



Section I

Position Information	Update Only <input checked="" type="checkbox"/> Classification Review <input type="checkbox"/>
Position Title	Academic Program Advisor
Position #	998624, 999574, 999673
Classification Level	R1
Position Affiliation	AUPE
Location	Virtual
Department	Faculty of Science and Technology
Reports to	Coordinator, Student Services (999977)
Effective Date	January 1, 2023
Position Summary Briefly describe the main purpose(s) of the position	<p>This position is responsible for advising prospective and active students with regard to the programs and courses offered by the Faculty of Science and Technology. The advisor will assist students and prospective students with the interpretation of institutional requirements, policies and regulations; interpret student profiles; provide assistance to students in drafting a program plan; and maintain appropriate records. The incumbent will work closely with other support staff members within the Faculty of Science and Technology (FST) to ensure program information is correct and current.</p>
Duties and Responsibilities	<p><i>Student/Prospective Advising Support- 75%</i> Student support may include a combination of the following:</p> <p>Assist existing and prospective students in the selection of appropriate programs and courses based on criteria such as individual interests, financial situation, employment situation, previous educational experience, progress through the curriculum and other commitments.</p> <ul style="list-style-type: none"> • Provide in-depth information about Faculty of Science and Technology Programs • Assist active and prospective students with interpretation of AU regulations, policies, and requirements. • Interpret student profiles, analyze the information therein, and advise student on course selection and individual program plan based on the profile. • Ensure that course selection meets the program requirements for the student.

- Assist unclassified students with course selection for transfer to other institutions.
- Refer students/prospective students appropriately to the Program Director, faculty, advisors in other programs, and other university departments.
- Refer students/prospective students to course-specific FAQ's, course websites, and other online resources.
- Maintain records of student contacts, profiles, program plans, and record of advice provided.
- Refer students for career, educational or personal counseling where deemed appropriate.
- Provide accurate information and appropriate referrals for financial assistance requests.
- Review and approve/reject DegreeWorks plans submitted by students. Provide recommendations, support, and advice as appropriate.
- Use DegreeWorks system as appropriate for detailing and outlining program information for students.
- Maintain a graduate transfer credit/articulations database with approved programs/designations.

Program Admission and Evaluation

- Advise students on transfer credit and PLAR possibilities and refer to transfer credit database and other evaluation information criteria and assessment services as deemed appropriate.
- Ensure student's DegreeWorks worksheet accurately reflects the transfer credit information and AU course work from Banner.

Coordination and Administration – 20%

- Log and track student inquiries, requests, and responses.
- Assist with maintenance of advising knowledge base, templates, and procedures manual.
- Review Program Council and appropriate General Faculties Council minutes and supporting documents to identify regulation, policy and procedural changes relevant to advising and keep updated.
- Document student complaints regarding program planning and advice.
- Follow-up on student complaints and concerns with input from Coordinator, Student Services.
- Liaise with other advisors throughout Athabasca University.
- Proactive contact with new students and program students.

Other – 5%

	<ul style="list-style-type: none"> • Assist with training and orientating new advising and frontline student services staff. • Back up and coverage for the other program advising areas (undergraduate/graduate). • Liaise with external advisors at post-secondary institutions throughout Alberta and Canada. • Assist with special projects which may involve data collection and research related to student advising services. • Other duties as assigned.
Classification Factors	
Context and Complexity	<ul style="list-style-type: none"> • Must have an excellent knowledge of all AU policies and procedures. • Must have an excellent knowledge of Faculty of Science and Technology courses and programs. • Must have an excellent knowledge of Banner and all other systems required for gathering information on students and programs (DegreeWorks, Microsoft Dynamics/SRM, GRADES, Moodle, Alfresco, Transfer credit databases). • Must be able to obtain, assess, review, and verify all information that relates to a student's record or program of study. • Must have excellent communication/customer service, time management, and interpersonal skills. • Must maintain a high level of confidentiality and sensitivity, especially to controversial issues. • Must demonstrate diplomacy and tact in all interaction with prospective and active students, faculty and staff. • Must maintain high degree of accuracy in gathering and recording student information. • Must remain up-to-date on program changes, collaborative agreements, course availability, AU policies and procedures. • Must demonstrate the ability to liaise with other university departments in a professional manner. • Must maintain and enhance a positive image of the university. • Must be able to make quick, responsible decisions and respond quickly to both routine and unusual requests. • Will participate in the development and enhancement of services within the Faculty of Science and Technology e.g. FAQs, web pages.
Work Problems	<ul style="list-style-type: none"> • Knowledge of all Faculty of Science and Technology undergraduate and graduate programs/courses in order to be able to handle diverse problems and circumstances associated with the program.

	<ul style="list-style-type: none"> • Knowledge of existing & new university requirements, policies, procedures and regulations. • Organize work on hourly, daily, weekly and monthly basis to ensure efficient and timely processing of documentation. • Required to answer atypical questions that require quick analysis and interpretation of regulations, policies and procedures. • Required to refer academic, administrative and technical questions appropriately. • Each student contact will provide a unique situation requiring diagnostic, interpretive, evaluative and productive thinking. • Must deal with many types of people, including difficult people. • Must be able to work under pressure of large volumes of requests and meet deadlines. • Required to perform work with a high degree of accuracy. • Must be able to resolve or refer student difficulties and inquiries as appropriate. • Due to the rapid changes in technologies, the work environment will undergo continual change - particularly in the areas of course delivery, course content, program content, and support. • The volume and complexity of this position will be continually expanding with the growth in the number of courses and programs offered by the Faculty of Science and Technology. • This position must demonstrate excellent student service skills.
<p>Authority</p>	<ul style="list-style-type: none"> • Must exercise good judgement in the assessment of student and prospective student needs. • Will use initiative in the resolution of student problems. • Must be able to determine whether a student should be referred for further counseling. • Will work independently with a minimal amount of supervision. • Will assist with training of other advisors. • Errors in database maintenance will have substantial impact on information given to all students and prospective students. • Errors in advice given to individual students will have a serious impact on the student's academic career, i.e. unnecessary expense, time wasted, lack of pre-requisites, delay of graduation. Must exercise good judgment and decision-making abilities in the interpretation and communication with students and prospective students. • Errors in advice can also pose legal issues for the institution, so accuracy and attention to detail is of utmost importance.

	<ul style="list-style-type: none"> • Poor communication will have major impact on the service standards of the University.
Contacts and Communications	<ul style="list-style-type: none"> • Considerable daily contact with students, prospective students and the general public. • Contact with external post-secondary institutions, agencies and associations. May involve representing Athabasca University at conferences. • Contact with academic, professional, support and contract staff from various departments of AU. • Will have access to extremely confidential material and must adhere to guidelines and procedures established by AU in accordance with FOIPP. •

Signatures for Section I

Incumbent's Signature _____ Date _____

Supervisor's Signature _____ Date _____

Section II

Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent

- Undergraduate degree and two years' experience in a post-secondary setting, preferably in advising or student service. Equivalent education and experience or a combination of these would be considered.
- Experience in a post-secondary environment with exposure to academic systems such as Student Record systems (Banner), Library systems, Registry systems, and Learning Services Tutorial.
- A working knowledge of computer systems and programs such as Windows, Microsoft Office, Microsoft Dynamics, O365 and Banner required.
- Excellent interpersonal, administrative, communication, time management and organizational skills.
- The ability to work as part of a team to facilitate the student's learning process.
- Extensive knowledge of AU's policies and procedures, especially those that pertain to Faculty of Science and Technology programs is an asset.

Signatures for Sections I and II

Department Head Signature _____ Date _____

Executive Officer Signature _____ Date _____

Human Resources Review _____ Date _____