Student Academic Advisor, Job Description
Academic Advising Center

Student Academic Advisors are an integral component of the advising staff in the Academic Advising Center. Under FERPA guidelines Student Academic Advisors (SAAs) provide advising to students regarding general academic issues/policies and those related to majors. SAAs are required to participate in all training sessions prior to beginning work and attend monthly staff meetings. SAAs are required to work a minimum of 5 hours each week in the Lecture Hall Building during the Fall and Spring semesters in which classes are in session. Employment term is considered three semesters: Fall 2017 and Spring and Fall 2018. More specifically, SAAs will:

1. Provide general advising for walk-in or scheduled appointments: Help students understand their Academic Requirements report, explain academic policies/procedures such as add/drop, application for graduation, withdrawal from the university, pass/non-pass, registration information, declaration of major, General Education and University Core Requirements, Petition to Transfer Credits, Third Attempt Petition, etc.

2. Provide major advising for walk-ins or scheduled appointments which requires the SAA to be able to review major requirements as listed in the online catalog; or to refer a student to the appropriate college or department office.

3. Participate in Campus Outreach/Involvement with ACAD by representing the Center at Towson University Open Houses and TU4U events.

4. Each semester plan, design, and execute one Outreach Advising Program presented to a campus student group; complete initial and follow up reports. Complete reports in a timely manner.

5. Participate in the FYE mid-semester group meetings to help FYE Advisors explain and demonstrate the online class registration process, how to access and read the Academic Requirements Report, and other pertinent information for first year students.

6. Manage the online Live Chat feature for the Academic Advising Center. Respond to questions initiated by students online.

7. Assist ACAD staff with various tasks and projects such as Transfer Student Registration Programs, Freshman Orientation, Welcome to Towson, surveys, research, mailings, copying, and other tasks upon request.

8. Participate in regularly scheduled SAA staff meetings.

7/2017