

Title: Academic Advisor

Classification: Student Services Professional 2

A UAA Academic Advisor provides comprehensive, proactive advising services by building relationships of trust, support, and mutual responsibility with students. Academic advisors assist undergraduate degree-seeking students as they navigate pre-college tasks (e.g., placement, major choice), academic requirements, course selection and degree planning, and university policies. Academic advisors also connect students to networks of academic support, student support services, career coaching and guidance, and student life opportunities.

30% ACADEMIC ADVISING

Provide group and/or individual advising across multiple degree areas as assigned, helping students explore academic choices and degree planning in accordance with their educational and professional goals. Build degree pathways that follow academic and university requirements, demonstrate how and when students will reach academic goals; use advising holds/PIN system to ensure mandatory academic advising as directed. Identify students for alternative general education placement measures by reviewing test scores, prior courses, and other applicable student information. Monitor student progress toward degree completion 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 of financial aid materials and appeals, addressing account holds, purchasing books) through multiple modalities including phone, virtual, and in-person meetings. Processes, reviews, and evaluates documents such as change of major forms, academic petitions, transcripts, and financial aid appeals.

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 returning 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.

30% CASELOAD MANAGEMENT

Utilize UAA's student success technology, EAB Navigate, to manage academic advising caseload and monitor student progress. Report all academic advising sessions as directed. Monitor and manage student cases and alerts. Initiate and manage advising appointment and enrollment campaigns as directed. Ensure accuracy of advisor assignments in Banner for assigned students.

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 proper office coverage during absences. Occasionally attend and/or assist with virtual and in-person events (i.e., orientation, workshops, recruitment fairs, college open houses, etc.) that may take place outside of normal office hours. Provide in-person office coverage as needed.

Knowledge/Skills/Abilities:

Passion for higher education and student success. Strong knowledge of University programs, policies and procedures, and campus support services. Demonstrated experience in working with individuals from diverse academic, cultural, and economic backgrounds. Exceptional 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 Advisor 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 a Bachelor's degree and two-three years of relevant experience or a Master's degree and one year of relevant experience.