

# JOB LISTING

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## Academic Advisor

**Position Available: Immediately**

**Posting Date: 02/19/2015**

**End Date: Open until filled**

Maryland University of Integrative Health is the leading academic institution for integrative health in the nation. For nearly 40 years, MUIH has educated practitioners in health and wellness through transformative and relationship-centered programs that draw from traditional wisdom and contemporary science. MUIH offers graduate degrees and certificates in a wide range of wellness fields, as well as programs for professional and personal development. In our on-campus Natural Care Center and community outreach settings, we provide compassionate and affordable healthcare from student interns and professional practitioners, and deliver more than 35,000 clinical treatments and consultations each year.

Maryland University of Integrative Health is seeking a dedicated individual join our academic advising team. The academic advisor is responsible for proactively managing the experience of each student in their program area(s) with the primary goal of student retention, progression, and satisfaction. The advisor will respond to student needs, maintain a current list of all students in their assigned area(s) and initiate contact with all new students in each enrollment cycle. The advisor will maintain sustained contact with students, assist students with scheduling and course mapping, monitor student academic progress, and address student concerns and challenges. The advisor will also work with faculty and staff regarding issues pertaining to student development, conduct and the student experience. The advisor will arrange his or her work schedule to accommodate the needs and schedules of students, including evening and weekend hours as needed and as determined with the director of enrollment management. The individual chosen for this role will have great customer service skills, be industrious, enthusiastic, proactive, and be able to maintain poise and integrity in challenging situations. The welfare of the student as a whole person is important in supporting student success and the advisor assures consistency and fairness in applying all policies and procedures. This position reports to the director enrollment management and works closely with academic departments and the team lead for academic advising.

### Responsibilities/Duties

The position will:

- Communicate with and maintain accurate records of contact with every student
- Maintain student and class advising files
- Proactively advise all assigned students and track student's progress with the goals of retention and progression toward program completion
- Assure substantive and sustained contact with each assigned student, guided by each individual student situation
- Provide guidance to students with regard to understanding MUIH institutional values and principals
- Work with faculty to identify students who at risk for failure to progress
- Oversee and monitor student contracts, action plans, and progress of students who are on probation, academic jeopardy, leave of absence or suspension

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## **Academic Advisor** **continued (2 of 3)**

- Investigate potential conduct of code violations and implement the conduct review processes as appropriate
- Track and guide students with Notices of Faculty Concern including:
  - Guide faculty on grading policies and addressing academic and behavioral issues
  - Facilitate student progress meetings with faculty
- Assist with grievances and Title IX issues; seek advice from Title IX coordinator as needed
- Assist students with ADA requests
- Identify and triage students needing academic support, referring to the following parties when needed; faculty, peer services, online services, staff resources, the academic support specialist or other appropriate services
- Provide daily change of status notices to Team Lead and Director of Enrollment Management
- Identify and report trends and patterns in student behaviors in relation to academic programs and progression
- Evaluate processes and procedures from the student perspective and from an efficiency perspective and make recommendations for improvements
- Work collaboratively with all other advisors to develop and update appropriate student policies, seeking approvals from MUIH leadership when needed
- Support the maintenance of a comprehensive student handbook
- Collaborate with the offices of Graduate Admissions, Financial Aid, Finance, and the Registrar as well as academic departments and IT on day to day matters and in administering policy
- Assist with the development of an institutional orientation program and program specific orientation, as needed
- Participate in CEO Student Delegation meetings and other student meetings, as requested or assigned
- Identify additional initiatives to support students
- Investigate potential conduct of code violations and implement the conduct review processes as appropriate
- Perform other duties as assigned

### **Qualifications**

Required:

- Master's degree
- 2+ years of experience serving as an academic advisor in higher education, including extensive knowledge and experience working with degree requirements, student assessment, student retention, and advising techniques
- Proficiency in the use of MS Office applications
- Exceptional customer service skills

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## Academic Advisor

continued (3 of 3)

- Ability to balance multiple priorities and provide deliverables within specified timeframes
- Commitment to working with a diverse student body
- Demonstrated ability to work effectively with faculty, staff, and administrators
- Ability to appropriately handle confidential information
- Highly developed interpersonal skills and exceptional communication skills (both written and verbal)

Preferred:

- Experience working with international students, VA students, and disability services (accommodation requests)

**To apply:** Interested candidates should forward a cover letter (including salary requirements) and resume to the Office of Human Enrichment at [jobs@muih.edu](mailto:jobs@muih.edu). Please reference "1505 – Academic Advisor" in the subject line of the email.

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Maryland University of Integrative Health is committed to being, communicating, and educating in ways that recognize and honor the full range of human diversity. Applicants are considered on the basis of individual merit without regard to race, color, national or ethnic origin, gender, gender identity, sexual orientation, marital status, pregnancy, age, religion, disability, genetic information, or any other characteristic protected by law. Equal Opportunity Employer