# Academic Success Specialist

**Job Number:** 45920

<table>
<thead>
<tr>
<th>Campus/Location</th>
<th>Polytechnic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department Name</strong></td>
<td>Mary Lou Fulton Teachers College</td>
</tr>
<tr>
<td><strong>Grant Funding</strong></td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
</tr>
<tr>
<td><strong>Close Date</strong></td>
<td>October 10, 2018</td>
</tr>
</tbody>
</table>

**Job Description**

The Mary Lou Fulton Teachers College seeks an Academic Success Specialist who plans, organizes and coordinates academic advising activities with the purpose of promoting academic standards and student success in meeting these standards to ensure retention of students in the university.

**Essential Duties**

- Advise education majors in online programs (BAS Early Childhood Studies and BAE Educational Studies)
- Communicate with students primarily through email, phone, and video conferencing software (Zoom, AdobeConnect, etc.)
- Provide guidance as applicable teacher pipeline pathways
- Assist students in the decision-making process and course scheduling experience
- Evaluate coursework
- Provide strategic enrollment planning and forecasting
- Provide documentation of student interest, feedback and experience
- Provide training to units and teams in relation to the online programs
- Maintain relationships, provide updates, and provide a consistent presence in students' academic advising experience
- Provide partnership, involvement and/or participation in the planning of: Welcome Event, Academic Advising updates and training sessions
- Provide day-to-day academic advising office referrals, student meetings and new student experience when applicable
- Work closely and collaboratively with manager, chair, or director and university administrators to implement policies and practices in support of college, department and university goals
- Review employment/volunteer verification forms for compliance with program requirements
- Assists in development of academic advising policy
- Monitor student academic progress and program effectiveness through a variety of reporting tools including eAdvisor
- Work closely and collaboratively with students, faculty and staff to ensure academic success and timely progress toward completion of degree
- Respond to student questions and concerns; work with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion
- Utilize a variety of university data and programmatic direction to promote student academic success
| Minimum Qualifications | Bachelor’s degree AND two (2) years 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 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 Student Affairs, Education, Counseling or closely related field  
• At least 1 year previous experience in advising, teaching in the college/university environment, recruitment, or student services.  
• Demonstrated knowledge of principles, practices, procedures and methods of evidence-based academic advising strategies  
• Demonstrated knowledge of ASU academic structure and organization  
• Experience in student service orientation  
• Experience in using leadership behaviors and abilities  
• Experience in adapting and effectively utilizing new technology, practices, policies and methods  
• 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  
• Evidence of effective communicate skills, 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 applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes  
• Experience in coordinating and prioritizing work and activities of self and others  
• Experience with PeopleSoft, DARS, and Dashboards  
• Experience using Salesforce and case management best practices  
• Experience in use of internet-based research tools and Microsoft Office computer applications, video conference software  
• Experience advising students in online degree programs |
| 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  
• Clearly communicate 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. |
<table>
<thead>
<tr>
<th>Instruction for ASU Online Employment Applications</th>
<th>Only electronic applications are accepted for this position.</th>
</tr>
</thead>
</table>
| 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 45920BR** 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 |