Position Announcement

Western Connecticut State University
Assistant Director of University Advisement
School and Program Specialist

Western Connecticut State University is pleased to announce that applications are being accepted for an Assistant Director of University Advisement - School and Program Specialist.

WCSU is committed to enhancing our diverse university community by actively encouraging people with disabilities, members of LGBTQIA and BIPOC communities, veterans, and women to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. WCSU is honored to be awarded the federal designation as a Hispanic Serving Institution (HSI). This accomplishment marks a pivotal moment in our progress toward fostering diversity, equity, and inclusion within our campus community.

Position Summary: The Assistant Director reports directly to the Director of University Advisement and works under his/her supervision. This position is responsible for delivering comprehensive advising services to students. Contributes to the university’s goals of increased student satisfaction, retention, and graduation rates. Serves to support student success and progress towards a degree in a related collection of departments or programs, this position ensures the delivery of a highly effective advisement experience to students in pursuit of programs within those departments.

Advises students, including new transfer, re-entry, and first-time students. Developes strategies and programming to help them to explore programs and options, understand academic requirements, policies, and procedures, utilize university resources, and identify and pursue a successful path towards a degree.

Identifies and supports students experiencing challenges affecting academics, who may be at higher risk of disengagement, through Customer Relationship Management (CRM) system early alerts, advisement meetings, referrals from other departments or faculty. May supervise part-time staff, graduate assistants, and/or student workers.

Duties include:

- Works with department chairs and program coordinators, transfer counselors, and faculty to develop initiatives to introduce students to advisement and expectations, relationships, and to acquaint students with their major, and support students through the transition to their faculty mentor/advisor.
- Serves as an expert on the specific and unique needs of student pursuing majors in the departments affiliated with their assigned school and/or departments, along with the instructional aspects of academic planning. Utilizes Degree Works, CRM, Student Information System, assessments, and other technology and information available to understand and provide knowledge to advise student and support broad advisement initiatives. Compiles and uses data in partnership with the Advisement Center team and School and/or departments to inform advising practices across the department and School. Participates in follow-up surveys for evaluation and improvement of advising services.
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- Collaborates with school and/or departments to develop, maintain, and utilize advisement materials, tools, and best practices to deliver consistent advisement practice across the Advisement Center and their school/departments.
- Advises students who are not successfully progressing toward their declared major or program or who may be facing challenges which disrupt academic success through the Academic Recovery Program. The advisor develops and implements initiatives to support students struggling to make satisfactory academic progress, students not on-track for admission to major or program, and students who are on warning for academic standing or are actively on Academic Probation or Suspension. The Advisor will develop a plan to address barriers, improve performance, explore viable major program options, and position the student for academic success.
- Works collaboratively with colleagues in Enrollment Services, Student Affairs, Academic Affairs, and specifically offices with peer-to-peer programs, tutoring and academic support, Career Services, and Dean of Students to support student success.
- Advises new students as they enter the university, facilitating their initial advisement and enrollment into courses, with high level of service working as the conduit between Admission and Major program advisor/mentor to ensure seamless transition into the university.
- Advisors remain as the secondary advisor to students based on school and/or departments for their major, as assigned. The advisor works closely with Career Services and academic departments.
- Assists with advising continuing students as needed.

Qualifications:
- Bachelor’s degree required; Master’s degree preferred.
- Minimum of three (3) years of experience providing educational and/or support to college students.
- Working knowledge of student development theory and best practices of academic advisement, retention, and student success.
- Experience working with diverse populations, demonstrating multicultural awareness, and a clear passion for working at a university with a mission of service.
- Experience engaging with students, especially students who have been academically challenged or unsuccessful.
- Excellent communication skills, strong ability to create and develop innovative and evolving student support programming, experience using technology and tools related to student success and student retention, willingness to learn, and manage projects independently and collaboratively as a member of a team.
- Multi-lingual or bi-lingual candidates preferred.
- May involve occasional evening and/or weekend work.

Salary & Benefits: The hiring salary range is $66,669 - $85,756 and is commensurate upon candidates' experience. WCSU offers a comprehensive benefits package. Additional information on benefits can be found at www.wcsu.edu/hr/benefits/. All employment, if offered, is contingent upon proof of citizenship or employability under the requirement of the Immigration and Control Act (IRCA) and the successful passing of a background
check. WSCU is committed to providing a safe campus community. Background investigations include reference checks, employment verifications, and a criminal history record check.

**Application Process:** Prospective candidates must submit a cover letter, which includes the names and contact information for three (3) professional references and a resume. Email your application materials in PDF or Word format only to Ms. Peggy Boyle, University HR Administrator – Recruitment & Labor Relations. In subject line of email reference: Your Last Name – Assistant Director University Advisement. Application materials must be emailed to: hrpositions@wcsu.edu and must be received no later than Friday, June 28, 2024. Late applications will not be accepted.

State and Federal requirements expect that organizations with 100 or more employees invite applicants to self-identify gender and race. We kindly request all applicants to complete the Affirmative Action Data Questionnaire via the following link. http://wcsu.edu/diversity/affirmative-action-data-questionnaire/. Any questions may be directed to Ms. Keisha Stokes in the WCSU Office of Diversity and Equity at stokesk@wcsu.edu. Completion of this data will not affect your opportunity for employment, or terms or conditions of employment. This form will be used for reporting purposes only and will be kept separate from all search records and only accessed by the Office of Diversity and Equity.

**Western is an Affirmative Action Equal Opportunity Educator/Employer**