



<h1>POSITION DESCRIPTION</h1>

Department: College of Business Administration
Working Title: Director of Student Success
Job Code: 1038
Time Base: 1.0
Position Number: 00004623
Union / Unit (if applicable): California State University Employees Union/CSUEU (Unit 9)

Position Reports To: Dean, CoBA
Classification: Administrative Analyst/Specialist Exempt II
Range Code: 3
Exempt or Non-Exempt: Exempt
Last Update: 8/24/2022

PURPOSE OF POSITION:

Under general direction, the Director of Student Success will provide strategic and operational program planning, structure and leadership on the development, implementation, coordination and assessment of both curricular and co-curricular programs and services that focus on developing business student soft-skills that lead to success in terms of student job/career placement. These services will focus on the entire undergraduate college student population, but also provide specialized services to sub-groups. The Director will develop key objectives, long-term goals, and innovative new strategies and systems to be used college-wide to provide on-going student success. Research business/career trends and create information resources for client use. This position collaborates with university faculty, staff, and administrators, and participates in local professional organizations and events to meet and recruit program participants and partners. Maintains strong relationships with the regional business and organizational community to create partnerships necessary for program growth and success.

The Director will have independent responsibility for handling a variety of complex and sensitive issues related to students, faculty, program structure and processes, and will use appreciable ingenuity to develop new approaches and solutions to address such issues. Independently assesses student needs using survey tools and performance related instruments to assess and evaluate the impact of implemented policies from a strategic and operational perspective. Designs and develops appropriate enhanced services. Create ongoing partnerships with relevant employers, staff, faculty, alumni, and students. Provide a direct link from employers to students and faculty through services and events.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Develop strategies, plan, execute, and oversee Student Success Programming	65%
2. Lead data-based success program evaluation and continuous improvement	20%
3. Build and maintain relationships with success partners	10%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. Develop strategies, plan, execute, and oversee Student Success Programming

- Create strategies to improve the success of College of Business Administration students (CoBA). Work with Associate Dean and Dean of CoBA on strategy development and to align strategies with the vision and goals of the college.
- Plan and execute student success strategy, directing student success staff and student assistants in the completion of projects. Development progress reports and impact summary to Associate Dean and Dean.
- Create budget forecast for student success strategy and projects, track program and project expenses, and provide routine spending and variance reports. Work with college budget coordinator to ensure that expenditures and allocations are correct in university financial records.
- Responsible for Student Success Programming such as:
 - Student Professional Development: Create and implement effective co-curricular programming to enable students to round out their business knowledge by developing personal and professional success skills. Develop and conduct related workshops, seminars, and professional presentations. Oversee the Business Professional Development (BPD) course.

- Student Mentoring: Oversee and grow the Professional Mentoring Program, including but not limited to recruiting business professionals to act as mentors; provide application and evaluation processes for selection of student mentees; select and pair mentor-mentees and coordinate the elements leading to successful mentorship.
- Student Success Grants: Solicit student applications, evaluate, and then allocate funds to help students meet the costs of attending skills, knowledge-building, and networking events that will enhance their professional development. These may include, but are not limited to, attendance and /or participation at conferences, seminars, workshops, or work on research projects, practical application projects or publications.
- CoBA Student Organizations: Lead student organization grant process. Solicit CoBA student organization applications, evaluate, and allocation of grant funds. Lead and organize student organizational council. Coordinate monthly meetings to facilitate communication and collaboration of CoBA and CoBA student organizations. Provide support and guidance to student leaders as needed.
- Student Career Success: Provide effective career-oriented training for students from a variety of backgrounds and capabilities. Work with external partners to develop internship and career opportunities for students. Develop new programs and strategies to improve student placement.
- Student Retention: Design and provide new student orientation programming and presentations. Collaborate with faculty, campus departments, and others to assess student needs and develop plans/strategies to ensure student retention. Partner with campus on retention programming.
- Marketing and Communications: Work with CoBA Director of Marketing to develop strategy for promoting programs on and off campus. Provide oversight in the development and creation of publications and promotional items, print and/or web-based, as necessary to disseminate information on Student Success Programs and provide passive educational tools.
- Policy and Compliance: Maintain confidentiality of all student information and exercise judgment ensuring prudence in sharing information that pertains to colleagues within the office and university. Ensure that all Student Success Programs are in compliance with applicable CSU Executive Orders.
- Campus Representative: Act as a representative for the College on student success-related committees on campus.

2. Lead data-based success program evaluation and continuous improvement

- Develop assessment measures and instruments that determine the effectiveness of the success program.
- Determine programmatic or administrative goals and independent determination of approaches to project and priorities.
- Lead research and collection of data on student retention and placement. Utilize survey technology as needed.
- Create and implement assessment strategies to ensure all programs in the Student Success Programs area are designed and delivered in a way that best meets student needs.
- Embed assessment measures into offerings.
- Utilize survey software, as needed, and work with other University organizations to assess overall success rates.
- Analyze results and make recommendations for improvements to the programs.

3. Build and maintain relationships with success partners

- Participate in local professional organizations as needed to assist in the recruitment of success program participants and partners (e.g. Chambers of Commerce, Economic Development Councils, local chapters of professional organizations, CoBA advisory board meetings, etc.).
- Assist in the marketing of Senior and Masters experience opportunities to CoBA alumni and external partners.
- Assist in the maintenance of established external relationships as required, in support of the student success programs.
- Inform CSUSM University Advancement of potential donors and partners to aid in Advancement efforts.
- Attend monthly CSUSM Alumni Association CoBA Chapter meetings to build relationships with CoBA alumni and involve alumni as much as possible in student success initiatives.

PROVIDES LEAD DIRECTION OF OTHERS:

Success Coordinator (ASC I), Student Assistants and volunteers as available and required.

REQUIREMENTS OF POSITION:

1. List education and experience required

- Bachelor's degree in Business Administration or a closely-related field plus three (3) years of professional work experience involving study, analysis and/or evaluation leading to the development or improvement of programs; or an equivalent combination of education and experience.
- Experience building relationships with business professionals and working with the community and external partners. Record of success staffing programs with volunteer business professionals.

Preferences

- Experience in budget coordination and knowledge of budget policies and procedures.
- Master's degree.
- Experience in an academic setting.

2. List knowledge, skills, and abilities required for this position.

- Ability to develop effective collaborative relationships with business community and professionals, administration, faculty, alumni and students.
- Working knowledge of and ability to apply standard theories, principles, practices, and techniques applicable to the program and/or administrative specialty to develop conclusions and make recommendations.
- Working knowledge of business and industry practices (outside of university setting).
- Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community, and establish and maintain cooperative and effective relations with University employees, students, and the public.
- Experience providing leadership and service within a highly diverse student population.
- Demonstrated ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
- Proven success in developing supportive, ethical relationships with students on an individual and group level.
- Demonstrated ability to function effectively with individual students, student employees and volunteer leaders, and collaborate with university faculty, staff, and administrators.
- Proven experience interpreting and applying appropriate laws, rules and regulations as they apply to various student programs.
- Knowledge and experience with policies, procedures and practices related to Orientation Programs, First-Year and Transfer Success initiatives. Exposure to same regarding leadership development, campus organizations, multicultural programs, and student activities.
- Demonstrated ability to tailor program and service design and implementation efforts to the unique individual and campus community development issues facing residential and commuter students.
- Demonstrated ability to design and implement individual and organizational development interventions based on assessed needs toward the realization of strategic goals.
- Demonstrated ability to develop budgets and monitor expenditures related to programs; ability to make accurate arithmetic calculations and develop financial reports.
- High energy and extremely flexible.
- Must possess initiative and professional judgment indicative of a successful self-starter.
- Demonstrated ability to work on multiple projects at once while meeting deadlines in a fast paced environment.
- Strong "team work" experience and approach.
- Demonstrated ability to implement long-range program planning to meet the needs of a quickly growing university population and campus organizational structure.
- Demonstrated ability to reason logically to analyze and solve organizational, programmatic and operational problems without immediate supervision.
- Ability to maintain confidentiality of student information and personnel situations and other information as directed by employment laws and FERPA standards.
- Demonstrated ability to gather factual and interpretive information through interviews and surveys to inform planning efforts and obtain post-delivery evaluation of services and programs.
- Ability to carry out a variety of professionally complex assignments without detailed instructions.
- Ability to establish and maintain cooperative and effective relations with business professionals, University administration, faculty, alumni, students, and the public.
- Skill in the research, development and evaluation of policies and programs, including skill in the collection, evaluation, and interpretation of data to develop sound conclusions and make appropriate recommendations.
- Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.
- Expertise in investigating and analyzing problems with a broad administrative impact and implications. Ability to anticipate problems and address them proactively.
- Thorough knowledge of policies, procedures, and outside regulations pertaining to the applicable program and/or administrative specialty.
- Ability to advise students individually and in groups on complex student-related matters.
- Ability to develop and implement workshops for students.
- Ability to interpret career and academic assessments.
- Must possess excellent written, verbal and interpersonal communication skills.
- Knowledge of retention strategies for students.

- Working knowledge of computer software, especially Microsoft Office suite, email internet, and social media applications.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

Multi line telephone, Computer, Copier, Fax.

4. Unique working conditions

- Extended periods of time sitting and working on a computer.
- Evening and weekend work may be required with responsibilities for meetings, supervision, special events supervision and/or extended hours during peak programming periods.

5. Other employment requirements

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- This position is a “designated position” in the California State University’s Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention “EDU: Eliminate Campus Sexual Misconduct”.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Dean’s office team and Department chairs	Daily
Business Community	Daily
Students	Daily
Alumni	Weekly
Faculty	As Needed
CSUSM University Advancement	Weekly
Institutional Planning and Analysis	As Needed
Career Center Services	As Needed
Undergraduate Advising	As Needed

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describe the extent of the specific activity performed by this employee on a daily basis.

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Sitting				X	
2. Standing		X			
3. Walking		X			
4. Bending Over					
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Number of hours/day
N/A 1-2 3-4 5-6 7+

12. Lifting or carrying					
A. 10 lbs. or less		X			
B. 11 to 25 lbs.	X				
C. 26 to 50 lbs.	X				
D. 51 to 75 lbs.	X				
E. 76 to 100 lbs.	X				
F. Over 100 lbs.	X				
13. Repetitive use of hands/arms					X
14. Repetitive use of legs	X				
15. Eye/hand coordination				X	

Yes	No
	X
	X
	x

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Directing others		X			
2. Writing		X			
3. Using math/calculations		X			
4. Talking					X
5. Working at various tempos					X
6. Concentrating amid distractions				X	
7. Remembering names					X
8. Remembering details					X
9. Making decisions				X	
10. Working rapidly				X	
11. Examining/observing details					X
12. Discriminating colors	x				

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Inside					X
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy			X		
15. Working w/others					X
16. Working around others					X
17. Working alone		x			

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Supervisor (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director

Print Name: _____

Signature: _____

Date: _____