Student Success Advisor

Job description and skills specification

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<th>Job Title:</th>
<th>Student Success Advisor (Full-Time fall and spring semesters; Part-time summer (mid-May to mid-August))</th>
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<td>Reports to:</td>
<td>Center Director</td>
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<td>Location:</td>
<td>ONCAMPUS Boston at Wheelock College, Boston, Massachusetts</td>
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The Company

Cambridge Education Group (UK)
For the past 60 years, Cambridge Education Group has helped international students prepare for college and realize their goals through academic, creative, and English language programs. CEG has developed partnerships with educational institutions across the U.K. and built up a robust team of admissions advisors. A team of 76 marketing and admissions professionals work with 500 agents across the globe to recruit students. CEG has overseas offices and representatives in several locations including China, South Korea, Thailand, Russia, and Brazil. These representatives work with local educational institutions and counselors to identify and recruit students who would benefit from CEG’s programs. CEG students come from over 120 countries – 45 percent from Asia. They progress to top U.K. and USA universities and other leading universities across the globe. With a commitment to the highest teaching standards, excellent facilities, and exceptional student support, CEG’s record of success has allowed it to develop relationships with more than 60 universities in the U.K. – including Oxford, Cambridge, and the University of London. CEG has adapted this well-tested model, with appropriate adjustments, to educational institutions in the United States. Its first U.S. venture was in September 2012 when the ONCAMPUS Boston program with Wheelock College was established. Students are recruited and vetted through CEG agents and prepared for transfer to partner universities or any other university. Accreditation and visas for the academic year program are under Wheelock’s aegis, as are most student services. Additional information about Cambridge Education Group may be found at: www.ceg-uk.com

ONCAMPUS Boston

ONCAMPUS Boston is one of sixteen ONCAMPUS centers operated by Cambridge Education Group. ONCAMPUS Boston is an intensive first-year transfer program for international students. Based at Wheelock College, a private college in the heart of Boston, students take a full course load of academic classes, supplementary support classes, and are also encouraged to get fully involved in campus life. Upon completion of the program, students will have the opportunity to transfer into their sophomore year of college. ONCAMPUS Boston has developed partnerships with several institutions in the Boston and surrounding area to make it easier for students to transfer into a program that meets their academic and career goals. Students are supported in applying to any university of their choice.

Job overview
The Student Success Advisor’s primary responsibilities include, but are not limited to the following essential functions: academic success and university transfer advising and teaching for ONCAMPUS Boston students who plan to transfer as sophomores after successful completion of the ONCAMPUS Boston program at Wheelock College. This is to be achieved by delivering a highly supportive transfer and academic support program to guide students through the selection of and application to a range of universities. Weekly activities include teaching university success
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classes, workshops, and transfer labs (in computer lab) to groups of 15-20 students, as well as weekly one-on-one advising. Data management is an essential responsibility, as is collaboration and communication among internal and external stakeholders.

It is ESSENTIAL all candidates meet the CEG Customer First CARE Principles:

Commit
- Goes the extra mile
- Follows-up & follows through

Act
- Takes ownership
- Looks for a solution

Respond
- Addresses issues positively
- Communicates proactively

Empathise
- Is an active listener

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities

Student Success Advising, Teaching and Curriculum Development

- Fulfill the role of Student Success Advisor for at least two groups of students, as assigned, for the academic year, using the ‘Appreciative Advising’ approach
- Oversee and contribute to the development, implementation, and review of a coherent academic support curriculum for Success class (major exploration, university engagement, and general academic skills)
- Teach weekly Student Success Classes, to support the academic and transfer success of students
- Teach a University Success Workshop focusing on topics relevant to understanding US higher education
- Per advising group, hold two hours of individual advising per week
- Hold mid-term advising meetings to support the overall academic achievements of students
- Contribute to the continued development of the Student Success Portfolio
- Collaborate with the other Student Success Advisors to ensure a complementary and cohesive advising program, which utilizes the ‘Appreciative Advising’ approach

University Transfer Guidance

- Develop and teach weekly transfer classes taught in the computer lab, to guide ONCAMPUS Boston students successfully through the transfer application process (common application) and teach them about US higher education
- Hold general office hours to provide extra support for transfer process, as needed
- Develop and maintain instructional training manuals to support students in their transfer application processes
- Assess students’ previous and current academic achievements and provide guidance and support to achieve a successful transfer

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- Keep up to date with transfer procedures and possibilities within the US higher education system

Collaboration
- Liaise with Wheelock’s instructors to ensure that ONCAMPUS Boston students are supported in the critical thinking skills, and other Academic skills needed to successfully complete freshman courses
- Maintain communications with ONCAMPUS Boston staff about student performance
- Attend and participate in scheduled meetings as arranged
- Participate in new student orientation, and other relevant events
- Participate and provide contributions to the overarching subject committees to support the enhanced student experience within the classroom across all ONCAMPUS programs
- Liaise with transfer and admissions advisors at partner universities to maximise opportunities for student transfers
- Liaise with Wheelock’s Registrar and DSO regarding student records needed for transfer applications
- Organize partner fairs, student visits, partner visits, and admissions interviews and other motivational events
- Coordinate with CEG Sales & Marketing teams to raise the profile of the program and increase awareness of transfer-related activities and academic support approach
- Provide support to ONCAMPUS Boston staff and CEG Sales & Marketing teams on transfer opportunities and successes

Communication
- Deliver clear communication and work flows on the transfer processes at all times for students and staff
- Promote understanding of our program, student transfer applications, academic support classes, and opportunities
- Assist in the development and maintenance of the appropriate social media presence and publications such as Facebook, newsletters, special announcements, handbooks etc.

Data Management
- Develop and maintain a tracking system for existing students and alumni, and produce relevant reports for the Center Director
- Manage and maintain all progression statistics and academic data for quality assurance procedures and provide accurate data and information
- Provide administrative support to the Center as reasonably requested by the Center Director in line with the company’s aims and objectives

Education
- Bachelor’s degree, but a Master’s Degree desirable

Experience
- Minimum of three years teaching and/or advising experience in higher education, preferably with international students
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- Understanding of student database systems and experience entering and reporting on information in the system
- Knowledge of and experience with the Common Application form used by US universities
- Studying or living abroad, and knowledge of a foreign language, desirable

Skills
- Proficiency in Microsoft Office, especially EXCEL
- Demonstrates effective teaching skills, preferably with international students
- Collaborates with peers to complete projects/assignments
- Works proactively and independently, within a collaborative environment
- Exhibits strong analytical and problem solving skills
- Possesses excellent oral, listening and written communication skills
- Has an excellent attention to detail
- Demonstrates effective presentation skills
- Meets deadlines and displays strong organizational and administrative skills

Personal Attributes
- Exhibits integrity & ethics
- Is energetic and enthusiastic
- Has ability to plan workload while remaining flexible
- Demonstrates a clear empathy with international clients and understands their needs, regardless of background
- Shows commitment to the role, the team and the Center

How to apply:
Please submit to Kimberly Sizelove, Center Director, an up-to-date Resume and a cover letter outlining how your skills, experience, and personal attributes fit this position. Use the online application form posted on the Wheelock College website.

Start date: ASAP
Applications sent in by October 31, 2016 will be given first priority. Open until filled.