



ACADEMIC ADVISOR

DEFINITION

Under general supervision, advises students in the preparation of academic programs by interpreting policies and procedures to promote students' achievement of educational goals; provides information and assistance to students regarding registration, course planning and selection, transfer and major requirements, program services and eligibility, and graduation; serves as a liaison between faculty, administration, and students; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for providing advisement services to students regarding retention, matriculation, and assisting students in reaching educational goals and dealing with related educational issues. In accordance with Student Success and Support Services (SSSP), Student Equity Initiatives, positions assist in delivering core services to include orientation, advising, and follow-up. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with students, faculty, and administrators. Positions at this level perform the full range of duties as assigned, working independently, and exercising a high level of judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides educational guidance to students in establishing academic goals; assists achievement of goals by developing education plans with students, planning course sequences, recommending courses and alternatives, and determining appropriate education solutions.
- Provides information to students on degrees, certificates, programs, and individual courses; interprets degree/major requirements, articulation agreements and transfer guides to four-year colleges.
- Initiates, verifies, and reviews various forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Performs individual review of student records to track student's progress and to determine eligibility for transfers, certificates, and associate (AA/AS) degree; ensures timely application of transfers, certificates, and degree; assists students in the application process.
- Provides on- and off- campus referrals such as tutoring, clubs/special programs, financial aid, Extended Opportunity Programs and Services (EOPS), Health Center, and other counseling and support services; identifies students in crisis who require immediate attention and provides appropriate assistance.
- Provides guidance, interpretation, and information related to District policies and state and federal regulations.

- Interprets University of California (UC), California State University (CSU), and other private, independent, and public university and college transfer policies and procedures; reviews and completes transfer paperwork as needed.
- Serves as a student advocate; serves as a liaison between students, faculty, administration, and outside agencies.
- Documents and submits incoming transcripts; provides unofficial evaluation of transcripts; and explains formal evaluation process.
- Demonstrates use of available technology to students, including online registration system and student information system.
- Develops, prepares, and presents information at on-campus and off-campus meetings, workshops, and presentations; coordinates and attends a variety of meetings, workshops, and conferences including scheduling, updating calendars and websites, monitoring budgets, and collaborating with District faculty and staff and representatives from other colleges and universities; markets and promotes District programs and services.
- Assesses, researches, and resolves academic concerns; provides advice on development of personal statements, tutoring services, and financial aid resources and applications.
- Compiles information and data for various reports; checks and ensures accuracy of the data.
- Composes, edits, and proofreads a variety of documents, including forms, memos, reports, letters of recommendation, and correspondence.
- Markets services and upcoming events through various communication venues and social media; develops flyers, brochures, programs, and other marketing materials; researches, writes, and edits content information for department/division websites.
- Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required; verifies accuracy of information, researches discrepancies, and records information.
- Advises division deans on scheduling of classes for the learning community cohort.
- Supervises embedded tutors by ensuring attendance at assigned classes and providing quality tutorial support.
- May prepare assigned budgets and financial reports for external funding agencies.
- Learns and applies emerging technologies related to the area of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and procedures for advising students in the preparation of academic programs.
- Program and degree requirements.
- Transfer processes, planning, and tools.
- Student services programs.
- Presentation techniques.
- Interview techniques.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Provide sound advice and counsel to students in setting and achieving of educational goals.
- Interpret, apply, explain, and ensure compliance with rules, regulations, requirements and procedures for various programs, certificates, transfers and degrees.
- Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
- Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in social science or a related field and two (2) years of experience as an academic or education advisor or experience in a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and event sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and

over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-46

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021