

East Bridge University

Faculty Consultation & One-to-One Academic Support Policy

Document Control

Document Title	Faculty Consultation & One-to-One Academic Support Policy
Policy Owner	Office of Academic Affairs
Approved By	Academic Council / Rector
Applicable To	All academic programmes — DBA, PhD, EdD, Applied Doctorate

1. Purpose

This policy establishes the framework through which students of East Bridge University (EBU) access one-to-one academic support from faculty members. It defines how students may request meetings, the communication channels available to them, the expected response times, and the institutional advising structure within which mentoring, feedback, and academic guidance are delivered.

The policy applies across all programmes and all delivery modes, with particular emphasis on the synchronous audio-visual interaction that underpins online learning at EBU.

2. Scope

This policy applies to:

- All academic faculty, supervisors, and programme directors of EBU.
- All currently enrolled students across DBA, PhD, EdD, and Applied Doctorate programmes.
- All synchronous (Zoom) and asynchronous (email) channels through which one-to-one academic support is delivered.
- All consultation, mentoring, supervision, and advising activities, whether scheduled or requested on demand.

3. Policy Statement

EBU is committed to ensuring that every enrolled student has structured, dependable, and individual access to faculty members for academic consultation, mentoring, and feedback. The University recognises that personalised faculty contact is a defining feature of academic quality and a foundational expectation of online and doctoral education.

Accordingly, EBU guarantees that:

- Every student may request a one-to-one academic meeting with a member of faculty through the channels described in this policy.
- Every faculty member shall maintain published availability and respond to consultation requests within the timeframes set out in Section 6.
- Every doctoral student shall be assigned a named supervisor and shall meet with that supervisor at a minimum frequency consistent with the standards defined in Section 7.
- Every consultation, supervision meeting, and mentoring interaction shall be documented in a manner that supports institutional quality assurance and external audit.

4. Procedure for Requesting a One-to-One Meeting

Students may initiate a one-to-one meeting with a faculty member through the following route:

4.1 Direct Communication

- Through institutional email to the faculty member or to the relevant programme office.

4.2 Scheduled Supervision (Doctoral Programmes)

- Through standing supervision meetings agreed at the start of each academic period between the supervisor and student.
- Through ad-hoc requests during the active research phase, raised via email.

Faculty members shall acknowledge each request within the timeframe stated in Section 6 and shall propose a meeting slot using one of the approved synchronous platforms listed in Section 5.

5. Channels Available for One-to-One Academic Support

The University maintains a defined set of approved communication channels to ensure consistency, accessibility, and auditability. The table below lists each channel and its intended use.

Channel	Purpose	Mode
Zoom	Primary platform for one-to-one consultations, doctoral supervision, and small-group academic meetings	Synchronous
Institutional Email	Formal academic correspondence, scheduling, and written feedback	Asynchronous

Synchronous video channel (Zoom) is the primary mode for substantive one-to-one academic engagement. An asynchronous channel is used for scheduling, clarification, and follow-up. All faculty members shall make at least one synchronous video platform available for student consultation.

6. Expected Response Times

EBU maintains the following service standards for all one-to-one academic support:

Request Type	Channel	Maximum Response Time
Acknowledgement of consultation request	Email	2 working days
Confirmed scheduling of a one-to-one meeting	Calendar invitation (Zoom)	5 working days
Academic feedback on submitted work	Email	14 working days
Doctoral supervision meeting	Zoom	Minimum once every 4–6 weeks
Urgent academic concern	Email	2 working days

Response times are calculated on working days, excluding declared University holidays. Faculty members on approved leave shall arrange interim cover with the programme director, who shall communicate alternative contact details to affected students.

7. Academic Advising Framework

Academic advising at EBU operates on a programme-tiered model. Each programme level has defined advising activities and minimum interaction frequencies.

Programme Level	Advising Activities	Minimum Frequency
DBA / Applied Doctorate	Research supervision, methodology guidance, applied research mentoring	Every 4–6 weeks
PhD	Thesis supervision, literature review guidance, chapter-by-chapter feedback	Every 4–6 weeks
EdD	Education-focused research supervision, methodology coaching, practitioner research support	Every 4–6 weeks

7.1 Doctoral Supervision

Doctoral supervision occupies a distinctive position within the advising framework. Each doctoral student (PhD, DBA, EdD, Applied Doctorate) is assigned a primary supervisor and, where required by the research scope, a co-supervisor. Supervision is delivered through:

- Regular one-to-one synchronous meetings via Zoom.
- Written feedback on draft chapters, proposals, and methodology documents.
- Milestone reviews at proposal, mid-stage, and pre-submission points.

All doctoral supervision meetings are recorded in the Doctoral Supervision Log (Advisors' Panel) maintained by the Doctoral Research Office. The log captures student details, supervisor, meeting date, mode, topic discussed, and agreed next steps.

7.2 Mentoring and Feedback

Beyond formal advising, faculty members provide mentoring and feedback as an integral part of the academic experience. Mentoring conversations may address research direction, career planning, study strategy, and personal academic progress. Feedback on assessed work shall be substantive, constructive, and delivered within the timeframes stated in Section 6.

8. Roles and Responsibilities

Role	Responsibilities
Office of Academic Affairs	Owns the policy; monitors compliance; reviews supervision logs (Advisors' Panel); coordinates annual policy review
Programme Directors	Ensure that faculty under their programmes adhere to consultation availability and frequency standards

Role	Responsibilities
Faculty / Supervisors	Maintain published office hours; respond within stated timeframes; log all one-to-one meetings; provide constructive academic feedback
Doctoral Research Office	Maintains supervision logs for PhD, DBA, EdD, and Applied Doctorate students; tracks meeting frequency and milestones
Students	Initiate consultation requests through emails; attend scheduled meetings; provide feedback through faculty assessment surveys
IT / LMS Administrator	Maintains the Advisors' Panel and video conferencing licences

9. Documentation and Record-Keeping

Effective implementation of this policy depends on consistent documentation. The following records shall be maintained:

- Faculty consultation calendars and published office hours, accessible through the Policy document in the LMS.
- Meeting invitations, attendance reports, and (where retained) recordings of consultation sessions.
- Doctoral supervision logs, maintained per student and reviewed quarterly by the Doctoral Research Office.
- Student feedback collected through the Faculty Evaluation & Feedback Process.

Documentation is stored in a manner that respects student confidentiality and complies with applicable data protection requirements.

10. Quality Assurance and Continuous Improvement

The Office of Academic Affairs reviews the implementation of this policy continuously. The following quality assurance mechanisms apply:

- Quarterly review of supervision log completeness and meeting frequency against the standards in Section 7.
- Annual review of consultation response times against the standards in Section 6.
- Integration of student feedback from the Faculty Evaluation & Feedback Process into faculty development planning.

-
- Annual policy review to incorporate operational learning, regulatory updates, and student feedback.

11. Policy Review

This policy shall be reviewed every two years, or earlier if required by changes to programme structure, regulatory expectations, or technology infrastructure. Review shall be conducted by the Office of Academic Affairs and approved by the Academic Council.

12. Approval

This policy has been reviewed and approved by the Academic Council of East Bridge University on the effective date stated in the document control block.

Approved by	Date
Prof. Dr Sanjib Chakraborty <i>Rector / Chair, Academic Council</i>	

— End of Policy —