

Academic Advisor Student Success Center

North Central State College is accepting resumes for a full-time Academic Advisor in the Student Success Center.

Essential duties/responsibilities include but are not limited to the following:

Advising/Coaching

- Utilize proactive advising and case management techniques to empower students to develop and accomplish their personal, academic, and career goals
- Utilize strengths-based/appreciative advising and coaching strategies to build relationships with students assigned to caseload and maintain contact throughout the term to discuss goal attainment, study techniques, financial aid process, campus resources, life management skills, etc.
- Provide direct services to all new, incoming, pre-program (where applicable) and/or program students related to academic planning, onboarding, orientation and registration
- Collaborate with other student service offices to ensure a successful onboarding process of new and returning students
- Create two term academic plans (at a minimum) in partnership with students during initial advising meetings utilizing College-approved curriculum guides, placement assessment results and/or HS GPA, and student planning software/platform
- Input data and maintain accurate records; document services provided and interactions with students (e.g. phone calls, emails, letters, text messages, direct contacts) using student information system and advising software
- Manage early alert interventions for respective caseload; meet with students, advise and provide support, make referrals (as necessary), develop action plans, conduct follow-up/outreach and close the reporting loop
- Participate in College Student Inventory (CSI) advising
- Provide personal, holistic, proactive and intentional/intrusive advising to students in the college's Directions Program
- Refer and direct students to appropriate resources in the College and community; aid in accessing services; and support students in developing solutions to overcoming barriers to persistence
- Serve as a liaison to and specialize in a specific academic division (as designated by the College)
- Gain expertise in the curriculum, requirements and specialized advising of students within a specific academic division (as designated by the College); attend academic division and departmental meetings to remain current on program offerings and other departmental information; and share knowledge with team members within the department
- Work in collaboration with an identified advisor within an assigned academic division in a team-based approach to support students throughout their academic journey
- Maintain confidentiality of student records and adhere to the College's interpretation of FERPA rules for the release of student information

Registration/Retention Management

- Achieve individual advisee caseload retention goals/metrics as established by the College
- Prioritize advising intensity needed and contact with advisees assigned to caseload based on results of predictive analytics, non-cognitive assessments, retention data and student success indicators
- Advise and monitor student progress and completion of key milestones for purposes of retention, persistence and success
- Monitor caseload for registration holds and provide appropriate guidance and support
- Conduct individual caseload outreach and interventions including: registration tracking with follow-ups and targeted communication (phone calls, text messages, email) campaigns regarding registration
- Maintain continuous and holistic support of students through a minimum number of advising contacts within the semester
- Perform other duties as assigned

Career Development

- Support students in establishing or refining career goals and identifying steps to attainment
- Monitor progress of each student on caseload and provide assistance in developing action plans to explore alternative career options and majors
- Assist in developing educational/career planning activities and workshops for students
- Collaborate with college's Career & Internship Services staff to promote use of career toolkit and other resources to help students explore and identify career pathways based on their strengths and interests
- Perform other duties as assigned

Department Support

- Assist Director with planning and implementation of student success and retention related activities
- Foster communication and facilitate the timely exchange of information between the department and a specified academic division (as designated by the College)
- Compile and report data pertaining to student success indicators and statistics designed to measure departmental progress
- Contribute towards the department's support and active demonstration of the College's values, mission and vision; and commitment to diversity, equity and inclusion
- Perform other duties as assigned

Required Qualifications:

- **Education:** Bachelor's degree in education, student development, student services or higher education leadership (Bachelor's degree in a Health Science related field preferred). A master's degree in education or program area of assigned academic division (preferred Health Science), student development, student services, or higher education and student affairs preferred.
- **Experience:** A minimum of two (2) years' experience or training in a program area within a specified academic division (preferred Health Sciences), student affairs, career advising/coaching or academic advising preferred.

Please express your interest in this position by submitting a letter of application and resume to:

www.ncstatecollege.edu, Click on *Jobs* then jobs@ncstatecollege.edu

or send to

NORTH CENTRAL STATE COLLEGE

Attention: Human Resources

2441 Kenwood Circle, Mansfield, OH 44906

Resumes will be reviewed beginning 3/31/22 and until filled

North Central State College is an Equal Employment Opportunity institution. We value campus diversity and demonstrate this in campus initiatives. We particularly encourage members of historically under-represented groups to apply.