



Connecticut State
Colleges & Universities

Job Description
CSCU Campus Advising Lead

Classification / Ranking:
CCP 19 (Subject to Willis)

Date Approved: 11/13/20
FLSA Status: Exempt

Position Purpose:

Under the direction of the Connecticut State Community College (CSCC) Regional Advising Director, the Campus Advising Lead is responsible for implementation of the Holistic Case Management Advising (HCMA) policy and the operation, effectiveness and ongoing evaluation of the resultant Guided Pathways Advising (GPA) program at their community college campus. The position develops and manages a comprehensive advising program and maintains a small advising caseload, modified based on supervision and leadership responsibilities within the GPA Program. The Campus Advising Lead is accountable for the integration of technology platforms and advising practices; and ensures that Guided Pathways Advisors leverage technology to provide strategic and proactive support to students. This position develops and fosters extensive cooperative and collaborative relationships with faculty, staff, administrators and external stakeholders; maintains currency with emerging trends and best practices in advising and students support; and leads the campus team in the adoption of innovative practices that increase student retention and completion and eliminates equity gaps that exist between for black, LatinX, and other marginalized students when compared to white students. The Campus Advising Lead regularly collects, analyzes and uses data to inform practice, maintain compliance with all local, state and federal policies and laws, and ensures equitable attainment of outcomes.

Supervisory and Other Relationships:

The Campus Advising Lead reports to Regional Advising Director. The Campus Advising Lead is annually evaluated by the Regional Advising Director in collaboration with campus administration. The position involves the supervision and evaluation of approximately 15 to 40 professional, support staff, and student workers within the GPA Program.

Major Accountabilities:

The Campus Advising Lead is accountable for managing the day to day operation of the GPA Program including; hiring, staff development, supervision, evaluation, scheduling, operations, data collection, effectiveness and compliance with all applicable policies and laws. The essential function areas of this position are as follows:

1. Departmental Management and Operations
2. Supervision and Staff Development
3. Planning and Evaluation
4. Program Development and Collaborative Partnerships
5. Technology Fluency and Data Analytics
6. Compliance and Reporting
7. Academic Advising, Career Development and Holistic Supports

Examples of Essential Duties & Accountabilities:

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

1. Departmental Management and Operations

- Coordinates department schedule (including schedules of individual Guided Pathways Advisors and other support staff) to ensure department is staffed during all regularly scheduled office hours (and at all campus locations) as well as special enrollment events.
- In collaboration with the Regional Advising Director, coordinates, monitors, and refines the process of assigning students to a Guided Pathways Advisor.
- Ensures effective delivery of advising services to all students including: new, readmit, and transfer advising, SAP advising, career advising, and special populations such as, Military Veterans, International Students, WIOA, TAA, Dual Enrollment and High School Partnerships and Foster Youth, etc.
- Creates a welcoming and trusting environment that engages all students; placing the student's unique experiences and diversity at the center of the work and develops a culture of shared accountability.

2. Supervision and Staff Development

- Evaluates performance of assigned staff, provides coaching where needed and conducts annual evaluations and performance reviews in collaboration with Guided Pathways Advisor II.
- Annually reviews Guided Pathways Advisor competencies and partners with Regional Advising Director and AVP for Student Success Management to update professional development and training program to meet emerging needs.
- Creates materials and delivers training related to the GPA program for students, faculty, staff and relevant stakeholders.

3. Planning and Evaluation

- In collaboration with the Regional Advising Director, develops and implements operational plans and programs to assure the achievement of departmental objectives;
- Develops and manages a departmental budget, including the allocation of resources and the expenditure of funds within budgetary limits and fiscal goals;
- Reviews and interprets advising and related data, identifies trends and develops strategies to improve efficiency, quality, and equitable attainment of outcomes.
- Monitors progress on specific indicators and prepares reports for Regional Advising Director, Associate Vice President for Student Success and administration.
- Develops and recommends strategies and practices that address barriers to student success and eliminate equity gaps that exist between for black, LatinX, and other marginalized students when compared to white students.

4. Program Development and Collaborative Partnerships

- Develops and maintains collaborative working relationships between the GPA program and a variety of on-campus offices, departments, programs, and individual stakeholders such as; administrators, faculty and staff to support the academic and holistic needs of students.
- Builds partnerships with faculty advising to facilitate strong faculty/student relationships within the academic community.
- Collaborates with faculty to develop and deliver programming to support student retention and completion.

- Develops and maintains collaborative working relationships between the GPA program and a variety of off-campus partners such as; state agencies, community-based organizations, K-12 schools, funding partners, and service providers.
- Collaborates with faculty, administrators, and other professionals to identify strategies that support student academic progress.
- Leverages technology to facilitate referrals, enable communication and coordinate services among internal and external partners.

5. *Technology Fluency and Data Analytics*

- High proficiency with all technology platforms; serves as super user for student success and advising technology platform.
- Uses data-driven decision making to inform GPA program and advising practices.
- Reviews and interprets advising and related data, identifies trends and develops strategies to improve efficiency and quality.

6. *Compliance and Reporting*

- Supports the Regional Advising Director with compliance of all state and federal guidelines.
- May serve as certifying official or liaison to other state and federal agencies such as DCF, DSS, DOL, or Veterans Affairs.
- Prepares reports for Regional Advising Director, Associate Vice President of Student Success Management, and Vice President of Enrollment Management.

7. *Academic Advising, Career Development and Holistic Supports*

- Models high quality academic advising that demonstrates core practice skills such as, active listening, use of open-ended questions, summarizing, and reframing.
- Ensures that advising and support services value diversity and promote equity.
- Assists Guided Pathways Advisors with elevated cases and appointment coverage.
- Models best practice in the creation of clear and concise case notes, accurately documenting all student advising interactions in college designated case notes platform.
- Supports student in mapping and developing on and off-campus support networks, accessing on and off-campus resources and facilitates appropriate referrals and coordinates follow-up action.

Professional Participation and Development:

In addition to the responsibilities listed above, the Campus Advising Lead is required to:

1. Participate in regular and ongoing professional development and training.
2. Participate in convocation and commencement ceremonies.
3. Serve on assigned committees and task forces.
4. Participate in committee, staff, informational and professional meetings.
5. Stay current with new trends and improvements in the position's fields of professional expertise and competencies.

Qualifications:

- Master's degree in education, counseling, student development, social work, enrollment management or related field;
- Two to five years of higher education experience in academic advising, counseling, or related area;
- Zero to two years of supervision experience;
- Familiarity with the community college environment and its student population;

- Demonstrated ability to manage workload and meet deadlines;
- Ability to communicate effectively, both verbally and in writing;
- Experience with programs and strategies to support first-generation, low-income, non-traditional, and minoritized students;
- Experience with multiple technologies such as student information systems, student success and academic advising, platforms, digital imaging, reporting and database management, online registration services, etc.;
- Experience providing high quality customer service in a fast-paced and high-volume environment;
- Experience with data analysis and reporting;
- Ability to independently and collaboratively solve problems;
- Familiarity with data-driven decision making, strategic planning, and budgets preferred.
- Understanding of Guided Pathways principles and best practices in holistic student support design preferred;
- Understanding of federal and state laws and regulations related to academic advising and higher education preferred.
- Experience developing and managing advising programs and services preferred;
- Experience leading teams to deliver high quality customer service preferred;
- Familiarity with the Connecticut Students First plan preferred.

Work Environment:

Advising is a highly interactive environment that requires significant time in face to face sessions with students and collaborators. Incumbents are expected to maintain work schedules that include day, evening or weekend hours. Incumbents perform most of their work in office settings, conference rooms or advising facilities in both on and off-campus sites such as, high schools, community-based organizations, or satellite facilities where groups of students, and faculty may gather. Incumbents may meet with students in personal or group advisement sessions, either in-person or remotely (i.e. Zoom, WebEx, Skype). Minimal physical effort is required. Incumbents use office equipment such as personal computers involving fine motor skills and requiring visual ability to see computer monitors and to read written materials. Normally, travel is not required except for attendance at regional or central meetings and conferences. Reasonable accommodation will be provided for incumbents with physical limitations.