Academic Success Specialist, Undergrad Online  
(Job Number: 62197BR)

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<tr>
<th>Campus Location</th>
<th>West</th>
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<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
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<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>Salary</td>
<td>$35,568 - $48,000 per year; DOE</td>
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<td>Close Date</td>
<td>August 27, 2020</td>
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**Job Description**
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
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<th>Minimum Qualifications</th>
<th>Bachelor’s degree in a related field and one (1) year or more of the following: advising, student recruitment/retention or related student services utilizing a proactive and Academic Success Advisor. 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.</th>
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| Desired Qualifications | • Evidence of a Master’s degree in Student Affairs, Education, Counseling or closely related field  
• At least one(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.
- Although primarily located at the West Campus, occasional travel to other ASU campuses is expected

| Department Statement | ASU’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 6,600 educators annually. MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy. 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 capabilities of individual educators and the performance of education systems. |

| 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. 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. Notice of Availability of the ASU Annual Security and Fire Safety Report In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU’s Annual Security and Fire Safety Report is available online at https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf. You may request a
hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/relocation-services](https://cfo.asu.edu/relocation-services).

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<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<td>Background Check Statement</td>
<td>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 upon successful passing of the background check.</td>
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<td>Instructions to Apply</td>
<td>Application deadline is 3:00PM Arizona time on the date indicated.</td>
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<td>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.</td>
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<td>Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.</td>
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<td>ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.</td>
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<td>Only electronic applications are accepted for this position. <a href="https://cfo.asu.edu/applicant">https://cfo.asu.edu/applicant</a></td>
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