POSITION PURPOSE

Reporting directly to the Vice President of Instruction and Student Development, this position is responsible for the development, maintenance and evaluation of student success programs; outreach and recruitment; college retention efforts; develops early alert, follow up, and accountability systems; determines student services outcomes; and develops and maintains policies and procedures related to the admissions and registration process.

NATURE and SCOPE

The Dean of Student Support Programs and Services supervises the following personnel: Administrative Assistant/Student Success Division, Outreach Specialist/Community Liaison, Outreach Specialist/Student Success (Academic and Career Programs), Outreach Specialist/Generalist, Admissions Liaison, Admissions and Records Director, Admissions and Records Supervisors, Admissions and Records staff, Puente Counselor/Coordinator (faculty), Pass the Torch Administrative Assistant, Pass the Torch Coordinator, Financial Aid Director, Financial Aid staff, EOPS Director, EOPS faculty, EOPS staff, and MESA Director.

This position is responsible for several major components of the matriculation process including: outreach and recruitment, student success programs, and college retention efforts. Develop and manage overall division budget and determine allocation of funds to various programs. Present proposals and obtain approvals. Determine selection of qualified faculty and staff; present recommendations for Board approval. Monitor and approve categorical funds for EOPS, Pass the Torch, and Puente programs. Develop and coordinate college-wide enrollment plan including admissions, outreach and recruitment.

KEY DUTIES and RESPONSIBILITIES

1. Oversees and coordinates student support programs including EOPS, Financial Aid, Puente, Early Alert, and Pass the Torch.

2. Coordinates college outreach and recruitment efforts including Parent Orientation, Scholarship Ceremony, High School/College Fair visits.

3. Researches, develops, and implements student success and retention systems including college-wide mentoring systems for students.

4. Develops and monitors enrollment processes which include a continuous feedback loop communication system between potential contacts, current students, parents, and college services.

5. Coordinates with instruction and student services deans to develop student success systems.

6. Develops and manages overall division budget and determines allocation of funds to various programs; presents proposals and obtains approvals.

7. Determines selection of qualified faculty and staff; present recommendations for Board approval.

8. Monitors and approves categorical funds for EOPS, Pass the Torch, and Puente programs.
9. Develops and coordinates college-wide enrollment plan including admissions, outreach, and recruitment.

10. Creates student success system.

11. Supervises and evaluates faculty and staff.

12. Evaluates faculty regarding appointments, tenure, promotion, non-promotion, dismissals and professional awards and leaves.

13. Represents the college at regional, state and national conferences and/or meetings.

14. Supports, implements, and promotes compliance with the District's Diversity and Equal Opportunity Plan in all aspects of employment and education; encourages cultural and ethnic diversity in staffing, curriculum, programs, and services.

15. Assures compliance with the District's Injury and Illness Prevention Program by providing motivation, incentives, and discipline to assigned staff; maintains a safe work environment, enforcing safe work practices, reporting and investigating accidents, maintaining necessary documentation, and requiring employees to receive mandated training.

16. Performs other related duties as assigned.

EMPILOYMENT STANDARDS

Knowledge of:

1. Federal FIPSE grant guidelines.
3. Title V and AB 1725 regulations governing community colleges related to Matriculation and EOPS.
5. Retention and recruitment strategies and educational experiences of all students including those from traditionally underrepresented groups.
6. Enrollment management and customer service principles for a fast-paced college environment.
7. Student development principles.
8. Student success best practices and programs.
9. Electronic student success and admission systems and accountability models.
10. Principles of leadership, management, and supervision.
12. Educational experiences and needs of students from traditionally underrepresented groups.
13. Community college general education, vocational, and transfer curriculum.
14. California State University and University of California systems and transfer policies.

Skills and Abilities:
1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

2. Ability to relate to and communicate with students, parents and professionals from traditionally underrepresented groups.

3. Familiarity with assessment and research principles and procedures.

4. Understanding of the intersecting role of instruction, student services, and of non-teaching faculty.

5. Ability to work with counselors, faculty, administrators, and students in a cooperative, open, and responsive manner.

6. Demonstrated commitment to academic and professional excellence.

7. Supporting a multicultural environment and effectively working with academically and culturally diverse students, faculty and staff.

8. Facilitate student success initiatives utilizing program planning, development, implementation, research and collaboration.

9. Leadership skills and ability to manage programs, budgets and staff.

Education and Experience:

1. Master’s degree or equivalent.

2. One year of administrative experience, formal training, internship or leadership in an area related to student services.

3. Experience as a member of a non-traditional academic program for students from a traditionally underrepresented group.

4. Coordination of campus-wide initiatives.

Working Conditions:

1. Typical office environment.

Date Approved: January 26, 2007
Range: J
EEO Category: