

POSITION DESCRIPTION

Position Title: Student Success Coach, Sr.	Number: 0060.AS	FTE: 1.00
Classification: Classified; Non-Exempt	Report To: Director of Student Success Center	Date: 01/24

General Description and Purpose

Reporting to the Director of Student Success Center, the Student Success Coach, Sr. is responsible for work with new and returning students to ensure a successful transition to college, educating them about college-wide expectations and resources, and guiding them through developing individualized plans for success. Primary responsibilities include providing comprehensive, frequent, and proactive academic and transitional support through developmentally appropriate advising that holistically supports students in all aspects of their lives—academic, financial, and/or personal challenges, make referrals as appropriate, and engage in ongoing contact with faculty and staff, as needed. The coach also assists with creating and launching programming for existing students that promote a sense of belonging and connection to their peers, Pratt Community College, and the community writ large.

Primary Functions/Responsibilities

1. Provide holistic, comprehensive, proactive academic and transitional advising support to students.
2. Motivate students to take ownership of their own academic success and help them identify and overcome obstacles that may impede academic success. Co-create a holistic academic success plan with students.
3. Develop, coordinate, and collaborate on various academic and student success topics, including time management, organization, reading, note-taking and study strategies, and other academic processes and policies.
4. Connect students to campus resources (such as College Health, tutoring, Library, Registrar's Office, Financial Aid, Business Office, Residence Life, or other services) and liaise with all relevant internal and external resources.
5. Establish effective partnerships and collaborate with campus colleagues to support student success and retention initiatives.
6. Maintain confidential records, collect data, and prepare reports related to the functions of advising, planning, evaluation, and assessment as directed.
7. Monitor and maintain contact with assigned students about their academic progress, attendance, and academic alerts.
8. Meet with students on financial aid probation for failing to make Satisfactory Academic Progress (SAP) and communicate with Financial Aid staff as appropriate.
9. Guide and respond to questions regarding transfer goals with existing students.
10. Interpretation of placement scores for enrollment purposes as well as auditing English, Math, and Science courses to ensure proper student enrollment according to pre-requisite requirements and policy.
11. Guide students through major and career counseling if needed.
12. Assist in providing academic accommodations to students with disabilities.
13. Maintain confidentiality of all student information according to FERPA requirements.
14. Assist with all enrollment preparations and activities.
15. Participate in required training.
16. Participate in campus committees and meetings as necessary.
17. Other duties as assigned by the Director of Student Success Center.

Coordination and Accountability Tasks

1. Maintain regular contact with the Director of Student Success Center
2. Collaborate with other PCC staff and instructors

Supervises the Following Staff

None

Required Knowledge, Skills, Abilities, and other Characteristics

1. Required personal attributes include excellent interpersonal skills, including the ability to coach, guide, problem-solve and find solutions with students that maximizes academic progress and facilitates the achievement of their academic, career and/or personal goals.
2. Ability to respond non-judgmentally to students in a manner which engages students in self-development.
3. Ability to relate to a diverse student population.
4. Must be reliable, accountable, flexible, and empathetic.
5. Maintain a professional relationship with faculty and staff.
6. Have a high level of personal organization for tracking of students and to ensure timely completion of tasks.
7. Knowledge working in complex data management or student information systems.

Experience

1. Experience working with students preferred.
2. Experience with standardized testing preferred.
3. Experience with Microsoft Office applications required.
4. Experience with academic advising and other student support services preferred.
5. Experience working with students with disabilities preferred.

Education

Bachelor's degree plus three (3) years' experience in a higher education, academic advising or enrollment management department that provides student services such as; advising, guidance, and academic support required, or in an industry with similar experiences.

Certifications and/or Licensure

Work Conditions/Environment

Office Setting

Other

Acknowledgement of Receipt and Agreement

By signing below, I acknowledge that I have received and reviewed a copy of this position description. In addition, I agree to strive to effectively perform and comply with the job duties and responsibilities outlined in this description.

Employee Name (Printed)

Date

Employee Signature