

Title: Assistant Director of Retention and Completion

Classification: Student Services Manager 1

The UAA Director of Retention and Completion is charged with creating and implementing academic advising strategies to assist students overcome barriers to graduation. Under the leadership of the Executive Director of Student Advising, the Director achieves unit goals by supervising a team of academic advising specialist(s) and by coordinating with the academic advising directors. The Director also assists the Executive Director in unit-level strategic planning processes, goal setting, and implementation tactics.

60% RETENTION AND COMPLETION STRATEGIES

Execute the strategic direction of retention practices for incoming students through their degree program at the university. This includes

- Utilizing institutional student success data and predictive analytics to develop and implement data-based enrollment, retention, and completion academic advising pathways and strategies.
- Developing retention and completion academic advising curricula, student learning objectives, and syllabi for unit use.
- Assisting in troubleshooting enrollment, registration, and graduation barriers through direct outreach to students, advisors, and staff.
- Collaborating with the first year experience director on coordinating academic advising for orientation events, Seawolf Ready events, and the communication workflow to incoming students.
- Researching and recommending high impact practices related to the academic advising for new and continuing students, retention, and completion.
- Serve as the academic advising first point of contact for UAA's CARE team, First Year Experience, Admissions, placement and testing faculty and staff, Financial Aid, and the Bursar's Office.
- Coordinating the data entry of EAB Navigate Academic Planning program templates and regularly reviewing EAB's Academic Planning program templates in accordance with annual catalog changes, updating and creating new templates as required.
- Conducting re-enrollment outreach to stopped out students
- Training academic advisors in retention and completion strategies

20% LEADERSHIP AND UNIT SUPPORT

Contribute to increased retention and degree completion rates by upholding the vision for student-first academic advising services. This includes

- Hiring, training, supervising and delegating work to an academic advising specialist.
- Aiding the Executive Director in developing unit-level strategic plans.
- Working with the Executive Director to identify a physical drop-in academic advising location and ensure it is appropriately staffed and managed through creating a rotational staffing calendar.
- Identifying and escalating possible advising policy exceptions to the Executive Director for review

- Collaborating with counterparts in Enrollment Services and Student Affairs to navigate internal administrative complications related to course registration.
- Serving as a sounding board for the Executive Director.
- Preparing unit-level reports and presentations as directed.
- Responding to requests for information to internal constituencies and supplying accurate information to satisfy requests.
- Serving as administrative level lead in the absence of Executive Director as directed.

5% 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 financial aid materials and appeals, addressing account holds, purchasing books).

5% 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

Represent the department 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 and subordinate positions and cross train with peer positions to ensure coverage during absences.

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.

Knowledge/Skills/Abilities:

Excellent communication, leadership, long-range strategic planning and administrative skills. Strong interpersonal skills including the ability to interact effectively with diverse individuals and groups and mediate conflict. Demonstrated experience to manage implementation of student services and improvement efforts.

Passionate advocate for holistic academic advising services in higher education. Strong knowledge of UAA academic advising philosophy and practices, University programs, student success and/or development initiatives, policies and procedures, and campus support services. Proven ability to work independently and collaboratively under general direction and supervision.

Ability to lead a team or working group to achieve unit-level objectives. Strong knowledge of relational databases and computer operations, including a working knowledge of or ability to learn Banner Student Software. Knowledge of, and the ability to interpret and apply regulations, processes, policies, and procedures related to higher education.

Education and Experience:

The successful candidate must have a bachelor's degree and two years progressively responsible experience in academic advising or closely-related student support service in higher education. Master's degree preferred.

Typical Experience:

History of working with faculty, staff, and students in an academic unit. Experience coordinating the implementation of student development, transition and success theories at the program level. Formal supervisory or program leadership experience preferred.