

## PD Draft: Academic Advising Specialist

### **Title: Academic Advising Specialist**

Classification: Student Services Professional 1

A UAA Academic Advising Specialist provides comprehensive, proactive advising support by building relationships of trust, support, and mutual responsibility with students, academic advisors, faculty advisors and faculty mentors. Academic Advising Specialists supplement the work of faculty and professional academic advisors by assisting undergraduate degree-seeking students as they navigate university policies and procedures related to advising and registration. Academic Advising Specialists also connect advisees to networks of academic support, student support services, career coaching and guidance, and student life opportunities.

#### **30% ACADEMIC ADVISING SUPPORT**

Provide group and/or individual support to advisees within advising caseloads. Use advising holds/PIN system to ensure mandatory advising/mentoring as directed. Monitor student progress and take appropriate action to promote student success including persistent, proactive communication with at-risk students. Encourage students to persist in their academic goals by addressing problems and obstacles responsibly, connecting them to appropriate campus services as needed. Educate and guide students in initiating academic and logistical actions based on university deadlines, policies and procedures (e.g., course registration, add/drop actions, completion financial aid materials and appeals, addressing account holds, purchasing books). Represent UAA academic advising services at recruitment events, resource fairs, and workshops as directed.

Comply with all federal FERPA regulations and confidentiality procedures and institutional policies applicable to testing and placement data management. Protect the security of student information and records as required, including paper and electronic media. Follow established University protocols and use assigned tools and systems, maintain ongoing communication with assigned students, and support UAA goals for student retention, academic success, and graduation.

#### **30% STUDENT SUPPORT**

Provide customized, hospitable outreach and support to newly admitted and/or returning students. Assist students in determining advising and registration next steps. Schedule advising appointments for students. Build relationships with advisees to connect them to campus resources and facilitate their development and success with a commitment to students as whole beings. Serve as an advocate and liaison for students to internal offices including faculty, Enrollment Services, Financial Aid, Career Services, and other student support services. Respond to student questions promptly and comprehensively by answering advising phone lines and monitoring advising office voicemails, emails, and live chats.

#### **30% ADVISING CASELOAD MANAGEMENT SUPPORT**

Assist professional academic and/or faculty advisors in utilizing UAA's student success technology, EAB Navigate, to manage advising/mentoring caseload and monitor student progress. Report all advising sessions as directed. Monitor and manage student cases and alerts as directed. Initiate and manage appointment and enrollment campaigns for faculty as directed. Ensure accuracy of advisor assignments in Banner for advisors as directed.

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### 10% OTHER RESPONSIBILITIES

Actively participate in assigned committees and/or councils. Engage in professional development activities such as workshops, division, and department training sessions. Host and/or participate in on and off campus student outreach and orientation events as directed. Maintain proficiency in all assigned university data management and student support systems. Serve as a back-up to related positions and cross train with peer positions to ensure coverage during absences.

#### **Knowledge/Skills/Abilities:**

Passion for higher education and student success. Knowledge of University programs, policies and procedures, and campus support services. Demonstrated experience in working with individuals from diverse academic, cultural, and economic backgrounds. Adept customer service and interpersonal skills, including active listening skills and a willingness to initiate dialogue. Strong oral and written communication skills. Sound professional judgment and discretion, capacity to maintain the strictest of confidentiality.

Excellent computer skills with various software programs to include databases, spreadsheets, and word processing programs (Microsoft Word, Excel, Access, and PowerPoint preferred). Experience with the Banner data warehouse, or ability to train within one month of hire.

The Academic Advising Specialist must be able to work independently and as a member of a larger, collaborative team in a fast-paced environment and complex organizational structure.

#### **Education and Experience:**

The successful candidate must have a minimum of an Associate's degree and one year of relevant experience, or an equivalent combination of training and experience. Bachelor's degree preferred.