ACS: Mary Lou Fulton Teachers College Office of Academic and Career Success is seeking an innovative, forward thinking, and student-centered individual for the role of Academic Success Coordinator supporting students enrolled in MLFTC PhD programs.

The Office of Academic and Career Success, Graduate Student Services is responsible for providing exemplary academic advising and support to students in our doctoral, master’s degree, and graduate certificate programs. Our unique team-based advising model leverages distributed expertise, and 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.

Learners in the PhD programs are generally full-time, immersion learners from both domestic and international locations. The diverse student body and duration of the programs of study provide a unique opportunity to build deep and lasting relationships with every learner.

Essential Duties
- Provides 1:1 as well as group academic advising, retention, and academic success support functions to MLFTC doctoral students to ensure ongoing successful progress to degree completion. Responds to student inquiries and concerns in a timely manner.
- Manages the tracking and monitoring of critical doctoral program milestones, such as coursework, proposal defense, comprehensive exams, internships, teaching and research assistantships, committee member selection, dissertation defense and formatting requirements; manages annual student success review; conducts exit interviews. Maintains student files and records on computer—based databases.
- Utilizes a variety of programmatic and university reporting tools to understand and evaluate the efficacy of advising practice for assigned student population; builds and executes programming to support meeting of student success outcomes.
- Works independently with limited or minimal supervision; skilled at discerning how to effectively and appropriately disseminate information to others, exercising professionalism and discretion, to support positive student outcomes.
- Interprets and explains program, college, and university policies and procedures related to advising, student success, and degree completion to students and faculty. Liaises with staff and faculty, as necessary, on complex
situations influenced by multiple policies; communicates effectively with all stakeholders.

- Builds strong relationships by working collaboratively and collegially with assigned teammates, faculty and other academic units and services to facilitate comprehensive student support. Facilitates, attends, and participates in meetings as necessary.

**Minimum Qualifications**

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.

**Desired Qualifications**

- At least two (2) years of post-secondary academic advising or related student services experience supporting a graduate student population
- Demonstrated experience in working in team-based environments, and the ability to apply the principles, techniques, and methods of teamwork, compromise, and collaboration to produce desired outcomes
- Experience 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
- Experience in working effectively in an environment subject to quickly changing priorities, and adapt to utilize new technology, practices, policies and methods
- Experience in supporting a positive organizational culture through motivation, engagement, and by creating a shared sense of accountability and vision
- Evidence of effective communication skills with a wide variety of university constituents, including students, staff, faculty, and college/university administrators
- Demonstrated knowledge with software used to monitor student progress and maintain student files and record

**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 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.
- Evidence of effective communication to perform essential functions.
- Consistent direction and feedback is provided to ensure stated goals and objectives are being achieved/met.

**Department Statement**

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 7,600 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.

Aligned with ASU’s commitment to justice, equity, diversity and inclusion, MLFTC is committed to advancing systemic equity in our curricula, programming and institutional relationships. The college’s core value of Principled Innovation connects individual decision making to the pursuit of systemic equity.

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 https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco

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/az-resources.

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

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
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. #94067BR