

This job description is a general statement of the major duties and responsibilities of this position. It contains the facts necessary to describe and clarify the position. More specific additional job-related duties may be assigned to this position at different locations in the College.

**TITLE:** **Student Success Advisor**

**CLASSIFICATION:** Professional (P-8, unit, exempt)

**REPORTS TO:** Manager of Student Success

**SUPERVISION GIVEN:** None

**POSITION SUMMARY:**

Provides comprehensive and proactive advising, educational guidance, career and transfer planning services and assistance for students from entry to completion. Such activities include, but are not limited to, engaging students in academic planning, interpreting assessments, clarifying their career and transfer goals, and providing them with referrals to resources to serve them holistically.

**PRIMARY DUTIES PERFORMED:**

- Adopts STLCC's Student Success Advising Framework, from entry to completion, in carrying out appropriate services, resources and intervention strategies to students.
- Identifies and delivers strategies for assigned students to enhance their experience and contribute to improved retention, persistence, and graduation rates for students.
- Understands and stays abreast of institutional and national data in regard to a student success advisor's role in student success at the college.
- Assists student in clarifying their transfer plans (when applicable) and in determining the courses of action to transfer.
- Educates students on the enrollment process, interpretation of assessment test scores, standards of academic progress, and utilization of technology tools.
- Assists in the new student orientation process.
- Educates students on their academic standing and provides advice on building a plan towards good academic standing.
- Interprets career assessments to assist students with career exploration and education planning.
- Refers and accepts referrals of students for services as needed.
- Reviews degree evaluations, transfer credits, college placement test results and other available information to assist students in creating an education plan that fulfills their selected program's requirements.
- Understands and stays abreast of changing institutional policies and college operating procedures including admissions requirements, new programs, course changes, deadlines, important dates, costs, expanding facilities, updates in college-wide initiatives, transfer requirements, and state and federal mandates.
- Adopts the appreciative advising approach to optimize interactions and work with students.
- Assists students in the development of an educational plan including clarifying educational and career goals, choosing a program of study and assisting the student through this decision-making process.
- Develops and updates academic advising skills and knowledge through involvement in both internal and external professional development and training opportunities.

- Establishes and maintains connection with students. Provides proactive advising and case management for students identified on caseload.
- Plans and conducts successful advising interactions. Accurately disseminates information in a clear and concise manner, maintains detailed and accurate records, and provides appropriate referrals based on the individual needs of the student.
- Provides students with strategies related to academic progress and work/life/study balance.
- Provides various modes of advising delivery (e.g., group advising, online advising, one-on-one advising, etc.) in response to student needs, enrollment trends and changing campus environments.
- Processes and/or assists in the workflows associated with substitution/waiver requests, add/drop/withdrawal, graduation and change of major.
- Provides comprehensive academic, career and transfer planning services for students from entry to completion.
- Conducts group and/or classroom presentations for academic, career and transfer planning.
- May participate with senior advisors on projects and tasks.
- Maintains an effective informational and collaborative relationship with other college and academic departments.
- Verifies applicable courses as they relate to federal financial aid funding and/or veteran's benefits.
- Performs other job-related duties as assigned

## JOB SPECIFICATIONS:

### (1) KNOWLEDGE, SKILLS & ABILITIES:

- Understanding of the history and role of academic advising in higher education.
- Understanding of NACADA's Core Values of Academic Advising.
- Understanding of the expected outcomes of Academic Advising.
- Ability to collaborate and be effective working with diverse populations.
- Knowledge of institution specific history, mission, vision, values and culture.
- Knowledge of campus and community resources that support student success.
- Knowledge of curriculum, degree programs, and other academic requirements and options.
- Knowledge of board policy and administrative procedure.
- Knowledge of transfer institutions concerning transfer admission requirements, programs offered, and course transferability.
- Ability to articulate a personal philosophy of academic advising.
- Ability to exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Ability to utilize essential advising materials, resources, tools, and technology.
- Ability to analyze course prerequisites, transcripts, records, certification, and/or curriculum/graduation requirements.
- Ability to create rapport and build academic advising relationships.
- Ability to anticipate, investigate, and analyze problems and address them proactively.
- Ability to facilitate problem solving, decision making, meaning-making, and goal setting.
- Ability to establish and maintain effective working relationships with faculty, staff, students and the public.

- Ability to plan and conduct successful advising interactions and promote student understanding of the logic and purpose of the curriculum.
- Ability to communicate effectively with students one-on-one, in a group setting and virtually.
- Ability to communicate effectively, both orally and in writing and doing so in an inclusive and respectful manner.
- Ability to engage in ongoing assessment and development of self and the advising practice.
- Ability to work in a fast-paced, demanding environment.

(2) QUALIFICATIONS/EXPERIENCE:

Bachelor's Degree and three (3) years of relevant full-time experience. Bilingual skills preferred.

WORKING CONDITIONS:

Generally, works in an office and campus environment. Hours of work per day may exceed 8 hours, and typically includes the minimum of one evening per week and occasional Saturdays.

PHYSICAL REQUIREMENTS:

Negligible