



Title: Students Counseling Procedures

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Review: The procedures are subject to periodic reviews as per amendments of university policies and regulations

1. Purpose

The purpose of this document is to describe procedures for planning and conducting students' counseling activities at Gulf University.

2. Scope

The procedures apply to all students at Gulf University.

3. Acronyms

BQA	Education and Training Quality Authority
GU	Gulf University
HEC	Higher Education Council
HOD	Head of Department
SCO	Students' Counseling Office
SSU	Student Services Unit
VP ACADEMIC	Vice President for Academic Affairs

4. Definitions

Academic Advisor: Academic Advisor is a faculty member at GU, who is responsible for guiding the students according to University Guidelines and Regulations.

Instructor: Instructor is an individual appointed by GU to teach on its courses.

Student: Student is an individual who has completed the formal procedures necessary to register in a program offered by GU.

Counselor: The Counselor is a specialized staff member at SCO, who provides students with advice on problems and helps troubled students in overcoming their difficulties and problems that affect their academic progress at the University.

5. Procedure Details

5.1 In cases, where students face difficulties in their academic performance and progress due to non-academic reasons/problems (including but not limited to learning difficulties or psychological problems), relevant Academic Advisors shall gather all

- possible information relevant to the case(s), shall ask their students to provide them with all medical reports and other documents related to the history of their cases.
- 5.2 In cases, where normal procedures followed for providing students with academic advice are ineffective in improving their academic performance and progress, or in cases where students face non-academic difficulties or problems (including but not limited to learning difficulties or psychological problems), Academic Advisors, in consultation with relevant HOD, shall refer students with such cases to Unit of Student Services for Counseling.
 - 5.3 The Counselor at Students' Counseling Office (SCO) shall review the documents of referred student(s), shall analyze the cases, and develop a specialized counseling program that help them to promote their academic and personal abilities and discover their potential in order to help them achieving their educational goals.
 - 5.4 The specialized psychological counseling program on one or more of the following issues:
 - concern and tension,
 - depression,
 - loss and deprivation,
 - family,
 - self-respect,
 - learning difficulties,
 - drug problems and addiction,
 - physical health,
 - academic performance,
 - compatibility and adaptation with the University environment.
 - 5.5 The Counselor shall maintain follow-up and observation of students' academic progress in collaboration with relevant Instructors and Academic Advisor.
 - 5.6 The Counselor shall send a confidential monthly report to the Head of SSU on students' cases.
 - 5.7 In severe cases of student problems, the Counselor shall arrange for a discussion meeting with the student's guardians and provide advice on referring the student to external specialist for further treatment. The Counselor shall report the case to the Head of Student Services.
 - 5.8 The Counselor shall maintain the student's counseling file throughout his/her study period at the University.
 - 5.9 The Counselor and Unit of Student Services shall maintain the confidentiality of all information and documents related to referred students.

6. Responsibilities

Students are responsible for:

- following these procedures appropriately.

Academic Advisors are responsible for:

- following these procedures appropriately.

Heads of Departments are responsible for:

- ensuring that all faculty members and students are fully informed of these procedures.
- ensuring that these procedures are appropriately implemented.

Deans are responsible for:

- ensuring that all faculty members and students are fully informed of these procedures.
- ensuring that these procedures are appropriately implemented.

Unit of Student Services is responsible for:

- appropriate implementation of these procedures.

Vice President for Academic Affairs is responsible for:

- Appropriate implementation of these procedures.

University Policy Development and Review Committee is responsible for:

- Systematic review of the effectiveness of these procedures.

7. Related Policies

- Academic Advising Policy
- Students Counseling Policy

8. Related Procedures

- Academic Advising Procedures

9. Related References and Standards

BQA	Institutional Review Handbook
BQA	Programs-within-College Reviews Handbook