



Connecticut State  
Colleges & Universities

**Job Description**  
**CSCU Guided Pathways Advisor II**

**Classification / Ranking:**  
**CCP 18 (subject to Willis)**

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

---

**Position Purpose:**

The Guided Pathways Advisor II provides advising, support, mentoring, and guidance to an adjusted case load of students under the Holistic Case Management Advising (HCMA) policy and resultant Guided Pathways Advising (GPA) program. Guided Pathways Advisors serve as the primary point of contact for students from admission to completion. Advisors support students in the creation of an academic and career plan and are responsible for monitoring student progress on their plan, conducting outreach, and providing and coordinating resources, referrals, and support to facilitate student retention and completion and eliminate equity gaps that exist between for black, LatinX, and other marginalized students when compared to white students.

The Guided Pathways Advisor II will maintain an advising caseload, modified based on supervision and leadership responsibilities within the GPA program on the respective campus. They are accountable for technology, data analysis, and compliance within the model.

**Supervisory and Other Relationships:**

The Guided Pathways Advisor II reports to the Campus Advising Lead. The position involves the supervision and evaluation of up to eight Guided Pathways Advisors (level I), in addition to support staff and student workers within the GPA program on campus.

This position is required to have extensive cooperative and collaborative relationships with faculty, staff, and other professionals in peer organizations and professional associations.

The incumbent is expected to represent the College in a positive manner. This position maintains collaborative efforts between the academic affairs, enrollment management and student affairs, and other departments and divisions, as necessary, to enhance student retention and completion.

**Major Accountabilities:**

The Guided Pathways Advisor II is responsible for implementing and supporting the administration of the Holistic Case Management Advising (HCMA) policy and Guided Pathways Advising (GPA) program in order to improve students' abilities to successfully achieve their academic and career goals through effective performance in the following functional areas:

1. Student Engagement
2. Academic and Career Advising
3. Retention and Holistic Support
4. Advising Program Development
5. Supervision and Leadership
6. Technology Fluency and Data Analytics
7. Compliance and Reporting

## **Examples of Essential Duties & Accountabilities:**

### ***1. Student Engagement***

- Demonstrates core practice skills such as, active listening, use of open-ended questions, summarizing, and reframing.
- Creates a welcoming and trusting environment that engages students; placing the student's unique experiences at the center of the work.
- Develops a culture of shared accountability.
- Arrives at advising sessions prepared and able to meet students where they are in their educational and career journey.
- Utilizes effective communication skills.
- Applies a strengths-based perspective that focuses on student assets, mapping strengths, and understanding areas for growth.
- Fosters agency through developmental advising practices that encourage self-efficacy, self-determination, self-advocacy and accountability.
- Provides advising and support services that value diversity and promotes equity.
- Engages in self-reflective advising practice that recognizes individual, institutional, and societal biases, their historical underpinnings, and impact on students.

### ***2. Academic and Career Advising***

- Provides specialized advising and support based on student types such as, new, transfer, readmit, high school/dual enrollment, international, WIOA/TAA, and military veterans.
- Interprets test results and high school transcript information to place student in appropriate level courses using multiple measures.
- Reviews and evaluates previous college transcripts, recommends transfer equivalencies, and makes accurate course placement.
- Advises students in academic and career exploration, planning, and goal setting.
- Teaches students evidence-based goal-setting strategies
- Advises students in creating an academic and career plan.
- Collaborates with students in regular and ongoing assessment of goals, plan and strategies.
- Explains program requirements, prerequisites, outcomes, and academic policies to students.
- Assists student in understanding academic progress, momentum metrics, and rate of pursuit to inform advising recommendations and maintain good academic standing.
- Advises students in preparation for selective admission programs.
- Advises student in transfer pathways and programs; prepares and educates students on the transfer process.
- Administers and interprets career assessments.
- Advises students in the selection of academic program and careers pathways.
- Educates students on the connection between program selection, employment opportunities, labor market information and trends, and job search process.
- Engages in proactive advising approaches including, caseload management, strategic outreach and engagement, and tracking progress toward goal completion.
- Reviews and responds to faculty reports such as mid-term grades, early alerts, and progress updates.
- Creates clear and concise case notes, accurately documenting all student advising interactions in college designated case notes platform.

- Maintains accurate and complete student records as required by laws, policies, and administrative regulations.
- Analyzes data to improve workflow, efficiency, and effectiveness.

### **3. *Retention and Holistic Support***

- Conducts intake and assessments to identify student needs.
- Assists student in identifying emerging challenges and barriers.
- Develops strategies and practices to address emerging barriers.
- Provides brief interventions and strategies to support students through a variety of academic and non-academic challenges.
- Serves as student mentor, ally, advocate, and primary on-campus support person.
- Collaborates with faculty, administrators, and other professionals to identify strategies to support student academic progress.
- Teaches students effective decision-making and problem-solving skills.
- Supports students in mapping and developing on and off-campus support networks.
- Supports students in accessing on and off-campus resources.
- Empowers students to become a self-advocate.
- Facilitates appropriate referrals and coordinates follow-up action.
- Creates clear and concise case notes, accurately documenting student interactions.

### **4. *Advising Program Development***

- Leads and participates on functional areas teams such as, transfer advising, SAP advising, career advising, new student advising and special populations such as, Military Veterans, International Students, WIOA, TAA, Foster Youth, etc.
- Develops and delivers programming for faculty, staff, and students within functional areas.
- Collaborates with faculty to develop and deliver programming to support student retention and completion.
- Collaborates with staff to develop and deliver enrollment management programming and events.

### **5. *Supervision and Leadership***

- Supervises and evaluates Guided Pathways Advisor I, student employees, support staff.

### **6. *Technology Fluency and Data Analytics***

- Demonstrated ability to use data to solve problems and improve practice.
- High proficiency with all technology platforms; serves as super user for student success and advising technology platform.
- Reviews and interprets advising and related data, identifies trends and develops strategies to improve efficiency and quality.
- Prepares reports for Campus Advising Lead/Director and Regional Advising Director.

### **7. *Compliance and Reporting***

- Supports Campus Advising Lead/Director and 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.

### **Professional Participation and Development:**

In addition to the responsibilities listed above, the Guided Pathways Advisor II 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.

### **Qualifications:**

- Master's degree in education, counseling, student development, social work, enrollment management or related field;
- One to four years' professional experience in academic advising, counseling, or related area;
- Zero to two years' supervision experience;
- Experience supporting students in academic goal setting and career planning;
- Familiarity with programs and strategies to support first-generation, low-income, non-traditional, and minoritized students;
- Effective oral and written communication skills;
- Demonstrated ability to use technology in the workplace;
- Familiarity with the community college environment and its student population;
- Demonstrated ability to independently manage workload and meet deadlines,
- Demonstrated ability to work independently and collaboratively to solve problems;
- Experience providing high quality and equitable customer service in a fast-paced and high-volume environment.
  
- 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. preferred;
- Experience with data analysis and reporting preferred;
- Understanding of Guided Pathways principles and best practices in holistic student support design 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.