



PROVIDENCE

UC ACADEMIC ADVISOR – ACADEMIC SUPPORT SYSTEMS

For nearly a century Providence has been a Christian academic community in the evangelical tradition that teaches people to grow in knowledge and character for leadership and service. Our vision is to become a leading Canadian Christ-centred university that transforms students into leaders of knowledge, character, and faith to serve Christ in a changing world.

POSITION OVERVIEW

Reporting to the Vice President of Student Life, the UC Academic Advisor (AA) will be responsible for providing and assessing academic advising services, programs, and projects in order to support the academic success, personal development and retention of students enrolled at Providence University College. The AA is responsible for providing advising services to students for all service points including in person, email, phone, web-mediated etc. Additional responsibilities for this position include managing programs in support of Academic Advising, for prospective and new students in secondary schools; overseeing retention activities; using information technology as it relates to Academic Advising and Providence University College. The AA, Academic Support Systems is responsible for coordinating academic support for at-risk students and coordinating peer tutoring services.

SUMMARY OF DUTIES AND RESPONSIBILITIES

ACADEMIC ADVISING, RETENTION AND DEVELOPMENT

- Assess first year student academic records and histories in order to help students identify academic specializations in line with their personal and career goals. To do this, advisors must be able to probe student interests as many will be undecided in these goals.
- Contribute to the review of the academic performance of first year undergraduate student records to ensure they meet promotion, continuation, and graduation requirements.
- In partnership with faculty advisor, continue to support students as they progress through their degree.
- Inform students about the requirements for admission to majors and for degree-completion. All advisors teach students to manage complex information, including how to use the tools available for ongoing degree planning. They evaluate student use of these tools and communication methods about how to use the tools; they investigate and resolve any discrepancies or technical difficulties.
- Identify students in crisis, either personal or academic, respond to student's struggle in identifying and implementing an appropriate action plan; manage the case to resolution; advise on available academic options and campus supports and services, including referrals to appropriate campus units. Work closely with the Student Life department on highly complex student emergencies.



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- Investigate and resolve inquiries from Faculty, Enrollment Services, Counselling Services and other.
- Interpret and apply Providence policy in relation to individual student programs: propose exceptions to policy for individuals.
- Advise prospective Providence students, including those seeking transfer or readmission. Assess transfer credit articulations and provide accurate information regarding registration matters and exemptions from program or department requirements. Contribute to, interpret, and apply Providence admission policies related to undergraduate programs for admission, readmission, and internal transfer.

RETENTION ASSESSMENT AND STRATEGIC PLANNING

- Analyze retention numbers with a focus on first year to second year students, assessing areas for improvement.
- With VP of Student Life, research and strategize ways to improve retention.
- Communicate with students who have not yet registered for courses in the fall to encourage them to register and/or to learn why they are not returning.

COORDINATE ACADEMIC SUPPORT SYSTEMS

- Coordinate peer tutoring services including recruiting and training tutors, creating group study schedules, and assessing student needs for peer tutoring.
- Assess the needs for individual/group academic coaching and support (see below).
- Work together with the Registrar's Office and Student Life to plan and execute orientation and advising events to improve the undergraduate experience and assist students with the cultural and academic transition to Providence.
- Participate in the development of and delivery of workshops, public information sessions and special events to address general advising and stream-specific information.
- Evaluate effectiveness of programs and events and make recommendations for future improvements. Identify areas where programs and services would support and enhance student academic success and engagement.
- Propose, develop and deliver new programs and services as appropriate.

ACADEMIC COACHING AND SUPPORT

- Support Indigenous students academically, referring students to additional on-campus supports as applicable.
- Liaise with Athletics department concerning academic success among student athletes. Coordinate initiatives among academic advisors to provide academic coaching to student athletes as needed.
- Track students with conditional acceptance or on academic probation. Develop and facilitate supports to promote academic success.
- Coordinate Early Alert program
- Conduct needs assessment on barriers to success for various student demographics. Develop proposals to address gaps in current services



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DEPARTMENTAL RESPONSIBILITIES

- Attending weekly Student Life department meetings
- Meeting regularly with other Providence Academic Advisors
- Meeting regularly with the VP of Student Life

SERVE ON COMMITTEES AS NECESSARY

- Serving on Wraparound Care Teams as necessary
- Attend all UC Faculty Council Meetings
- Attend other meetings as necessary

COMPETENCIES

- Professionalism and adherence to ethical standards.
- Articulate a personal philosophy of academic advising.
- Create rapport and build academic advising relationships.
- Effective communication skills to regularly reach out to students and learn their academic needs and goals; communicate in an inclusive and respectful manner.
- Plan and conduct successful advising interactions.
- Promote student understanding of the logic and purpose of the curriculum.
- Facilitate problem solving, decision-making, meaning-making, planning, and goal setting.
- Engage in on-going assessment and development of the advising practice.
- Highly knowledgeable about the career path and degree programs students are pursuing.
- Positive and encouraging attitude to motivate students to succeed and advance in their educational careers.

EDUCATION & QUALIFICATIONS

- Master's degree in related field or an undergraduate degree and related experience required.
- Minimum three years of related experience preferred.
- Knowledge and understanding of education and degree requirements for students wanting to graduate.
- Understanding of the skills and education necessary for students to enter various professions.
- High level of customer service; collaboration, exceptional work ethic; attention to detail; organizational, problem-solving, and follow-through ability.
- Ability to maintain discretion and confidentiality.
- Proficiency with MS Office and database management experience.
- Excellent oral and written communication skills.

PERSONAL COMMITMENT

- An active personal Christian faith commitment.



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- A commitment to Christian higher education.
- Support the Providence mission, vision, and values.
- Affirm the Providence [Statement of Faith](#)
- Agree to abide by the Providence [Covenant of Community Life](#)

WORK ARRANGEMENT

- This is a full-time position at 37.5 hours per week. Occasional evenings & weekends are required.
- In person, Otterburne campus.
- Mostly regular office hours

APPLY

Submit a cover letter and resume by email to:
Leshia Verkerk, Vice President of Student Life
c/o Marlin Reimer, Director of Human Resources
Email: hr@prov.ca

Start Date: As soon as possible.

Consideration of applications will continue until the position is filled. All qualified candidates are encouraged to apply; however, Canadian citizens and Permanent Residents will be given priority. Applications from members of underrepresented groups are especially welcome. We thank all applicants for their interest. However, only those selected to proceed in the application process will be contacted.

Further information about Providence University College and Theological Seminary may be found at prov.ca.