



## RHODE ISLAND COLLEGE JOB DESCRIPTION

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| Position classification: NUNC      |
| Date created or revised: 9/12/2022 |
| Exempt/Non-Exempt Status: Exempt   |
| Responsible individual: Yes        |
| Campus Security Authority: Yes     |

Title: Associate Vice President for Student Services  
Status: Full-time, 35 hours/week, calendar year appointment  
Grade: 18  
Union Affiliation: NUNC (Non-Union/Non-Classified)  
Reports to: Vice President for Student Success

### **PRIMARY PURPOSE:**

Directly responsible for the planning, development, coordination, supervision, and evaluation of student service programs that ensure the appropriate academic adjustment, placement and retention of students. Continually supervise and evaluate all programs, services, and professional, technical and clerical staff related to Learning for Life, OASIS and New Student Orientation Programs, Academic Advising, First Year Experience, and lead development of a one-stop-shop student services model in collaboration with enrollment management areas. Work with Campus Life, Athletics, and Enrollment Management units to support all enrollment strategies and functions of the Division. Assist the Vice President for Student Success with other administrative duties as directed.

### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

#### Essential Job Functions:

- Develop and/or oversee the development of departmental goals and objectives, budgets, program assessment models, evaluation of staff, evaluation of departmental programs.
- Direct the recruitment, training, supervision, development and evaluation of all professionals and staff whose functions are directly related to Learning for Life, OASIS, First Year Experience, and New Student Orientation Programs, Academic Advising, and One Stop Shop, testing, assessment, advising, orientation, scheduling, and academic tutoring assistance.
- Lead and develop a sustainable one-stop-shop model for student services.
- Assist the Vice President with development and oversight of strategic planning as it relates to enhancing and shaping a robust student experience.
- Assist Vice President by leading committees and task forces and collaborating with stakeholders to enhance student persistence and retention strategies and initiatives.
- Assist Vice President with long-range planning for the continued provision of student services and for the implementation of new initiatives.
- Evaluate all student support services in order to procure and make available to students the most effective and robust technology, applications, and direct service in order to support student persistence and completion.
- Develop and produce in-service training and staff development programs for departmental employees.
- Supervise, monitor and evaluate graduate interns for all areas of Student Services.
- Ensure the maintenance, security, and confidentiality of all student records relating to all supervised areas of Student Success.
- Oversee the education of staff regarding legal issues relating to the Students Rights and Privacy

Act and those governing the delivery of counseling and consulting services for all departments of Student Success.

- Provide direct and daily consultation to students, staff, and faculty relating to a broad spectrum of student and institutional concerns and issues.
- Conduct research and report findings relative to student retention/attrition and students' needs, for, usage of, and satisfaction with services and staff contacts.
- Chair and/or participate in various divisional and College-wide committees such as the Enrollment Management Committee, Retention Committee, Academic Advisory Committee, Division Budget Committee and other committees established to meet student needs.
- Act as liaison between the Student Success Division and Academic Affairs leaders on various issues such as mediating student grievances, advising and counseling, and clarifying program requirements.
- Collaborate with marketing staff to promote retention and persistence strategies.
- Provide expertise and essential student data for purposes of defining student persistence, retention, and attrition in cooperation with the Office of Institutional Research.
- Responsible for the development and maintenance of all computer laboratories and testing areas that support multiple programs of the Student Success Division.
- Develop and maintain public and private referral resources including counseling facilities, hospitals and community mental health agencies. Review service levels for internal quality control.
- Assist Vice President with implementing a strategically focused series of training and education programs for Student Success Personnel, specifically focused on leveraging data analysis related to retention and student persistence trends.
- Support the philosophy and strategic direction of the institution with both internal and external constituents.
- Serve on campus wide or divisional committees as assigned; and other duties as assigned by the Vice President for Student Success.
- Respond to and resolve conflict or customer service issues brought forth by parents, students, or employees through referrals, direct assistance, or mediations as needed; Co-Chair of Behavioral Engagement Team.
- Consult and coordinate with external and internal parties regarding all activities related to technical development and implementation of academic support services.
- Provide consultation and advocacy for all students who seek redress through the Academic Grievance Procedure.

#### Occasional Job Functions:

- Work some evenings and some Saturdays, as required.
- Travel to target schools and area community organizations.
- Other related duties as assigned by the Vice President for Student Success.

#### **REQUIRED QUALIFICATION STANDARDS:**

##### Education:

Master's degree in Counseling or Student Personnel or an applicable combination of degree and experience.

Experience:

- Minimum of five years' professional and/or administrative experience in one or more areas of student success.
- Strong participatory leadership skills and experience in planning and development of student-centered programs.
- High level of data analysis and research skills, with exceptional interpersonal, motivation and communications skills.

Skills, Knowledge and Abilities:

- Working knowledge of student persistence and retention functions.
- Working knowledge of campus leadership and student development theory and practices.
- Working knowledge of research techniques and data analysis.
- Knowledge of applicable information systems.
- Supervisory experience in an academic setting.

**PREFERRED:**

- Doctoral degree.
- Bilingual in English / Spanish (fluent in speaking and writing).

**ENVIRONMENTAL CONDITIONS:**

The employee is not exposed to known adverse environmental conditions.

**The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*