

**IDENTIFICATION**

| <b>Department</b>      | <b>Position Title</b> |                        |
|------------------------|-----------------------|------------------------|
| Aurora College         | Academic Advisor      |                        |
| <b>Position Number</b> | <b>Community</b>      | <b>Division/Region</b> |
| 91-17185               | Fort Smith            | Education & Training   |

**PURPOSE OF THE POSITION**

The Academic Advisor is responsible for advising current and prospective students at Aurora College and providing direction to all College divisions for academic advising college-wide. The Academic Advisor manages and maintains an environment conducive to providing the highest level of academic advising and contributes to institutional goals including academic excellence, student persistence and completion.

**SCOPE**

The Academic Advisor is a member of the Education and Training division and reports to the Vice President, Education and Training (VPET). The Academic Advisor has a direct impact on all students and programs and therefore also works closely with the Vice President, Student Affairs and Registrar. This position provides information to students about NWT jobs in demand, training opportunities, experiential learning opportunities, post-secondary learning options, scholarships, bursaries and student financial assistance.

The Academic Advisor is required to establish and maintain an advising environment to support a broad range of prospective and current students, for a diverse range of student needs across a broad scope of program areas, for all Aurora College locations (campuses and community learning centres). The Academic Advisor is responsible for identifying educational pathways, supports and resources to suit the learning needs of a diverse range of prospective and current students. The Academic Advisor directly and indirectly consults with and supports the work of program and student services staff to foster an environment that is supportive of student learning and success, and strives for student satisfaction with the Aurora college experience from application to program completion.



The Academic Advisor plays a key role in successful student outcomes and as a result has a critical impact on the College achieving institutional success. The incumbent is familiar with many of the challenges facing students and works with them to encourage full and healthy participation. This position is familiar with current research about the issues facing students, particularly indigenous students and those with families, and effective strategies and practices to address these issues. The Academic Advisor contributes to a welcoming environment that promotes healthy communications and creates trusting and non-judgmental relationships with students. This position utilizes a case management approach with students through advocacy, communication, education, identification of service resources, and facilitation of service.

The Academic Advisor provides practical, individualized, and group education advising to develop educational pathways for registered and prospective Aurora College students to meet their educational and career goals. The Academic Advisor is responsible for providing advice to potential students during the application process, guidance regarding their application decisions, and liaising with program managers regarding program plans for individual applicants. The Academic Advisor meets regularly with students during their academic journey to provide advice and guidance regarding academic progress and important academic decisions. Furthermore, the incumbent provides leadership in the area of academic advising for multi-disciplinary programs, managers and faculty. The Academic Advisor advocates for students and assists faculty in recognizing the needs of individual students.

This position requires the incumbent to have extensive knowledge of academic advising theory and practice as well as Aurora College programs, policies, processes, services, new initiatives, and organizational structure. The Academic Advisor has comprehensive knowledge of all Aurora College programs, thus is a leader for secondary (grades 9-12) students, school administrators, post-secondary students, and other individuals in the NWT, Canada and internationally. As such, the Academic Advisor is responsible for identifying and influencing processes and policies that impact the post-secondary student educational journey and implementing best practices across the college in student advising. The Academic Advisor is responsible for promoting a positive image of the College and ensuring quality academic advising across all areas of the College.

Travel to the three campus communities of Yellowknife, Fort Smith and Inuvik as well as to any of the 20 community learning centres will be required.

## **RESPONSIBILITIES**

- 1. Provide leadership and direct academic advising college-wide and support successful student transition into and through post-secondary education.**
  - Develop and implement academic advising strategies and processes for prospective and current Aurora College students.

- Analyze student transcripts, documents, academic history, skills and abilities to determine, make recommendations and advise on student educational needs, program suitability and admissibility.
- Develop an individualized educational pathway for applicants who do not meet program entry requirements to assist prospective students to meet educational goals.
- Maintain current, in-depth knowledge of Aurora College's history, mission, vision and values, as well as, all Aurora College programs, pertinent Aurora College bylaws, policies and processes to provide students with accurate and consistent information so they can make appropriate decisions regarding their educational goals.
- Utilize student information and communication systems to obtain the data necessary to make decisions regarding student admissions, progression, completion and transferability.
- Assist with establishment of program academic requirements and equivalencies and ensure program and admission standards are understood and consistently implemented.
- Demonstrate comprehensive knowledge of the characteristics, needs and experiences of current and prospective student populations.
- Undertake research and maintain knowledge of current research, trends and best practices in post-secondary education and academic advising
- Direct, support and guide successful applicants in preparing for the transition to post-secondary studies.
- Bring clarity, insight and helps students to navigate a complex and potentially overwhelming environment and academic undertaking.
- Proactively and constructively deal with student academic issues/concerns and suggestions to maximize student satisfaction and support their academic success.
- Advise and provide counsel to students who are interested in changing/dropping or withdrawing from courses or programs to understand program requirements and the implications changes may have on other services (i.e., student housing, student financial assistance) and develop customized strategies and plans.
- Assist the students in identifying barriers that prevent / impact their success.
- Lead prospective and registered students to research and select required courses to meet eligibility and completion criteria for post-secondary education programs.
- Advise students to ensure they understand course and program selections and adhere to established academic, prerequisite and graduation requirements.
- Assess transcripts of students requesting transfer credit from other academic institutions for equivalencies, and in collaboration with Program Heads and Office of the Registrar, make decisions on transfer credits.
- Collaborate with programs to assess student priority for course registration and provide suitable alternatives if completion requirements cannot be met because of lack of availability.
- Counsel students regarding transferable course options to meet program requirements and ensure this information is incorporated into individualized student pathway.

- Assess prior learning requests and applications (PLAR) and make recommendations to programs regarding PLAR assessment.
- Provide input and work collaboratively with the Office of the Registrar and Information Technology division for on-going system and database improvements, developments, and implementation.
- Assess and determine appropriate information to be included on the Aurora College website and ensure timely updates.
- Review status of students on an annual basis and advise Program Heads of students who are not meeting program requirements and meet with students to modify and confirm academic plans.
- Collaborate with students, who are not meeting program requirements, to identify necessary resources and supports, or modify educational pathway to assist students to meet their identified educational goals.
- Triage, refer and advise at-risk students through an Early Alert system.
- Ensure student awareness of programs and services to support their unique and changing needs.
- Collaborate with student services staff to ensure customized supports to meet individual student needs.
- Refer students to appropriate wellness and academic support services as needed, such as counselling and tutoring.
- Advocate for students and assist faculty in recognizing the needs of individual students.
- Demonstrate knowledge of and develop strategies within academic advising to comply with Access to Information and Protection of Privacy legislation.
- Collaborate with the Office of the Registrar on strategies, processes and issues related to admissions, registrations, dismissals, terminations, transfer credit, transcripts and completions; identify gaps, suggest improvements and assist with development of new processes.
- Maintain and secure confidential, current and accurate student files.
- Maintain appropriate confidentiality on all communications.
- Model respectful and caring behaviours; create trusting and non-judgmental relationships with students.
- Participate in Aurora College committees and various ad hoc committees, teams and task forces.
- Articulate the student perspective in administrative, governance, committee and policy work.
- Provide guidance and advice regarding proposed educational programming to Chairs, Programs Heads and faculty as part of Curriculum Committees.
- Represent Aurora College in a professional and positive manner in all interactions.

- 2. Establish and maintain strategic outreach with high schools, training organizations, community and professional organizations, employers, industry, government, non-government and other post-secondary organizations to promote Aurora College programs.**
  - Collaborate with partner colleges, polytechnics and universities where programs are delivered in partnership to make decisions regarding admissions, registration, program progression, transferability and completion.
  - Develop and deliver workshops, training, briefings and presentations for students and faculty to build capacity for career and education decision-making and use of appropriate resources, services and supports.
  - Develop and implement a recruitment plan in collaboration with marketing and communication division; to represent Aurora College at various recruitment events, including but not limited to, information sessions and fairs.
  - Establish networks and develop working relationships with ECE Career and Education Advisors and other organizations and professional bodies to initiate and maintain strategic outreach regarding post-secondary trends and programs and targeting of marketing for secondary and other prospective students.
  - Maintain a comprehensive and current repository of available programs and services for post-secondary education, training, employment, industry, government and community partners.
  - Develop strategic responses to inquiries from the general public, high schools and other prospective students regarding programs, admissions, course selection, registration and correspond with faculty and other Aurora College departments regarding curriculum requirements.
  - Review other post-secondary programs and accreditation processes in order to provide comparisons upon student inquiries.
- 3. Measure and evaluate the performance of the academic advising services through the use of a performance measurement system, administration and tracking of data and development of reports and recommendations that align with student supports.**
  - Direct case management for all advising sessions and prepare, organize and maintain appropriate records, resources, reports and statistical summaries.
  - Direct the development of a performance measurement system to monitor and evaluate advising services over time with both students and programs (i.e., 2, 5, 10, 15 years).
  - Collect, analyze and use information to effectively measure performance and outcomes.
  - Write reports, documents and briefings for the President, Vice Presidents, and Board of Governors as well as deliver presentations on advising and other student outcomes.
  - Provide recommendations on ways to improve services and system outcomes to maintain a culture of continuous quality improvement, supporting student success, and strategic enrolment management.

**4. Develop career and academic advising strategies, products, tools and supports for prospective and registered Aurora College students.**

- Attend graduation, convocation, and completion ceremonies.
- Organize events and presentations that promote the program and Aurora College .
- Select and prepare materials for local career fairs.
- Assume other tasks as may be initiated from time to time, including assistance with promotional activities.
- Attend College team-building functions.

**5. College and program service**

- Research, analyze, recommend and implement emerging and current best practices applicable to the NT for career and post-secondary academic advising.
- Research and attend informational and training sessions on student advising, development, progression, retention and success.
- Influence the development and implementation of new and existing products, tools and supports to use when advising prospective and registered students.
- Liaise with faculty and staff to advocate for student needs and goals.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

Extensive travel via small aircraft or by automobile on gravel roads or seasonal ice roads may be required for the provision of advising in small remote communities and community learning centres across the NWT. This form of travel can be hazardous and uncomfortable as it may occur during extreme weather conditions, including blizzards and critically low temperatures. Travel will typically require the incumbent to be away from home for about 4 to 5 nights per month.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of career development and post-secondary academic advising theory, methods and processes for prospective and registered students.
- Knowledge of adult education theory, program delivery and evaluation methodologies.
- Knowledge of adult instructional methods, coaching for success and project management.
- Knowledge of all Aurora College program entry, PLAR, transfer credit, and progression requirements and practicum opportunities.
- Knowledge of post-secondary program scheduling and establishment of student timetables.
- Knowledge of local, regional, territorial and national labour market initiatives, information, data and trends.
- Knowledge of the territorial and national secondary school credit system and requirements for graduation and equivalency documents.
- Knowledge of territorial and federal funding programs and supports for post-secondary education, trades and apprenticeship, student financial assistance, scholarships and bursaries.
- Knowledge of and/or ability to acquire knowledge of northern culture, cross cultural processes and international student needs.
- Knowledge of NWT demographic, social and economic trends as well as Indigenous cultures, educational history and context, including demonstrating respect for and promoting Indigenous worldviews.
- Understanding of the unique needs of prospective and registered international students and assessment of admission equivalencies.
- Skilled in providing excellent written, verbal and interpersonal communications with diverse audiences.
- Skilled at thinking through complicated issues and taking initiative to search for and implement individualized solutions to maximize student success at Aurora College.
- Skilled in researching and analyzing labour market, occupational and post-secondary information, trends and developments and synthesizing data into products and services to be used for marketing and recruitment.
- Skills in leadership, mentoring, and persuading in order to motivate and encourage students on all matters of career and academic advising.
- Skilled at providing engaging presentations and workshops to diverse groups of prospective and registered students as well as faculty and staff.

- Skilled in project and time management.
- Ability to work independently and establish own priorities and meet deadlines.
- Ability to successfully handle a higher volume of work during certain periods of the year with a high tolerance for disruption.
- Skilled at performance measurement and evaluation.
- Ability to critically analyze, organize and apply information gathered through research and present information in a variety of formats to various audiences.
- Ability to be creative, critical and analytical to make independent decisions about student academic pathways and progress.
- Ability to maintain a large caseload of students and implement proactive outreach to support success.
- Ability to work in a team environment with diverse personalities, cultures, experiences and interest as well as independently.
- Ability to handle confidential and sensitive information and situations with tact and discretion.
- Ability to resolve conflict in a professional and positive manner.
- Ability to be patient, understanding and helpful given the high degree of contact with prospective and registered students.
- Ability to demonstrate passion in working with students to help them succeed.
- Ability to maintain a welcoming and organized physical layout for space assigned to academic advising.
- Ability to commit to actively upholding and consistently practicing personal diversity, equity, inclusion and cultural awareness, as well as, safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

A Bachelor of Education or related education; and two (2) years of experience working in an advising position in a post-secondary setting.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

A bona fide requirement of the position, is completion of academic advising credential or certificate within three years of hire.



## **Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

## **French language (check one if applicable)**

- French required (must identify required level below)

Level required for this Designated Position is:

**ORAL EXPRESSION AND COMPREHENSION**

Basic (B)  Intermediate (I)  Advanced (A)

**READING COMPREHENSION:**

Basic (B)  Intermediate (I)  Advanced (A)

**WRITING SKILLS:**

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

## **Indigenous language: Select language**

- Required

- Preferred