

TOMPKINS CORTLAND COMMUNITY COLLEGE

POSITION TITLE

Assistant Director of Student Success:
Advising, Career & Transfer Services

GRADE

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ORGANIZATIONAL UNIT

Student Services

REPORT TO

Dean of Student Success

APPROVED BY

Board of Trustees
May 20, 2021

SUMMARY

Responsible for oversight of the entering student advisement processes and systems. Advises students, parents, faculty, staff and community groups regarding academic policies and advising procedures. Responsible for the review and evaluation of all continuing students below academic standards to support their academic recovery. Assists with the oversight all student success and retention programming efforts. Assists with the development and implementation of the College's retention plan, early alert systems, and student onboarding activities in collaboration with enrollment services functions. Responsible to the Director for internal office operations, including the supervision of exempt staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for the design, implementation, and assessment of the entering student advisement process and other new student onboarding initiatives (START: Student Testing, Advising, Registration, and Transition).
2. Responsible for design, implementation, and assessment of academic intervention and retention programming and strategies to support academic recovery (including students below academic standards, students with intra-semester indicators of non-success, and students lacking course pre-requisites or that may not meet financial aid requirements).
3. Ensures the development and implementation of appropriate academic advisement support resources and training for advisors, students, parents and staff. Maintains currency in curricular changes, guided pathways implementation, and advising best practices.
4. In collaboration with Student Activities, contributes to the design, implementation and assessment of comprehensive new student orientation programming including pre-orientation online modules to support academic success and retention.
5. Assists in the development and administration of a comprehensive student retention plan in accordance with applicable laws, regulations and institutional policy.
6. Develops and maintains effective relationships with admissions, academic records, CollegeNow, and other campus departments to identify, recruit, and retain traditional students to the College. Responsible for interviewing and advising students and parents of the criteria required for admission to the College.
7. Collaborates with Campus Technology and other departments to advocate for the development, implementation, and use of new technology initiatives to ensure that onboarding, advising, intervention and other support services are current with new technology and strategies for retaining current and prospective students.

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8. Represents the College to individuals and groups that influence prospective students, including business, industry, parents, high school athletic directors, coaches, high school counselors and other appropriate groups.
9. Builds and maintains a network of professionals in the field of advising, retention, and student success through other colleges and professional organizations. Attends and presents at related local, regional, and national professional conferences as budget allows.
10. Provides direct service to students related to entering student advisement and intervention services. Provides appropriate assistance and services to students and their families regarding admission criteria, academic programs, placement testing, new student advisement, registration, transfer options, career opportunities, financial aid and student services.
11. Serves as a member of the leadership team in Enrollment Services, setting standards and expectations designed to enhance the quality of the student experience.
12. Assures the efficient use of material resources by assessment of programmatic needs and development of budget recommendations within the budgetary constraints imposed by the College.
13. Serves on various college and community committees and performs other related tasks as assigned.
14. Demonstrates cultural competency skills and a commitment to equal opportunity and success for all students, regardless of possible barriers including, but not limited to, race, gender, socio-economic class, culture, age, ability or life experience.
15. Supervises the work of the Student Success Advisors. Assures effective use of human resources by recommending hiring, disciplinary, and other human resource actions, together with the training, motivation, evaluation and counseling of assigned personnel. Conducts all personnel matters in accordance with federal, state, and local Equal Opportunity/Affirmative Action Laws, other applicable regulations and collective bargaining agreements.

SUPERVISION

Types Supervised (check each category):

 X Classified Staff
 Administrative
 X Faculty

Indicate number of direct reports in each category:

 0.5 # of Classified Staff
 # of Administrative
 2-3 # of Faculty

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 X Adjunct faculty, students, etc.

 5-15 # of Adj. faculty, students, etc.

MINIMUM QUALIFICATIONS

Master's degree plus a minimum of two years of experience in student development or Bachelor's degree plus a minimum of four years of experience in student development, including at least two years in academic advising, student success, and/or retention focused services.

PREFERRED QUALIFICATIONS

Supervisory experience preferred.

Community college experience strongly preferred.

PHYSICAL SKILLS AND ABILITIES

This position requires some evening and weekend work as well as occasional travel requiring overnight stays.