

Senior Academic Success Advisor, Graduate Services (Job Requisition ID: JR100450)

Department Statement	<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>
Time Type	Full-Time
Max Pay	\$53,000 per year
Job Description	<p>Salary Range: \$44,153 - \$53,000 per year; DOE</p> <p>ASU's Mary Lou Fulton Teachers College is seeking a qualified, collaborative, and student-centered individual for the role of Senior Academic Success Advisor. The Office of Academic and Career Success, Graduate Services is responsible for providing exemplary academic advising and support to students in our master’s degree and graduate certificate programs. 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 Senior Academic Success Advisor 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>Mary Lou Fulton Teachers College operates on both the Tempe and West Valley campuses. Campus assignment will be confirmed at time of employment based on the needs of the department and the candidate. Occasional travel to the alternate campus will be required.</p>
Essential Duties	<ul style="list-style-type: none"> • Assists with coordinating workflow for an advising team, including the equitable distribution of tasks amongst advisors and collaboration with support roles.

	<ul style="list-style-type: none"> • 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. • 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 newer members of the advising team in matters related to MLFTC context and culture. • Assists with the training and onboarding of new staff. • 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. • 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 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. • Prepares and presents at orientations for new students.
<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 graduate students in the Mary Lou Fulton Teachers College strongly preferred. • Demonstrated understanding of MLFTC Office of Student Services mission, vision, core values, and staff expectations. • Skill in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes.

	<ul style="list-style-type: none"> • 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	<p>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.</p> <p>Occasional bending, reaching, lifting, pushing and pulling up to 25 pounds.</p>
Minimum Qualifications	Bachelors degree in related field and three (3) years or more of advising or related student services experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
Location	Campus: West Valley
Funding	This is a not grant-funded position and is not contingent on future grant funding.
Posting End Date	January 21, 2025
Instructions to Apply	<p><i>Current Employees and Students should apply directly within Workday using the Jobs Hub. Use this link and log in using SSO:</i></p> <p>To be considered, your application must include all of the following attachments:</p> <ul style="list-style-type: none"> • Cover letter • Resume/CV <p>Note: Multiple documents can be submitted into the attachment box. Alternatively, merge all documents into one PDF for submission.</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. Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position. NOTE: GA and Intern positions are counted as .5 for job experience (ie. 1 year equals 6 months experience equivalency). Only electronic applications are accepted for this position.</p> <p>Need help finding the right job? We can recommend jobs specifically for you! Create a custom Job Alert by selecting criteria that suit your career interests.</p> <p>Apply before <u>midnight Arizona time</u> on the <u>day before the 'End Date'</u> shown on the top right of this job posting.</p>
ASU Statement	<p>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,</p>

	<p>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 100,000 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 https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco</p> <p>Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.</p> <p>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.</p> <p>Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/az-resources.</p>
Employment Verification	ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.
Background Check Statement	ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.
Fingerprint Check Statement	Fingerprints are not required for this position.