Title: Executive Director of Academic Advising Services

Classification Title: Student Services Manager 2, grade 83

The Executive Director (ED) of Academic Advising Services is charged with developing and overseeing a student-first academic advising program to enhance university-wide student success outcomes (i.e., retention, persistence, degree completion) for undergraduate degree-seeking students. This exciting new position provides an opportunity to develop and direct a comprehensive restructure of academic advising services at UAA. The ED will report to the Vice Provost for Student Success (VPSS) and work collaboratively with internal stakeholder groups to ensure a consistent and long-range approach to academic advising.

35% Oversee the development, management and 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:
- Designing, implementing, and updating a student-friendly advising framework that minimizes student: advisor caseload transitions and optimizes student success resources and goals.
- Collaborating with OAA leadership, academic units, enrollment services, and other administrative departments to consolidate academic advising related policies and procedures (i.e., change of major, academic petitions, degree audits) into one standard practice.
- Developing a student satisfaction/feedback process of academic advising services.
- Establishing a centralized student in-take system that ensures timely and accurate advising services to students.
- Redesigning and managing the academic advising website to provide student-facing academic advising information and guidance.
- Strategically coordinating the integration of EAB's Academic Planning module into academic advising and student registration practices.
- Developing and implementing a holistic advising model with targeted services informed by predictive analytics (i.e., predicted concern level by risk of not graduating) in Navigate.
- Using EAB software to generate reports on student trends, risk indicators, and data on advisor usage and provide regular updates to VPSS.

35% Oversee a multi-level staffing structure and ensure all staff have access to appropriate training, resources, and professional development. This includes:
- Establishing and maintaining clear and consistent position descriptions and hiring criteria and processes that allows for professional growth and career advancement.
- Designing, implementing, and updating effective training programs for all personnel levels.
- Developing minimum standards and monitoring compliance for academic advisor proficiencies and practices including student outreach, caseload management, advising curriculum, appointment scheduling and documentation, and intervention.

- Conducting annual performance evaluations of direct reports, using relevant, student-centered metrics.
- Distributing data and reports to academic advisors regularly to promote quality performance.
- Ensuring effective professional development opportunities are provided and evaluated
- Conducting assessment of academic advising services based on established outcomes and metrics.

30% Contribute to increased retention and degree completion rates by upholding the vision for student success as established by the VPSS and university leadership. This includes:
- Serving as the OAA leader for the professional academic advising staff
- Approving/denying academic advising policy exceptions prior to OAA appeal.
- Collaborating with partners in Enrollment Services and Student Affairs to identify and resolve internal administrative barriers related to course registration.
- Collaborating with faculty and key institutional stakeholders to design a faculty advising/mentor program that aligns with student-first advising philosophies and processes.
- Actively participating in the collaborative development of student success initiatives to increase retention and completion rates at UAA.
- Serving as a sounding board for the VPSS.
- Creating reports and preparing documents that impact unit funding, strategic planning, and internal reporting.
- Responding to requests for information to internal and external constituencies and supplying accurate information, deciphering needs, and identifying appropriate staff as needed to satisfy requests.

5% Represent academic advising services with external partners and system-wide offices. This includes:
- Serving as the UAA spokesperson at UA state levels related to academic advising practices.
- Compiling reports and conference presentation proposals to champion the work of UAA academic advising services among peer institutions. Attending regional and national conferences.

Knowledge/Skills/Abilities:

Exceptional 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 ability to collect, analyze, and assess data related to student services, program assessment, and accreditation.

Passionate advocate for holistic academic advising services in higher education. Knowledge of national literature on undergraduate academic advising philosophies, policies and procedures, and student support services including admissions, financial aid, enrollment, and wellness. Broad knowledge of college student development, transition, and success theories and proven ability to implement theories into practice.

Ability to supervise a large, multi-level team, manage organizational development and change in a complex system, and manage operational budgets and resource allocation. Successful implementation of student support programs for diverse student populations and experience in cross-divisional collaborations related to mission. 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, revise, and develop rules, regulations, processes, policies, and procedures related to higher education.

Education and Experience:

Bachelor's degree in higher education administration, student personnel, counseling, or related field and five years progressively responsible higher education experience related to academic advising, student success, or an equivalent combination of training and experience. Masters degree preferred.

Typical Experience:

History of working with faculty, staff, and students across academic and administrative units. Experience designing, implementing, and overseeing new departments or initiatives related to student development, transition and success theories at the program design and administrative level. Formal supervisory experience preferred.