# Academic Success Specialist

(Job Number: 49824BR)

<table>
<thead>
<tr>
<th>Campus Location</th>
<th>West</th>
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<tbody>
<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Grant Funded Position</td>
<td>This is not a grant funded position and is not contingent on future grant funding</td>
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<tr>
<td>Close Date</td>
<td>March 11, 2019</td>
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## Job Description

ASU's Mary Lou Fulton Teachers College is seeking a qualified individual to provide academic advising and related student services for online graduate students in Master's degree programs. Under general supervision, the Academic Success Specialist will serve as a key contributor to increasing student retention and graduation and supports online students in making timely progress toward a degree through a range of online academic counseling and support strategies. This position is primarily located at West campus, however, travel to the other ASU campuses is required.

## Essential Duties

- 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
- Provides guidance to students on course selection, registration, and satisfactory academic progress using iPOS, PeopleSoft, and Dashboard
- Assists with academic program development and implementation
- Monitors student academic progress through a variety of reporting tools; works closely and collaboratively with students, faculty, and staff to ensure academic success
- Acts as college/department liaison to current and prospective students, faculty, staff, and external groups on issues related to academic success
- Working under limited or minimal supervision, handles problems, provides guidance and advice to students
- Responds to student questions and concerns in a timely manner; works with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion
- Acts as primary liaison to connect students with academic and personal resources such as tutoring, financial aid, counseling and career services; provides follow up to ensure satisfaction with and effectiveness of services
- Works collaboratively and collegially with academic units and services throughout the university to facilitate comprehensive student support
- Maintains student files and records on computer based databases
- Utilizes a variety of university data and programmatic direction to promote student academic success
- Collaborates with Teachers College internal and external partners to promote education programs
- Interprets and explains college and university policies and procedures related to admission, advising, student success, and degree completion
- Prepares and presents at orientations for current students
- Other duties as assigned
Minimum Qualifications
Bachelor’s degree in a field appropriate to the area of assignment AND three (3) years of related experience; OR, Any equivalent combination of education and/or experience 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 students
- Experience working with graduate students
- Demonstrated knowledge of academic programs, colleges, and departments in a university setting
- Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records
- Experience in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes
- Experience in the use of internet-based research tools and Microsoft Office Suite computer applications, especially Excel
- 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 verbal and written communication skills
- Experience in interpreting student needs and determining when referral to other University resources is appropriate

Working Environment
Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; frequently required to stand for varying lengths of time and walk moderate distances to perform work. Occasional 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
<table>
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<tr>
<th>ASU Statement</th>
<th>Instructions to Apply</th>
<th>Instructions for ASU Online Employment Applications</th>
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| 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. | 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. | Go to the ASU Human Resources site: 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 49824BR** 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.  
  application process |