

## **STUDENT SUCCESS COORDINATOR**

### **BASIC FUNCTION**

Assists in the development, coordination, and implementation of services to provide program specific assistance to individuals from disadvantaged backgrounds, including the provision of career/vocational and academic assistance; advises participants about career options, financial aid scholarships, associate degrees, and transfer requirements; develops and implements recruitment and retention strategies; and performs case management of select student populations and makes referrals for program participants to improve student success.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing specialized duties to facilitate and implement the District's educational services and programs for program participants. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Assists in the development, coordination, and implementation of services to provide program specific services to support program participants; works collaboratively with program faculty and other departments to develop strategies for keeping at-risk students in class; and collaborates with a variety of college support services, academic services, and specialized programs to maximize resources for students.
2. Assists in structuring, coordinating, and collecting quantitative and qualitative data related to program goals and objectives, such as creating student requirements within the program and developing recruitment strategies, workshop curricula, trips, and activities; and supports institutional efforts to measure student success, retention, completion, and program satisfaction.
3. In collaboration with K-12 and external social services agencies, assists in identifying and recruiting students for participation in targeted student support programs and initiatives; participates in the intake process for student support programs and initiatives by reviewing applications and verifying eligibility.
4. Schedules and proctors standardized assessments designed to identify caseload students' behaviors, attitudes, and beliefs that contribute to success in college.
5. Contributes to the process of monitoring and maintaining students' academic progress throughout the academic year; serves as an advocate and a troubleshooter for students who are facing obstacles to their academic progress; processes priority registration and issues vouchers.
6. Coordinates and implements field trips, academies, non-resident/resident summer programs, conferences, tours of educational campuses, and other events to reinforce a positive learning environment.
7. Coordinates with faculty or appropriate personnel regarding student attendance, behavior, or other activities that might become obstacles to student success; acts as the main liaison between

- participating students, faculty, counselors, and administrative staff.
8. Collaborates with college support and academic services such as Outreach, Counseling, Admissions and Records, Tutorial Services, Student Financial Services, Disability Resource Center, Transfer Center, and equity programs to maximize resources and services to students.
  9. Serves as an educational advocate and mentor to assist students in improving academic performance; assists students in the college enrollment process, selecting an educational path, and registering for appropriate courses.
  10. Maintains organized files of documents pertaining to the program/activity and its participants, including documentation of student interaction and academic progress, transcripts and other student records deemed appropriate; maintains strict confidentiality of student information and records.
  11. Develops and delivers workshops on topics designed to assist program participants to acclimate to a college environment such as integrating into the college culture, availability of academic and student support services, appropriate behavior for the college classroom, interaction with faculty, and other pertinent topics.
  12. Consults with a variety of community services agencies and local school districts to explain general program requirements or to address individual student progress or needs; coordinates activities to introduce students to available local social services and school districts as well as to campus resources; refers participants to community and social assistance agencies for additional support and services beyond the scope of the program.
  13. Develops and facilitates workshops, orientation meetings, or similar events on various topics such as time management, study strategies, goal setting, learning styles, career planning, and communication skills.
  14. Develops, implements, and maintains marketing, materials, forms, and documents for distribution and presentation; makes presentations to schools, community organizations, churches, and other groups to explain the program.
  15. May attend regional and national conferences and training associated with best practices in student success.
  16. Plans, directs, and reviews the work of assigned staff and ensures staff are trained in their duties and responsibilities.
  17. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
  18. Participates in District-provided in-service training programs.
  19. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Program offerings related to the attraction and retention of students for academic success.
2. Community resources for students and families.
3. Case management principles.
4. Community college matriculation process and services.
5. Program eligibility rules and regulations.
6. Financial aid resources available to students.
7. Educational challenges experienced by at-risk, first-generation, or low-income college students.
8. Student success and retention strategies.
9. Principles and practices of non-cognitive assessment tools.
10. Effective event/activity planning and implementation practices.
11. Mentorship principles.
12. Methods and techniques of preparing materials and delivering workshops on topics related to fostering student success.

13. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
14. Research practices.
15. Mathematical skills.
16. General business office administrative procedures.
17. Recordkeeping principles and practices.

**Ability to:**

1. Provide specialized support to the student success programs.
2. Understand, interpret, and apply mandated and District policies, rules, and regulations in assigned program areas.
3. Assist students in navigating through the enrollment, educational pathway, and course selection processes, as well as available non-educational resources.
4. Work with culturally diverse student populations.
5. Manage caseload and confidential student files.
6. Establish long-term mentoring relationships with students to improve their academic performance and personal outcomes.
7. Develop measurable goals and objectives, set priorities, and evaluate student progress toward achievement.
8. Serve as a mentor to assigned students.
9. Host and conduct workshops designed to facilitate student success.
10. Serve as an advocate for at-risk youths in achieving educational goals.
11. Follow through with students to ensure they are on track, meet class guidelines, and maintain college deadlines and document requirements.
12. Prepare educational information materials such as flyers, newsletters, and related documents.
13. Establish and maintain filing, recordkeeping, and tracking systems.
14. Maintain confidential and comprehensive files and records.
15. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
16. Exercise independent judgment within general policy and procedural guidelines.
17. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
18. Communicate effectively in the course of performing work tasks.
19. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
20. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
21. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

**Education and Experience:**

An associate's degree with coursework in psychology, social work, sociology, or a related field, and four (4) years of experience in higher education providing educational services to students; or an equivalent combination of education, training, and/or experience.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.