

## The Operational Plan for the Student Guidance and Counseling Unit of the Biology Department for the Academic Year 2023 – 2024

No	Activities and Procedures	Target Audience	Responsible for Implementation	Implementation Period During the Semester	Performance Indicators
1	<p>Advisors Orientation Program in the Department includes the following:</p> <ul style="list-style-type: none"> <li>• A meeting with the College's Guidance Unit to plan the program.</li> <li>• An inaugural meeting with all advisors to highlight the student guidance and counseling plan for the semester.</li> <li>• Distribution of the student guidance and counseling plan to academic advisors in the department.</li> <li>• Assignment of new students to their respective advisors.</li> </ul>	Advisors in the department	Coordinator of the student guidance and counseling unit in the department	First week	<p>Report on the Orientation Program includes the following:</p> <ul style="list-style-type: none"> <li>• A copy of the meeting minutes of the Guidance and Counseling Unit in the department.</li> <li>• A copy of the attendance sheet from the advisors' meeting in the department.</li> <li>• A copy of the student assignment list to their respective advisors.</li> </ul>
2	<p>Orientation Program for New Students in the Department includes the following:</p> <ul style="list-style-type: none"> <li>• A meeting with the Guidance and Counseling Unit in the department to plan the program.</li> <li>• An orientation session for new students in the department, which includes: <ol style="list-style-type: none"> <li>1. Introduction to the academic system at the university.</li> <li>2. Introduction to the e-learning system.</li> </ol> </li> </ul>	New students	Coordinator of the student guidance and counseling unit in the department	Second week	<p>Report on the Orientation Program includes the following:</p> <ul style="list-style-type: none"> <li>• A copy of the meeting minutes from the Guidance and Counseling Unit in the department.</li> <li>• Samples of training materials.</li> <li>• Attendance sheet and photos from the session.</li> </ul>

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	3. Introduction to the student guidance and counseling system in the college and the department.				
3	Provision of Student Guidance and Counseling Services for Academic Processes (Course Drop/Add, Re-enrollment, etc.) • Daily presence of advisors in their offices to provide advice to students seeking assistance. • Monitoring course drop/add processes through the academic portal and providing feedback. • Writing recommendations in cases where the opinion of the student advisor is required.	Students requesting services from the department	Advisors and members of the student guidance and counseling unit in the department	First and second week	<ul style="list-style-type: none"> <li>A section should be dedicated in the report that each advisor submits at the end of each semester, specifically detailing the cases in which recommendations were made regarding this matter.</li> </ul>
4	Honoring Outstanding Students includes the following: • A meeting with the Guidance and Counseling Unit in the department to plan the event. • Listing of outstanding students (via eRegister). • An award ceremony to honor the outstanding students.	Students and outstanding students	The coordinator of the student guidance and counseling unit in the department	Third week	<p>Report on the Award Ceremony includes the following:</p> <ul style="list-style-type: none"> <li>A copy of the meeting minutes from the Guidance and Counseling Unit in the department.</li> <li>A copy of the list of outstanding students.</li> <li>Attendance sheet and photos from the ceremony.</li> </ul>
5	Communication Between the Student Advisor and Students through: • University email for both the advisor and students. • The activated Student Guidance and Counseling Unit icon on Blackboard, sending group notifications and guidance.	Students of the department	Advisors in the department	From the first week to the last week of the semester	<ul style="list-style-type: none"> <li>A section should be allocated in the report that each advisor submits at the end of the semester, detailing what actions they took for the students they advise in relation to this matter.</li> </ul>

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	<ul style="list-style-type: none"> <li>Announcing office hours and counseling hours for students.</li> <li>Creating a communication group, if possible, for the students under the advisor's guidance, and sending group notifications and guidance.</li> <li>Individual meetings in the advisor's office.</li> <li>Group meetings (if necessary).</li> <li>Supporting and assisting students with special needs by addressing their requirements.</li> <li>Providing psychological support to students through: <ul style="list-style-type: none"> <li>Distributing and publishing positive materials to support mental health.</li> <li>Holding training sessions on the importance of mental health and its impact on human life.</li> <li>Arranging meetings with specialists for students, either individual or group sessions (psychological and social consultations).</li> </ul> </li> </ul>				
6	<p>Rehabilitation Program for Struggling Students includes the following:</p> <ul style="list-style-type: none"> <li>Identifying struggling students in the programs.</li> <li>Understanding the reasons for each student's struggles.</li> <li>Attempting to resolve and overcome the causes of their struggles through methods such as additional lectures, continuous reviews, tutoring sessions, and workshops.</li> </ul>	From the third week and continues until the tenth week	Advisors in the department	Struggling students in the department	<p>List of Struggling Students in the Department:</p> <ul style="list-style-type: none"> <li>Each advisor's report on the remediation program for their struggling students.</li> <li>A dedicated section in each advisor's end-of-semester report detailing the actions taken for the students they advise under this program.</li> </ul>

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7	Examination Management Program includes the following: • Explanation of the study and examination regulations and their executive rules. • Explanation of the guidelines for the re-evaluation of exam answer sheets. • Explanation of the rules and penalties for cheating in exams. • Explanation of the strategies for managing time during exams.	Students of the department	The coordinator of the student guidance and counseling unit in the department	Fifth week	Program Report includes: • Attendance sheet from the events. • Photos from the events.
8	Program for Measuring Student and Faculty Satisfaction with the Effectiveness of the Student Guidance and Counseling Unit includes the following: • Preparing electronic satisfaction surveys. • Distributing the surveys to students and their advisors.	Students and faculty members of the department	The coordinator of the student guidance and counseling unit in the department	Eleventh week	• A dedicated section in each advisor's departmental report should focus on this specific matter. • A dedicated section in the report prepared by the Guidance Unit should also address this specific matter.
9	Establishing a Mechanism for Student Complaints and Suggestions in the College includes the following: • Submission of complaints either through suggestion and complaint boxes available at each department's administration, by consulting the student advisor or department administration, or through the "Tawasul" service.	Students of the department	The coordinator of the student guidance and counseling unit in the department	From the second week until the eleventh week	• A copy of the mechanism and the official documents approving it.

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	<ul style="list-style-type: none"><li>Assigning a committee to develop a mechanism for handling student complaints and suggestions in the department.</li><li>Discussing the mechanism with the department head and advisors.</li><li>Presenting the mechanism to the department council for approval and forwarding it to the relevant authority for official adoption.</li></ul>				
10	Reports of the Student Guidance and Counseling Unit include the following: <ul style="list-style-type: none"><li>Preparing report templates and having them approved by the Guidance Unit.</li><li>Reports from academic advisors.</li><li>Reports from the guidance coordinator in the department.</li></ul>	The student guidance and counseling unit in the department	Coordinator and members of the student guidance and counseling unit in the department	The second and eleventh week	<ul style="list-style-type: none"><li>Copies of the reports.</li></ul>

**Prepared by: Student Guidance and Counseling Unit – Biology Department**

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