

Advising Process

What to Expect from Advising

This document outlines the advising process used in the department of Psychological Science and Counseling at Austin Peay State University and the expectations of students and advisors.

SCHEDULING AN APPOINTMENT WITH YOUR ADVISOR [*Throughout Semester*]

1. Expectations of Student – Email your advisor using your official APSU email address providing information about the need or issue you are experiencing. When contacting an advisor, students should include their name and A number in all communications. If the email is from a non-APSU email address, the advisor might not receive the email as it is marked external.
2. Expectations of Advisor – Emails received by advisors during business hours will be responded to the following business day. Emails received outside of business hours may take up to 2 business days to receive a response. For example, an email received during business hours on Monday will receive a response on Tuesday during business hours. An email received on Friday during business hours will receive a response on Monday during business hours the following week. In this response, advisors will provide guidance via email, offer to schedule a meeting with the advisee, or direct the advisee to the departmental advisor.
 - a. Students not receiving communication from their advisor should contact their advisor a second time using their university email. Add “2nd Attempt” to the subject line of this second email. The same timeline for an expected response will be in place as the first attempt.
 - b. After two requests for an appointment and 1 week of receiving no response communication from their advisor, students should contact the Department Associate Chair, Dr. Kevin Harris (harrisk@apsu.edu), with documentation of their attempts to contact their advisor. Dr. Harris will either assist you directly or provide instructions on how to proceed.

SCHEDULING AN ADVISING APPOINTMENT [*During Priority Registration/Advising*]

3. Expectations of Student – The Office of the Registrar will notify all students when the priority registration window is approaching. This should serve as an alert that you will receive an email from your advisor soon (you do not need to email your advisor at this time). Advisors will email their advisees a description of their advising scheduling process in the weeks leading up to the priority registration time-window. Students should follow the specified process in the email, for example, scheduling may be done using a university email account, via scheduling software, or in-person via a door sign-up sheet depending on your advisor.
 - a. When contacting an advisor, students should include their name and A number in all communications.
 - b. It is the student’s responsibility to identify their advisor using OneStop and their scheduled registration date using the APSU Academic Calendar.
4. Expectations of Advisor – Advisors will email their advisees a description of their advising scheduling process no later than one business week prior to priority registration/advising

begins. If a mass email is not sent, advisors will respond to student requests to schedule advising appointments or with time-sensitive advising-related needs within 1 business day of receiving any requests during priority registration (see timeline above). In this response, advisors will notify students of how to complete their appointment scheduling. For example, advisors using an electronic signup will provide the URL for the signup; advisors using a paper sign-up will instruct students when and where it is posted.

- a. Students not receiving a response from their advisor (using their university email) within 2 business days, should email the Department Associate Chair, Dr. Kevin Harris (harrisk@apsu.edu), with documentation of their attempts to contact their advisor. Dr. Harris will either assist you directly or provide instructions on how to proceed.
- b. For immediate assistance with urgent advising needs that need to be resolved sooner than 2 business days, contact our departmental professional advisor, Ms. Alisha Horn (horna@apsu.edu).

PREPARING FOR AN ADVISING APPOINTMENT

5. Expectations of Student – Before attending advising appointments, students will review the General Education Requirements and Psychology Major Requirements forms located in Appendices A and B of the [Psychology Undergraduate Handbook](#). Students will arrive at their advising appointment with a selection of tentative courses to take for the upcoming semester that will advance their degree completion.
 - a. Printed advising forms can be found in the main office for the Department of Psychological Science and Counseling (CL 205). Digital versions of the forms are located in Appendices A and B of the Psychology Undergraduate Handbook on the department's [Undergraduate Program webpage](#). To identify tentative courses, students can use the advising forms to see a list of classes, review the undergraduate bulletin for course descriptions, review Appendix C–Courses to take for Different Career Interests (in the Undergraduate Handbook), and use “look up classes” in OneStop to see what is being offered in the upcoming semester.
 - b. The Handbook and Undergraduate Program webpage have additional resources for semester, program, and post-degree planning (e.g., sample four-year program plan, details on research experiences).

ATTENDING AN ADVISING APPOINTMENT

6. Expectations of Student and Advisor – Both student and advisor will meet during the scheduled advising appointment and discuss the student's completed advising forms and list of tentative courses for the upcoming semester. The advisor will review completed/in progress courses thus far and check that the student's proposed courses will advance the student towards their degree completion.
 - a. Examples of topics students may wish to discuss with their advisor include:
 - i. courses needed to complete degree requirements
 - ii. Course or minor recommendations to support future academic or career goals

- iii. Career planning (might require a separate appointment outside of the priority registration window)
- iv. Graduate school preparation (might require a separate appointment outside of the priority registration window)
- b. Advisors will enter notes into OneStop Advising Notes for later reference. Your advisor might also keep paper-based notes.
- c. Advisor will remove registration holds by marking you as “advised” before advising appointment ends.

AFTER AN ADVISING APPOINTMENT (COURSE REGISTRATION)

7. Expectation of Student – Students will register for classes per the APSU provided registration scheduled. The [Office of the Registrar](#) provides several guides to help with this process. Step-by-step instructions to register and confirm classes are located at the Registrar’s [Student Resources](#) webpage. The [Registration Information Archive](#) also includes the priority registration schedule and a FAQ for help.
 - a. Students encountering issues with registration after their advisor has cleared them to register should take a picture/screenshot of the issue/error message and contact their assigned advisor to determine how to best proceed to reach a solution. If you have an urgent need and/or have not heard back from your advisor within 1 business day you should seek the assistance of our departmental professional advisor, Ms. Alisha Horn (horna@apsu.edu).) Typical registration/advising issues include: course restrictions, Course Choice Counts, VA requirements, TN Promise compliance, Student Academic Progress (SAP) reports, and communicating with the Office of the Registrar.

Note: If you receive a message indicating you need to enter a “PIN” to register, you have not been cleared to register by your advisor. Proceed through the steps listed in “3” above.