



TITLE	CLASSIFICATION	SALARY GRADE
COORDINATOR, STUDENT SUCCESS PROGRAM	CLASSIFIED	GRADE: P
BOARD POLICY REFERENCE:		2015/16 Classification Review

**JOB DESCRIPTION:**

Under general supervision, coordinates the Student Success initiatives for the student success and retention and student equity programs at assigned location, including organizing the delivery of core student success and support services; performs duties related to data gathering and reporting, office and fiscal management, customer relations, or other specialized services; coordinates with faculty and staff in programs related to student success and support.

**SCOPE:**

The Coordinator, Student Success Program oversees program initiatives including daily support activities and operations of the Student Success mandates; provides leadership to Student Success Teams and retention initiatives, provides student follow-up services; organizes and compiles data for reports; may provide assistance to assessment/placement services.

**DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from the Student Success Specialist I and II by the leadership of short-term, non-continuing employees and student ambassadors with a higher level of expertise regarding student success programs and initiatives, with the ability to implement initiatives in a complex environment.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Coordinates Student Success Teams at assigned location.
2. Develops and implements interventions that increase student success, based on research and best practices, including identifying and reaching out to targeted student groups.
3. Leads the Student Ambassador enrollment program (Welcome Center), including coordination, planning and scheduling for the services provided by the Center; provides personalized assistance for new students with Student Success Steps, ensuring the completion of orientation, assessment, and educational plans.
4. Performs various support tasks for student success and support programs; troubleshoots and resolves problems, and recommends solutions related to mandated student success services.
5. Interprets and explains District policies and procedures related to student success and equity.
6. Prepares reports, correspondence, agendas, and meeting minutes; designs and creates communication materials.
7. Monitors the use of retention programs and the status of referral services; coordinates follow up services with students as defined by Student Success Act regulations.
8. Monitors budgets; utilizes procurement software.
9. Tracks student progress, and maintains various statistical records for department(s) or area(s); analyzes student data to develop intervention strategies and approaches; maintains files for student success.

**KEY DUTIES AND RESPONSIBILITIES – Continued**

10. Works with students, staff, faculty, and the public to implement student success and equity goals and objectives of assigned areas/programs.
11. Assists in the provision of core services, such as orientation and assessment.
12. May serve as a lead worker to other classified staff in assigned area.
13. May supervise and organize the work of student and short-term, non-continuing employees (STNC) and peer mentor Student Ambassadors.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Work independently with minimum supervision; develop effective programs and services related to Student Success initiatives; utilize software applications; track, compile and analyze statistical information; prepare and present reports and information to individuals and groups; communicate effectively in English, both orally and in writing; demonstrate sensitivity to, and respect for, a diverse population; maintain cooperative working relationships.

**KNOWLEDGE OF:**

Student success and retention initiatives, outreach strategies and marketing techniques; the role of student development in higher education and best practices for student success; District policies, procedures, programs and services; and standard office productivity software.

**MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

*Education:*

Bachelor's degree.

*Experience:*

Increasingly responsible (2-4 years full-time equivalent) experience in an educational setting and prior experience coordinating outreach programs and implementing student support activities for diverse communities; demonstrated public speaking experience.

**LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

**SPECIAL REQUIREMENTS:**

Position may require travel to various area middle and high schools, organizations, and community agencies. Ability to lift up to 50 lbs. unassisted. May require work in the evening, especially during particular months of the year.