Position Purpose

The Academic Advisor provides academic advising for students. This position is critical for improved student retention. The College offers a broad range of two-year liberal arts degree programs as well as many technical, occupational and career programs. These programs attract both traditional aged students and non-traditional adult students. Students enroll in programs or courses as new students, returning students, international students, and/or transfer students. The Academic Advisor is responsible to advise for each group using program curriculum guides in order to increase student satisfaction levels with the college experience and encourage them to remain in college long enough to fulfill their educational goals.

Supervisory and Other Relationships

The Academic Advisor reports to the Director of the area or other administrator. The position may supervise professional and support staff plus student workers who support the academic advising program.

This position is required to have extensive cooperative and collaborative relationships with faculty, staff, students and other professionals in peer organizations and professional associations.

The incumbent is expected to represent the College in a positive manner. This position maintains collaborative efforts between the academic division, student services departments, and other divisions, as necessary, to enhance student retention.

Major Responsibilities

The Academic Advisor is responsible for implementing the academic advising program in order to improve students' abilities to successfully achieve their educational goals through effective performance in the following functional areas:

- Academic Advising and Academic Support
- Achievement Coaching
- Academic Advising Program Development
- Student Academic Advising
- Maintenance of Academic Advising Materials
Examples of Essential Duties and Responsibilities

The following examples of duties and responsibilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. Academic Advising Program development: The Academic Advisor is responsible for participating and contributing to an academic advising program which meets students’ needs for comprehensive and effective academic advising. This position includes such essential tasks as:

1. Implement the student academic advising program, including telephone advising and other advising methods.
2. Collaborate with the Director and others in development of student workshops and programs related to academic advising.
3. Implement advising models for faculty and student groups and departments
4. Educate students about appropriate advising expectations and their responsibility within the advisor-advisee relationship.
5. Assist with development of Advising Day and related activities.

B. Academic Advisement and Academic Support: The Academic Advisor is accountable for providing academic advising and academic support to students. This accountability includes such essential tasks as:

1. Providing academic advising to incoming and continuing students
2. Advising students in selecting courses that meet educational, transfer, and career goals
3. Explaining academic policies, procedures, and program requirements including course prerequisite requirements and sequencing of courses for successful program completion
4. Reviewing, interpreting, and evaluating applicant test scores and other information to determine gateway course eligibility status
5. Assisting students in understanding degree requirements and available advising resources, including technology, available self-service portals/programs, transfer articulations, and equivalency guides.
6. Assisting with group orientations/advising sessions/registration sessions i.e. New Student Advising and Registration
7. Explaining the college’s registration process including financial aid and payment policies
8. Maintenance and creation of academic advising resources including on the college website and print publications including the Academic Advisor Handbook
9. Training and communicating with program coordinators and faculty advisors on advising tools and transfer resources
10. Working closely with other academic advisors and staff in order to provide timely information on course/degree or college policy changes which affect academic advising.
11. Adhering to FERPA guidelines and maintaining complete confidentiality of student records and other information of a confidential nature.

C. Achievement Coaching: The Academic Advisor is accountable for providing intensive, personalized academic coaching to students. This accountability includes such essential tasks as:

1. Creating individualized achievement coaching plans and case management services
2. Triaging the Care reporting system
3. Monitoring student academic progress, identifying barriers to academic success, and addressing them appropriately, making referrals as necessary
4. Development of mutually determined individualized achievement plan (including academic, personal, and career development and objectives)
5. Maintaining accurate records of students' academic progress
6. Collaborating with faculty and staff to identify best practices to enhance student retention and completion

D. Student Academic Advising: The Academic Advisor provides effective and efficient delivery of academic advising services to the students. This responsibility includes essential tasks as:

1. Assist with the operation of the Academic Advising Center, including coordination of faculty volunteers and staff.
2. Monitor student academic progress and assist students to identify any barriers to their academic performance and guide students to address them appropriately.
3. Assists with training for advising sessions to ensure provision of effective academic advising.
4. Assist with assignment of advisors for students to create strong faculty/student relationships.
5. Deliver communication models for advisors and advisees that provide accurate information about each student's academic program, transfer credits, educational goals, academic program requirements, etc.
6. Advise students in course selections.
7. Evaluate transfer and graduation credits.
8. Input registration and billing data into system.

E. Maintenance of Academic Advising Materials: The Academic Advisor will assist in the development of advising materials and update all curriculum. This responsibility includes such essential tasks as:

1. Assist with the creation and distribution of advising and supporting information/mailings to students, including the use of the College web site.
2. Assist with the development of the Academic Advisor Handbook.
3. Update academic advising materials and resources as needed including program curriculum guide
4. Assist with the development and distribution of materials needed for faculty, staff and student training.

Professional Participation and Development

In addition to the responsibilities listed above, the Academic Advisor is required to:

1. Serve on assigned committees and task forces.
2. Participate in committee, staff, informational and professional meetings.
3. Participate in convocation and commencement ceremonies.

All of these duties may involve attendance at evening or weekend events.
The incumbent is required to stay current with new trends and improvements in the position’s fields of professional expertise and competencies.

The incumbent is required to maintain complete confidentiality of student records and other information of a confidential nature.

**Qualifications**

Incumbents are required to have demonstrated advanced knowledge and abilities in the following areas:

- Academic and skills assessment methods;
- Academic Advising methods;
- Familiarity with physical and learning disabilities;
- Computer-based instructional technology; computer literacy
- Supervision of staff;
- Academic Advising
- Transfer Credit Evaluation
- Registration and Schedule Bill Experience
- Graduation Evaluations
- Oral and written communication
- Human relations and diversity
- Excellent interpersonal and communication skills
- Highly approachable with proven student advocacy skills
- Strong organizational and administrative skills with ability to manage projects to successful completion
- Ability to take initiative, work independently, and seek out resources as necessary
- Ability to plan, lead, and facilitate both small and large scale events and workshops with groups

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor’s degree in a field closely related to the position’s specialty together with one to four years of related experience or a combination of education, training and experience which would lead to the competencies required for successful performance of the position’s essential duties.

**Work Environment**

Incumbents perform most of their work in office settings, conference rooms or advising facilities where groups of students, and faculty may gather. Incumbents may meet with students in personal or group advisement sessions. Minimal physical effort is required. Incumbents use office equipment such as personal computers involving fine motor skills and requiring visual ability to see computer monitors and to read written materials. Normally, travel is not required except for attendance at regional or central meetings and conferences. Reasonable accommodation will be provided for incumbents with physical limitations.