboratories
- Language difficulties

#### **15. ELECTRONIC ADVISING (STAFF MEMBERS):**

The Edugate offers online academic advising system, which allows students and academic advisors to meet and facilitate the courses registration or discuss any other issue the student faces. It is a service that is available on University Academic System Website on the Internet. A faculty member can find out the names of the students assigned to him/her by his/her academic department.. By clicking on the link (Academic Advising) a table will appear to the faculty member, containing the students' names who will be guided by him/her.

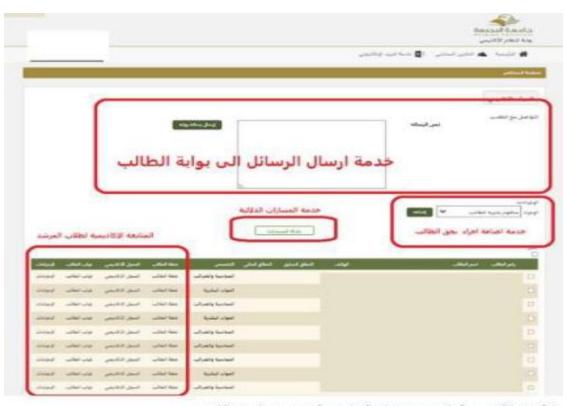




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مة المرشد الاكاديمي والمتلحه ضمن خدمات المحاضر والذي تم تجيبته كمرشد اكاديمي

- 1- التواصل مع الطالب من خلال رسائل اليوابة يتم عرض الرساله في تنزيط الرسائل عند بحول الطالب الى اليوابة
   2- اضافة اجراء على الطالب من خلال خدمة الاجراءات ويتم عرض الاجراء من خلال خدمة مرشدي الاكانيمي في يوابة الطالب وهي خدمة مستقله عن خدمة الرسائل
   3- متابعة الوضع الاكانيمي للطالب من خلال خطة الطالب السجل الاكانيمي، عواب الطالب الجراءات



البيانات الشخصية Personal Data	
الإسم: Student Name:	Destroit
الرقم الجامعي:	Portrait
رقم المويايل:	
رقم مويايل الآب:	تتبغون المنزل:
مر: Age: البريد الالكتروني:	الع
يخ الميلاد: Date of Birth: مكان الميلاد:	تان
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م تلاصرة: ,Family permanent address:	العلوان الداد
لغوان الحالى تلطالب:	2
تحديث مطومات: Updated information:	

Advisor-Stude	ent Counseling N	لمرشد الأكاديميleeting	مقابلة الطالب مع ا
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اسم الطالب		الرقم الجامعي	
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المقرر الحالئ			
Previous modules failure			
الرسوب في مقررات سابقه			
Aim of the Meeting:			الهدف من المقابلة:
Academic Performance			
الغباب Absence			
الحذف Drop			
القرى Others			
Summary of Meeting:			ملخص المقابلة:
Student name: Signature:			اسم المرشد الأكاديمي: :name 
		Signature:	التوقيع:

Module	رر Report	تقرير المق
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Student Name:	-	
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ىنزن:Home Tel.:	تليقون ال	العمر:
E. Mail:		البريد الألكتروذ
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Previous modules failure:	رات سابقه	الرسوب في مقر
Student problems during the modu	المشكلات التي واجهت الطالب في المقرر . (e	
Recommendation of the Mentor:	. الاكاديمى	توصيات العرشد
Academic Advisors name-		اسد المرشد الاكانيمي:

Emergency Report 6.7-	تقرير. الطارئ gency Report	1
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Student Name:		ID Numbe اسم الطالب	r:	الرقم الجامعي:
Mobile No. :	رقم مويايل الطالب	Relative Mobile No.:		رقم موبايل الاب:
Home Tel.:	تليقون المنزل:	Age:	العمر:	
E. Mail:			البريد الألكتروني:	
Number of meeting during t	ne module:	ل:	عدد المقابلات الثاء القص	
Cumulative GPA:			لتقدير التراكمي:	i -
Previous modules failure:		بقه	الرسوب في مقررات سا	
Student problems during the	semester:	للب في الفصل الدراسي	مشكلات التي واجهت الط	U C
Recommendation of the Me	ntor:	ى	توصيات المرشد الاكانيم	
Academic Advisors n	ame:		د الاکادیمي:	اسم المرك
Signature:				التوقيع:

	، المقرر	Droppinنموذج حلَّق	g Form for the r	module			
No	Wame of the module»سم المقرر	Code الرمز		Rationale السبي			
1			Conflict	. Medical Social . اجتماعی طین	Others افرى		
2			Conflict تىلىغن	Medical Social . اجتماعی طبی	Others اطرين		
3			_ Conflict لىزىن	Medical Social ِ اجتماعی طبع	Others اهري		
4			_ Conflict	Medical Social لجنّماعی طبع	Others اطری		
5			Conflict کناریش	Medical Social . اجتماحی طین	Others اهري		
					الجامعى		
	Name & Signature of Student		لطاقب:	اسم وتوقيع ا			
	Academic Advisor Recommendation		شد الأكانومي	ته مبيك الد			
	غیر موافق 📄 Not Agree	Agree 🗔					
	الميِّب Iustifications:						
	Name & Signature:			الاسم والتوقيع:			
-							
	توصیات رئیس القسم : Recommendation of the Head of the Department موافق Agree غیر موافق ا						
		ngree .					
	لىيپ Justifications:						
	Name & Signature:			الاسم والتوقيع:			

	ببة الغياب	نٽبيه بتجاوڙ تم	
الاول First Notice	التثييه	Second N	التنبيه الثاني otice
Student Name:		اسم الطال	
Name of the module: .	;.	. :.ID No اسم المقر	ليامعي:
Code & No.:	:u	ريز شغر Date:H	لتاريخ : / / 143
	-		according to the unive
gulations you are not all غور الامتعان اللهائي لمن تتجا	owed to sit for the fi الجامعية غير مسموح يت	nal exam if your abse ت والعملى لأله طيفًا للوالح	ence percentage exceed سُلَم عدم الغياب في المحاضر ا
gulations you are not all غور الامتحان اللهائي لمن تتجا نسبة غيابه ٢٥	owed to sit for the fi الجامعية غير مسموح بنط متسق المقرر ror	nal exam if your abse ت والعملى لأله طيقا للوالح Academic a	ence percentage exceed
gulations you are not all ضور الامتحان الثهائي لمن تتج تمية غيابه ٢٠ Module coordinat	owed to sit for the fi الجامعية غير مسموح بنت منسق المقرر or الاسم:	nal exam if your abse ت والعلى لأله طيقا للوالح Academic a Name:	ence percentage exceed المحاضر الفياب في المحاضر ا advisor المرشد الاكاديمي
gulations you are not all ضور الامتحان التهائي لمن تتج نسبة غوليه ٢٠ Module coordinat Name: Signature: Student's Name and S	owed to sit for the fi الجامعية غير مسموح بند or منسق المقرر الاسم: التوقيع: Signature Acknowled	ما exam if your abso ت والعبلى لأله طيقا للوالح Academic a Name: Signature: lging Receiving A Cop	ence percentage exceed منكع عدم الغياب فى المعاضر ا العرشد الاكاديميadvisor التوقيع: 
gulations you are not all ضور الامتحان التهائي لمن تتجا نسبة غوليه ٢٠ Module coordinat Name: Signature: Student's Name and S	owed to sit for the fi الجامعية غير مسموح بند or منسق المقرر الاسم: التوقيع: Signature Acknowled	ما exam if your abse ت والعملى لأله طيقا تلو الح Academic a Name: Signature:	ence percentage exceed منكع عدم الغياب فى المعاضر ا العرشد الاكاديميadvisor التوقيع: 
gulations you are not all ضور الامتحان التهائي لمن تتجا نسبة غوليه ٢٠ Module coordinat Name: Signature: Student's Name and S	owed to sit for the fi الجامعية غير مسموح بعد or منسق المقرر الاسم: التوقيع: Signature Acknowled نسفة من هذا التقيية للطال	ما exam if your abso ت والعبلى لأله طيقا للوالح Academic a Name: Signature: lging Receiving A Cop	ence percentage exceed منكم عدم الغياب فى المحاضر ا المرشد الاكاديميadvisor التوقيع: التوقيع: المر ال
gulations you are not all ضور الامتحان التهائي لمن تتجا نسبة غوليه ٢٠ Module coordinat Name: Signature: Student's Name and S	owed to sit for the fi الجامعية غير مسموح بعد or منسق المقرر الاسم: التوقيع: Signature Acknowled نسفة من هذا التقيية للطال	ما exam if your abse ت والعملى لأله طبقا للوالح Academic a Name: Signature: اواتيو هي ويتم تسليم i الطالب: .	ence percentage exceed منكم عدم الغياب فى المحاضر ا المرشد الاكاديميadvisor التوقيع: التوقيع: المر ال
gulations you are not all ضور الامتحان التهائي لمن تتجا نسبة غوليه ٢٠ Module coordinat Name: Signature: Student's Name and S	owed to sit for the fi الجامعية غير مسموح بحد or متسق المقرر الاسم: الاسم: Signature Acknowled نسخه من هذا التقيية للطالم Student Name:	ما exam if your abse ت والعملى لأله طبقا للوالح Academic a Name: Signature: اواتيو هي ويتم تسليم i الطالب: .	ence percentage exceed منكم عدم الغياب فى المحاضر ا المرشد الاكاديميadvisor التوقيع: التوقيع: المر ال

### متابعة التقتير التراكمي للطائب Student's Cumulative GPA Follow-up

اسم الطالب: ..... Student's Name:

الرقم الجامعي: .....

الصّب: ..... Department:

اسم المرشد الاكاديمي: ......

Academic Year العام الجامعي	143. 143.	- H			143. 143.		143. 143.				143. 143.	
Semester الفصل الدر اسی	lst	2 <sup>nd</sup>	lª	2 <sup>nd</sup>	l <sup>±</sup>	2 <sup>nd</sup>	l <sub>at</sub>	2 <sup>nd</sup>	lst	2nd	1 <sup>st</sup>	2nd
Cumulative GPA التقدير التراكمي												
No. of Warning Notices عدد تحذيرات الغياب												
Name & Signature of Academic Adviser												
اسم وتوقيع المرشد الأكانيمي												

Department of English Title: Academic Advising Guide					
Version 2 Date:					
<b>Recommended:</b> Vice Dean for Quality & Development					
Approved by:         Head of the department					