A. IDENTIFICATION

Position Title: NCAA Academic Advisor
Department: Student Services – Student Engagement & Retention
Position Reports To (Title): NCAA Student Program Coordinator
Date: August 30, 2017

B. POSITION SUMMARY

The NCAA Academic Advisor assists students with the planning of their academic program. This includes consideration of the appropriateness of the selected program for the student, advising on career options, advising on options available when in academic difficulty and referral to resources available through other University departments and the community. The NCAA Academic Advisor will work primarily with the NCAA student-athlete population and will be familiar with relevant NCAA rules and policies.

The incumbent must be prepared to advise students on the academic requirements of all programs offered at or through Simon Fraser University at all campuses, on University regulations regarding academic performance, withdrawals and appeals. The incumbent also acts as a referral agent to services offered by Student Services departments, including Financial Assistance, Career Services, Counselling Services, Cooperative Education and other departments.

C. DUTIES AND RESPONSIBILITIES

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<th>Description</th>
<th>% of Time</th>
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<td><strong>Academic Advising</strong></td>
<td>70%</td>
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<td>Advises students of the academic requirements of their program of choice by maintaining extensive knowledge of all programs offered by the University to assist students in determining programs that may be of interest to them, suit their talents or lead to their career goal.</td>
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<td>Advises students in academic difficulty regarding university regulations on academic standing and continuance, appeal, and readmission procedures; recommends appropriate alternatives to students in academic difficulty, including transfer courses and programs available at B.C. community colleges; and provides referrals to the Health, Counselling and Career Services, if appropriate. This requires maintaining current, in-depth knowledge of pertinent University regulations to ensure students are provided with accurate and consistent information whereby they can make appropriate decisions.</td>
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<td>Advises students withdrawing from the University, or specific courses, due to extenuating circumstances with the withdrawal process. Acts on behalf of the student, when appropriate, to facilitate the withdrawal process.</td>
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<td>Provides advice using various modes of communication, including in-person, email, telephone, written, instant messaging, etc.</td>
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<td>Interprets University policy regarding withdrawals, registration, academic requirements, etc. by maintaining current knowledge on University regulations, procedures and curriculum requirements to ensure accurate and consistent information is provided to students.</td>
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<td>Liaises with and coordinates advising services for students with the program advisors at the Burnaby, Surrey and Vancouver campuses. The incumbent works as part of a coordinated team for service provision to Burnaby, Surrey and Vancouver campus students.</td>
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Advises students of professional schools and unique programs available at other institutions, which may include general admission requirements to professional programs offered elsewhere. This requires maintaining knowledge of program offerings at other Canadian institutions and those abroad and researching areas of change and growth in post-secondary education to ensure students are well informed about their future academic options and plan their SFU program appropriately.

Keeps abreast of changes and trends in employment opportunities for new graduates. This requires liaising with Cooperative Education, Career Services, and academic departments and maintaining knowledge of reference materials and resources regarding career opportunities to ensure students are well informed about available options and skills required.

Visits colleges and secondary schools in the lower mainland to provide detailed academic information to prospective students, their parents and educational counselors.

Conducts presentations for orientation of new students and group advising sessions.

Answers correspondence received in writing or electronically related to the services offered by the office.

**Office Administration**

Updates and contributes to the writing of policy and procedure manuals.

Works on special projects, as assigned by Academic Advisors, the Manager, Back on Track Program, the Associate Director, Student Engagement and Retention, or the NCAA Program Coordinator. As delegated by the Senior Academic Advisor, Manager, Back on Track Program, or the NCAA Program Coordinator, compiles, analyses, and prepared statistical reports on various academic advising activities.

Develops and coordinates advising programs for incoming and continuing students to meet student need. This includes liaison with various departments, coordinating staff, publicity, etc.

Designs and coordinates programs to encourage student retention and progress. This includes coordinating specialized programs for Burnaby, Surrey and Vancouver campuses, Academic Options Day, mailouts to designated student groups, etc. Student Services Academic Advising is responsible for the administration of the Senate Student Specialization paper and the Academic Advisor coordinates programs designed to meet the goals of the document.

Maintains the Degree Audit system.

Develops and maintains a network of contacts and resources in the University to keep up to date on changes relating to all academic programs and to appropriately refer students.

Coordinates Student Services Academic Advising visits to colleges and secondary schools in the lower mainland, in conjunction with the Student Recruitment Office, to provide detailed academic information to prospective students, their parents and educational counselors.

Coordinates the Student Services Academic Advising’s Resource Library. The library maintains information for students on: professional and graduate programs and their admission requirements, graduate and professional school entrance tests, calendar and program information for all universities and colleges in Canada and many in the US.

Works on projects as assigned by the supervisor or the Director.

Answers correspondence related to the services offered by the office.

**Personnel Administration**

Participates in hiring, training, and performance evaluation of the part-time Student Advisors as required.

Responsible for the scheduling and coordinating of the Student Advisors including planning the advising schedule, research projects, training workshops and group advising schedule.
C. DUTIES AND RESPONSIBILITIES

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

The Advisor makes advising decisions requiring a thorough understanding of the academic policies, regulations and how they are applied throughout the University. Sound judgment must be exercised with respect to any decision which may later result in appeal to a higher level of authority and/or adjudication.

The incumbent is required to make logical, accurate and diplomatic decisions. Decisions require sound judgment and often call for significant amount of interpretation. Interactions with students may involve sensitive personal issues and may encompass regulations of administrative and academic departments outside Academic Advising.

University policy must be applied consistently and equitably. Decisions are binding on the University and must be seen to be consistent with other decisions and policies of the University.

The incumbent is often required to make rudimentary assessments of students' emotional state. Certain cases will require referral to Health and Counselling Services, and Career Services.

Decision-making requires a good understanding of NCAA regulations, as well as academic policies, regulations and how they are applied throughout the University. Decisions require sound judgment and often call for significant degree of interpretation.

The incumbent hires, evaluates and motivates Student Advisors for successful performance of their duties and responsibilities, ensures the performance of individual advisors satisfies required standards, takes appropriate measures to correct deficiencies including termination of employment of an employee if required. With the exception of consulting with the supervisor and/or Director when termination of an employee is being considered, the incumbent makes the hiring decisions for the Student Advisors.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Those decisions which may likely lead to some contact with upper levels of administration at the University because of dissatisfaction by the recipient of the decision.

Situations that require consultation with more senior levels of administration in the department because of the impact on the operations of other sections.

Appeals from students for reconsideration.

E. SUPERVISION EXERCISED

Indicate the number of continuing employees for whom the position is responsible.

Number of continuing employees reporting directly to the position: 0*

Total number of continuing employees for whom the position has direct responsibility: 0*

*The incumbent may also be responsible for part-time temporary staff in Academic Advising during peak periods

F. SUPERVISION RECEIVED

Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

Works under the direct supervision of the NCAA Program Coordinator. General supervision is received on a daily basis. Goals and objectives are set by the NCAA Program Coordinator, and performance is measured against stated goals and objectives. Receives direction from Senior Academic Advisor when supporting general academic advising.
G. UNUSUAL WORKING CONDITIONS

Interactions with students may involve sensitive personal issues and may encompass regulations of administrative and academic departments outside Academic Advising.

The incumbent is often required to make rudimentary assessments of students’ emotional state. Certain cases will require referral to Health and Counselling Services, and Career Services.

The incumbent must be prepared for a variety of circumstances to occur from time to time as a result of the personal interviews conducted with students. Sensitive situations call for the use of diplomacy, tact, sensitivity and firmness in the delivery of information and explanations to sometimes disgruntled or distraught students.

In servicing the patrons of the office, the interests of the University must be considered with a particular emphasis placed on providing the appropriate service to avoid the possibility of legal action against the University.

University policy must be applied consistently and equitably. Decisions are binding on the University and must be seen to be consistent with other decisions and policies of the University.

The integration of services provided by Student Engagement and Retention, New Student Enrollment and Transition, and Student Central requires the incumbent to have working knowledge of the various responsibilities and functions of these areas.

From time to time, the incumbent is required to explain University policies unfavorable to students, as well as explain decisions resulting from the application of University regulations and from committee decisions.

Required to travel, mostly within the lower mainland, in fall, winter, spring, & summer to give presentations to or conduct interviews with newly-admitted students.

Required to travel between and work at the Burnaby, Surrey, and Vancouver campuses.

Incumbent will be required to work flexible hours, including evenings and weekends, and to sometimes work from home.

H. ENTRANCE QUALIFICATIONS

What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?

Undergraduate degree and three years of related experience which includes staff supervision and training, or an equivalent combination of education, training and experience.

Excellent knowledge of post-secondary regulations and academic requirements.

Excellent knowledge of NCAA academic rules and regulations

Excellent analytical and problem solving skills and demonstrated attention to detail.

Ability to exercise mature judgment and initiative.

Good knowledge of the administration of student financial assistance.

Excellent interpersonal and verbal communication skills.

Excellent organizational skills and written communication skills.

Good knowledge with on-line modes of communication and learning.

Ability to arrange transportation to various work locations.