UNIVERSITY OF WISCONSIN-SUPERIOR
Position Description
Associate/no prefix Advisor

Working Title: Graduate Education Online Program Academic Advisor
Title/Classification/FTE: Associate to no prefix Advisor, Academic Staff Renewable, 1.0 FTE, Annual
Position Reports To: Department Chair, Department of Education

Position Summary:
The Graduate Education Online Program Academic Advisor is an on campus, annual position that serves the online graduate program in the Department of Education. This position advises and assists master's and postmaster's level graduate students in the Graduate Education Online (GEO) Program. The Advisor will advise students on course selection, degree paths, retention issues, graduation, and certification requirements, and will assist students with registration for required coursework.

The advisor will review and update the GEO handbook each semester and manage graduation completion in Degree Audit. Communication with interested and participating students is online, by telephone and video conferencing. The Academic Advisor works closely with the Assistant Dean of Education, Department of Education Chair, Graduate Office, and technology personnel. The Academic Advisor is responsible for maintaining student records, tracking students' program choices and persistence in the programs, tracking completion of program requirements, and providing the department chair with scheduling updates, as appropriate.

Duties and Responsibilities:
- Coordinate recruitment activities with third party recruitment team (Academic Partners) to encourage prospective students to apply to and enroll in the university's online graduate programs;
- Serve as the program’s primary point with members of the third party enrollment team on the student's or applicant's behalf;
- Create and maintain advisement files;
- Initiate, as required, contact with potential online students and responds to potential student inquiries via phone or email to encourage enrollment at the university;
- Keep current of the graduate education online academic program offerings and certification requirements in order to share relevant and accurate program information with advisees;
- Prepare (includes creating advisement files), maintains, and advises students regarding academic records, degree requirements, test requirements, grades, and course work selection, practicum or internship to meet academic standards;
- On-board new students with an individualized plan of study; introduces online learning platform; provides textbook and course material information;
- Establish and maintain collaborative and cooperative relationships with various internal constituencies to resolve student issues, questions and concerns related to admissions and initial enrollment in online programs;
- Maintain the Graduate Education Online handbook by updating policies and procedures related to student activities such as curriculum, testing, orientation, enrollment procedures;
- Maintain and update online orientation videos;
- Assist students with academic problems such as those on academic probation;

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• Be a resource for students needing Graduate level writing assistance;
• Complete program audit for degree completion;
• Develop and maintain Graduate Education Online Programs social media sites;
• Participate in recruitment events, as needed;
• Perform other duties as assigned.
• Complete required trainings and professional development as assigned

Knowledge, Skills, and Abilities:
• Strong written and verbal communication skills
• Strong technology skills including Microsoft Office suite, data systems, and record keeping software
• Ability to work independently as well as work well as a team
• Collegial and professional disposition
• Strong organizational skills
• Ability to learn and initiate action

Required Qualifications:
• Masters degree in Human Services, Education, Technology or related field
• One or more years working in Human Services, Education, Technology or related field

Desirable Qualifications:
• Work experience in educational settings, advising, or technology applications for student data management
• Knowledge of PeopleSoft software