

Nipissing University
POSITION DESCRIPTION

JOB TITLE: Academic Success Advisor

DEPARTMENT: Office of the Registrar

WAGE Level WG 80

EMPLOYMENT DEFINITION (STATUS): Full-Time Support Staff

SUPERVISOR: Manager, Academic Retention & Advising

DATE: October 2026

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Academic Retention & Advising, the Academic Success Advisor supports student persistence, retention, and degree completion through proactive outreach, developmental advising, academic planning, and student success initiatives.

Using a proactive advising approach, the Academic Success Advisor helps students navigate academic requirements, policies, procedures, and degree planning while supporting their successful transition to university through to graduation. The Advisor works collaboratively with academic and student support units to reach out to students who may benefit from additional support and coordinates timely interventions designed to promote academic success, progression, and continued engagement. The Advisor assists students in developing academic plans aligned with degree requirements, graduate and professional school aspirations, Bachelor of Education teaching subject requirements, professional designations, and other educational objectives.

The Advisor maintains the integrity of student academic records by implementing approved academic decisions and supports students in effectively utilizing institutional advising and academic planning tools.

DUTIES & RESPONSIBILITIES:

Student Success, Retention and Proactive Outreach (45%)

- Assist in the coordination and implementation of pre-registration academic advising for students, including new, first year, upper-level, transfer, full-time and part-time students
- Deliver proactive, developmental advising that promotes student persistence, engagement, retention, and degree completion
- Conduct targeted outreach to students identified through retention initiatives, academic performance indicators, and student success campaigns
- Monitor student progress and identify opportunities for early intervention and support
- Build supportive relationships with students and assist them in overcoming barriers that may impact academic success
- Collaborate with academic and student support units to coordinate interventions and referrals
- Participate in the development, implementation, and assessment of student success and retention initiatives
- Maintain records of student interactions, outreach activities, and intervention outcomes
- Contribute to institutional efforts aimed at improving retention, progression, and graduation rates

Academic Advising and Educational Planning (35%)

- Respond to student inquiries through appointments, email, virtual advising, and other communication channels
- Assist students in developing academic plans aligned with their educational, professional, and career goals

- Advise students regarding academic regulations, degree requirements, progression requirements, and graduation eligibility
- Provide guidance regarding second degree planning, graduate and professional school preparation, Bachelor of Education teaching subject requirements, and pathways toward professional designations and certifications
- Support informed decision-making related to course selection, academic progression, and educational pathways
- Deliver workshops, presentations, and educational programming related to academic planning, student success, and progression
- Identify students in academic difficulty and advise on available academic options, including policies relating to petitions and appeals

Academic Records and Advising Systems Support

(15%)

- Implement approved academic decisions within institutional systems, including course overloads, substitutions, waivers, petitions, and other academic exceptions
- Maintain the accuracy and integrity of student academic planning and degree audit records
- Support students in effectively understanding degree audit, academic planning, and self-service advising tools
- Develop and maintain individualized academic plans where required
- Investigate and resolve discrepancies affecting student progression, registration, and graduation eligibility
- Liaise with academic units regarding approved academic decisions and their implementation within student records

Professional Practice and Continuous Improvement

(5%)

- Maintain current knowledge of emerging trends, research, and best practices in student success, retention, and academic advising
- Engage in ongoing professional development through NACADA and other relevant professional associations, conferences, workshops, and communities of practice
- Apply evidence-informed advising models and student success frameworks to advising practice
- Contribute to the continuous improvement of student success services, retention initiatives, and advising program

Any other duties assigned.

QUALIFICATIONS:

Education: A Bachelor's degree

Training, Experience, Knowledge & Skills Required:

- One to two years of relevant advising experience in an academic setting
- Experience creating and delivering presentations
- Thorough knowledge of university system, academic regulations and procedures
- Excellent conceptual and problem-solving skills
- High degree of professionalism, judgement and initiative
- Excellent interpersonal skills
- Ability to demonstrate high level of initiative
- Developed skills in databases (preferably Ellucian), Microsoft Word, Excel, and presentation software such as PowerPoint
- Demonstrated commitment to working as a team player with a commitment to quality of service
- Demonstrated ability in verbal and written communications
- Ability to work in a discreet and confidential manner

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Retention and Academic Advising

Internal Contacts: Students, Staff and Faculty

External Contacts:

- Prospective Students
- General public
- Provincial and National Advising Networks

MATERIALS UTILIZED:

- General Office Equipment
- Academic calendar

PHYSICAL DEMANDS:

- Visual, listening and mental concentration
- Frequent interruptions

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date