



# POSITION DESCRIPTION

**Department:** Extended Learning (EL)  
**Working Title:** Senior Admissions & Advising Coordinator  
**Job Code:** 3084  
**Time Base:** 1.0  
**Position Number:** 00005124  
**Union / Unit (if applicable):** Academic Professionals of California / Unit Four (4)

**Position Reports To:** Associate Dean of Student Success  
**Classification:** Student Services Professional III  
**Range Code:** 1  
**Exempt or Non-Exempt:** Exempt  
**Last Update:** 05-24-2021

**PURPOSE OF POSITION:**

The Senior Admissions and Advising Coordinator (SAAC) is responsible for providing comprehensive and complex academic advising/counseling, support, and admissions services to continuing EL students, particularly those with difficult circumstances, and prospective students through evaluation, advising and other student support services. The SAAC is responsible for handling a wide range of situations from routine to the most difficult and complex academic advising and admissions cases. This includes but not limited to, providing overall graduation requirement advising/counseling to support successful retention and graduation; process graduation evaluations; provide admissions information and respond to related inquiries; evaluate and process admissions applications for programs administered by EL; evaluate the academic progress; participate with leadership in EL program development and outreach efforts; use independent judgment and knowledge to recommend solutions to admissions and/or advising related issues and procedures; assist with the coordination and implementation of retention strategies; independently determine approaches and techniques to utilize in advisement situations. Serves as the primary liaison to both internal and external departments/constituents for issues related to EL admissions, advising and graduation.

**MAJOR RESPONSIBILITIES:**

	<u>%OF TIME</u>
1. Provide Direct Evaluations & Admissions Services	50
2. Provide Complex Advising & Graduation Evaluation Services	25
3. Participate in Outreach, Student Retention & Orientation Events	15
4. Training and Resource Support	10

**LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:**

1. **Provide Direct Evaluations & Admissions Services**
  - a. Direct and perform activities related to admissions evaluations for EL programs including evaluation of student applications and transcripts, collection of documents, and dissemination of information to the appropriate stakeholders.
  - b. Review and interpret academic records and transcripts from institutions of higher education to determine applicability to CSUSM and program requirements. Stay apprised of articulation agreements.
  - c. Independently evaluate and interpret academic records in accordance with CSU systemwide as well as CSUSM policies, procedures, and Executive Orders. Stay apprised of articulation and transfer agreements; implement any changes as directed by Student Services or University leadership.
  - d. Consult with faculty in the evaluation of academic credit and transferability of coursework, when appropriate.
  - e. Provide transfer evaluations to prospective students.
  - f. Provide admissions information to prospective and continuing students in response to inquiries.
  - g. Render admissions decisions for undergraduate and post-baccalaureate programs; partner with faculty to obtain and deliver admissions decisions for graduate level programs.
  - h. Use independent judgment and knowledge to recommend solutions to admissions related issues and procedures.
  - i. Serve as the primary liaison to both internal and external departments/constituents for issues related to EL academic credit program admissions.
  - j. Serve on campus committees, by request, to assist in the development and delivery of student admissions services (e.g. Transfer Evaluation Processing/Pipeline).

## 2. Provide Complex Advising & Graduation Evaluation Services

- a. Provide academic advising support to students when complex advising situations arise, such as circumstances involving negative decisions, personal/confidential matters, unique situations requiring high levels of analysis and critical thinking, professional judgment skills and/or the advising case warrants a considerable degree of tact and persuasiveness to maintain effective and cooperative relationships.
- b. Assist students in scheduling classes, informing students of general education, major/minor, program requirements.
- c. Refer students to appropriate campus resources to support student success as needed.
- d. Develop, coordinate, and deliver individual as well as group advising sessions for students and faculty. Develop, update, and implement advising materials.
- e. Independently monitor student progress toward degree in assigned programs; Research and review problems/issues.
- f. Offer and conduct advising sessions over the course of students' academic careers.
- g. Review, analyze, maintain, and interpret confidential records requiring adherence to Federal privacy regulations (FERPA).
- h. Advise students experiencing academic difficulty and apply techniques to evaluate current and past occurrences and reach appropriate conclusions and decisions.
- i. Support advising processes as needed by particular colleges/programs.
- j. Perform course record management functions to ensure student records are up to date and accurate (course directives, prerequisite checks, course credit posting checks, independent study reviews, etc.)
- k. Responsible for assisting students with previous coursework to determine potential course. equivalencies, transfer units, GE, or graduation requirements.
- l. Work collaboratively with colleagues from across campus to contribute to university-wide efforts to improve student retention, graduation rates and other campus and/or system-wide initiatives.
- m. Maintain, interpret, and apply working knowledge of existing CSU Executive Orders, university policies and procedures, campus-wide practices, and major and general education catalog rights in order to provide accurate advising information to students, faculty, staff and administrators.
- n. Communicate and interpret appropriate policies and procedures to students, faculty, and campus colleagues verbally and in writing, provide recommendation for resolution of difficulties.
- o. Assist students with late enrollment petitions, withdrawal petitions, reinstatement petitions, repeat-limit exception petitions, as well as any policy related issues that require high levels of student guidance and support.
- p. Analyze student reinstatement petitions and support processes that contribute to committee reviews.
- q. Advocate on behalf of students with regards to a variety of issues across campus departments, colleges, programs, divisions and offices, making use of all appropriate student services for a holistic problem-solving approach.
- r. Make decisions in individual cases to resolve complex problems sometimes involving controversial matters where guidelines and precedents do not always exist with mindset of bringing resolution to difficult situations.
- s. Perform graduation audit/reviews to ensure students stay on track to meet graduation requirements and goals.
- t. Use professional judgment to notify Student Services leadership of student matters when necessary to discuss and resolve complicated matters that go beyond expertise.
- u. Consult frequently and provide advising expertise to Program Directors/Department Chairs regarding student course needs, curriculum issues and degree requirements to support successful retention and graduation.
- v. Coordinate advising services with existing Faculty Advising roles within majors/departments/colleges.
- w. Prepare students for graduation, including reminders of degree progress, graduation requirements and graduation deadlines.
- x. Analyze student records and process graduation evaluations. Coordinate with faculty as necessary.
- y. By request, serve on a variety of campus committees and attend University events to assist in the development and delivery of student advising services (e.g. Orientation Committee, Undergraduate Advising Team, and Commencement).
- z. Serve as the primary liaison between EL and the student services areas on-campus including, but not limited to: Disability Services, Financial Aid, Enrollment Management Services, Library, etc.

## 3. Participate in Outreach, Student Retention & Orientation Events

- a. Providing admissions information to prospective or newly admitted students by representing the university at onsite/offsite locations such as open houses, info-sessions, regional presentations, training sessions, orientation programs, career days and more.
- b. Explain educational programs, program requirements, expected outcomes, student services, and financial consideration to students, parents, and educators.
- c. Proactively identify, coordinate, participate, track, and evaluate outreach activities including regional career fairs, job fairs, and other community outreach events. (e.g., find events and register, seek out invitations for events, request meetings/workshops for company/industry, analysis of return/benefits of activities recommendations for future.

- d. Represent Student Services unit and programs administered through EL at various campus, off campus and community related events.
- e. Develop and implement EL Information Sessions.
- f. Assist with coordination and facilitation of academic program orientations.
- g. Participate and support activities of new students (New Student Orientations).
- h. Deliver services and collaborate to implement educational opportunities that promote growth of student involvement on campus.
- i. Assist in the development and implementation of comprehensive activities to systematically advise, counsel,
- j. Motivate and assist in the retention students.
- k. Assist and participate in student programming.
- l. Provide outreach recommendations to the appropriate EL stakeholders and implement promotional strategies for academic credit programs.

#### 4. Training & Resource Support

- a. Educate fellow student services colleagues regarding specifics related to assigned program(s), service(s) or process and keep fellow university staff informed.
- b. Assist in the training and development of new employees as needed.
- c. Attend and participate in meetings, division retreats and planning sessions as assigned.
- d. Contribute regularly to advising staff meetings and provide ongoing updates related to the specific assigned program(s), service(s) or process.
- e. Meet with prospective students regarding EL programs, including general program admission, transfer requirements, and curricula as needed.
- f. Serve as a liaison to both internal and external departments/constituents for issues related to assigned major(s).
- g. Support special projects concerning student advising and graduation related campaigns/efforts.
- h. Participates in campus-wide meetings to discuss new policies, practices, and related information.
- i. Maintain working knowledge of Title IX, FERPA, Executive Orders and Cougar CARE protocols.
- j. Assist with the implementation of academic advising strategies for assigned areas according to best practices in the field of advising college and university students.
- k. Attends conferences and professional development trainings, as needed.
- l. Other duties as assigned.

#### PROVIDES LEAD DIRECTION OF OTHERS:

- a. Position may provide lead direction to other EL Student Services Professionals and/or student assistants.

#### REQUIREMENTS OF POSITION:

1. List education and experience required
  - a. **Education:** Equivalent to graduation from a 4-year college or university in a related field, including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution where such are job-related.
  - b. **Experience:** Possession of these knowledge and abilities is typically demonstrated through the equivalent of 3-years of progressively responsible professional student services work experience. One year in the program area to which assigned may be preferred but is not required.
  - c. A master's degree in Counseling, Clinical Psychology, Social Work, or a directly related field may be substituted for 1-year of experience. A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the 3-years of experience for positions with a major responsibility for professional career or personal counseling.
  - d. Valid California Driver's License with automobile insurance

#### Preferred

- a. Master's degree
  - b. Experience in an academic setting, preferably with the CSU
  - c. Experience with People Soft student information system
  - d. Experience with website design and maintenance
2. List knowledge, skills, and abilities required for this position.
    - a. Thorough knowledge of the principles of individual and group behavior
    - b. General knowledge of the principles practices and trends of the student services field

- c. General knowledge of the policies, procedures and practices of the program area to which assigned
  - d. Ability to analyze complex situations accurately and adopt effective courses of action
  - e. Ability to advise students individually and groups on complex student related matters
  - f. Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature
  - g. Ability to interpret and evaluate descriptions and explanations of problems individuals and student organizations
  - h. Ability to draw valid conclusions and project consequences of various alternative courses of action
  - i. Ability to carry out a variety of professionally complex assignments without detailed instructions
  - j. Demonstrated academic advising skills
  - k. Demonstrated ability to use sound professional judgment and problem-solving skills with prospective students, continuing students, staff, and faculty
  - l. Knowledge of CSUSM general education requirements
  - m. Knowledge of Title IX and FERPA
  - n. Demonstrated ability to work independently
  - o. Demonstrated skills and knowledge of advising programs, ability to provide consistent information in an advising environment, and an ability to work cooperatively with others
  - p. Knowledge of research and interview techniques
  - q. Demonstrated ability to communicate with a diverse constituency in both verbal and written form
  - r. Demonstrated ability to communicate effectively in front of groups for presentations
  - s. General knowledge and understanding of university admission and registration requirements and procedures, programs, departments, and faculty dynamics
  - t. Demonstrated ability to reason logically
  - u. Demonstrated ability to collect, compile, analyze and evaluate data
  - v. Demonstrated strong interpersonal and organizational skills for working with faculty and high-level administrators
  - w. Demonstrated ability to demonstrate an awareness and appreciation of the cultural diversity of the University community and establish and maintain cooperative and effective relations with University employees, students, and the public.
  - x. Knowledge of Microsoft Word, Excel, Outlook, Access, and, internet.
3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**
- a. PC Computer/Printers
  - b. Windows NT Operating System
  - c. Software: MS Office, Excel, Word, PowerPoint, Access, Outlook, internet search tools, PeopleSoft, OnBase, Singularity, Salesforce
  - d. Copier
  - e. Fax
  - f. Private vehicle
4. **Unique working conditions**
- a. Multifaceted and fast-paced work environment involving high-levels of student contact.
  - b. Occasional weekend and/or evening work will be required.
  - c. This position will mainly support the San Marcos location; however, this individual will also be required to work frequently from and/or travel to the Temecula campus.
5. **Other Employment Requirements**
- a. This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
  - b. This position is required to complete the CSU's Discrimination Harassment Prevention Program for Supervisors and/or Leads.
  - c. Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and CSU's Sexual Misconduct Prevention Program.

**PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

**On Campus:**

Extended Learning students	Advising, Orientation, etc.	daily
Admissions & Records Staff	Advising services and records maintenance	daily
University Faculty	Advising, orientation, and student evaluations	weekly
Articulation Officers	To develop and maintain agreements with other institutions	as needed
EOP Staff	To communicate special advising needs	as needed
Disability Services Staff	To communicate special advising & student services needs	as needed
Financial Aid Staff	To coordinate financial aid needs of EL students	as needed
EL Staff	Program coordination and support	daily

**Off Campus:**

Various	To coordinate and participate in EL outreach efforts	weekly
Vendors	Occasional purchases and services	monthly

**PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting				x	
2. Standing		x			
3. Walking		x			
4. Bending Over		x			
5. Crawling	x				
6. Climbing	x				
7. Reaching overhead		x			
8. Crouching	x				
9. Kneeling	x				
10. Balancing	x				
11. Pushing or pulling	x				

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying		x			
A. 10 lbs or less		x			
B. 11 to 25 lbs		x			
C. 26 to 50 lbs	x				
D. 51 to 75 lbs	x				
E. 76 to 100 lbs	x				
F. Over 100 lbs	x				
13. Repetitive use of hands/arms			x		
14. Repetitive use of legs		x			
15. Eye/hand coordination					x

Yes	No
x	
	x
	x

**MENTAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others				x	
2. Writing				x	
3. Using math/calculations		x			
4. Talking				x	
5. Working at various tempos					x
6. Concentrating amid distractions					x
7. Remembering names					x
8. Remembering details					x
9. Making decisions					x
10. Working rapidly				x	
11. Examining/observing details				x	
12. Discriminating colors	x				

**ENVIRONMENTAL FACTORS**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside				x	
2. Outside		x			
3. Humid	x				
4. Hazards	x				
5. High places	x				
6. Hot	x				
7. Cold	x				
8. Dry	x				
9. Wet	x				
10. Change of temp	x				
11. Dirty	x				
12. Dusty	x				
13. Odors	x				
14. Noisy			x		
15. Working w/others				x	
16. Working around others					x
17. Working alone			x		

**SIGNATURES**

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

**Employee**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Appropriate Administrator (MPP)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Dean/Department Head/Director/AVP (optional)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_