

ETSU Academic Advisor Career Ladder: Supervisor Process Guide

Guide supervisors and advising leads in supporting advisors through the Career Ladder advancement process.

Reference: Appendices D–G of the Career Ladder Manual.

Advisor Consultation & Pre-Approval

- Meet with each advisor individually to discuss intent to apply and review eligibility.
- Verify advisor meets time-in-service, education, and experience criteria for desired Tier.
- Complete and sign Career Ladder Checklist (Appendix D) with advisor.
- Obtain dean/designee signature approving portfolio preparation.
- Submit Career Ladder Checklist (Appendix D) to Executive Director of Academic Advisement

Portfolio Development Support

- Encourage advisor attendance at portfolio preparation workshops with Associate Director, Advisement Training & Technology
- Offer guidance on narrative structure and required evidence.
- Review advisor's draft portfolio for completeness, clarity, and alignment with Tier expectations.
- Offer constructive feedback and allow time for revisions.
- Ensure final portfolio is approved by dean/designee before submission.

Submission & Committee Process

- Confirm advisor submits complete portfolio via D2L by the posted deadline.
- Retain local copies of checklist and application for records.
- Participate in committee process
 - Present portfolios for applicants directly supervised
 - Serving as voting member for applicants in other units
- Respond to committee questions about advisor's performance or evidence, as needed.

Post-Decision Follow-Up

- Review final committee recommendation and communicate outcome to advisor.
 - If promoted, update advisor's job title, duties, and performance plan per new Tier description.
 - If not promoted, meet with advisor to review feedback and co-develop a professional development plan.
- Document outcomes and file signed forms with unit leadership and HR.

Supervisor Tips

- Emphasize quality of evidence over quantity.
- Use consistent internal review standards during annual evaluations.
- Celebrate milestones and recognize professional growth.
- Offer continuous opportunities for professional development and service.