



Academic Advising & Success Coordinator (ASC)

Location: LONDON

Reports to: Dual-Reporting to Onsite Academic Leaders and Program Director of Academic Success & Advising

Type: Full-Time, Seasonal Employment

Department: Academic Affairs

Division: Academic Success & Advising

Verto is on a mission to provide the best possible start to college. We start by making travel and experiential education a core part of every student's Freshman year. Our students begin college overseas in one of 5 Verto locations, before seamlessly transferring to one of over 70 partner universities in the United States. While completing 1 or 2 semesters with Verto, students become more mature, empathetic global citizens who have a greater sense of purpose and direction for their lives.

At Verto, we're creating a different model. We're driving the costs down and acceptance rates up. We connect students to the world and give them a chance to discover who they are before making them choose a major. We're out to build a transformational company that makes higher education more accessible and impactful. We are backed by First Round Capital and other top VCs.

At Verto Education we value voices of all backgrounds and experiences. We know that creating a diverse environment takes dedication and intentional hiring practices. We are cognizant of the gap between our current state and our commitments. In order to bridge that gap, we have to humbly evaluate where we are today.

POSITION SUMMARY

Department Overview

Academic Success and Advising is part of Verto's Academic Affairs Department, located with Verto Headquarters. The Academic Affairs HQ department works with the University of New Haven as its Academic Provider, which directs all teaching and learning, academic operations, and academic success initiatives across the organization. Academic Success and Advising is the student-facing unit of Academic Affairs, and is the team that works to support students in navigating their transition to and through college. Academic Success and Advising is committed to supporting current and future organizational objectives through the design, implementation, and execution of strategic, innovative, and research-based practices to elevate academic success for all participants. All members of the academic team serve as student-advocates and champions across the organization to ensure each and every practice creates an impact



towards our participants' learning outcomes and post-Verto plans, and aligns with the mission and vision of Verto Education.

Basic Expectations for the ASC Role

The role of the Academic Advising & Success Coordinator requires a versatile candidate who can work directly with students. Individuals in this role have the opportunity to support holistic student academic success and serve as an Academic Advisor, a Care Team Leader, an Educator, a facilitator of student academic success workshops and programming, a student advocate, a faculty partner, and use academic technology and systems to track and monitor student academic progress regularly. ASCs have the opportunity to work with diverse students to help them articulate and navigate short and long term academic goals and address challenges while they study abroad.

Academic Advising and Success Coordinators (ASCs) are student-facing staff who have a priority to proactively establish relationships with their assigned participants. As part of this process, the ASCs support participant development with assessment tools like the Academic Success Survey, College-level Study Skills Inventory, Typefinder, and other college and career instruments during participant orientations and throughout the Verto Study Abroad Experience (semester/year). ASCs act as the first line of communication for all assigned participants regarding academic advising, academic goal setting, academic progress and academic success strategies. ASCs act as facilitators and educators, and lead workshops and orientation sessions regularly. ASCs are responsible for communicating and enforcing Verto Academic Policies, calendars, academic actions and academic status changes with other stakeholders including faculty and staff across the organization. ASCs provide clarity on coursework, administer interventions/retention strategies, and support holistic student success. ASCs also collaborate closely with faculty to ensure each participant is sufficiently supported in class, with Student Life Coordinators to provide triaged support and increased participant engagement and with Academic Affairs HQ staff ensure participants are properly enrolled and remain on track with college transfer and/or career plans. ASCs also track participant data (e.g. attendance, class engagement, assignment completion and overall academic performance), report and escalate challenges to academic staff as appropriate.

The ideal candidate will be a highly motivated self-starter, with a student-first focus, who can work independently and across teams with equal enthusiasm. This role requires an ability to utilize technology and think creatively to implement scalable systems and processes. The candidate must be prepared to engage in local and global teams, working across the organization (and time zones) in the delivery of Verto's academic success interventions. The ideal candidate is comfortable working closely with students and faculty, navigating difficult conversations with empathy and educational perspectives, and engaging in different roles from advising and mentoring to supporting local and global staff in day to day work and special projects.



Responsibilities are described below and may include other duties as assigned.

Care Team Leader: ASCs are an integral part of the Verto Care Team

Each Care Team consists of ASCs and Student Life Coordinators (SLCs) who share the same participant caseload, which may vary based on student enrollment. Care Team leaders work closely together to mentor and support students and reinforce shared goals and intervention strategies. Care Team leaders dedicate time regularly to support holistic participant engagement in the Verto community and identify strategies to increase engagement as needed, in and out of the classroom. The goal of this care team is to provide proactive, strengths-based, and holistic support for participants.

In-Country: Academic Success Program Implementation

ASCs are the primary implementation team members of Verto's academic advising, academic success and college counseling programming through direct work with Verto participants. ASCs communicate regularly with their assigned participants via email and all ASCs meet 1:1 with each of their assigned participants a *minimum* of 3 times during the semester. Meeting needs are adaptable to individual participants:

1. Success Survey/Plan (SSP) or College-level Study Skills Inventory (CSSI): review the participant's Success Plan or College Skills Developmental targets (no later than wk 3)
2. Personal and Academic Goals: discuss the participant's academic growth/needs mid-term and review progress towards SSP and #CollegeStrong "grab and grow" outcomes (no later than week 6)
3. College, Career and Life Advising: work with participants to review Typefinder results, to discuss and complete college and career plan inventories that explore post-Verto options, values, and participant "best fit" interests (no later than week 10)

ASCs also meet 1:1 with participants upon request and proactively seek additional meetings as needed determined by faculty feedback and/or participant academic performance, to provide effective academic intervention and student success support. ASCs collaborate with participants to establish Academic Success Plans (ASPs). They recommend #CollegeStrong development modules based on each students' survey results, document progress, and hold participants accountable for weekly actions and items as mutually agreed upon. Care Team notes, Care and Concern Meetings, and Incident Reports are ways in which ASCs track student data throughout the term/year.

Academic Advising and College Counseling

ASCs are responsible for supporting Verto's Academic Advising, Academic Success and College Counseling programs in action to support student arrivals and throughout students' time abroad. These programs are directed by Verto AAHQ program staff and implemented onsite with students in collaboration with global academic teams. ASCs work closely with program



directors/managers to understand the goals and needs of these programs and services for students in relation to academic advising and college counseling.

ASCs support student transitions to their study abroad experience by participating in academic pre-departure advising and community building alongside AAHQ staff by attending pre-departure orientations, participating in student data audits, advising sessions, course registration and more. While AAHQ staff provide centrally coordinated programming for Academic Success, Academic Advising and College Counseling, ASCs provide critical implementation directly with students.

ASCs will work closely with AAHQ staff to ensure familiarity with Academic Provider and Academic Partner requirements and critical deadlines. ASCs partner to provide pre-departure and localized academic advising and matriculation support to Verto's prospective, deposited, and currently enrolled students (Channel & Traditional) by helping them choose courses, research majors, understand degree pathways (course mapping), and navigate application processes and timelines associated with their "best fit" post-Verto program options or academic partner institutions. "Best fit" research at Verto takes into consideration the student's academic, social, and financial capabilities and ASCs work closely with AAHQ staff to ensure students have solid academic plans in place post-Verto.

During Verto Discovery and localized semester events, ASCs facilitate large/small group academic orientation, advising and success sessions, and other workshops as needed. They support student course registration, Add/Drop and Withdrawal processes, College Week activities, host walk-in office hours, and conduct scheduled 1:1s with all students to complete 2Yr./4Yr. college matriculation plans and more.

Student Advocate / Academic Accommodations Offered by Academic Provider(s)

ASCs are onsite to serve primarily as a student advocate and provide ongoing support for student academic success. ASCs help students navigate difficult conversations, address challenging behaviors with empathy and provide students with a space to grow and learn.

While ASCs serve as advocates for all students, ASCs must also be sensitive to students with special academic needs. ASCs act as advocates for participants to request and receive accommodations from the Academic Provider. Academic Accommodations are private, and participants who hope to receive them will only be expected to share them with those who have a legitimate need to know, which includes the ASC as an onsite student advocate. The ASC must respect each participant's privacy while also making efforts to ensure that participants who require and seek accommodations do receive them. ASCs help students navigate the application process, help students self-advocate and communicate with instructors to receive approved accommodations, and check in to assess student progress.



Learning Support Services and Academic Interventions

ASCs provide weekly office hours and are available for academic support services as needed. This may come in the form of supporting tutoring or in helping to coordinate or organize other academic resources participants have access to, such as Study Groups or Study Lab, Writing Center, and/or during a scheduled advising time. ASCs work with SLCs to support participant development of healthy habits and executive functioning skills (i.e. organization, planning, time management, study habits, self care, healthy routines, etc.).

ASCs may also be asked to facilitate a one credit Academic Success foundations course in partnership with Verto's Academic Provider. ASCs may also be invited to participate in the implementation of key program initiatives such as Pre-Departure and New Student Orientation, College Week, and Global Skills Development workshops.

Academic Systems, Data Management and Student Academic Progress Reporting

ASCs carefully track, monitor and respond to key data from the learning management system and other academic technology tools (Canvas Roll Call, Dropout Detective, Maxient, Salesforce) and other tools as needed, in alignment with FERPA educational privacy standards. ASCs monitor and identify key trends and data to identify clear early warning and intervention strategies. ASCs provide regular reporting and visibility to ensure Verto stays on track to meet key academic objectives. ASCs also bring urgent participant issues and concerns immediately to their supervisor whenever deemed necessary.

Academic Success Collaboration / Faculty Support

ASCs communicate frequently with key stakeholders in the community to foster academic success onsite. ASCs work closely with faculty and onsite academic leaders to monitor participant academic performance, attendance and assignments, and are key to communicating concerns to provide additional support as relevant. ASCs help students learn to identify strengths and weaknesses and learn to develop their student identity and communicate effectively. ASCs help direct students toward needed interventions with ongoing support while encouraging participants to engage in their study abroad experience responsibly. ASCs also collaborate with faculty to consider interventions (inside or outside of class) that can help participants better communicate with faculty, build key academic skills and strategies to support classroom learning, and engage in out of class learning experiences led by faculty. ASCs may participate in class-related activities, excursions, and offer sessions in-class in partnership with faculty. ASCs may work with faculty to recommend review sessions or tutoring outside of class.

WHO WE'RE LOOKING FOR



- **Strategic Thinker:** You can plot the chess moves a year ahead of time and develop a credible plan to deliver amazing value to our students.
- **Influential communicator:** You are a thoughtful communicator who can sell ideas, gather resources, and rally stakeholders.
- **Strong Executor:** You value getting things done and hitting deadlines. You have a track record of delivering under pressure.
- **Humble Collaborator:** You bring kindness and empathy to your working relationships and put the team's success before your own.
- **Mission-Driven:** You deeply believe that education has the power to transform lives and you want to give more young people a chance to thrive.

Minimum Requirements and Qualifications:

The ideal candidate for this position will have:

- A Bachelor's degree required; Master's degree preferred
- 2+ years of experience in teaching, tutoring and/or academic advising (preferred)
- 2+ years of experience working with high school or college students (preferred)
- Must be 24 years of age or older
- Experience working with culturally, ethnically, socioeconomically, and linguistically diverse students and demonstrated ability to foster relationships with underrepresented populations
- Experience with experiential learning and/or education abroad programming
- The ability to embody/model kindness, openness, flexibility, curiosity, empathy, integrity, responsibility and professionalism for students
- A passion for learning, experiential education, diversity, inclusivity, travel, global citizenship and, most importantly, for helping students grow and succeed
- Ability to work independently and as a team player and work across time zones
- Patience, optimism, integrity, flexibility, and understanding when working with new college students.
- Ability to have a participant-centric approach to advising by placing empathy, advocacy, and skills-building at the heart

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent communication (oral and written) and interpersonal skills
- Understanding of common learning differences and (dis)abilities and general characteristics of today's student population entering higher education
- Understanding of academic accommodations, how students qualify for them and how they are applied in college settings
- Ability to explain/recommend targeted learning interventions to meet individual participant needs



- Ability to work collaboratively as a team to establish and maintain positive and effective relationships with Verto students, faculty, and staff locally and globally
- Ability to coach participants to build effective habits and executive functioning skills
- Proactively advocate for and with participants and supports participants before they reach the point of failing or needing to withdraw from a class
- Able to build trust with participant and draw out participant goals through effective inquiry
- Understanding of the value of experiential education and travel
- Able to respect student privacy and regulations (FERPA), confidentially work with participant information
- Willingness to learn new systems, databases and learning management platforms for monitoring and reporting student data

EQUAL OPPORTUNITY EMPLOYER

Verto sincerely appreciates candidates providing anonymous answers to our EEO questions. You are helping us be better.

Verto Education is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.