

Title: Program Exploration Advisor

Classification: Student Services Professional 3, *grade 79 non-exempt, term*

Hybrid; 50% remote work

A UAA Program Exploration Advisor demonstrates expansive job knowledge of UAA degree programs and is skilled at facilitating holistic and comprehensive discussions with students seeking specific and/or general guidance on academic paths in order to meet their educational and career goals. This position guides non-degree, degree seeking, and aspiring degree seeking students who desire program exploration support; designs and organizes programs, events and student-facing materials; and collaborates with University departments and offices to provide quality support to current and future UAA students. Under the direction of the Assistant Director of Retention & Completion, the Program Exploration Advisor adapts best-practices grounded in current theories around major exploration and degree mapping.

60% DIRECT STUDENT GUIDANCE

- Provide appreciative and strength-based advising to students in four areas: undeclared/exploratory, re-admit/re-engage, prospective, and non-degree.
- Facilitate student appointments to assist students in their exploration and articulation of educational and professional goals.
- Supply substantive information related to UAA programs, degree planning, and career exploration resources.
- 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, etc.).
- Process, review, and evaluate documents such as change of major forms, academic petitions, transcripts, and financial aid appeals.
- Assist students in connecting to appropriate campus resources and program-specific academic advising services.
- Provide customized, proactive 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 student support services. Respond to student questions promptly and comprehensively.

20% COLLABORATION AND RETENTION PROGRAMMING:

- Organize collaborations in support of program exploration guidance efforts throughout the year.
- Liaison with departments and offices to provide comprehensive program exploration support.

- Design, development and implement web, electronic, and print materials related to program exploration guidance.
- Participate in the planning and execution of programming focused on retention, exploration, and completion.
- Utilize advising-based systems to track students who are at risk of not retaining.

10% CASELOAD MANAGEMENT

- Utilize UAA's student success technology, EAB Navigate, to manage student 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 service 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.

Knowledge/Skills/Abilities:

Passion for higher education and student success. Exceptional knowledge of UAA academic advising philosophy and practices, University programs, policies and procedures, and campus support services. Proven exceptional ability to proactively manage student advising caseloads, document advising sessions in a timely manner, and consistently provide high quality, well-informed advising services to students. Demonstrated proficiency in working with individuals from diverse academic, cultural, and economic backgrounds. Experience working with traditionally underserved students and/or Alaska native students preferred. 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, Google Suite, and PowerPoint preferred). Experience with the Banner data warehouse and TOAD queries, or ability to train within one month of hire.

The Program Exploration Advisor must possess professional higher education experience and demonstrate academic advising proficiency. Must be able to work independently, lead and facilitate project implementation plans and serve 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 bachelor's degree and two-three years of experience in academic advising, demonstrating proficient academic advising knowledge and skills. A master's degree and three years of academic advising experience is preferred.

- New Position
- Term PCN
- 12 month contract
- TKL737
- Katie Drake- Supervisor
- Position justification - This position is needed urgently in the new UAA Student Advising unit to provide program exploration guidance to non-degree, degree seeking, and aspiring degree seeking students. At this moment, academic advisors are program experts who know in depth details of a handful of programs and are not able to provide broad support to these students.. This position will offer streamlined services that benefit the workloads of UAA Student Advising, Degree Services, and Admissions.