Academic Success Advisor, Graduate Services  
(Job Number: 99321BR)

<table>
<thead>
<tr>
<th>Campus Location</th>
<th>Tempe</th>
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<tbody>
<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
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<tr>
<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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<tr>
<td>Salary</td>
<td>$42,050 - $50,000 per year; DOE</td>
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<td>Close Date</td>
<td>March 18, 2024</td>
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**Job Description**

Due to continued growth in new student enrollment and internal promotions, ASU's Mary Lou Fulton Teachers College is seeking several qualified, collaborative, and student-centered individuals to join our team as Academic Success Advisors. This role provides academic advising and related student services as a part of an academic advising team for campus immersion and online graduate students in Master's, Doctoral, and graduate certificate programs. The Office of Academic and Career Success, Graduate Services is responsible for providing exemplary academic advising and support to 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. Under general supervision, the Academic Success Advisor will serve as a key contributor to increasing student retention and graduation as well as supporting students in making timely progress toward a degree through a range of academic counseling and support strategies.

Positions can be based at either the Tempe or West Valley campus, with required occasional travel to the campus other than the assigned campus. Campus assignment will be confirmed in collaboration with the candidate hired at the time of the employment offer. Travel to other campuses may be required as well.

**Essential Duties**

- 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.
- 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.
- Collaborates with Teachers College internal and external partners to promote education programs.
- Assists with academic program development and implementation.
- 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**

- 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.
- Experience in applying the principles, techniques and methods of teamwork, compromise, and collaboration to produce desired outcomes.
- Experience in working 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.
- Demonstrated knowledge of principles, practices, procedures, and methods of evidence-based academic advising strategies.
- Experience in student service orientation.
- Experience in rapidly 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.
- Evidence of effective communication skills.
- Experience in demonstrating sensitivity to needs of a diverse student population

**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.
- 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.

**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 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.

Aligned with ASU’s charter, MLFTC is committed to inclusion and student
success. The college’s core value of Principled Innovation connects individual
decision making with the social, cultural, emotional and educational needs of others
while creating positive change for humanity.

**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](http://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
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).

**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.

Only electronic applications are accepted for this position.
https://cfo.asu.edu/applicant #99321BR