# Academic Success Coordinator

**Job Number:** 41337

**Campus/Location:** West

**Department Name:** Mary Lou Fulton Teachers College

**Grant Funding:** This is not a grant funded position and is not contingent on future grant funding.

**Close Date:** May 04, 2018

## Job Description

ASU’s Mary Lou Fulton Teachers College is seeking a qualified individual for the role of Academic Success Coordinator for online Master’s degree programs. Under general supervision, the Academic Success Coordinator will provide supervision to Academic Success Specialists and academic advising support to online graduate students. The Academic Success Coordinator will serve as a key contributor to increasing student retention and graduation through planning, organizing and coordinating academic advising activities with the purpose of promoting academic standards and student success. This position is primarily located at West campus; however, travel to other ASU campuses is required periodically.

## Essential Duties

- Supervises Academic Success Specialists and leads staff in the provision of academic advising, retention, and/or academic program functions to ensure needs of students are met for successful completion of program of study
- Provides academic advising and/or interacts with students in support of academic success regularly, but no less than 30% of time
- Provides 1:1 as well as group academic advising, recruitment/retention, and academic success support functions to students to ensure ongoing successful progress to completion of degree program
- Monitors student academic progress and program effectiveness through a variety of reporting tools; works closely and collaboratively with students, faculty, and staff to ensure academic success
- Works closely and collaboratively with manager, chair, or director and university administrators to implement policies and practices in support of college, department, and university goals
- Coordinates academic success program development and implementation
- Assists in development of academic advising policy
- Acts as college/department liaison to current and prospective students, faculty, staff, and external groups on issues related to academic success
- Responds to student questions and concerns; works with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion
- Works collaboratively and collegially with academic units and services throughout the university to facilitate comprehensive student support
- Utilizes a variety of university data and programmatic direction to promote

## Minimum Qualifications

Master’s degree AND one year previous experience in one or more of the following: advising, student recruitment/retention or related student services utilizing a proactive and innovative approach which results in demonstrated outcomes in retention, graduation, and academic planning; OR, Any equivalent
A combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

**Desired Qualifications**

- Evidence of a Master’s degree in counseling, higher education, or closely related field from a regionally-accredited college or university
- Demonstrated knowledge of principles, practices, procedures and methods of evidence-based academic advising strategies
- Experience working with online graduate students
- Demonstrated knowledge of the principles, practices, methods and techniques of supervision
- Experience with leadership behaviors and abilities
- Experience in coordinating and prioritizing work and activities of self and others
- Experience in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes
- Experience in establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties
- Experience in working effectively in an environment subject to quickly changing priorities
- Experience in rapidly adapt and effectively utilize new technology, practices, policies and methods
- Demonstrated knowledge of ASU academic structure and organization
- Demonstrated knowledge of academic programs, colleges, and departments university-wide
- Demonstrated knowledge of the principles and methods of program management
- Demonstrated student service orientation
- Evidence of effective communication both written and verbally
- Experience in interpreting student needs and determine when referral to other University resources is appropriate
- Experience in demonstrating sensitivity to needs of a diverse student population
- Experience in designing presentation materials and giving oral presentations in group settings.
- Experience in using internet-based research tools and Microsoft Office computer applications.

**Working Environment**

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse.
- Required to stand for varying lengths of time and travel moderate distances to perform work
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer technology peripherals
- This position receives regular review of objectives

**Department Statement**

Arizona State University’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as
a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 1,500 educators annually through bachelor’s, master’s and doctoral degree programs.

Working with a mindset of creative intrapreneurship to bring positive change within organizations, Mary Lou Fulton Teachers College brings people and ideas together to improve student outcomes. We seek to develop a renewable resourcefulness in individual educators, in schools, in school districts and in communities.

In line with the charter and design principles of Arizona State University, Mary Lou Fulton Teachers College asserts the following four core values:

- Pursue excellence at scale to achieve impact
- Exercise leadership through innovation
- Champion diversity of people and ideas
- Share responsibility for the strength of communities

| ASU Statement | Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law. |

| Instructions to Apply | Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position. |

| Instruction for ASU Online Employment Applications | Go to the ASU Human Resources site: [https://cfo.asu.edu/hr-applicant](https://cfo.asu.edu/hr-applicant) and scroll down to Jobs at ASU. |
- Select **External Staff Job Opportunities** if you're not currently an ASU employee (you must create an account or enter existing account information).
- Select **Internal Staff Job Opportunities** if you're a current ASU employee.
- Enter **Requisition ID 41337BR** in the Search box.
- Click the red job title to view the entire job description.
- To apply, select the check box to the left of the job title and click on **Apply to job(s)** at the bottom of the screen.
- Click **Let's get started** to begin the application process.