

Academic Advisor, 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.
- Employ case management strategies that include summary notes, type of contact, and outcomes from student interactions; maintain detailed documentation using student information system and advising software
- Provide direct services to all new, incoming, pre-program (where applicable) and prospective students related to academic planning, onboarding, orientation and registration
- Collaborate with other student service offices to ensure a successful onboarding process of new 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
- Manage early alert interventions for respective caseload; meet with students, advise and provide support, make referrals (as necessary), conduct follow-up/outreach and close the reporting loop
- Conduct College Student Inventory (CSI) advising
- Provide personal, holistic, proactive and intentional/intrusive advising to students in the Directions Program
- Maintain continuous and holistic support of students through a minimum number of advising contacts with each advisee as established by the College; Implement communication plans to decrease "summer melt" of new, incoming fall term students
- Provide academic advising/coaching for students on academic probation; Support students through SAP appeals processes to continue Financial Aid
- 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 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
- Teach students to select and sequence coursework and to effectively use the tools and resources necessary for successful program/major clarification, degree or certificate completion, and college or university transfer
- Advise students about alternatives, limitations, and possible consequences/outcomes of academic decisions
- Work in collaboration with an identified advisor within an assigned academic division in a team-based approach to support students throughout their academic journey
- Promote student engagement and sense of belonging through campus involvement
- Submit potential course substitutions, with accompanying rationale, to the Registrar and appropriate Division Dean for review and approval
- Maintain confidentiality of student records and adhere to the College's interpretation of FERPA rules for the release of student information
- Assist in the development, preparation, and updating of advising and coaching materials
- Perform other duties as assigned

Career Development

- Assist Director with planning and implementation of student success and retention related activities
- Support students in establishing or refining career goals and identifying steps to attainment
- Monitor progress of each student on caseload and aid 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

Registration/Retention Management

- Achieve individual advisee caseload retention goals/metrics as established by the College
- Advise and monitor student progress and completion of key milestones for purposes of persistence and retention

- Complete program evaluations utilizing the student information system to ensure advisee's proper course selection and registration of courses required for degree
- Monitor caseload for registration holds and provide proactive 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
- Perform other duties as assigned

Department Support

- Coordinate student and department outreach activities (such as Advising month and "Registration Ready" campaigns)
- Assist Director in maximizing chatbot platform features; Manage chatbot activity and utilization
- Monitor Directions program; Assist Director in designing focused interventions and program implementation
- Develop and present engaging virtual and in-person New Student Orientation sessions and activities
- Foster communication and facilitate the timely exchange of information between the department and a specified academic division (as designated by the College)
- Function as a member of an advising/student success team to ensure the proper workflow and outcomes of the department; Collaborate with academic affairs and colleagues to advance quality advising and student support
- Attend department, academic division, and College-wide meetings; Participate on committees, as designated by Director
- Engage in ongoing professional development and training to maintain up-to-date knowledge of advising concepts, holistic student support practices, college policies/procedures, technologies, and student success needs at the college and in higher education
- Make presentations to various groups, as needed
- Compile and report data pertaining to student success indicators and statistics
- Contribute towards the department's support and active demonstration of the College's values, mission and vision; and commitment to diversity, equity and inclusion
- Contribute towards department's culture of caring and campus-wide sense of belonging for students
- Perform other duties as assigned.

Qualifications:

Education: Bachelor's degree in Education, Student Development, Social Work, Human Services, Psychology, Higher Education or related field from a regionally accredited college or university (Bachelor's degree in a Liberal Arts related field preferred). A master's degree in Education, Student Development, Social Work or program area of assigned academic division (preferred Liberal Arts), Psychology, higher education and student affairs preferred.

Experience: Experience or training in a program area of specified academic division (preferred Liberal Arts), career counseling, academic advising and/or academic coaching in higher education preferred.

**Review of Resumes to begin 2/1/24
and until filled
(Posted 1/18/24)**

North Central State College is a great place to work. We offer:

- Working hours to enhance your life:
From August through early May, we work 9-hour days, Monday through Thursday and 4-hours from home on Friday mornings.
From early May until the end of July, we work four 10-hour days, and get Fridays off.
- Choose between the School Employees Retirement System (SERS) and Alternative Retirement Plan (the College will match your contribution dollar for dollar).
- Free NC State tuition for you and your immediate family members.
- Advance your degree outside of the College with our Tuition Reimbursement program.
- Comprehensive health insurance plans are available for individuals and families that include medical, dental and vision benefits. Employee contributions, deductibles and annual out-of-pocket costs are low.
- Paid time off for vacation and personal time, paid holidays (12), and sick days.
- Employer paid life insurance and long-term disability insurance.
- And much more.



North Central State College

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

www.ncstatecollege.edu/jobs

or send to:

NORTH CENTRAL STATE COLLEGE
Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906