

Adult Learner Advisor-Position Overview

KNOWLEDGES, SKILLS, AND ABILITIES:

Demonstrates a commitment to meeting the needs of adult learners & exceeding their expectations. Delivers welcoming messages, communicates clearly & uses active listening skills. Exhibits responsiveness, respect, empathy & professionalism. Demonstrates a commitment to continuous improvement & teamwork in the area of academic advising.

Demonstrates intercultural competency by recognizing the value of individual and cultural difference; assists in maintaining a work environment that is respectful and accepting of diversity where difference is valued.

This employee must be thoroughly knowledgeable about IHCC policies and procedures, programs and curriculum, services and resources to assist students in making sound career and educational decisions. The knowledge of outside resources or the ability to locate resources is necessary to address student needs.

The ability to communicate orally is essential for all planning sessions, for making speeches and presentations, and for conducting telephone discussions. The employee must also be able to work with little supervision, understand the cyclical nature of higher education and effect on student interactions, and have good organizational skills.

Ability to communicate and work effectively with diverse populations. These are essential skills when planning and executing admissions and advising processes with large diverse audiences.

Effective communication and human relations skills are essential to this position. A masters in student personnel or related field is desirable; a minimum of B.A. degree is required. This individual must have training and/or experience in providing support services to adult learners from traditionally underserved groups and must have a strong commitment to the value of education for all individuals.

Example of position responsibilities:

- A. Address advising concerns with specific population individuals including: single parents, transitional students, displaced workers, and non-traditional students.
- B. Seek out and maintain a thorough understanding of college programs, curriculum, and services to give accurate information to students.
- C. Strengthen the service relationship with incoming students by providing assistance with academic planning and registration (Student Orientation and Registration preparation, set-up, presentation, and facilitation).
- D. Maintains and updates knowledge on the college and its programs and attends appropriate staff/faculty meetings.
- E. Design, direct, and execute advising processes, related resources, and special projects aimed toward developing and maintaining working relationships with assigned advisees to maximize student achievement, retention, persistence, and educational goal attainment.
- F. Provide educational advising to students by utilizing knowledge of college curriculum, tutorial services and social activities to assist students in the selection of appropriate developmental or academic courses, obtaining tutorial assistance and in participating in campus activities to help them make a successful transition to campus life.
- G. Assist students in making program changes (drops/adds/withdrawals)
- H. Guide students through SAP academic requirements and appeal process
- I. Answer financial aid questions on status, award letters, aid disbursement, loan repayment and transferring to/from DCTC/IHCC.
- J. Correspond with students regarding necessary corrections to the financial aid application
- K. Advise students of the types, amounts, terms and conditions of the aid for which they qualify
- L. In accordance with grant objectives, track position responsibilities and targeted student population progress toward intended outcomes.