

# **Deree, The American University of Greece U.L.E.**

## **Regulation on the Operation of the Academic Advisor Mechanism**

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## **1. Purpose and Scope**

At Deree, The American University of Greece U.L.E., Academic Advising operates as an integral component of student support services, aligned with the standards of American and international higher education.

Academic Advisors are professionals who operate in accordance with internationally recognized standards of the academic advising community, as defined by NACADA (The Global Community for Academic Advising). For graduate students, the role of Academic Advisor is undertaken by the Program Coordinator of the program in which they are enrolled. This Regulation does not cover specific advisory services for international exchange programs, particularly the Erasmus+ program and the internship placement scheme.

Within this framework, academic advising is understood as a continuous, developmental, and collaborative process that empowers students to shape meaningful educational experiences and to make informed decisions toward the achievement of their academic and professional goals.

## **2. Appointment of Academic Advisors**

Academic Advisors are appointed by the institution in accordance with its organizational structure and strategic commitment to student success, and in alignment with internationally recognized standards of the academic advising profession, as defined by NACADA.

Academic Advisors are not required to be members of the teaching faculty. Instead, they are qualified professionals with appropriate academic background, training, and demonstrated competencies in student support, academic planning, and advising practice.

### **a) Appointment Process**

Academic Advisors are appointed by the Office of Academic Affairs, in consultation with relevant Schools and administrative units.

Selection is based on:

- Academic qualifications and relevant professional experience
- Demonstrated knowledge or training in academic advising practices

- Alignment with institutional values and student-centered approach

All appointed Academic Advisors are expected to operate in accordance with NACADA core values, ethical guidelines, and best practices.

For graduate students, the role of Academic Advisor is undertaken by the Program Coordinator of the respective program, as defined in the present Regulation.

### **b) Training and Professional Development**

Upon appointment, Academic Advisors are expected to participate in institutional training and ongoing professional development activities to ensure alignment with NACADA standards and continuous enhancement of advising effectiveness.

## **3. Allocation of Students to Academic Advisors**

All Academic Advisors are designated to specific Programs or, where applicable, to an entire School, assuming responsibility for providing targeted academic advising support to the students enrolled therein. This targeted allocation ensures a deeper understanding of the academic requirements of each program and fosters systematic collaboration with the respective Program Coordinators and Deans.

At the beginning of each academic year, all incoming students are assigned to a designated Academic Advisor, who monitors and supports their academic progress, particularly during the first two years of their studies. Thereafter, students transition to the guidance of the Program Coordinator of the program they are enrolled.

## **4. Procedure**

Students are required to meet with their designated Academic Advisor at least once per semester prior to course registration. Additional meetings may be scheduled upon request or as deemed necessary.

Advising support is differentiated according to the stage of study:

- **Year 1:** Meetings with the designated Academic Advisor are mandatory and are conducted at regular intervals, with the aim of facilitating students' smooth transition into academic life.

- **Year 2:** The continuation of meetings is mandatory, as students are required to make important academic decisions regarding course selection within the Liberal Education Program including areas of *Aesthetic Expression, Human Experience in Context, Society and Community, Environment and Sustainability, The Business World*.
- **Years 3 and 4:** Students are primarily guided by the Program Coordinators, with emphasis on the selection of consolidation courses, academic planning, and engagement with the labor market, further supported by the Career and Alumni Relations Services.

## 5. Duties of Academic Advisors

Within the scope of their responsibilities, Academic Advisors:

- Guide students regarding program requirements, academic progress regulations, and course selection.
- Support students in making informed academic decisions.
- Foster the development of academic planning and self-management skills.
- Collaborate with Program Coordinators on specialized academic matters and inform the governing bodies of the School about the issues raised by students.
- Identify factors or potential issues that may affect academic progress and propose appropriate measures to address them or refer students to the appropriate support services.
- Refer students to other institutional support services, such as the Career and Alumni Relations Services, thereby strengthening the link between studies and professional development.
- Provide continuous support to students through scheduled and ad hoc meetings (in person or remotely), contributing to the development of individualized academic plans.
- Promote student autonomy and responsibility in the learning process.
- Maintain confidential advising records in accordance with the Institution's data protection policies.
- Collaborate with other institutional services (e.g., Student Success Services, Information Technology Services) to ensure a holistic approach to student support.

The advice provided is of a supportive and non-binding nature. In exceptional cases, a request for a change of designated Academic Advisor may be considered, subject to appropriate justification.

## 6. Communication and Collaboration

Communication between Academic Advisors and students is conducted through all available channels (including in-person meetings, electronic communication, and telephone communication). Designated Academic Advisors may schedule additional meetings in cases such as academic difficulties or other exceptional circumstances. Meetings may be also held on an individual or group basis, depending on identified needs.

Particular emphasis is placed on the collaboration of Academic Advisors with the Accessibility Services, Student Life Activities Office, Student Mobility Office, Scholarships, Financial Aid, and Planning Office in order to ensure a comprehensive student support experience.

## 7. Confidentiality

The relationship between the Academic Advisor and the student is governed by principles of confidentiality, professional ethics, and respect for privacy.

All information disclosed within the context of the advising process is considered confidential and is used exclusively for the purpose of supporting the student's academic progress.

Academic Advisors maintain records of advising support through the established **Web Advisory Form**, which constitutes a standardized tool for documenting the advising process and related recommendations. The structure and individual fields of this tool are presented in the **Appendix** of this Regulation.

These records are maintained within the files of the Academic Advising Office exclusively for the purposes of monitoring students' academic progress and ensuring the continuity of advising support. Access to such data is strictly limited to authorized office personnel and is granted only when absolutely necessary for the provision of advising support and the management of students' academic progress.

The processing and storage of information are carried out in accordance with the Institution's data protection policies and the General Data Protection Regulation (GDPR).

By way of exception, information may be disclosed only where:

- the explicit consent of the student has been obtained,

- it is required for referral to other support services, following appropriate notification,
- there are grounds related to the protection of the safety of the student or third parties,
- such disclosure is required by law or by the Institution's regulations.

## **8. Assessment of Academic Advising**

The institution ensures the systematic evaluation and continuous improvement of Academic Advising through a structured, evidence-based assessment process.

### **a) Quantitative Assessment**

Academic Advising is assessed through the Ruffalo Noel Levitz (RNL) Student Satisfaction Inventory (SSI), which includes advising within its core evaluation areas. The instrument measures both the **importance** and **satisfaction** levels of advising services, enabling the identification of strengths and areas for improvement through performance gap analysis.

Survey results are reviewed by the Office of Academic Affairs in collaboration with the Registrar and are used to:

- Monitor trends in student perceptions of advising
- Identify priority areas for improvement
- Inform institutional planning and decision-making

### **b) Qualitative Assessment**

To complement survey findings, the Registrar coordinates periodic focus groups with students. Participation is structured to ensure representation across Schools, Programs, and class levels.

These discussions provide in-depth feedback on:

- The effectiveness and accessibility of advising
- The quality of academic planning support
- Student experience and expectations

### **c) Use of Evidence and Continuous Improvement**

The institution adopts a **mixed-method approach**, integrating quantitative and qualitative data to ensure a comprehensive evaluation of Academic Advising.

Findings are used to:

- Enhance student satisfaction and engagement
- Strengthen academic planning and support
- Improve student retention and success
- Inform the evaluation and professional development of Academic Advisors

Assessment outcomes are regularly reviewed and contribute to ongoing improvements in advising practices, in alignment with institutional effectiveness, student success goals and the standards and expectations of the Mother Institution.

## **9. Final Provisions**

The present Regulation may be revised in accordance with the needs of Deree, The American University of Greece U.L.E, the Mother Institution and the guidelines of the Hellenic Authority for Higher Education (HAHE).

## Appendix I

### Web Advisory Form – Academic Advising Record Template

| <b>DEREE, THE AMERICAN UNIVERSITY OF GREECE N.Π.Π.Ε.</b>                                                                                                                                                                                                                                                                                           |                       |                                      |                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------------------|----------------------|
| <b>ACADEMIC ADVISING OFFICE</b>                                                                                                                                                                                                                                                                                                                    |                       |                                      |                      |
| <b>Web Advisory Form</b>                                                                                                                                                                                                                                                                                                                           |                       |                                      |                      |
| ID Number                                                                                                                                                                                                                                                                                                                                          | <input type="text"/>  |                                      |                      |
| Last Name                                                                                                                                                                                                                                                                                                                                          | <input type="text"/>  | Degree                               | <input type="text"/> |
| First Name                                                                                                                                                                                                                                                                                                                                         | <input type="text"/>  | Major                                | <input type="text"/> |
| Mobile Phone                                                                                                                                                                                                                                                                                                                                       | <input type="text"/>  | Major                                | <input type="text"/> |
| e-mail                                                                                                                                                                                                                                                                                                                                             | <input type="text"/>  | Minor                                | <input type="text"/> |
| CI                                                                                                                                                                                                                                                                                                                                                 | <input type="text"/>  |                                      |                      |
|                                                                                                                                                                                                                                                                                                                                                    | # of Credits          | <input type="text"/>                 |                      |
| <b>PROBATION</b> <input type="text" value="No Probation"/>                                                                                                                                                                                                                                                                                         |                       |                                      |                      |
| <b>Fall Semester 2026</b>                                                                                                                                                                                                                                                                                                                          |                       |                                      |                      |
| Be sure to clear all outstanding balances at least one week before you register                                                                                                                                                                                                                                                                    |                       |                                      |                      |
| <small>I am aware that I may register for the courses listed above (or those marked on my audit form) on the condition that I successfully complete all required prerequisites. In case of discrepancy or violation after my current semester/session grades are posted, I might have to alter my schedule and meet/speak with my advisor.</small> |                       |                                      |                      |
| [Date]                                                                                                                                                                                                                                                                                                                                             | [Advisor's Signature] | Student Received a Copy of this Form |                      |

**Figure 1.** Sample Web Advisory Form Template for Recording Advising Sessions and Academic Recommendation