Mott Community College
Job Description

Title: Assistant Vice President - Student Success Services
Department: Student Success Services
Reports To: Vice President - Student Success Services
Date Prepared/Revised: October 6, 2017; June 2018; October 2018

Purpose & Scope:
The Assistant Vice President for Student Success Services (ASVPSSS) serves as the deputy to the Vice President for Student Success Services (VPSSS). Under the direction of the VPSSS, the ASVP is responsible for providing leadership and vision for student retention and completion measures. S/he will support students as they progress toward their educational goals by ensuring that best practices are implemented, barriers are reduced, support systems are developed and initiatives to attract and retain diverse populations are planned and developed. Chief responsibilities for the ASVP are to lead student diversity, inclusion and equity efforts and to serve as the College Title IX coordinator.

Working with partners throughout the College and the community, the ASVP will identify and analyze student retention and completion risks and will collaboratively develop innovative ways to increase student success. He/she will lead strategies that serve as a comprehensive approach to enhancing and improving recruitment, retention, and graduation rates of Mott Community College students by serving as a member of the College Leadership Team and directing offices that promote student success, diversity, equity and inclusion.

Supervisory Responsibility:
The position has direct and indirect reporting administrators working within the Division.

Essential Duties/Major Accountabilities:
Strategic and Operational Planning
Collaborate with the Student Success Services Leadership Team to:
1. Develop, execute and assess student retention and completion initiatives that promote a successful student commitment experience.
2. Identify long-term college-wide needs and areas for potential improvement related to student success and diversity, inclusion and equity.
3. Identify and achieve SSS tactical and operational goals, and key performance indicators.
4. Manage effectively appropriate fiscal and human resources.
5. Increase division resources through entrepreneurial strategies.
6. Perform all other duties necessary to accomplish the educational objectives of SSS and/or as assigned by the VPSSS.

Leadership
1. Advocate for student success, diversity, inclusion and equity on and off campus.
2. Work collaboratively with College and community leadership to successfully serve a diverse, inclusive, and equitable campus.
3. Work collaboratively with SSS leadership to provide an environment that promotes respect for students, faculty, and staff and recognizes initiative and excellence.
4. Direct and supervise efforts of staff in execution of SSS goals and objectives.
5. Provide leadership for completion of SSS short and long-term projects.
6. Evaluate and assess SSS programs on a routine basis.
7. Provide leadership for the resolution of problems and the execution of plans for day-to-day operations of assigned areas of responsibility.
8. Continually review departmental processes and practices.
9. Implement corrective action plans when necessary.
10. Promote SSS initiatives and partnerships nationally, statewide, and locally.
11. Ensure students have a welcoming campus environment.
12. Establish and maintain relationships with community groups and members.
13. Serve as liaison to community agencies, schools, special programs and interest groups.
14. Work in conjunction with Institutional Advancement to solicit external resources for the college.
15. Act as the VPSSS in his/her absence.

**Administration**
1. Under the direction of the VPSSS, participate in the formulation and implementation of College-wide policy and procedures.
2. Present a student perspective on issues discussed within and outside of the College.
3. Develop and coordinate the implementation of SSS management practices and processes in accordance with college policy and federal and state laws.
4. Ensure that practices and processes in his/her purview are current, monitored and updated in a timely manner.
5. Prepare Board of Trustees reports as directed by the VPSSS.
6. Handle effectively student complaints and difficult or sensitive matters.
7. Ensure SSS employees under her/his direction are equipped and trained to use technology that promotes student and institutional success.
8. Ensure that students have access to technology requirements for a successful college experience.
9. Assist the VPSSS with the planning, implementation and evaluation of SSS objectives and goals.
10. Prepare and administer appropriate departmental budget(s) and authorize expenditures.
11. Serve on various college committees and participate in professional organizations as assigned.
12. Perform other duties as assigned.

**Student Success and Completion**
1. Collaborate and partner with other areas of the College to develop strategies that increase student retention, equity, inclusion and completion goals.
2. Develop and implement best practices that decrease and/or eliminate barriers.
3. Ensure that services and appropriate supports are in place to help close the existing achievement gaps.
4. Partner with the Institutional Research & Decision Support Services Office to use predictive analytics and other data points in an effort to increase student success.
5. Lead SSS Leadership Team Members in the administration of delivering excellent student success activities and services.
6. Champion a broad variety of programs that improves student success.
7. Work collaboratively on campus and off to advance student success.
8. Partner with Institutional Advancement to develop effective communication and marketing materials.
Diversity, Inclusion, and Equity
1. Lead SSS Leadership Team Members in the administration of delivering excellent diversity, inclusion and equity activities and services.
2. Collaboratively work with College leadership to provide a student success environment that is welcoming, accepting, and fair, and improves the retention and completion rates of a diverse student population.
3. Provide vision and guidance for College efforts that support closing the achievement gap of African American and Hispanic students. Ensure procedures and programming are established and meet all federal and state guidelines.
4. Be cognizant of emerging national trends and best practices in the area of student equity and inclusion and be able to communicate and effectively move the needle of change if necessary.
5. Serve as the College liaison for the Flint Promise.

Title IX Coordinator
1. Prepare and disseminate education materials that inform members of the campus community of Title IX right and responsibilities pertaining to students.
2. Coordinate training for students about their rights under Title IX and the grievance procedures.
3. Coordinate in-service training with all employees concerning Title IX policy related to students.
4. Participate in an inter-disciplinary committee including members of Student Success Services, Human Resources and Public Safety.
5. Receive and process, in a timely manner, inquiries/complaints from students, faculty, staff, and administrators regarding student rights and responsibilities concerning harassing behavior or other discriminatory behavior in violation of Title IX.
6. Oversee the investigation of all alleged student violations of sex-based discrimination, harassment, or acts of sexual violence that include, but is not limited to, sexual assault, domestic violence, dating violence, rape and stalking.
7. Organize and maintain student grievance files, disposition reports, and other compiled records regarding Title IX complaints.
8. Participate in annual trainings to remain knowledgeable of current state and federal law and regulations in the field of education related to harassment and other discriminatory practices that violate Title IX.
9. Review records compiled on an annual basis and analyze for trends or patterns in behavior that need to be addressed with additional outreach activities.
10. Ensure federal and state regulations, related to Title IX, and FERPA are being met.
11. Work with the Department of Public Safety to ensure compliance with the Clery Act.

Minimum Required Knowledge, Skills, and Abilities:
1. Master’s Degree from a regionally accredited institution of higher education.
2. Three years of progressively more responsible leadership and supervisory experience in a higher education environment that includes experience as a dean/director or assistant/associate dean/director or higher level. Knowledge of student services plans, programs, activities and impact on recruitment, retention and completion.
3. Demonstrated evidence of implementing successful student success initiatives, programming or services.
4. Demonstrated evidence of implementing diversity, inclusion or equity initiatives, programming or services.
5. Demonstrated evidence of working with college students.
6. Demonstrated evidence of actions in keeping with the MCC Commitments for Employee and Student Success.
7. Experience in building a team environment to reach goals and objectives.
8. Ability to perform and motivate others to perform in a fast-paced environment.
9. Demonstrated ability to build an environment of customer care and service.
10. Experience building effective/positive working relations with other offices, divisions and organizations.
11. Demonstrated evidence of communicating effectively with various college stakeholder groups.
12. An analytical understanding of the factors affecting student retention, satisfaction and graduation rates and the ability to use that analysis to create practical programming and process improvements.
13. A broad understanding of academic and student support, programming and administrative functions as well as an understanding of the best practices regarding campus-wide student success initiatives.
14. An understanding and a proven track record of using data to drive decisions and technology to enhance student success.
15. Must be able to evaluate and interpret student records, analyze data and keep accurate records.
16. Must have a comprehensive knowledge of federal and state laws and regulations pertaining to higher education.
17. Experience handling difficult and sensitive issues and problems; resolves conflict.
18. Ability to maintain strict confidentiality.

Additional Preferred Qualifications:
1. Demonstrated evidence of working with community college students.
2. Working knowledge of TRiO Programs.
3. Working knowledge of Title IX, Clery Act, ADA, and other legislation relating to community college operations.
4. Experience adjudicating students or overseeing the adjudication process for college violations.
5. Understand, analyze, and explain in layman’s terms complex federal, state and local laws, rules and regulations, and policies.
6. Experience with categorical funding and budget management.
7. Demonstrated effectiveness in leading and motivating a college community successfully.
8. Working knowledge of continuous quality improvement.

Physical Requirements:
1. Must be able to remain in a stationary position most of the time, primarily while meeting face to face with students.
2. Constantly communicates with students in person and on the phone.
3. Occasionally moves boxes and files up to 15 pounds.
4. The person in this position needs to occasionally move about inside the office to access file cabinets, office equipment, etc.
5. Frequently operates a computer.
Mott Community College
Job Description

**Hours/Schedule:**
Full-time position. As a manager, this person must work the hours necessary to fulfill the functions and roles of this position. Schedule will occasionally include evenings and weekends, particularly during peak registration periods in fall and winter.

**Managers at Mott Community College are accountable for eight key results as follows:**

**Planning and Execution:** Managers are paid to get results through others. They are accountable for the production of others as well as self; they make the right things happen the right way. This includes ensuring that departmental operations are executed successfully and planned results are obtained; delegating appropriately; monitoring activities of subordinates; creating an environment so that subordinates can accomplish their assignments; responding to the needs of the department’s clients/customers; conducting necessary planning and organizing efforts, and coordinating and integrating activities and efforts within and outside of their own department.

**Improvement:** Maximizing the performance of their own department. Making the College organization stronger (more efficient, more effective). Providing appropriate leadership to insure that departmental operations are improved; contributing to College-wide improvement efforts. Identifying the need for change (identify goals and objectives); taking initiative; fostering a climate where subordinates generate suggestions for change.

**Strategic/College Perspective:** Incorporating consideration of the broader organizational perspective into tasks and assignments (affirmative action, for example); integrating the interests of stakeholders into planning, decision making and action. Conducting self as a spokesperson for College and as a member of the management team. Work collaboratively with other managers across the organization, subordinating departmental interests to broader College interests when appropriate.

**Develop Subordinates:** Help them to maximize their contribution to the organization and to grow professionally. Take corrective action with subordinates when performance needs improvement. Foster effective teamwork.

**Relationships and Communications:** Build effective relationships both within and outside the department; seek input from and maintain effective ongoing communication with others. Manage conflict to ensure least disruption to organization.

**Problem Solving/Decision Making:** Analyze business problems; create effective solutions; exercise good judgment.

**Safety:** Create a safe work environment; manage risks; reduce exposure to liability.

**Behavior:** Be a role model for subordinates; set the example.
Signatures:

_________________________  _______________________
Vice President for Student Success Services  Date

_________________________  _______________________
Employee  Date

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

This section to be completed by a Human Resources representative

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<td>Job Description Status:</td>
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Reviewed by Human Resources

_________________________  _______________________
  Initials  Date