



ASUB Standard Operating Procedure – 7901

Standard Operating Procedure Synopsis

Title: **ADVISING AND LEARNING CENTER-ACADEMIC ADVISING**

Approval Date: April 6, 2022

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Responsible Officer (RO): Vice Chancellor for Student Services

Standard Operating Procedures Manager (PM): Director of Advising and Learning

A. Purpose and Scope

The Advising and Learning Center provides advising and on-boarding for new students.

B. Definitions

ALC - The Advising and Learning Center.

Calendly - Appointment software.

New Student - A newly admitted student who is not currently enrolled in courses.

Current Student - A student currently enrolled in classes at Arkansas State University-Beebe.

Visiting Student - A non-degree seeking student desiring to take a limited number of classes to transfer the course(s) back to another academic institution.

Concurrent Student - A student who has not graduated from high school, but is taking college courses either at the high school, online, or on an ASU-Beebe campus.

C. Procedures

Scheduled Advising

Newly admitted student receives an email invitation from admissions or ALC to schedule an advising appointment through Calendly.

1. In-person appointment
 - a. Student arrives at the ALC and completes an intake form.
 - b. Advisor meets with the student and registers the student for classes.
 - c. Advisor reviews the new student resource guide with the student during the appointment and emails a copy after the appointment.
 - d. Student receives a satisfaction survey by email after the appointment.
2. Zoom Appointment
 - a. Advisor will email the student an intake form and Zoom link in advance.
 - b. Student and advisor meet over Zoom to register for classes.
 - c. Advisor reviews the new student resource guide with the student during the appointment and emails a copy after the appointment.
 - d. Student receives a satisfaction survey by email after the appointment.

Walk-in Advising

Student comes into the ALC

1. If there is an advisor available:
 - a. Student completes an intake form.
 - b. Advisor meets with the student and registers the student for classes.
 - c. Advisor reviews the new student resource guide with the student during the appointment and emails a copy after the appointment.
2. If there is no advisor available:
 - a. Student may wait for an advisor to become available or schedule an appointment.
 - b. If the student wishes to schedule an appointment, ALC will email the student a link to schedule an appointment through Calendly.

Phone Advising

1. Student calls the ALC at 501.882.8867.
2. If an advisor is available, they will assist the student over the phone.

3. If an advisor is not available, ALC will email the student a link to schedule an advising appointment through Calendly.

Other Advising Resources

1. Student may email scheduleclasses@asub.edu or register@asub.edu with advising questions.
2. Advisor will respond to the student's email within one business day.

ALC refers current students to their assigned faculty advisor. If a student does not have an assigned advisor, the student will be referred to the appropriate academic division administrative specialist for advisor assignment.

Concurrent students are directed to the office of concurrent enrollment for registration.

D. Related Information
