PURPOSE:

Academic advising at Northeast Texas Community College involves assessing student needs, goals, interests and prior academic experiences in order to guide students in the design and implementation of a successful academic plan. Advisors collaborate with faculty members to address the academic advising needs of individuals or groups of students. Advisors are also responsible for understanding and interpreting the College’s policies and academic options of all degree and certificate programs to help facilitate the student’s academic success. Advisors utilize intrusive advising approaches by listening and responding to student interests and preferences as they develop their goals and facilitates referrals for students who are in need of academic or student support services such as study skills, tutoring, financial aid, etc. Assists students with the development of career planning resources. Support overall campus programs such as orientation, transfer and other related campus events. Duties may include evening, occasional Saturdays, and work at various off-campus locations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: These percentages are a representative sample not to include peak registration periods.

30% 1. Advise and document student interactions (in all media) concerning degree and career requirements, course selection, academic status, and class expectations in support of student goals and academic program requirements.

30% 2. Provide academic advising to returning students, individually or in groups, about College policies, programs of study, and degree options. Provide students with information about alternatives and possible consequences of academic decisions.
3. Support career services by counseling students on career options and guiding their development of job search skills. Assist Advisor/Recruiter with special projects.

4. Support recruitment and retention functions by communicating with potential students and referring students to available student support services, such as personal and career counseling, study skills, tutoring, financial aid, etc.

5. Assist students in the development of career awareness, planning and decision making skills.

6. Establish and maintain relationships with assigned Department Chair/Program Directors to understand and clarify departmental expectations.

7. Serve as a liaison in the development of a College-wide advising culture with academic and student service departments to ensure accurate program advising information is communicated to students.

8. Develop and participate in programming initiatives such as Orientation and various other outreach programs to students.

9. Participate in ongoing advisor training and professional development and assist in special projects as needed.

10. Complete other advising duties as requested such as: track retention, authorize add/drops, and conduct degree audits. Keep advising statistics, work schedule and other reporting documents up-to-date.

POSITION CHARACTERISTICS:

KNOWLEDGE: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job

Understanding of and experience with:

- Working knowledge of degree audit and student information systems for reviewing student records, registration and academic issues.

- Ability to read and interpret curricular guides, catalog, and general working knowledge of college policies and procedures.

- Expert knowledge of an academic discipline and/or transfer program as required.

- Strong understanding of intrusive advising approaches.
• Knowledge of transfer guidelines and options to four-year institutions.

• Ability to refer students to appropriate offices on campus and to four-year institutions.

COMMUNICATION/INFLUENCE: Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.

• Skills in active listening and questioning.

• Ability to articulate effectively in oral and written form.

• Ability to provide advising services in a variety of modes (i.e. electronic, group advising, telephone, individual).

• Ability to teach students how to access and support their own educational experience.

• Commitment to student/customer centered service and support.

• Ability to work with diverse student populations.

• Ability to organize time and workload.

• Must be able to be multi-task.

STUDENT SUPPORT – RETENTION SPECIALIST: Other applicable skills and abilities specifically required for this position.

• Develop and implement an early alert system by working with the faculty to provide timely feedback to students about their academic progress, to identify students whose behaviors indicate a lack of academic success strategies, and to refer to students for academic skills assistance, including tutoring, counseling, and/or career guidance.

• Stay current with trends and best practices regarding student retention, develop retention strategies for the college, and work closely with faculty, student /outreach services staff, and other NTCC staff in implementing, evaluating, and improving retention strategies.

• Develop and implement retention programs by following up on existing initiatives and identifying new outreach opportunities.

• Review student records for retention issues; follow up on progress through personal contact and correspondence.

• Coach students through administrative barriers that are preventing them from progressing towards their degree.

• Coordinate and documents conferences or referrals to appropriate offices, such as Student Financial Services (financial aid and payment), and Registrar.

• Document and track student issues; prepare periodic reports on service issues.

• Implement college Satisfactory Academic Progress reporting.
• Counsel academically dismissed students on reinstatement process.
• Assist Director of College Connection with the planning and delivery of orientation.
• Conduct special topics workshops (e.g., academic progress, using the college’s online resources, and resume writing).

QUALIFICATIONS:

• Bachelor’s degree required in counseling/guidance, psychology, sociology, or closely related field, Master’s preferred.

• Minimum 2 years related experience working with college students or young adults in an academic or career services capacity.

• Strong communication skills, both verbal and written are required; bilingual person preferred.

• Strong organizational and problem-solving skills are required.

• The ability to maintain and foster strong relationships with state agencies and local educational institutions is required.

• Ability to coordinate responsibilities with those of other college and enrollment management professionals is required.

• Working knowledge of a student information system and/or knowledge of microcomputer/software applications is a must.

• Must be available for regular evening hours and occasional weekend assignments.

SIGNATURES:

__________________________________     ________________________
Advisor/Special Populations                     Date

__________________________________
Director of College Connection                   Date

__________________________________
Vice President for Student & Outreach Services    Date