

## Manager – Academic Advising

Department: Faculty of Arts:  
Undergraduate Office

Effective date: Nov 5, 2010

Grade: USG 12  
35 hr/wk

Reports to: Associate Dean: Undergraduate  
Studies, Faculty of Arts

### **General Accountability:**

The Manager – Academic Advising reports and is accountable to the Associate Dean: Undergraduate Studies. The position is responsible for providing primary support to officers and member of the Arts Faculty as well as the University of Waterloo community in areas relating to most matters of undergraduate curriculum and of undergraduate regulations and practice. This position's advising specializations include concurrent degrees, transfer students (from both internal and external sources), and international students, whether in Arts degree programs, exchange programs, or Arts 2 + 2 programs. The position is also responsible for the overall development and implementation of student academic support initiatives and programs. The Manager – Academic Advising supervises the AUO's Senior Academic Advisor and both Academic Advisors.

### **Nature and Scope:**

The Arts Undergraduate Office (AUO) provides wide-ranging service to the Faculty of Arts as a whole as well as the University of Waterloo community in the areas of undergraduate curriculum development and change, and in the broad area of student engagement, which includes student recruiting, academic counselling and advisement, as well as any new initiatives focused on outreach, engagement and retention of new students, current students, and/or alumni. Specific activities and specializations of the AUO include communications and publications, recruitment and liaison, applicant counselling, admissions and transfer credit assessment, student advisement, course counselling and confidential counselling, student academic discipline, academic and standings progress monitoring, transition and retention, enrolment management support, and curriculum development and support.

The AUO serves a clientele of approximately 4,000 undergraduate students (of an estimated 7,000 full- and part-time students in Arts) with a wide range of needs and interests, and other significant groups including a large and various audience of Arts Faculty applicants and potential applicants, the Dean of Arts, Arts' other Associate Deans, the Arts department Chairs and Associate Chairs: Undergraduate Studies, other offices and areas of the university, and other educational institutions and members of the public. Student clients may be full- or part-time, on campus or at a distance, OSS or non-OSS, domestic or international, young or mature, internal or external transfers, Honours Arts Year I, non-degree, in Honours Arts and Business regular or co-op, or in upper-year Liberal Studies.

While each of the five academic staff members holds a position representing particular aspects and focuses within the AUO, the relationships of the particular functions are very close, and the positions have the core skills of academic counselling and advisement in common. Each provides appropriate, empathetic, and equitable academic counselling at a highly informed level for all students under the Dean of Arts purview as well as individuals external to the Faculty of Arts who wish to pursue studies in the Faculty of Arts. All academic staff members work in co-ordination and frequent communication with each other and with the Associate Dean: Undergraduate Studies, to promote the successful

achievement of the goals and purposes of students in the Faculty of Arts, and of the Faculty's overall mission.

The Manager – Academic Advising is one of 11 staff members in the AUO, which is headed by Arts' Associate Dean: Undergraduate Studies.

**Statistical Data:**

Number of Arts departments:	15 + School of Accounting and Finance
Number of Arts academic plans:	More than 230 majors, minors, options, diplomas, etc.
Number of students seen in the AUO per year:	4,000
Average number of students under purview of Dean of Arts Office: Liberal Studies: 1,600 Honours Arts, Year One: 750 Arts and Business, Year One: 500 Transfer students: 400 Non-degree students: 200	3,450
Meetings of UGAG and AFC per year:	12
Meetings of Regulations Committee per year:	24
Meetings of Examinations and Standings per year:	50
Meetings of Admissions Committee per year:	50

**Specific Accountabilities:**

1. Manager – Academic Advising Function

- Organizes and chairs regular meetings of the AUO's Arts Academic Advisors to discuss consistent application of regulations and procedures and advance seamless support to students in the Faculty of Arts.
- Provides overall strategic direction for all aspects of web advising, such as FAQs, triage, and forums.
- Develops guidelines for increased advising efficiency.
- Develops and creates new Faculty regulations and proposes changes to existing Faculty regulations.
- Proposes new advising initiatives.
- Leads the advising portion of the Associate Dean's annual Undergraduate Officer's workshop.
- Creates and maintains training modules for new and existing departmental Undergraduate Officers on advising topics such as Plan Modification Forms, Student Petitions, etc.
- Provides support in undergraduate matters for the Faculty of Arts as a whole.

2. Student Advising

- Maintains in-depth and current knowledge of Arts' undergraduate curriculum and academic requirements for all programs; of Arts' admissions regulations and practices, including transfer credit regulations pertaining to a wide variety of academic institutions; of the areas of expertise that are of particular relevance to his/her position, such as concurrent degrees, internal and external transfers, transfer credits, and

international students; of the University policies and Faculty regulations of particular relevance to student issues; and the sources of support and help that are available to students, both within and outside the University.

- Retains signing authority for the approval of academic program changes, course changes, marks processing, Petitions for Exception to Academic Regulations, and Recommendations to Graduate.
- Works closely with the Academic Officer and Records Co-ordinator for Arts on academic progression and the determination of academic standing decisions for Honours Arts students; also, in conjunction with the Records Co-ordinator for Arts, assists and advises Departmental Academic Advisors in Arts on issues relating to academic progression.
- Provides assistance to students with Letter of Permission requests including the assessment of course equivalency and overall approval of such requests.
- Maintains appropriate contact and communication with those offices and entities elsewhere in the Faculty, in the University, and in the outer community that are particularly relevant to the areas of his/her own responsibilities.
- Provides assistance to students in the preparation of petitions.
- Applies a continually evolving understanding of both the breadth and boundaries of his/her authority in relation to his/her duties.
- In conjunction with the Academic Officer and Recruitment Manager, participates in the first-year course selection process.
- Speciality: Concurrent Degrees
  - Provides academic advising on course/program selection and changes, degree requirements, preregistration, and all academic issues for students considering or pursuing an Arts BA concurrently, from declaration to graduation.
  - Co-ordinates the academic progression and advisement for the concurrent degree cohort. This responsibility includes assessing students' academic standing and completion of course requirements; and generating appropriate comments and decision codes for the Office of the Registrar.
- Speciality: International Students and Arts Exchange Programs
  - Works in conjunction with the Arts International Exchange Co-ordinator, Waterloo International, Records Co-ordinator for Arts, and other Faculty Exchange Coordinators to offer information and guidance to student participants on Exchange opportunities as well as to ensure appropriate course selection (incoming exchange students) and transfer credit application (outgoing exchange students).
  - Acts as central resource for new and existing Faculty of Arts 2 + 2 initiatives with overseas institutions.
- Speciality: Transfers (Internal and External)
  - Handles and processes applicant files and interprets academic records.
  - Provides academic advising regarding course/program selection to students seeking admission to the Faculty.
  - Assesses transfer credit for those applicants who gain admission to the Faculty.

### 3. Admissions

- Holds voting membership on and provides support to the Arts Faculty Admissions Committee.
- In conjunction with Admission Officers for Arts, is the primary undergraduate Admitting Officer of the Arts Faculty as a whole:

- Acts as Admitting Officer for all applicants to the Faculty of Arts from foreign sources and aids in the assessment of transfer credits for such admitted applicants.
  - Interprets academic records and assesses transfer credit(s) for admitted students who have had previous post-secondary experience.
  - Oversees the handling and processing of applicant files and the interpretation of academic records performed by the AUO advising team.
  - Provides advice and information to the Faculty and its Admissions Committee on associated matters.
  - Provides support in other categories of applicant assessment, both on-campus and online.
4. Support to the Associate Dean: Undergraduate Studies
- Consults and informs the Associate Dean regularly and frequently of activities and developments within the advising function of the AUO and on matters of a sensitive nature.
  - Consults regularly and frequently with the Associate Dean and the Administrative Coordinator on matters pertaining to the curricular functions of the AUO.
  - Prepares written reports on a variety of matters within the advising function of the AUO either on his/her own initiative or at the request of the Associate Dean.
  - Provides administrative or other support for Arts Undergraduate Office initiatives as defined by the Associate Dean: Undergraduate Studies.
5. Engagement and Student Life
- Serves as liaison between AUO advising and Arts student engagement.
  - Oversees first-year student academic initiatives.
  - Consults regularly and frequently with the Associate Dean and the Recruitment Manager on matters pertaining to the engagement and retention functions of the AUO.
  - In conjunction with the Recruitment Manager, co-ordinates and participates in the post-offer preregistration sessions and initiatives scheduled for new Arts entrants in June and July.
  - Participates in the Faculty's transition and retention programs for undergraduate students.
  - In conjunction with the Recruitment Manager, and in consultation with the Associate Dean, provides advice and support to the Registrar's Office Admissions Specialists and others in the preparation of annual analyses focusing on applicant and admission patterns, on tracking of current students, and on tracking of former Arts students and graduates of the Faculty.
6. Service to Committees
- Service to the Arts Examinations and Standings Committee (E&S)
    - Attends weekly meetings of the Arts Examinations and Standings Committee as a voting member.
    - Provides essential support towards the committee's role of deciding on student petitions.
  - Service to the Arts Undergraduate Affairs Group (UGAG)
    - Attends meetings of UGAG as a voting member.

- Attends Arts Faculty Council (AFC) to follow the progress of matters decided at UGAG.
- Presents curricular or regulatory items for approval at UGAG on behalf of the Associate Dean or the Arts advising team.
- Service to the Arts Regulations Committee
  - Attends bi-weekly meetings of the Arts Regulations Committee, a sub-committee of UGAG, as a voting member.
  - Provides essential support towards the committee's goals of discussing current Faculty regulations and practices and making recommendations to UGAG.
  - Consults with the AUO advising team regarding regulatory items brought forward for discussion.

#### 7. Curriculum

- Serves as liaison between AUO advising and Arts curriculum.
- Validates academic advisement templates maintained by the Administrative Co-ordinator, Arts Undergraduate Studies.
- In conjunction with the Associate Dean and Administrative Co-ordinator, maintains the advising portion of the Arts Undergraduate Officer's Handbook.

#### 8. Supervisory Duties

- Supervises the Senior Academic Advisor and both Academic Advisors:
  - Oversees, guides, mentors, empowers and provides sufficient consultation to ensure that s/he meets the goals and expectations of the position;
  - Provides training;
  - Performs annual performance reviews;
  - Serves as a key member of the hiring committee;
  - Ensures duties are covered during periods of absence.
- Provides input to the Administrative Co-ordinator, Arts UG Studies in relation to the activities of both the Senior Student Services Assistant and the Student Services Assistant.

#### 9. Recruitment

- Serves as liaison between AUO advising and Arts recruitment.
- Attends Universities Fair, March Break Open House, and other venues/events when necessary, acting as part of the Arts recruitment team.

#### **Significant Internal Relationships:**

- Arts Undergraduate Office personnel
- Registrar's Office
- Undergraduate Officers in the Faculty of Arts
- Office of the Dean of Arts
- Office of the Associate Dean of Arts, Co-op and Special Programs
- Arts department staff
- Waterloo International
- Other uWaterloo Faculty Undergraduate Offices and advisors