



Connecticut State
Colleges & Universities

Job Description
CSCU Guided Pathways Advisor I

Classification / Ranking:
CCP 16 (subject to Willis)

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

Position Purpose:

The Guided Pathways Advisor I provides advising, support, mentoring, and guidance to 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.

Supervisory and Other Relationships:

The Guided Pathways Advisor I reports to the Guided Pathways Advisor II or Campus Advising Lead. The position may supervise and evaluate support staff, and student workers within the GPA program. 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 division, student services departments, and other divisions, as necessary, to enhance student retention and completion.

Major Accountabilities:

The Guided Pathways Advisor I is responsible for implementing the Holistic Case Management Advising (HCMA) policy and the 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 Supports
4. Advising Program Development
5. Technology Fluency and Data Analytics

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 promote 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 student 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 and intrusive 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 student 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, 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. Technology Fluency and Data Analytics

- High proficiency with all technology platforms;
- Reviews and interprets advising and related data, elevates information on data trends to Guided Pathways Advisor II
- Assists Guided Pathways Advisor II in developing strategies to improve efficiency and quality.

Professional Participation and Development:

In addition to the responsibilities listed above, the Guided Pathways I 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:

- A Bachelor's Degree and 1-4 years of work experience OR A Masters' Degree and 0-2 years of work experience. 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 supporting students in academic goal setting and career planning preferred;
- Experience in academic advising or case management 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.