



<h1>POSITION DESCRIPTION</h1>

Department: Readiness and Success Services
Working Title: PASS Academic Probation Specialist
Job Code: 3082
Time Base: 1.0
Position Number: 00006400
Union / Unit (if applicable): Academic Professionals of California/Unit 4

Position Reports To: Director, Readiness & Success Services
Classification: Student Services Professional II
Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 8/24/2022

PURPOSE OF POSITION:

Under the general lead direction of the Academic Probation Counselor (SSP III), the Academic Probation Specialist (APS) provides retention services such as academic and general guidance by providing specialized counseling, coaching, and referrals through Personalized Academic Support Services (PASS). The retention services focus on the student population impacted by the COVID pandemic, and not already being served by a specialized support program on campus, therefore requiring detailed understanding of the needs of a variety of specialized student populations. The APS will also focus specifically (but not exclusively) on retention strategies for students on academic probation, or at risk of disqualification; and students referred from the Cougar Care Network (CCN), or Early Academic Intervention (EAI) referrals. The APS independently assesses student needs using performance related instruments and personal interviews and designs appropriate interventions; works with the Cougar Care Network, Dean of Students Office, Undergraduate Academic Advising, Student Health and Counseling Services, Math Lab, and Writing Center, as well as with other departments, services and specialized programs on campus, such as the Veterans' Center, Disability Support Services, and Career Center to identify students in need of academic support; and coordinates special activities and workshops as needed.

MAJOR RESPONSIBILITIES:

	<u>%OF TIME</u>
Implementation of Retention/Intervention Strategies/Services	50%
Coaching/Counseling and Referrals	30%
Special Services and Activities	20%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

- **Implementation of Retention/Intervention Strategies/Services for COVID-Impacted Students**
 - Implement collaborative strategies and procedures for closely monitoring regular and probationary students' performance and success; integrate into and strengthen current campus intervention/retention/graduation efforts associated with disqualification and reinstatement procedures. Write letters in support of student appeals; assist in development and monitoring of student success plans/strategies;
 - Establish close working relationships with Dean of Students Office, Student Health Counseling Services, Disability Support Services, Financial Aid, Student Life and Leadership, Math Lab & Writing Center and other key areas on campus;
 - Spend substantial amounts of time in, often sensitive or complex, personal adjustment counseling sessions with students, utilizing both group and individual counseling theories and techniques;
 - Communicate with Faculty to assess student needs and develop plans to ensure retention and academic success ;
 - Provide one-on-one assistance, and specific information on competencies, and information, and assistance with registration procedures associated with individual student success plans;
 - Provide general information about CSUSM, its general policies and graduation requirements, policies and requirements, registration fees, preparing for university life and student expectations;
 - Implement and maintain a continuous information exchange communication plan with students through e-mails, phone calls and letters and other campus communication venues;
 - Utilize and implement knowledge of study skills and retention support information necessary for university success;
 - Implement comprehensive activities to systematically advise, counsel, motivate and assist in the retention of students and those referred from the Cougar Care Network (CCN).

- Facilitate college success workshops and other retention activities;
- Participate and assist during orientation programs for both first year and transfer students on relevant topics related to transition, retention, graduation information and student success;
- Interpret Cougar Care Network (CCN) or Early Academic Intervention (EAI) referrals to intervene/advise students on appropriate success strategies;
- Use campus database platforms such as Maxient and PeopleSoft, documenting and inputting confidential and sensitive information and discussions.

1. Coaching and Referrals

- Provide supportive materials for students at risk.
- Maintain database of on and off campus resources, including detailed information regarding city, county and state COVID resources.
- Meet with students as needed to ensure follow up.
- Meet with students referred through Cougar Care Network (CCN) or Early Academic Intervention (EAI) programs.

2. Special Services

- Present workshops for campus community in collaboration with other campus departments.
- Participates on committees addressing impact of COVID pandemic on student populations.
- Assist Student Academic Success Coordinator with on and off campus partnerships and PASS programming.

REQUIREMENTS OF POSITION:

1. List certificates, licenses, or education required

- A Bachelor's degree from a four-year college or university in a related field **plus** two years of professional experience in one of the student services program areas; or an equivalent combination of education and experience.
- A Master's degree is preferred in Counseling, Higher Education Administration or Leadership, Student Development, or other related field and may be substituted for one year of professional experience.

Preferences:

- i. Experience with at risk students preferred.

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

- Understanding of Federal, State, local and CSU policies and regulations regarding COVID resources and related issues;
- Thorough knowledge of both group and individual counseling theories, assessment, procedures, and techniques;
- Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data;
- Ability to develop effective collaborative relationships with faculty and administration;
- Ability to carry out a variety of professionally complex assignments without detailed instructions;
- Demonstrated commitment to Educational Equity principles and goals in higher education;
- 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;
- Thorough knowledge of individual and group behavior with emphasis on individuals whose background may include the following variables: low-income, bilingual, bi-cultural, academic disadvantage and/or different value systems based on socio-economic level, culture, physical limitations or language;
- General knowledge of research and interview techniques;
- Ability to obtain factual and interpretive information through interviews;
- Ability to advise students individually and in groups on complex student-related matters;
- 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;
- Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions, and project consequences of various alternative courses of action;
- General knowledge of methods and problems of organizational and program management;
- Ability to develop and implement workshops for students;

- Ability to interpret career and academic assessments;
- Must possess excellent written, verbal and interpersonal communication skills;
- Ability to understand and interpret the needs of economically disadvantaged, first generation and ethnically diverse/multicultural student groups;
- Ability to analyze complex situations accurately and adopt effective courses of action;
- Ability to reason logically;
- Ability to interpret financial aid procedures and needs analysis;
- Ability to interpret CSU program regulations and guidelines; admission requirements, subject requirements, high school/college transcripts, grade point average, and test scores;
- Knowledge of retention strategies for academically disadvantaged students;
- Knowledge of various learning styles and multiple intelligences.

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

- Working knowledge of PC and/or Macintosh computer and related software, especially Microsoft Office suite, email and the internet.
- Ability to use telephones to communicate with various constituents.
- Familiarity with student information management systems such as: PeopleSoft, Maxient, OnBase, and Accudemia preferred.

4. Unique working conditions

- Evening and weekend hours required.

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.
- 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:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Student Support Services	To make referrals for students qualifying for services and discuss assistance strategies and collaborate on activities educating the campus community on working with special student populations	AS NEEDED
Educational Opportunity Program	To discuss assistance strategies and collaborate on activities educating the campus community on working with special student populations	AS NEEDED
Colleges	To gather information around major requirements, policies, procedures of each respective college	AS NEEDED
Student Health and Counseling Services	To discuss student issues and facilitate referrals	AS NEEDED
Dean of Students	To facilitate Cougar Care Network referrals and discuss	AS NEEDED

Office	student concerns	
Career Center	To discuss student cases related to career/major/employment	AS NEEDED
Student Life and Leadership	Participate in special programs/activities	AS NEEDED
Disability Support Services	To facilitate special needs for students such as course exam accommodations	AS NEEDED
Faculty	To facilitate student issues	AS NEEDED
Faculty Mentoring	To collaborate and refer students for mentoring Activities	AS NEEDED
Veteran's Affairs	To refer students for resources and benefits	AS NEEDED
Office of Academic Advising	Collaborate in the provision of workshops for working with specific special populations of students	AS NEEDED

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes 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
- 2. Standing
- 3. Walking
- 4. Bending Over
- 5. Crawling
- 6. Climbing
- 7. Reaching overhead
- 8. Crouching
- 9. Kneeling
- 10. Balancing
- 11. Pushing or pulling

	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing		X			
3. Walking		X			
4. Bending Over	X				
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching					
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
 - B. 11 to 25 lbs
 - C. 26 to 50 lbs
 - D. 51 to 75 lbs
 - E. 76 to 100 lbs
 - F. Over 100 lbs
- 13. Repetitive use of hands/arms
- 14. Repetitive use of legs
- 15. Eye/hand coordination

	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying		X			
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
- 2. Writing
- 3. Using math/calculations
- 4. Talking
- 5. Working at various tempos
- 6. Concentrating amid distractions
- 7. Remembering names
- 8. Remembering details
- 9. Making decisions
- 10. Working rapidly
- 11. Examining/observing details
- 12. Discriminating colors

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

	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: Justin Lewis, Director of Readiness & Success Services

Signature: _____

Date: _____