



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: NUNC
Date created or revised: 9/14/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Director of Academic Advising
Status: Full-time, 35 hours/week
Grade: 13
Union Affiliation: NUNC (Non-Union/Non-Classified)
Reports to: Associate Vice President for Student Services

PRIMARY PURPOSE:

Reporting to the Associate Vice President for Student Services, the Director of Academic Advising will support the development, leadership and execution of a hybrid split advising model at Rhode Island College. The Director will be responsible for leading the Office of Academic Support, which will serve as the primary advising function and support for first and second year students at Rhode Island College. The Office of Academic Support will assign all first and second year students to professional advisors, advise students on academic probation, assess first and second year students' requests for drops and withdrawals, assist new admitted transfer students in transitioning into Rhode Island College (including basic information and articulation information), and ensure students are provided with consistent, accurate, and prompt advising services.

The Director is responsible for the integration, facilitation, coordination, synthesizing, enabling, and fostering of outcomes driven efforts in academic advising that support student success (e.g., retention, persistence, and graduation). The Director will be responsible for overseeing professional advising staff and collaborating with faculty academic advisors to provide leadership to the college advising community, which includes all aspects for student-centered undergraduate advising from first-time enrollment to degree attainment.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Manage and conduct all operational aspects of the Office of Academic Support, including the supervision of professional advisors, support staff, graduate students, and the budget.
- Lead and collaborate with the campus community, including faculty, staff and students, in the development of a hybrid academic advising model that provides first and second year students with advising support by professional advisors.
- Provide vision to the college advising community through professional advising in a student's first two years at Rhode Island College and faculty-led advising in the third and fourth year.
- Develop and implement training for professional and faculty advisors to support Rhode Island College students as they explore majors, understand general education requirements, navigate policies, and seek resources and opportunities to complement their coursework.
- Serve on the New Student Orientation Committee and work closely with New Student Programs to provide leadership, scheduling, and facilitation of advising during New Student Orientation.
- Serve as the functional lead of Starfish Retention Solutions or related retention and student success platform; this role includes but is not limited to the maintenance and updating of

academic advising and intervention workflow configuration in Starfish, the updating of users, roles and relationships, and the review and analysis of advising and student success reporting.

- Collaborate with the Office of Student Support Services on the academic advisement of Preparatory Enrollment Program (PEP) students; work with the Learning Support Center to support students with placement testing and tutorial services as well as develop a proactive and high-quality academic probation program that includes intervention, academic coaching, and study skills and strategies development.
- Collaborate with the Career Development Center on integrating self-assessments and inventories in the advisement of exploring and undecided students; develop collaborative opportunities and programming for students to help them explore and identify strengths, talents, majors, internship opportunities, careers, etc.
- Direct the administration of the National Student Exchange (NSE) Program, including promotion to current RIC students and logistics for incoming NSE students.
- Coordinate assessment and conduct research related to advising and student success.
- Ensure staffing at events such as New Student Orientation and admissions events.
- Promote communication about the curriculum and policy changes to students, using various methods including social media, newsletters etc.
- Provide proactive and high-quality programming to help enhance persistence and graduation.
- Serve as a resource for faculty advisors.
- Advise a caseload of students.
- Participate on the Academic Advising Committee.
- Work with various offices such as the Offices of Financial Aid, Bursar, Records, New Student Programs, Admissions, Student Life, and Academic Affairs to promote a high-quality student experience.
- Provide consistent and accurate reports to the Associate Vice President for Student Services; these include but are not limited to reports on advising activities, registration and enrollments holds, academic probation, retention and graduation etc.
- Maintain knowledge of best practices, new developments and innovative academic advising strategies in higher education.

Occasional Job Functions:

- Perform other duties and responsibilities as assigned by the Associate VP for Student Services.
- Work evening and weekend hours as required.

REQUIRED QUALIFICATION STANDARDS:

Education:

Master's degree.

Experience:

Minimum of five years of related experience in higher education, including academic advising, budgetary and personnel responsibilities, strategic planning, data management, and program development.

Skills, Knowledge, and Abilities:

- Strong demonstration of academic advising leadership and demonstrated understanding of successful advising support throughout the student life cycle, including student recruitment, retention, and completion.
- In-depth knowledge of student development theory when developing and modifying practices and policies.
- Ability to analyze problem situations, identify feasible solutions, and present recommendations in a concise, logical and systematic manner-anticipating issues and the consequences of the decisions and actions.
- Skill in leadership qualities, including motivation, supervision, delegation, planning, and assessment; strong skills in change management and strategic planning.
- Ability to train, mentor and effectively communicate with staff, faculty, and students at all levels.
- Ability to develop and implement a comprehensive assessment plan for advising to include analysis and interpretation of student retention and graduation data.
- Demonstrated understanding of regulations, including FERPA and Title IV.
- Strong familiarity with student information systems (i.e., PeopleSoft); demonstrated experience with student success/retention platforms and customer relationship management solutions.
- Experience working with a diverse student population.
- Demonstrated strong interpersonal communication and skills; ability to establish and develop productive and collegial relationships, collaboration, and communication with campus constituents.
- Demonstrated outstanding written and verbal communications.
- Demonstrated ability to develop and use data-analytics to inform and guide practices.
- Knowledge of the use of social media.
- Goal oriented and intrinsically motivated with superior customer service and networking skills.
- Effective leadership, collaborative team building and decisions-making skills are essential.
- Creative and analytical thinker with strong problem-solving skills.

PREFERRED:

Bilingual in English / Spanish (fluent in speaking and writing).

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions.

The college requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.