

Academic Success Specialist, Graduate Online (Job Number: 67409BR)

Campus Location	West
Full-Time/Part-Time	Full-Time
Grant Funded Position	This is not a grant-funded position and is not contingent on future grant funding.
Salary	Depends on experience
Close Date	May 10, 2021
Job Description	<p>ASU's Mary Lou Fulton Teachers College is seeking a qualified, collaborative, and student-centered individual to provide academic advising and related student services as a part of an academic advising team for online graduate students in Master's degree programs. The Office of Student Services, Graduate Student Services is responsible for providing exemplary academic advising and support to students in our master's degree and graduate certificate programs. Our team advising model focuses on personalized engagement to deliver exceptional service and support for every learner we serve. 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.</p> <p>This position is primarily located at West campus, however, travel to the other ASU campuses is required.</p>
Essential Duties	<ul style="list-style-type: none"> • 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 Salesforce. • 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. • Working under limited or minimal supervision, coordinates with other members of the assigned advising team to handle problems, provide 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. • Functions as a member of an academic advising team that serves as primary liaison to connect students with academic 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 assigned advising team and with other 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.

	<ul style="list-style-type: none"> • 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 new students.
Minimum Qualifications	Bachelor's degree AND one (1) year or more 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	<ul style="list-style-type: none"> • Evidence of a Master's degree in counseling, higher education, or closely related field from a regionally-accredited college or university • Experience working with online graduate students • Skill in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes. • Ability to work effectively in an environment subject to quickly changing priorities • Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records • Knowledge of principles, practices, procedures and methods of evidence-based academic advising strategies. • Demonstrated student service orientation. • Ability to rapidly adapt and effectively utilize new technology, practices, policies and methods. • Ability to establish and maintain effective working relationships with peers, faculty, students, administration and other interested parties. • Ability to effectively communicate both written and verbally. • Ability to demonstrate sensitivity to needs of a diverse student population.
Working Environment	<ul style="list-style-type: none"> • 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.
Department Statement	<p>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.</p> <p>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.</p> <p>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.</p> <p>MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.</p>

	<p>MLFTC values our cultural and intellectual diversity and continually strives to foster a welcoming and inclusive environment. We are especially interested in applicants who can strengthen the diversity of the academic community.</p>
<p>ASU Statement</p>	<p>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.</p> <p>ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree</p> <p>AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.</p> <p>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.</p> <p><u>Notice of Availability of the ASU Annual Security and Fire Safety Report</u> 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.</p> <p>Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/relocation-services.</p>
<p>Employment Verification</p>	<p>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</p>
<p>Fingerprint Check Statement</p>	<p>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.</p>
<p>Instructions to Apply</p>	<p>Application deadline is 3:00PM Arizona time on the date indicated.</p> <p>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.</p> <p>Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.</p> <p>Only electronic applications are accepted for this position. https://cfo.asu.edu/applicant</p>