

Title: Director of Academic Advising

Classification: Student Services Manager 2

A UAA Director of Academic Advising Services is charged with coordinating student-first academic advising services for undergraduate degree-seeking students. Under the leadership of the Executive Director of Student Advising, the Director achieves unit goals by supervising a team of advisors to ensure unit practices and policies compliance. The Director also assists the Executive Director in unit-level strategic planning processes, goal setting, and implementation tactics.

30% TEAM LEADERSHIP

Create a positive team culture through effective communication practices, employee support and encouragement, and regular opportunities for formal and information conversations and gatherings. Ensure staff compliance of position level proficiencies and practices including student outreach, caseload management, advising curriculum, appointment scheduling and documentation, and intervention. This includes

- Recruiting and assisting in the hiring of academic advisors, student workers, and advising specialists as assigned by the executive director.
- Manage onboarding, training, and professional development programs for academic advisors, student workers, and advising specialists within the unit and ensure adequate onsite office staffing.
- Providing onsite supervision to a group of advisors and/or specialists, as assigned by the executive director, in quality assurance practices and improvement plans.
- Reviewing and approving remote work requests on a case-by-case basis in coordination with unit policies and being available to inspect the remote work location and safety.
- Preparing advisor-facing instructions and procedural materials related to centralized advising practices and proper use of advising technologies for services.
- Conducting planned and impromptu advising appointment observations in both in-person and virtual formats, reviewing random samples of advising appointment summaries monthly, and providing constructive feedback to advisors.
- Facilitating regular team meetings and one-on-ones in both in-person and virtual formats with direct reports.
- Conducting and submitting annual performance evaluations with all direct reports.
- Addressing areas of non-compliance in a timely manner as directed.

30% UNIT AND COLLEGE SUPPORT

Contribute to increased retention and degree completion rates by upholding the vision for student-first academic advising services that supports the Office of Student Success and the associated college(s) assigned to the Director. This includes

- Aiding the Executive Director in developing and executing unit-level strategic plans.
- Coordinate with college administrator(s) through dotted reporting lines to provide recruitment, retention and completion support that may include consultations on course sequences, scheduling, and curriculum changes; consultations on student facing communication;

representing the college at events; participating on college committees; collaborating with faculty to support students; assisting with administrative scholarship processes; providing information, data, and reports related to enrollment of incoming and returning students; and providing information and data related to academic advising updates, metrics, and benchmarks.

- 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.

25% ACADEMIC ADVISING COORDINATION

Execute the strategic direction of a holistic and centralized professional academic advising program for degree-seeking UAA students from admission to degree completion that strategically integrates data-driven advising tools (EAB Navigate) in advising services. This includes

- Executing the unit's student satisfaction/feedback process of academic advising services and compiling data for Executive Director review.
- Coordinating a centralized student in-take system that ensures timely and accurate advising services to students.
- Identifying implementation problems, researching and proposing strategic solutions.
- Regularly reviewing EAB's Academic Planning program templates in accordance with annual catalog changes, updating and creating new templates as required.
- Using EAB software to monitor student trends, risk indicators, and data on advisor usage.
- Coordinating the college deans, assistant deans, and faculty to ensure up-to-date curricular content knowledge and to provide academic advising expertise support.

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.

5% 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 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.