

Guidelines for Academic Departments and Advising Centers

Undergraduate Academic Advising Standards & Expectations

UNC Charlotte

The following guidelines are based on national best practices and are designed to assist in strengthening the undergraduate academic advising experience for students and faculty/staff advisors. These guidelines will assist colleges, departments, and advising centers to continue the fine work that has been done over the past several years to improve the undergraduate advising experience.

“The Top 5”

- Follow University guidelines for: a) assigning advisors in Banner in an accurate and timely fashion; b) posting updated and accurate Academic Plan of Study for all majors (ideally all minors) on departmental website; c) maintaining up-to-date departmental advising websites; and d) utilizing Niner Advisor.
- Have clearly defined roles for, and between, departmental faculty and full-time staff advisors, and college advising center staff.
- Train faculty and staff advisors on: a) mission and learning outcomes of undergraduate advising; b) departmental requirements; c) advising from an integrated perspective of General Education, major(s), and minors; d) available resources including the *Online Tutorial for New Faculty/Staff Advisors* and the *Advisor Manual: Undergraduate Academic Advising for Faculty/Staff Advisors*; e) legal issues such as the need for privacy, FERPA, potential for discrimination or bias, use of records and technology (including Niner Advisor, Banner, CAPP); and encourage advisor participation in advisor development sessions.
- Have planned routines of communication with students and advisors throughout a student’s career including routine CAPP degree audits, transfer credit checks, and a 75 earned hour advance-graduation check.
- Routinely assess your advising processes by: a) utilizing best practices; b) collecting and analyzing data, utilizing quality evaluation tools of the advising process that capture student opinion; and c) ensuring advisors meet University expectations for advisor responsibilities as outlined in the Advisor Manual.

To Find Related Resources for Departments

Academic Affairs website, Resources & Reports

<http://provost.uncc.edu/resources-and-reports>

Guidelines for Assigning Advisors in Banner

Academic Plan of Study Template

Guidelines for Departmental Advising Websites

Best Practices for Evaluating Academic Advising

To Find Related Resources for Individual Advisors

Academic Affairs website, Faculty Development & Resource Materials, Academic Advisor Resources (undergraduate)

<http://provost.uncc.edu/faculty-resource-directory/advisor-resources>

Niner Advisor Guide

Online Tutorial for New Faculty/Staff Advisors

Advisor Manual: Undergraduate Academic Advising for Faculty/Staff Advisors

Advisor Development Program *Coming Soon!*

Notes:

1. *Online Tutorial and Advisor Manual also available on the Advisor Module of Banner Self-Service, 49er Express.*
2. *CAPP Degree Audit information can be found in the Advisor Manual as well as the Registrar's website (<http://registrar.uncc.edu/students/capp-degree-evaluation>).*
3. *Mission and Learning Outcomes of undergraduate academic advising can be found in Advisor Manual.*

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