

## UNDERGRADUATE ACADEMIC ADVISING

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### Overview

Undergraduate advising at Penn takes place through the student's home school(s). The advising structures of Wharton, College of Arts and Sciences, Engineering and Applied Sciences, and Nursing vary. However, each undergraduate program at Penn has a dedicated advising office and assigns one or more advisor to each respective student. Students in [coordinated dual-degree programs](#) and honors programs (e.g., Joseph Wharton Scholars, Benjamin Franklin Scholars) have additional advisors. Assigned advisors are listed on Penn InTouch, the student academic portal. Faculty can view the name and email of a student's advisor through Penn's [Courses InTouch](#) application ("Class List" feature).

### Wharton Undergraduate Advising

The goal of the Wharton Undergraduate Division [academic advising team](#) is to help Wharton students make informed decisions about their educational plans and professional/life goals that are consistent with their interests, abilities, and values. Academic advising is a collaborative process between students and advisors. Advisors strive to:

- Engage students in the process of reflection and decision making.
- Educate students about what they need to know to grow and develop as a scholar.
- Empower students to take full responsibility for academic decisions and plans, and get the most out of their university experience.

Each student in Wharton is assigned an academic advisor who works with that student over the course of their years at Wharton. A variety of [advising services](#)—appointments, walk-ins for quick questions, and specialized advising sessions—are offered to students throughout the calendar year.

The Wharton Undergraduate Division is commonly known as "G95" for its location in Suite G95, Jon M. Huntsman Hall. Advising hours, online appointment scheduling, and important information about policies, procedures, events, and academic as well as co-curricular opportunities are found on [Undergrad Inside](#).

### Undergraduate Division Advising

Academic advisors regularly work with departmental course administrators and concentration advisors to clarify policies and procedures, facilitate information between offices, and consult on questions about specific students. Faculty with questions about policies, procedures, or students of concern can contact Celina Gray, Director of Academic Advising, at [celina@wharton.upenn.edu](mailto:celina@wharton.upenn.edu) or 215.868.7608.

## Concentration Advising

Wharton undergraduates choose a [concentration](#), which consists of four upper-level courses that explore a particular area of business in depth. Each concentration has a dedicated [faculty member](#) who serves as the concentration advisor. While students declare their concentration with their academic advisor, the concentration advisors are available to answer questions about the concentration, courses offered, and careers that fit well with the concentration.

## INSTRUCTIONAL RESOURCES

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### Course Problem Notice

The [Course Problem Notice \(CPN\)](#) application is Penn's early academic warning system. Faculty use the CPN system to inform students and their academic advisors about performance issues at any point during the semester. Early identification and intervention helps prevent problems from escalating. Students who receive CPNs mid-semester have a significantly better chance of remedying their problems. Once an instructor creates a notice, an email is sent directly to the student, a copy of the notice is placed in the student's e-file, and a copy of the notice is sent to the student's advisor or home school advising office. In the case of Wharton undergraduates, the student's advisor follows up with them to ensure reported issues and problems are addressed according to the instructor's recommendations.

***When to submit a CPN...*** When students encounter serious difficulties in meeting academic standards for your class—poor quality of work on exams or assignments, sporadic attendance, etc.—submitting a CPN helps the student and their advisor troubleshoot. Academic difficulties can be indicators of more serious issues that extend beyond the classroom. CPNs are quick and easy to complete and include checklists of the most common types of academic difficulties and the most common recommendations of resources to choose from. More information can be found in the [CPN guide](#) on Undergrad Inside.

### Instruction Center

Most applications for supporting instruction at Wharton are organized in the [Instruction Center](#). These include class lists, class email systems, facecards, seating charts, syllabi, Canvas course site, controls over class recordings, Penn's Course Problem Notice system, and grade submission.

### Instruction Checklist

The Wharton [Instruction Checklist](#) provides faculty with suggestions for best practices on pedagogy and course design, syllabus construction, use of information technology and learning management systems, student engagement, communication, classroom management, and exams. These guidelines were compiled from the suggestions of members of the Wharton faculty and staff.

## STUDENT SUPPORT SERVICES AT PENN

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Penn supports the success of students both in and out of the classroom. The Wharton Undergraduate Division works with a wide array of student support services to facilitate referral processes, collaborate on providing

individualized support for students, and develop workshops and other services. The following University-wide resources are particularly helpful for, and available to, all Penn students.

### **Office of Student Disabilities Services**

[The Office of Student Disabilities Services \(SDS\)](#) provides comprehensive, professional services and programs for students who self-identify with disabilities, to ensure equal academic opportunities and participation in University-sponsored programs. All Penn faculty and staff are responsible for providing equal access to Penn students with disabilities. The [Provost Memorandum](#) is the policy of record providing guidance and information on reasonably accommodating students with disabilities. Reasonable accommodations are provided while preserving the academic integrity of the course or degree program.

***When to refer students to SDS...*** Students who seek academic accommodations must disclose and document qualifying disabilities with SDS. SDS then contacts faculty to suggest reasonable accommodations and to consult on implementation of said accommodations. Please [consult the SDS website for more information](#).

***Syllabus statement (as suggested by SDS)...*** “The University of Pennsylvania, provides reasonable accommodations to students with disabilities who have self-identified and been approved by the office of [Student Disabilities Services](#) (SDS). Please make an appointment to meet with me as soon as possible in order to discuss your accommodations and your needs.

If you have not yet contacted SDS, and would like to request accommodations or have questions, you can make an appointment by calling SDS 215.573.9235. The office is located in the [Weingarten Learning Resources Center](#) at Stouffer Commons 3702 Spruce Street, Suite 300.

All services are confidential.”

### **Weingarten Learning Resources Center**

The [Weingarten Learning Resources Center](#) provides professional instruction in skills such as academic reading, writing, study strategies, and time management.

***When to refer students to Weingarten...*** When students experience more difficulty with the mechanics of the class than the specific content of the class, Weingarten can help. Students whose grades are not commensurate with their efforts, students who have difficulty managing their assignments, or students who find challenges in the quality or amount of class participation should be referred to Weingarten. Please consult the website for complete information on [making referrals to Weingarten](#).

***Syllabus statement (as suggested by Weingarten)...*** “The Office of Learning Resources at the Weingarten Center offers individualized instruction and a variety of workshops to guide Penn students towards more efficient and effective academic study skills and strategies. Professional staff provides free and confidential instruction in areas such as time/project management, academic reading and writing, problem-solving skills, exam preparation and test-taking strategies, note-taking, and strategies for enhancing productivity and focus. To schedule an appointment with a Learning Instructor, call (215) 573-9235 or visit in person. Additionally, 30-minute walk-in sessions are available Monday-Friday from 12:00-3:00 p.m. as well as Tuesdays and

Wednesdays from 4:00-7:00 p.m. The office is located in Stouffer Commons at 3702 Spruce Street. To learn more about the Weingarten Center's services, visit [www.vpul.upenn.edu/lrc](http://www.vpul.upenn.edu/lrc).”

### **Tutoring Center**

The [Tutoring Center](#) offers undergraduates a variety of options to supplement their academic experience. All Tutoring Center services are free, easy to access, and confidential. Core and intermediate-level courses in business as well as liberal arts are supported. Services include: individual private tutoring, satellite/drop-in tutoring, student-led workshops, review sessions, and the “old exam file,” which catalogues previously administered, faculty-approved exams.

***When to refer students to the Tutoring Center...*** When students struggle with specific course content, the Tutoring Center can help. Students can register for most services online. Faculty, especially those who teach foundational classes, are encouraged to work with the Tutoring Center to develop the best tutoring and adjunct services possible to enhance student learning.

### **Counseling and Psychological Services**

[Counseling and Psychological Services \(CAPS\)](#) is the counseling center for the University of Pennsylvania. CAPS offers free and confidential services to all Penn undergraduate, graduate, and professional students. The mission of CAPS is to foster personal growth to enable students to take full advantage of academic and social opportunities at Penn. Students learn to manage personal challenges, psychological problems, and situational crises and develop strategies to cope with academic stress as well as skills for life-long learning. CAPS services include individual and group counseling and therapy, crisis intervention, structured workshops, psychological testing, medication reviews, and consultation.

***When to refer students to CAPS...*** When students struggle with challenges and life events beyond the classroom experience CAPS can help. CAPS staff members are available for consultation whenever you have significant concerns about the welfare of a student, if you notice unusual or inappropriate behavior, if a student seems resistant to seeking help, or if you have any general questions about making a referral. Please consult the website for complete information on [making referrals to CAPS](#).

## **POLICIES AND PROCEDURES**

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The following policies and procedures are particularly relevant to faculty teaching undergraduates at Penn. Please refer to [Wharton Academic Policies](#) (which apply to Wharton undergraduates) and the [Pennbook](#) (which pertains to all Penn students) for a complete list of applicable policies and procedures

### **Academic Integrity**

Academic integrity is essential to the University’s educational mission. All members of the University community are responsible for supporting this mission by promoting and encouraging academic honesty. Penn undergraduates are governed by the [Code of Academic Integrity](#). Faculty members have the discretion to address academic integrity issues on their own or may refer the matter to the [Office of Student Conduct \(OSC\)](#) at Penn to investigate and adjudicate. OSC may be used for confidential consultation on any matter of

academic integrity or student conduct. More [resources for faculty](#)—including suggestions on how to minimize cheating, assess grades in cheating cases, and report cases to OSC—can be found on the OSC website.

## **Attendance**

Undergraduates are expected to attend all classes for all courses. Class should take precedence over all other engagements, including job and internship searches and other career-related activities. Instructors determine the number of absences permitted in each class. Non-attendance or frequent absences may result in a failing grade, at the discretion of the professor. Faculty are strongly encouraged to note attendance problems via the [Course Problem Notice](#) system.

## **Exams: Midterms**

In an effort to minimize confusion for students who have legitimate course conflicts, midterm exams that are given outside of scheduled class time are subject to the Provost's [Policy on Common Midterm Examinations](#). The spirit of this policy is to prioritize a student's regularly scheduled class above a common midterm exam. Thus, students with a time conflict must notify the exam instructor of this conflict within the first two weeks of the semester. Instructors must announce any common midterm exams during the first week of the semester and must be prepared to offer one or more make-up exams to accommodate students with a class conflict.

Wharton faculty must schedule common midterm exams through [Wharton Scheduling and Facilities](#). Faculty or academic coordinators can coordinate scheduling midterm examinations any time after the Advance Registration Period for the respective semester has ended (i.e., after the end of March for fall classes and after mid-November for spring classes).

## **Exams: Finals**

Final exams at Penn are to be given only during the university's established final exam period, which is outlined on the common [academic calendar](#). Final exams are conducted under the auspices of the Provost's [Rules Governing Final Examinations](#). Please consult these rules for details. Undergraduates with questions about final exam policies should consult with their home school advising office.

## **GRADES: POLICIES AND BEST PRACTICES**

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Faculty teaching undergraduate courses have discretion in setting grading standards as they see fit. Unlike the Graduate program, the Undergraduate program neither requires a set average GPA for a class nor dictates a particular grade distribution. However, we encourage faculty to carefully consider the methodology used in assessing work and assigning grades. Absolute grading systems place the burden on faculty to design consistent evaluations. Relative grading systems place the burden on students by encouraging conflict through competition, and research shows that these systems tend not to motivate students to learn as well as absolute systems do. Whichever system you choose, we recommend that you communicate your standards and expectations to students at the beginning of the course.

Grades are reported for each course at the end of the term. Students must obtain a grade of D or better to receive credit in any course. All Wharton courses are graded on a plus/minus system, from A+ to F.

- *Failing grades.* An F in a course will remain permanently on the student's transcript and is factored in when calculating a student's cumulative GPA. If a student receives an F in a required course, the course must be retaken. If a student receives an F in a non-required course, they may either repeat the course or substitute another course. If a course is retaken, the new grade will not replace the original F, but it will be counted toward the cumulative GPA and the student will receive credit for the repeated course.
- *Incompletes.* In extenuating circumstances, instructors may grant students a time extension to complete course requirements, including make-up exams. In this case, the grade of I (incomplete) is recorded. All work must be completed for the course within the first five weeks of the next semester, or the I will automatically convert to an F. The F will remain on the transcript until the work has been completed and the instructor has submitted a change of grade for the course. According to Wharton's policy on [incomplete grades](#), students must resolve any incompletes within two full semesters (excluding summer) after the term in which the course was taken.

## ACADEMIC CALENDAR

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All undergraduate programs at Penn follow a common [academic calendar](#) that is reviewed and approved by the undergraduate deans and the provost. Please make special note of the following relevant dates and deadlines:

- *First Day of Classes.* Fall classes begin in late August (before Labor Day). Spring classes begin the Wednesday before Martin Luther King, Jr. Day.
- *Course Selection Period ends...* Students are permitted to add and drop courses via Penn InTouch through the second full week of each semester.
- *Drop Period ends...* Students are permitted to drop a course via Penn InTouch (with no notation on their transcript) through the fifth full week of the semester.
- *Last day to Withdraw from a course.* Students are permitted to withdraw from a course (with a notation of "W" on their transcript), with instructor permission, through the tenth full week of the semester. Students initiate the process with a [withdrawal form](#).
- *Reading Days.* Immediately following the last day of classes, Reading Days comprise two weekdays that allow students to prepare for final exams. No classes, required class activities, or final examinations may be scheduled during reading days (see the [Provost's Rules](#)).
- *Final Examinations.* Final exams are to be given only during the university's established final exam period. No final exams may be scheduled during the last week of classes (see the [Provost's Rules](#)).

## FREQUENTLY ASKED QUESTIONS

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*Q. What do I do if a student has too many absences or is having significant academic difficulties?*

A. Send notice to the student via the [Course Problem Notice](#) system (see page 3). This officially notifies the student of your concern, and alerts their advisor to follow-up with them as appropriate.

*Q. Who should I speak with if I have a non-academic concern about a student; e.g., worried about their health, wellness, or classroom behavior?*

A. Contact your Wharton advising liaison (see page 2), who can identify the student's primary academic advisor and review appropriate resources for referral. You can also view the name and contact information for a student's assigned advisor via the "Class List" feature of [Courses InTouch](#)

*Q. What is Penn's policy on religious holidays? How should I accommodate student absences for religious observances?*

A. Consult the Pennbook for the [Policy on Secular and Religious Holidays](#).

*Q. Who should I contact if I witness cheating in my class?*

A. The [Office of Student Conduct](#) will answer any questions about the suspected academic integrity violation and can help you decide how to address it.