

Senior Academic Success Coordinator (Job Number: 72967BR)

Campus Location	Tempe
Department Name	Mary Lou Fulton Teachers College
Full-Time/Part-Time	Full-Time
Scope of Search	Open
Grant Funded Position	This is not a grant funded position and is not contingent on future grant funding.
Salary	Depends on Experience
Closing Date	November 9, 2021
Job Description	<p>ASU's Mary Lou Fulton Teachers College Office of Student Services is seeking an innovative, forward thinking, and student-centered individual for the role of Senior Academic Success Coordinator for online Master's degree programs. The This department 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. The Senior Academic Success Coordinator is responsible for providing leadership to academic success specialists and academic advising support to online graduate students. The Senior Academic Success Coordinator will serve as a key contributor to increasing student retention and graduation through planning, organizing and coordinating academic advising activities with the purpose of promoting academic standards and student success.</p> <p>This position is based at the Tempe campus, with required occasional travel to the West campus. Travel to other campuses may be required as well.</p>
Minimum Qualifications	Master's degree in related field and three (3) years or more of advising or related student services experience, one of which should be in the field of academic advising; 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"> • At least one year of experience in supervision or leadership is strongly preferred. • Demonstrated experience and working in team-based environments, and the ability to apply the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes. • Demonstrated skill in developing, promoting, and maintaining advising practices, policies, and procedures that emphasize equity and are inclusive of a diverse student population. Able to regularly monitor assessment as well as build, assess, and evaluate advising efficacy utilizing data and via technology. • Demonstrated ability to establish and maintain effective working relationships with peers, faculty, students, administration and other interested parties. • Demonstrated ability to work effectively in an environment subject to quickly changing priorities, and adapt to utilize new technology, practices, policies and methods.

	<ul style="list-style-type: none"> • Demonstrated ability to support a positive organizational culture through motivation, engagement, and by creating a shared sense of accountability and vision. • Demonstrated ability to effectively communicate both written and verbally with a wide variety of university constituents, including students, staff, faculty, and college/university administrators.
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; required to stand for varying lengths of time and walk moderate distances to perform work. • 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. • 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. • Ability to clearly communicate verbally, read, write, see and hear to perform essential functions. • Consistent direction and feedback are provided to ensure stated goals and objectives are being achieved/met.
Essential Duties	<ul style="list-style-type: none"> • Supervises Academic Success Specialists and leads staff in the provision of academic advising, retention, and/or academic program functions to ensure needs of students are met for successful completion of program of study. Includes hiring, training, mentoring and/or managing performance for direct and/or indirect reports. • Collaborates with other MLFTC academic advising leaders in the supervision and support of academic success specialists, including the mentoring, guiding, and development of academic advising teams. • 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. • Navigates complex environments with evolving priorities and communication plans, establishes and maintains effective professional working relationships. • Resolves complex issues and takes the lead on projects built around student support. • Acts as college/department liaison to internal and external constituents on issues related to academic success. • Responds to student questions and concerns; works with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion. • Possesses a clear understanding of the unit goals of the college and/or departmental processes and expectations. Drives unit initiatives with holistic understanding of the unit goals. • Coordinates a program, portion of a large program, a group of activities and functions, or a project within a department or college directed to the retention and success of the student population. This may include conducting or completing assessment, evaluation, timelines, goals, and budget of the program. • As required, represent college/department as a primary contact at college or university-level meetings, collaborate on cross-unit teams or projects, and act as course instructor/resource for faculty. • Other duties as assigned.

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 7,600 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 is committed to ensuring that the fundamental commitment to advancing system equity, inclusion, and justice is enacted in our curricula, programming, and relationships. Our ultimate goal is to help us imagine possibilities for creating sustainable cultures in our college and with our global communes that is reflective of a deep commitment to inclusion, systemic equity, and justice.</p>
ASU Statement	<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>
Employment Verification	<p>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</p>

Fingerprint Check Statement	This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.
Instructions to Apply	<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. 72967BR</p>