



جامعة المستقبل
Mustaqbal University
أول جامعة أهلية بمنطقة القصيم

Student Support and Guidance Manual

Prepared by
**Quality and Accreditation
Department**

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Preface

Based on the Mustaqbal University's commitment to achieving academic quality and obtaining national accreditation, the Quality Assurance and Accreditation Department has developed a set of guides to provide technical support to programs and departments in order to ensure proper performance and the application of the center's standards in a way that achieves the university's mission and strategic goals, and to qualify advanced programs for national accreditation. Based on this, and considering the student as the focus of the educational process, the university has prepared a comprehensive student guide that includes everything that concerns him in the educational process and support services. A set of sub-guides stems from it. These guides were prepared to help and enlighten on specific matters. The set of guides includes, among other things, the current guide, "Student Support and Guidance Guide," to be a guide for students, as guidance of its various types is a pillar of university education in the Kingdom. It aims to guide students to achieve the best results, adapt to the university environment, and seize the opportunities available to them for employment. The guide also reviews and guides students to familiarize themselves with the means and methods of supporting them.

We ask our ALAHA Almighty to make this guide beneficial, and to accept it from us as a sincere deed for His sake, may He be glorified and exalted. All praise is due to ALAHA, we praise Him, we ask His forgiveness, we seek His help and guidance, and we pray and send peace upon our Prophet Muhammad, may the prayers and peace of our great ALAHA be upon him, his family and companions.

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Chapter One

Student and Graduate Affairs Department Services

The Student and Graduate Affairs Department reports to the Vice President of Academic Affairs. Its principal objective is to serve students and graduates while also overseeing the university's cultural, social, and athletic activities. The department has numerous units, including the Academic Advising Unit, the Social and Psychological Counseling Unit, and the Student Activities Unit.

1.1 Guidance and Counseling Services

Guidance and counseling are critical activities that university students require throughout their education. University life differs greatly from pre-university education. It is a watershed moment in a student's intellectual and social development, marking a qualitative shift from general education. University students are responsible for their academic, personal, and social lives, making their own decisions. This period has the potential to be one of greatness and distinction, or it could be less so. The Student and Graduate Affairs Department works hard to ensure students' stability and assimilation into their new institutional environment.

The department is dedicated to meeting students' intellectual, psychological, and financial requirements, particularly in this age of complicated life issues. It is critical to highlight their route, educate them on the requirements for academic achievement, increase their resilience, assist them in overcoming hurdles to their academic advancement, and give them with suitable direction throughout their university career. The department also monitors the many concerns and problems that may have a detrimental impact on their academic performance and greatness. All university colleges have guidance and counseling sub-units under the Student and Graduate Affairs Department.

1.1.1 Welcoming new students

The Guidance Unit of the Student and Graduate Affairs Department understands the importance of guiding and introducing newly accepted students to university life, as well as preparing them for their new academic adventure. As a result, a program is developed and implemented for incoming students as soon as they are accepted. Each student receives an invitation to the orientation ceremony, as well as a letter of admission from the university and location information. The program also contains vital instructions that students must learn before beginning their study. The program's goal is to prepare students for university life by familiarizing them with the university's student support systems, introducing them to their respective colleges and the services they provide, and highlighting essential university facilities such as the library, cafeterias, gyms, photocopying centers, bookstores, laboratories, and more. The university holds an orientation ceremony on the first day of each semester, which is sponsored by the university's President. Colleges also provide orientation programs for incoming students at the start of each semester.

1.1.2 Religious and Social Awareness Programs

The administration, through the Student Activities Unit in collaboration with the Intellectual Awareness Unit, is eager to select awareness program materials accurately and in a way that serves the public interest, which aids in guiding, advising, and educating students, as well as fortifying them culturally, religiously, and socially.

1.1.3 Exhibitions

The administration, through the Student Activities Unit, organizes some exhibitions intending to raise students' awareness of current developments and the negative consequences that impede their academic progress and future, as well as introduce them to positive things that will help them build a bright future for themselves.

1.1.4 Social Studies and Services for Students disabilities

The Student and Graduate Affairs Department is keen to assist the student in what benefits him educationally, pedagogically, materially, and socially, through the Social and Psychological Guidance Unit, and by reviewing the conditions of some students who are struggling academically, and by studying their academic, social, and psychological cases, which may have a great impact on the student's struggles, the department has developed a program to study students' cases, by preparing

1.1.5 Peer Tutoring Program

The university cares for all of its students and addresses their various needs, especially those experiencing academic difficulties. To that purpose, the university has devised a program tailored exclusively for this category of student, which is overseen by the Guidance Department of the Student and Graduate Affairs Administration.

The initiative attempts to help struggling students improve their academic performance.

2. Encourage students to cooperate and work together, as well as create strong relationships.
3. Encourage and praise exceptional students, highlighting their achievements to their peers.
4. Improve the skills and competences of high-achieving students and allow them to use these skills to aid their peers.
5. Improve the overall quality of the program.

1.1.6 Honoring Outstanding Students Program



This initiative seeks to recognize and honor excellent students, promote their continued achievement, and inspire other students to excel. The Guidance and Counseling Department has created the following criteria for distinguishing excellent students from the university's colleges. A university-wide honoree is a student who accomplishes remarkable academic and scientific accomplishments that beyond traditional academic brilliance, combining excellent academic achievement with exemplary co

Objectives of Honoring Outstanding Students:

- 1) To help prepare excellent and talented university students to be the foundation of scientific competences and leaders in a variety of disciplines of talent and excellence at the university and community levels.
- 2) To develop and promote the qualities and skills of excellent and talented university students so that they can contribute to university and community development activities.
- 3) To extend exceptional and bright students' thinking horizons and improve their ability to adapt to the needs of modern development.
- 4) To enable exceptional and bright university students to benefit from the institution's external relationships in educational and academic dimensions, as well as those in creativity and innovation.
- 5) To spread and strengthen a culture of quality and talent inside the university to develop a spirit of healthy competition among students in all university colleges, which reflect positively on the university.

Nomination Requirements and Criteria

To be eligible for the title of "University-Level Outstanding Student," candidates must meet the following criteria:

1- Academic Achievement:

- A minimum cumulative GPA of 4.5 out of 5 or its equivalent.
- Successful completion of all courses on the first attempt without failing or withdrawing.
- Completion of six semesters at universities with an eight-semester system, and eight semesters in colleges with a system exceeding than eight semesters.

2- Behavioral Discipline:

- Adherence to university regulations and policies.
- No academic or disciplinary penalties.

3- Additional Contributions:

- Participation in a scientific conference or specialized workshop.
- Achieving top rankings in local or international Olympiads or scientific competitions.
- Presenting impactful initiatives in community service or distinguished student activities.

Nomination Process

- The college nominates outstanding students according to the above criteria.

Nominations are submitted to the University's Committee for Honoring Outstanding Students for approval.

Awards Awarded to Outstanding Students

The following awards are granted to outstanding students at the university level:

1- Certificates and Honorary Awards:

- A certificate of excellence accredited by the university.
- A shield of distinction or a commemorative medal.

2- Monetary Rewards:

- An incentive monetary reward determined by the university.
- Educational vouchers or technological devices.

3- University Privileges:

- Inclusion of their names on the university's honor roll.
- Recognition at the university's annual ceremony.
- Highlighting their achievements through the university's media platforms.

1.2. Supporting Activities

The Student Activities Unit, which manages the sports clubs, organizes cultural, sporting, and social activities to entertain students and develop a sense of belonging to the university. The university has excellent sports and cultural facilities for these activities.



1.2.1 University Sports and Cultural Facilities

The university is devoted to expanding its athletic and cultural facilities. It has various facilities equipped for cultural activities and conventions spread over its administration building and several colleges. The Mustaqbal university campus is also intended to accommodate a variety of meetings and events, including graduation ceremonies.

Furthermore, the university has fully equipped sports fields for football, basketball, and volleyball for a variety of sporting activities and competitions.

1.2.2 Student Clubs

Because students are central to student activities, the Student and Graduate Affairs Department decided to form student clubs in colleges, with students directing and organizing the activities themselves. Each club's board of directors is made up of students who elect one of their own to be the club's director. This director is totally accountable to the faculty member overseeing the club, who, like the supervisors of other clubs, reports to the general supervisor of clubs in the [Student and Graduate Affairs Department](#).

These groups provide students with a variety of extracurricular activities, as well as competitions amongst universities in many cultural and sports sectors. Colleges are ranked every year, and those who excel in their activities are acknowledged and honored.

1.2.3 Medical Care

Medical care is a student's right, and as such, the Kingdom provides basic health care to its residents, including university students, at no cost through government hospitals and numerous medical institutions throughout the country. The medical clinic of the College of Dentistry also serves the entire university community, including students, teaching staff, and employees.

1.2.4 International Student Care

Mustaqbal University has two groups of international students: those with legitimate residency permits in the Kingdom and those on scholarships from other countries.

Mustaqbal University has prioritized the needs of both types of international students, establishing many divisions to assist and support them (see the International Student assist).

Chapter Two

Role of the Intellectual Awareness Unit

2.1 Introduction

The Intellectual Awareness Unit is responsible for spreading the values of citizenship, moderation, centrism, and institutional responsibility throughout the higher education institution, promoting religious loyalty and national identity, and developing intellectual awareness among its students and staff through lecture groups and cultural activities.

2.2 Organizational Structure of the Intellectual Awareness Unit

The unit reports directly to the university president, and its structure is shown in the image below



Figure 1: Organizational structure of the intellectual awareness unit

2.3 Unit Activities

Through its Programs and Events Department, the organization creates and coordinates awareness campaigns and events for university staff, particularly students. The unit also interacts with the community by inviting speakers from various community organizations and enlisting community groups in awareness initiatives via the Community Officer.



2.4 Coordination with University Departments

The unit coordinates with university departments and units concerned with religious, intellectual, and social culture to achieve its goal of raising awareness while also disseminating the values of citizenship, moderation, centrism, and institutional responsibility, as well as countering deviant ideologies. These departments include the Student and Alumni Affairs Department, the Learning Resources Department, student clubs, and alumni organizations.

Chapter Three

College Support for Students

3.1 Learning Resources

The colleges of Mustaqbal University collaborate with the university to provide knowledge resources through the Learning Resources Department, which oversees the central university library and the college libraries. These libraries provide course textbooks, reference resources, and electronic periodicals. The colleges also offer library user manuals and information on electronic resources. Furthermore, the university library provides access to the Saudi Electronic Library, and the colleges provide internet access to World Wide Web-based information resources.

3.2 Office Hours

The university mandates its programs to create a system of faculty office hours, which specifies the amount of hours during which professors are accessible to meet with students enrolled in their courses to give academic support, answer questions, and offer advice. These hours must meet the following requirements:

- Sufficient duration
- Distribution throughout the week and at various times - Public notice to students
- Faculty members' commitment to these hours.

3.3 Student Training Courses

The program/college provides scientific and professional courses, as well as workshops, to help students develop their talents. This is accomplished through:

- The program/college's Training Unit/Committee.
- College Quality Assurance Unit - University Training and Skills Development Department

3.4 Financial Support

Students receive financial assistance through:

- Direct funding for graduating projects.
- Encourage student attendance at conferences to present research relating to research courses.



- Student involvement in research initiatives sponsored by the Scientific Research Department and other national research support organizations.
- Financial assistance for student clubs and other service-oriented organizations.
- Working with local philanthropic groups to provide financial assistance to students in need.

3.5 Online Support

The online registration system on the university's website allows students to register for courses and follow their progress toward graduation. Support and assistance are also available through the college and university websites. Key support aspects include access to academic programs and graduation requirements through college websites and student handbooks.

- Course registration is done electronically using the student's account on the university's website, which also contains information about prerequisites and co-curricular requirements.
- Students can check their academic standing and progress toward graduation using their university account.
- Academic advisers can monitor and analyze a student's academic standing using the college website.
- Department heads and the college's Student and Graduate Affairs Unit have access to student transcripts.

3.6 Extracurricular Activities

Mustaqbal University encourages students to participate in extracurricular activities that will help them expand their knowledge and abilities. The "Department of Student and Graduate Affairs" supports extracurricular cultural, athletic, and social events through the Student Club.

3.7 University-Level Alumni Unit

This unit is one of the university's student and graduate affairs administration units. It is focused with improving communication channels between university graduates and the university, working with them to include them in events, and gathering their feedback to use to improve the university's academic programs and all of its activities.

3.8 College-Level Alumni Unit

The alumni unit in colleges reports to the dean and primarily provides students with career and professional assistance.

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- Unit personnel are always accessible to assist alumni and current students. Furthermore, the unit's website frequently advertises employment openings and positions in a variety of industries.
- Assisting in conducting alumni and employer surveys, as well as planning career days.



Chapter Four

Academic, Professional, Social, and Psychological Guidance

4.1 Introduction

Student advising, especially academic advising, is an essential component of university education. It strives to help students achieve their best results, adjust to the university environment, and seize chances by providing them with academic skills that improve their academic performance, as well as guidance, support, and assistance with social and psychological issues. Given the importance of student advising at schools, an efficient system that includes academic, career, social, and psychological counseling is required.

4.2 Orientation of new students

When new students enter, they receive orientation through:

- Set up meetings with university, college, and program leaders, as well as senior faculty members.
- The student handbook and accompanying materials.
- Guides and instructions are available on the college's website and program pages.

4.3 Academic Advising

Students in the program are allocated a faculty member as a direct academic adviser at the start of the first semester, regardless of whether they are admitted from secondary education, transferred students, or enrolled through the bridging system. The advisor, in conjunction with the college's Academic Support and Guidance Unit, guides and advises the student on all academic problems.

4.3.1 Objectives of Guidance

- Helping students understand and adjust to the demands of university study.
- Giving students accurate information about the college's educational policies, resources, and academic programs.
- Improving students' academic performance, developing their talents, and removing hurdles they may face while studying.
- Lowering the risk of academic failure (preventive guidance).
- Providing advice and assistance to students facing academic issues.

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- Providing support and guidance to students with poor academic performance in order to help them improve.
- Nurturing high-achieving and brilliant pupils, giving them opportunity to improve their skills and foster their creativity.

4.3.2 Tasks of the Academic Advisor

- Understanding the registration, add/drop, and drop dates announced by the Admissions and Registration Department.
- Understanding the college's study plans and graduation criteria. Ensuring that the student's schedule is consistent with the college's study plan.
- Preparing and updating each student's academic advising record. The advisor creates a file for each student or group within a group, which includes the registered course, the student's grade level, cumulative GPA, minutes from periodic meetings between the student and the advisor, and any reports or warnings sent by the course instructor that can be used to evaluate the student's performance.
- Evaluating student performance from the previous semester.
- Discussing any challenges and devising acceptable solutions.
- Discussing appropriate options for the student's forthcoming semester (registering for or dropping classes, raising GPA, selecting a major, etc.).
- Helping students with registration issues or course appeals.
- Closely monitoring the student's academic progress in registered courses, preparing periodic reports, and connecting them to the student's file.
- Communicating with faculty members when a student's performance is subpar. • If a student is missing or has poor academic performance, the advisor will hold more regular sessions and thoroughly examine the causes with the student, aiming to fix the issue or escalating it to the Academic Advising Committee.
- Identifying and developing student abilities.
- Assisting students in taking full advantage of the college's e-learning platform.
- Motivating pupils to engage in academic and extracurricular activities.
- Developing a positive academic relationship between the adviser and the student.



- Serving as the student's social and career counselor, understanding their social situations, assisting them in securing their professional future, and contributing to the creation of opportunities for employment, training, or further education.
- Setting aside office hours to meet with students in their offices to discuss any issues they may have during their studies.
- Providing quarterly reports on student performance to the Dean of Academic Affairs. These reports should detail the student's academic achievement (whether improved or worse than previous performances) as well as the steps taken to correct any weaknesses.
- Encouraging students to use the library and manage their time efficiently.

To guarantee successful academic advising, it's recommended to keep the same advisor from enrollment to graduation to provide ongoing assistance and mentorship.

Each semester, during pre-registration or registration periods, students must meet with their advisers to discuss their progress and arrange the courses they will take the next semester.

During the advising appointment, the student and advisor use the student's file, transcript, and a range of reports available to faculty members via the online information system, departmental student records, and so on to establish the course schedule. This method ensures optimal progress toward achieving criteria in all areas, as well as the fulfillment of all prerequisites and other initial restraints. The student then registers for their courses via the university's website.

o Students are entirely responsible for completing their graduation credits; nevertheless, academic advisors are required to verify the student's goals, and thus the college's goals. Hence, throughout the student course registration time, academic advisers should review the following:

- Make sure the pupil is on their supervision list.
- Ensure that the student arrives at the time set by the Student Affairs and Graduates Office. Senior students, for example, are given precedence when registering for courses.
- Ensure that the student has their student identification number.
- Ensure that the student has the most recent updated copy of their final semester schedule.
- Ensure that the lecture program is adequately prepared and adheres to the time slots. That is, there should be no timing conflicts between the chosen courses.
- No course may be registered unless the course prerequisites and/or co-curricular requirements are met (this information is available in the course description section of the department's website).

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- It is strongly recommended that you use your knowledge to advise the student on which courses to take first.

-Students should print their final schedule from the Student Affairs Office. Senior students often seek career advice and direction from their mentors.

-Mentors are encouraged to fulfill this crucial role, providing students with useful advice about career planning.

4.3.3 Students' Responsibilities and Roles

- Accept complete responsibility for your academic performance, as academic advising is a support system.
- Review the college handbook and website to become familiar with all department, college, and university requirements.
- Be informed of the academic calendar and essential dates for registration, withdrawal, and leave of absence.
- Know your academic advisor's office hours.
- Follow the handbook's instructions and attend regular advising sessions.
- Please notify your adviser of any changes that may influence your program or academic achievement.

4.4 Professional Guidance

The university is committed to guiding and advising students on the professional choices that await them after graduation, as well as what they must do to establish their readiness for these professions. Academic advisors are critical at the program level, but the Graduates Unit and the "Hadaf" Office also play important roles in career assistance across the university. The "Hadaf" Office holds regular lectures to educate students on effective resume writing and interview preparation, as well as to define appropriate career fields based on their skills.

4.5 Social and Psychological Guidance

The programs provide psychological counseling to their students either through the college's Academic Advising Unit or by referring situations that require social and psychological help to the university's Social and Psychological Counseling Unit. This unit's tasks include preparing a guide for social and psychological counseling.



- 2- Conducting individual and group counseling sessions for students to address social and psychological issues.
- 3- Provide awareness workshops on mental health, stress management, emotional intelligence, and effective communication.
- 4- Collaborating with relevant entities inside and outside the university to refer cases that require more specialist assistance.
- 5- Collaborating with academic advisers to monitor and follow up on student cases that show indicators of social or psychological discomfort.
- 6- Create a database to track instances that have received social and psychological therapy services while maintaining anonymity and privacy.
7. Assessing student satisfaction with the unit's offerings.
- 8- Create annual reports on the unit's activities.