Academic Success Coordinator, PhD Programs  
(Job Number: 57043BR)

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<th>Campus Location</th>
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<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<td>Full-Time/Part-Time</td>
<td>Full-Time</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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<td>Close Date</td>
<td>December 2, 2019</td>
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| Job Description | The PhD Programs Academic Success coordinator implements curriculum support activities for the Mary Lou Fulton Teachers College doctoral programs, as part of the college’s delivery of multiple doctoral programs for several hundred students. Academic Success coordinator 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.

We seek a high-performing, approachable, positive, service-oriented individual to provide one on one as well as group academic advising for PhD students, assists program committees, dissertation chairs, and director of doctoral programs in advising and issues related to student services primarily in the Educational Policy and Evaluation PhD and Learning, Literacies, and Technologies PhD programs. The Academic Success coordinator will serve as a key contributor to increasing doctoral student retention and graduation and supports students and faculty in making timely progress toward a degree through a range of in-person and online academic counseling and support strategies. An ideal candidate will thrive working with full-time adult PhD students and providing advice to faculty and steering committees and the MLFTC Director of Doctoral Programs. A strong candidate will demonstrate a commitment to students’ success, advancing the professional development of students and faculty, and advancement of the doctoral program management and leadership team. The ideal candidate will demonstrate initiative and independent decision-making and judgment in both routine and non-routine situations. This position is full-time and reports to the Director for Doctoral Programs.

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<th>Essential Duties</th>
<th>Direct advising responsibilities:</th>
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<td>Provides 1:1 as well as group academic advising for PhD students, their researcher advisors, program committees, recruitment/retention, and academic success support functions to students to ensure ongoing successful progress to completion of degree program.</td>
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<td>Provide guidance to PhD students and faculty on course selection, registration, and satisfactory academic progress toward an education degree and teacher certification using iPOS, PeopleSoft, and Dashboard.</td>
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<td>Connects PhD students with academic and personal resources including, but not limited to tutoring, financial aid, internal and</td>
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external supports for travel and student research, counseling and career services; provides follow up to ensure satisfaction with and effectiveness of services.

- Maintains frequent communication with PhD students, faculty, program committees, and director of doctoral programs
- Assists with and records evaluations of students.
- Monitors student academic progress and program effectiveness through a variety of reporting tools
- Maintain student files and records on computer based databases.
- Utilizes a variety of university data and programmatic direction to promote student academic success.
- Coordinates academic success program development and implementation
- Assists in development of academic advising policy for PhD students

**Program development and oversight responsibilities:**

- Advises faculty on academic program development and implementation; attends essential program meetings.
- Monitors student academic progress through a variety of reporting tools; works closely and collaboratively with students, faculty, and staff to ensure academic success.
- As appropriate, leads and facilitates meetings related to academic success in collaboration with students, student organizations, programs, and college leadership.
- Is an essential support for program assessment in documenting students’ academic success and organizing information for faculty and college action.
- Assists with RA and TA matches.

**Liaison responsibilities on behalf of doctoral student and program success:**

- Acts as college/department liaison to current and prospective students, faculty, staff, and external groups on issues related to academic success.
- Prepare and present at orientations for current students and guides faculty in inboarding.
- Participates in student recruitment activities.
- Works collaboratively and collegially with academic units and advising services throughout the university to facilitate comprehensive student support.
- Collaborates with Teachers College internal and external partners to promote education programs. This includes working with the Office of Student Success on student success in general, the events coordination team for events and meetings related to doctoral programs, and the data strategies team for program assessment.

**Effective in independent work:**

- Working under limited or minimal supervision, handles and solves problems, provides guidance and advice to students.
**Responsibilities:***
- Responds to student questions and concerns in a timely manner and personable ways; works closely with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion.
- Interprets and explains college and university policies and procedures related to admission, advising, student success, and degree completion.

**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 combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

**Working Environment:**
- Activities are primarily performed in a regular climate-controlled office subject to extended periods of sitting, keyboarding, and manipulating a computer mouse;
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts
- Ability to clearly communicate to perform essential functions

**Desired Qualifications:**
- Experience with doctoral programs and PhD students.
- Demonstrated knowledge of principles, practices, procedures and methods of evidence-based academic advising strategies.
- Demonstrated knowledge of research universities' academic structure and organization, including common expectations of academic programs, colleges, and departments university-wide.
- Experience in work that requires thorough and complete attention to detail, follow multi-stepped processes, and maintain accurate records.
- 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 with enterprise-supported systems appropriate for student advising, including skills in effective use of email, teleconferencing, and customer relationship management (CRM) systems.
- Experience with social media appropriate to student advising.
- Experience in establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties.

**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 6,000 educators annually.

MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the quality of teaching and learning and the performance of education systems.
MLFTC mobilizes people through bachelor’s, master’s and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement.

MLFTC takes action by bringing people and ideas together to increase the innovation capabilities of individual educators, schools and organizations, districts and 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 80,000 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.

**Employment Verification**

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

**Background Check Statement**

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent up successful passing of the background check.

**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.
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<th>Instructions for ASU Online Employment Applications</th>
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<td>• Go to the ASU Human Resources site: <a href="https://cfo.asu.edu/hr-applicant">https://cfo.asu.edu/hr-applicant</a> and scroll down to apply for an ASU job.</td>
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<td>• For staff positions, click on <strong>External Staff</strong> or <strong>Internal Staff</strong> (for existing ASU employees) – if External, you must create an ASU account or enter existing account information).</td>
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<td>• From the ASU Welcome page which is the new Talent Gateway (gives applicants several online options for the recruiting process), click on <strong>SEARCH</strong> to locate positions of interest.</td>
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<td>• OR click on <strong>Advanced Search</strong>, to customize your search by campus, title keywords, etc.</td>
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<td>• From the Search Results page, scroll to positions of interest and click on the Job Title above Requisition ID <strong>57043BR</strong> to apply for this position.</td>
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<td>• From the Job Details page, review the posted job description and click the <strong>Apply to job</strong> button to begin the online application process.</td>
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<td>• Then, answer the questions to complete the ASU Kenexa online employment application (<strong>Note</strong> - you will be asked to submit your cover letter, resume and three personal references as part of the application process).</td>
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