

Introduction to academic advising in the School of Social Sciences

Mario Pezzino

Senior Academic Advisor

Deputy Head of SoSS

Mario.Pezzino@manchester.ac.uk

Structure of this presentation

- Role of an Academic Advisor
- Academic advising policy/expectations
- SoSS blended advising model – School Academic Advisors (professional advisors)
- Resources to support academic advising
- Logistics and administration
- Student Support & Wellbeing, Information Advice & Guidance teams, and the Student Support Hubb
- Crisis pathway
- Next steps

Introduction

SoSS Senior Academic Advisor
is [Mario Pezzino](#)

Role of the Senior AA:

- Oversees and co-ordinates advising in the School
- Ensures key messages about advising are communicated locally
- Point of contact for other Advisors, providing guidance in the event of complicated issues
- Dealing with requests from students to change advisor



Role of an Academic Advisor

Academic progress – motivation and support, help with navigating the curriculum, transition to University

Engagement

Academic/study skills

Employability and future focus

References

Wellbeing and personal development

Advice on mitigating circumstances and extensions

Signposting to other specialist services

Advising students who disclose a disability (more later)

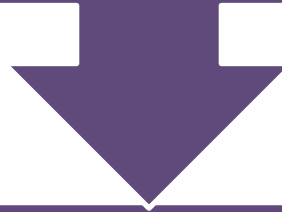
Further detail in the University's [Academic Advising Policy](#) and [Guidance](#) on Advising and on the [Academic Advising Toolkit](#).

Expectations

- Be available for students to book individual meetings as well as be available for regular drop-in office hours
- Respond promptly to communication (normally within 2-3 working days)
- Be pro-active and encourage students to engage – they may be reluctant to reach out for all sorts of reasons
- Observe the minimum contact requirements and keep a record of interactions
- Proactively support engagement monitoring through [SEAtS](#)
- Write academic references – (template references on [SharePoint](#))
- Sign-post students to other sources of support/resources
- Advise students to register with DASS (Disability Advisory Support Service) for support if they disclose a disability (refer with student's consent)

Organisation of advising in SoSS

The way we organize advising in SoSS is a bit different to other Schools in the Faculty/University. We operate a blended model – using a small pool of professional advisors (School Academic Advisors) as well as advising being conducted by T & R, T & S academic staff.



You might hear colleagues refer to ‘SAAs’ – this acronym refers to the School Academic Advisors who will support the year 1 undergraduate students

The School Academic Advisors (SAAs)

SAAs support **year one** UG students across all SoSS programmes

SAAs will conduct all academic advising group meetings/follow-up 1-2-1 meetings for the new year 1 UG students

SAAs have developed develop specialisms to provide additional support to communities which we have identified as in need. They are available to provide additional support linked to their area of specialism for **all** students in SoSS (not just year 1 UG)

SAA Specialisms

Study Skills

Mitigating
Circumstances

International
Students

Transition to
HE

WP/First
Generation

Mental Health
and Wellbeing

Interruptions

Resources to support Academic Advising

- School of Social Sciences Advising [SharePoint site](#).
- [Academic Advising toolkit](#) (staff facing)
- [Student Support resources](#) (student facing) – particularly the Academic Support section which includes advice about mitigating circumstances
- [Employability and Study Skills](#) SharePoint site
- My Learning Essentials (access through [library webpage](#))
- UoM [Careers pages](#)
- Counselling service – [staff training](#) section
- Disability Advisory and Support Service ([DASS](#))
- [SoSS Student Community Hub](#) (student facing)

Academic advising poster

Quick reference guide
with links for
signposting students to
other campus student
support services

Disability or long term medical/mental health condition

1. Students who disclose a disability or long term condition should be advised to [register with DASS](#)
2. If the condition is having an acute impact, signpost students to [SoSS Welfare](#)
Email so.ss.wellbeing@manchester.ac.uk

SoSS Welfare

1. [Student Support Services](#)
2. [Counselling](#)
3. [NHS 111 online](#) is a 24-hour Helpline

Mitigating Circumstances

1. [Mitigating Circumstances Form](#)
2. The Students' Union also has information [here](#).

English Language Support and Study Skills

1. [University Centre for Academic English](#)
2. [My Learning Essentials](#)
3. [International Society](#)
4. The School of Social Sciences offers weekly [Study Skills sessions](#) (Bb access required)

Academic Appeals and Academic Malpractice

1. For information about academic appeals
2. [My Learning Essentials](#) provide online resources on referencing and avoiding plagiarism. The academic malpractice framework is available [here](#)

PS Support

Any STUDENT queries should be directed to:

- Student Support Hub Team
so.ss.hub@manchester.ac.uk
- Wellbeing so.ss.wellbeing@manchester.ac.uk
- Mitigating Circumstances and Extension requests
so.ss.mitcircs@manchester.ac.uk
- Course Unit Selection
so.ss.courseunits@manchester.ac.uk
- Assessment so.ss.assessment@manchester.ac.uk
- Curriculum and Programmes
so.ss.courseunits@manchester.ac.uk

Student Systems and Finances

1. Grades can be accessed through [MyManchester](#)
2. Timetabling clashes should be reported to SoSS Timetabling so.ss.courseunits@manchester.ac.uk
3. [Attendance system](#)
4. [Here](#) is some information for students thinking about interrupting or withdrawing
5. Financial Queries:
 1. [Student Support](#)
 2. [Cost of Living Support Fund](#)
 3. Contact the Student Services Centre Student Services Centre
 4. Email Student Union advice.su@manchester.ac.uk

Careers, Year Abroad, Work Placements, and Volunteering

1. Please check the [Careers Service](#)
2. SoSS Careers and Employability
3. Students' Union provides resources to find part-time jobs
4. [Volunteer Hub](#)
5. [Study Abroad Student Intranet](#)
6. <http://www.goabroad.manchester.ac.uk/>
7. <https://studentmobility.manchester.ac.uk/>
8. Visa Team: visa@manchester.ac.uk

References

1. [University guidance](#) on writing references.
2. Colleagues can find a repository of pre-populated templates (search by student id number) [here](#).
3. To obtain a copy of a student transcript contact the IAG team: so.ss.iag@manchester.ac.uk
4. School Disability contact email address so.ss.dc@manchester.ac.uk
5. Information and Guidance Team: so.ss.iag@manchester.ac.uk

Academic Advising Toolkit

Helpful resources and information for Academic Advisors can be found accessing the [Toolkit](#)

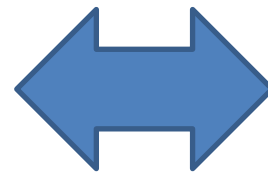
Academic Advising Toolkit

The AA Toolkit is a central resource created by the University's Institute of Teaching and Learning to support academic advising across the University.

Access via StaffNet:

<https://www.staffnet.manchester.ac.uk/tlso/toolkits/academicadvising/>

Signposting
students



Supporting
Academic
Advisors

Academic Advising Model



Use the model to provide a structure for advising interactions – note the relationship between advisor and advisee should be a partnership

The model aims to generate a constructive conversation which motivates and directs students to take action and encourages reflection on their development

Logistics and administration

- Allocation/admin of academic advisees is done by the SoSS Information, Advice and Guidance team (soss.iag@manchester.ac.uk)
- All year 1 UG students will be allocated to one of the 11 School Academic Advisors (so new T&R, T&S academic staff will **not** be allocated year 1 UG students)
- Year 2 and 3 UG students and PGT students will be allocated an academic advisor linked to their home department/programme of study
- Information on advisees (e.g., modules, grades) can be accessed via Campus Solutions (in My Manchester) under 'Advisor Centre'
- IAG team will contact advisors with PGT advisees once allocations have been completed

Student Support Hub – Information and Guidance

Student Service, Support and Development Officer (Information, Advice and Guidance)
– Suzi Edwards

- Provide advice around academic processes, e.g., appeals, interruptions and withdrawals.
- Signpost to specialist teams and services.
- Issue documents, including unofficial transcripts and confirmation letters.
- Support student engagement (student reps, PASS leaders, peer mentors, student societies).
- Organise and host student events, e.g., Welcome Week and graduation.
- Academic Advising – allocation of students, requests to change advisor
- Student development activities particularly for students where progression or attainment gaps exist

Staff queries: soss.iag@manchester.ac.uk
Student queries: soss.hub@manchester.ac.uk

Student Support and Wellbeing in SoSS

Each academic School at the University has a Student Support & Wellbeing team who can help support student wellbeing and academic life and help them to navigate the University's support options.

Rachid M'Rabty – Student Support and Development Officer

How the team can help

- Preventative Wellbeing Resources and Initiatives
- Supportive Wellbeing Interventions
- Disability Support advice and assist student DASS referrals
- Advice on / liaison with [Disability Advisory and Support Service \(DASS\)](#), the [Counselling and Mental Health Service](#) and [Advice and Response \(A&R\) Service](#).

How to make referrals

- Consent
- Confidentiality/information sharing

Supporting Key Processes

- Role of academic advisors in attendance & engagement monitoring: soass.attendance@manchester.ac.uk
- Mitigating circumstances & extension requests: soass.mitcircs@manchester.ac.uk
- Interruptions & Withdrawals
- Support to Study
- Disability Support and Disability Coordination

Contact Us

- General Wellbeing & Support: soass.wellbeing@manchester.ac.uk
- Mit Circs: soass.mitcircs@manchester.ac.uk
- DASS queries, or questions relating to a long-term condition: soass.dc@manchester.ac.uk
- Attendance: soass.attendance@manchester.ac.uk

Stepped Care Model

- The University's framework for supporting our students is called the Stepped Care Model which helps staff to match the appropriate level of welfare/health or mental health support to a student's level of need.
- Framework to help staff to directly support students or to escalate to more specialist services based on what they need at that moment in time.
- Please take a moment to familiarise yourself with the model as **all colleagues should be able to provide support at steps one and two**. The resource also contains information about the student facing model – the Support Wheel.
- Step 1 – Preventative and focuses on engaging in positive wellbeing
- Step 2 - Focuses on supportive wellbeing resources

www.staffnet.manchester.ac.uk/supporting-students/training/stepped-care-model/

Student in crisis or emergency

If you have significant concerns for a student, the [crisis pathway](#) should be followed.

By using the pathway staff can try to determine the level of risk and then take appropriate action for example:

Serious but not an emergency:

- Contact School Student Support and Wellbeing Team
- Contact University Counselling Service and ask for Duty Counsellor
- Contact Advise and Response?

Significant Difficulty and/or hard to assess:

- Ring 999 and inform Security (0161 3069966)
- Security phone number on back of staff card
- Out of hours emergency - Contact Security who will contact University Incident Manager
- Information can be shared without permission if the student is a danger either to themselves or others

Support for Academic Advisors

- Programme Directors (see SoSS Academic Advising Handbook and [SoSS Student Community SharePoint](#) Hub)
- Student Service, Support and Development Manager – Rachid M'rabty rachid.mrabty@manchester.ac.uk
- Student Support and Wellbeing Officer – Rich Green rich.green@manchester.ac.uk
- Information, Advice & Guidance Team soss.iag@manchester.ac.uk
- Senior Academic Advisor – Caroline Hoyle mario.pezzino@manchester.ac.uk

Next steps

- Explore the Academic Advising Toolkit and other resources
- Explore the SoSS Academic Advising SharePoint space
- Visit the Student Support Hub in the ground floor of the Arthur Lewis Building
- Have a look at additional training available on [counselling service webpage](#) and on the academic advising SharePoint site
- Attend the face to face advising update training in October for all SoSS staff (online – look out for an announcement with further details)
- Have a look at the [SoSS Student Community SharePoint](#) Hub.