

Student Success Advisor

POSITION: Student Success Advisor
SUPERVISOR: Assistant Vice President for Enrollment Management & Student Success
DEPARTMENT: Student Success

GENERAL JOB DESCRIPTION

The Student Success Advisor reports to the Assistant Vice President for Enrollment Management & Student Success and serves as an academic advisor and advocate for new and continuing students. This individual assists students with course scheduling, teaching them the skills they need to successfully complete their curriculum in four-years, and developing the tools they need for academic planning and course registration beyond their first-year. Furthermore, the Student Success Advisor (SSA) serves as the primary intervention staff member for any student demonstrating risk factors, which are presented in the campus early-alert system and daily attendance reporting.

MAJOR DUTIES & RESPONSIBILITIES

- Schedule all new students (first-year, transfer and international students) upon admission to the university
- Utilize data to assist in advising outreach
- Meet with each student, at minimum, once a semester to advise on curriculum planning, course selection, registration process, and guidance to graduation (long-term curriculum mapping)
- Ensure assigned students register for classes in a timely manner and for full course load
- Discuss and establish student's academic, personal, and professional goals during advising appointments, while also developing an academic and co-curricular action plan
- Assist students in completing process to drop/add course(s), change program/major, and other course permission requests
- Assist students with schedule adjustments as a result of: canceled classes, missing prerequisites and/or an F, D, WD, XF, WF, and/or placement on Academic Probation
- Outreach to at-risk students regarding academic support and student support services
- Identify and intervene, using early-alert system, students who demonstrate the following characteristics:
 - Significant gap in credit hours earned versus attempted
 - Course attendance or performance
 - Low retention and/or academic success probability score as determined by predictive analytics



- Financial holds (Assist Financial Aid with outreach to students on financial hold)
- Student Affairs (residence life, student engagement, mental health, etc.) concerns regarding a student
- Provide support and assistance with planning and implementation of First-Year Experience functions as needed
- Opportunity to teach the DEC 100 Engage course
- Other duties as assigned

QUALIFICATIONS FOR THE JOB

- Bachelor's degree required; Master's degree preferred
- Previous experience in Higher Education curriculum or academic advising
- Must demonstrate ability to work with faculty and/or students in group and one-on-one situations
- Demonstrated ability to handle multiple tasks and work in an environment with continuous interruptions.
- Strong problem-solving skills
- Maintain a current understanding of the requirements for FERPA, Financial Aid and Disability Services in a university setting
- An understanding of and commitment to *Tiffin University's Vision, Mission, and Values*.

KEY COMPETENCIES

Interdependence: Fosters collaboration

Communication: Strong decision-making and communication skills

Accountability: Formulates effective and progressive strategies aligned with University mission and values

Respect: Creates an engaging, collaborative work environment by bringing diverse people and ideas together.

Entrepreneurship: Influences and Inspires

EMBRACING OUR GUIDING PRINCIPLES

VISION STATEMENT – The vision for Tiffin University is to become *a premier university for challenging students to enhance their global competencies and 21st century skills, for success in a diverse world.*

Reviewed by HR on 03/2022



MISSION STATEMENT – The mission for Tiffin University is to: *Educate students by linking knowledge to professional practice.*

CORE VALUES – The values of Interdependence, Communication, Accountability, Respect, and Entrepreneurship comprise the ICARE values of Tiffin University.

PHYSICAL REQUIREMENTS

Minimum physical exertion. While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and travel.



We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests. Tiffin University actively seeks to increase the diversity of its workforce. We are dedicated to providing educational, working and living environments that value the diverse backgrounds of all people.

***NONDISCRIMINATION POLICY:** Tiffin University is committed to a policy of nondiscrimination and equal opportunity for employees, applicant for employment, students or applicant for admission, access to educational opportunities on the basis of race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity Commission or other human rights agencies.*

Tiffin University is an Equal Opportunity Employer