

Academic Success Coordinator, Undergraduate Services (Req # - 100507BR)

Campus	West Valley
Full-Time/Part-Time	Full-Time
Salary	\$46,360 - \$58,000 per year; DOE
Close Date	April 26, 2024
Job Description	<p>ASU's Mary Lou Fulton Teachers College (MLFTC) is seeking an innovative, forward thinking, and student-centered individual for the role of Academic Success Coordinator. The Office of Academic and Career Success, Undergraduate Services is responsible for providing exemplary academic advising and support to students in our undergraduate non-certification education programs, primarily to online students. Our unique team-based advising model focuses on personalized engagement to deliver exceptional service and support for every learner we serve. The team-based advising model also contributes to creating a dynamic and positive environment for team members, where collaboration and support are hallmarks of the staff experience. The Academic Success Coordinator will serve as a key contributor to increasing student retention and graduation, and supports students in making timely progress toward a degree through a range of academic counseling and support strategies.</p> <p>This position is primarily located at West Valley, however, travel to the other ASU campuses is required on occasion.</p>
Minimum Qualifications	<p>Master's degree in a related field and two (2) years or more of the following: advising or related student services utilizing a proactive and innovative approach which results in demonstrated outcomes in Academic Success Advising Coordinator retention, graduation, and academic planning; Or, any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.</p>
Work 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
Essential Duties	<ul style="list-style-type: none"> • Manages workflow for an advising team, including the equitable distribution of tasks amongst advisors and collaboration with support roles • Assists with the development and deployment of specific advising practice such as new student readiness, connection with career/job placement in support of degree and/or certification attainment, or other specialized advising functions • Assists advisors with complex or nuanced situations, shares best practices, and proposes solutions • Working under limited or minimal supervision, coordinates with other members of the assigned advising team to handle problems, provide guidance and advice to students

	<ul style="list-style-type: none"> • Identifies opportunities to improve advising practices and collaborates with members of the assigned advising team to develop and implement new resources, tools, or other solutions • Mentors members of the advising team in matters related to MLFTC context and culture. Assists with the training and onboarding of new staff • Partners with university and MLFTC departments, faculty, and staff • Provides 1:1 as well as group academic advising, retention, and academic success support functions to students to ensure ongoing successful progress to completion of degree program while working in a team based advising model • Provides guidance to students on course selection, registration, and satisfactory academic progress using DARS, 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 • Assists with course scheduling • 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 a 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 identify trends and promote student academic success • Collaborates with MLFTC 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. • Present and engage with students and families at various events, including New Student Orientation
<p>Desired Qualifications</p>	<ul style="list-style-type: none"> • Evidence of a Master’s degree in counseling, higher education, or related field from a regionally-accredited college or university • One (1) or more years of experience advising undergraduate students • Demonstrated knowledge of MLFTC Office of Academic and Career Success mission, vision, core values, and staff expectations • Experience in adapting to an environment subject to quickly changing priorities • Experience in providing thorough and complete attention to detail, following multi-step processes, and maintaining accurate records • Experience in providing thorough and complete attention to detail, following multi-step processes, and maintaining accurate records

	<ul style="list-style-type: none"> • Demonstrated 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 • Experience in establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties • Evidence of effective communication • Ability to demonstrate sensitivity to needs of a diverse student population
<p>Department Statement</p>	<p>ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 8,000 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.</p> <p>Aligned with ASU’s charter, MLFTC is committed to advancing inclusive excellence in our curricula, programming and institutional relationships. The college’s core value of Principled Innovation connects individual decision making to the pursuit of inclusive excellence.</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></p> <p>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 100507BR</p>