



Connecticut State  
Colleges & Universities

**Job Description**  
**Regional Advising Director**

**Salary Level:**  
**CCP 21 (subject to Willis)**

**Date Approved/Revised**  
**11/5/20**

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**POSITION PURPOSE:**

The Regional Advising Director is responsible for implementation of the CSCU Holistic Case Management Advising (HCMA) policy and the scaling, oversight and operation of the resultant Guided Pathways Advising (GPA) program at the community college campuses within their designated region. The Regional Advising Director is accountable for the program's efficacy as well as retention and persistence benchmarks established by college administration. The Regional Advising Director plays a critical role in collaborating with campus, regional, and state-wide leadership; specifically, working across regions and on-campus with leads in advising, enrollment management, and academic affairs to ensure the delivery of high-quality collaborative programs and services that meet the diverse needs of all students. The Regional Advising Director works closely with the Associate Vice President of Student Success Management to identify best practices, inform ongoing professional development and training, manage advising technology platforms and develop programs and processes that respond to emerging needs. The Regional Advising Director collects and analyzes data and maintains compliance with all applicable policies and laws.

**SUPERVISORY AND OTHER RELATIONSHIPS:**

The Regional Advising Director reports to the Associate Vice President of Student Success Management. The Regional Advising Director is annually evaluated by the AVP of Student Success Management in collaboration with the VP of Enrollment Management. The position involves direct supervision and evaluation of 3-5 Campus Advising Leads and oversight of the regional advising program which includes a professional staff up to 100 employees.

**ESSENTIAL DUTIES:**

- The Regional Advising Director supports the AVP of Student Success Management and VP of Enrollment Management in the development of recommendations, strategies and policies related to implementing a case management advising model for the college that aligns with Guided Pathways principles.
- Oversees the implementation of the Holistic Case Management Advising (HCMA) policy and the resultant Guided Pathways Advising (GPA) program for the assigned region to ensure consistency and quality for all students within the region.
- Responsible for supporting campus leads in the administration of programs to encourage students to seek advising each semester, engage in transfer opportunities, and explore employment options.

- Supervises Campus Advising Leads and provides strategic support for advising programming, case load assignment, technology, hiring, and staff development.
- Responsible for annual evaluation of Campus Advising Leads in collaboration with campus administration within the region.
- Partners with Campus Advising Lead and Guided Pathways Advisors II in the annual evaluation of all advising staff within the GPA program.
- Ensures professional development program and Guided Pathway Advisor competencies are reviewed, evaluated and revised as necessary and ensures consistency across the region.
- Regularly reviews and analyzes regional advising data, collaborates with fellow regional advising directors, and makes program/practice recommendations to AVP of Student Success Management and VP of Enrollment Management.
- Convenes Campus Advising Leads to review and analyze data, identify trends, recommend benchmarks and establish best practices.
- Administers and supports the development of regional and campus-based faculty advisor training as well as professional advisor training and retraining on a variety of topical and competency areas.
- Supports the AVP of Student Success Management in the administration of advising, retention and related technology components, including customer relationship management for the advising system.
- Works collaboratively with regional advising leads and AVP of Student Success Management in the development of all publications, web sites and related information for advising processes.
- Leads regional GPA program evaluation including; collection and analysis of data; identification of emerging trends; and the development of strategies and recommendations to improve service delivery and student outcomes.
- Ensures a welcoming and trusting environment that engages all students within the region.
- Develops, cultivates and manages strategic regional partnerships with external stakeholders including, other higher education institutions in the region, state agencies, community-based organizations, local school districts and employers.
- Ensures regional compliance with all applicable local, state and federal policies and laws.
- Maintains current knowledge of national best practices in the area of advising and holistic student support services.
- Performs other duties as assigned.

### **PROFESSIONAL PARTICIPATION AND DEVELOPMENT:**

In addition to the accountabilities listed above, the Regional Advising Director is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

### **QUALIFICATIONS:**

- Master's degree in education, counseling, student development, social work, enrollment management or related field;
- Four to seven years of higher education experience in advising, counseling, or related area;
- Two to four years' supervision experience in higher education academic advising;
- Experience supervising and evaluating professional staff;
- Experience developing and managing advising programs and services;
- Experience leading cross-departmental projects or initiatives;
- Experience with data-driven decision making, strategic planning, and budgets;
- 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 with programs and strategies to support equitable advising outcomes for students from first-generation, low-income, non-traditional, minoritized, and marginalized communities.
- Familiarity with the community college environment and its student population;
- Demonstrated ability to manage workload and meet deadlines;
- Experience leading teams to deliver high quality customer service;
- Ability to communicate effectively, both verbally and in writing;
- Understanding of Guided Pathways principles and best practices in holistic student support design.
- Understanding of federal and state laws and regulations related to academic advising and higher education preferred;
- Experience partnering with public and private high schools, higher education institutions, related outside agencies and organizations preferred;
- Experience managing student success and academic advising technology platforms preferred;
- Experience designing and delivering professional development preferred;
- Experience overseeing multi-site advising programs preferred;
- Familiarity with the Connecticut's Students First plan preferred.

### **WORK ENVIRONMENT**

The Regional Advising Director typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The Regional Advising Director may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.