
Directory of Records – General

Office - Faculty of Business, Advising Services

Description of the Mandate and Function:

The advising services unit provides current students as well as prospective students information about programs and courses the Faculty of Business provides specifically. Advisors assist students to plan their academic program and understand and interpret University student service policies, procedures, and transfer credit information.

General Classes or Types of Information:

Individual student correspondence and contacts (student case files)

PIB Titles:

Faculty of Business - Advising Services - Student Case Files
Faculty of Business - Advising Services - Greymatter CRM System

Copies of Records Located:

None

Policy & Procedure Manuals, Guidelines, Handbooks, Etc.:

Advising Procedure Manual
Program Information tracking database
Advising knowledge database
Procedure Manual
AU Student Service Standards handbook
AU Policies: Office of the Registrar Policy Manual
Evaluation services procedures manual
AU Calendar
Advising Services program plan templates

Remarks: