Mott Community College
Job Description

Title: Assistant Vice President for Student Success
Department: Division Office – Student Success
Reports To: Vice President for Student Success and Enrollment Management
Date Prepared/Revised: October 6, 2017

Purpose, Scope & Dimension of Job:
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.
**Purpose:**
This position has several critical operational responsibilities, to ensure that:
All divisional operations are in alignment with Board of Trustees goals and that there is a focus on student-centered processes that will promote student access, retention and completion.
The College is providing effective, ongoing training and education on Title IX and sex discrimination to students, staff, and faculty as well as providing oversight on prevention education efforts, programming, and initiatives on Title IX's underlying issues (e.g. healthy relationships, sexual violence, stalking, intimate partner violence).
The candidate has 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.
The candidate must have an understanding and a proven track record of using data to drive decisions and technology to enhance strategic planning to achieve objectives. The candidate will also understand the current research regarding student success, diversity and inclusion, access programming, and the need for a collaborative community model in order to most effectively make an impact on success.
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 are essential to success in this role. A demonstrated ability to work in a diverse environment, strong written, verbal and interpersonal skills with the ability to communicate effectively to a wide range of audiences including students and their families, faculty, advisors and other administrators are essential.

**Scope:**
Under the direction of the Vice President for Student Success and Enrollment Management, the Assistant Vice President (ASVP) of Student Success is responsible for providing leadership and vision for student access, retention and completion. The ASVP serves as the equity and compliance liaison and leads the coordination with other College departments in the effective delivery of student success and support services. S/he will plan and develop initiatives to attract and retain diverse student populations by closing existing achievement gaps, ensuring that best practices related to supporting student retention are implemented, reducing barriers to student success, and supporting students as they progress toward their educational goals. Working with partners throughout the College and the community, the ASVP will identify and analyze the student success risks experienced and develop innovative ways to address them strategically. The ASVP will also oversee the Center for Student Success (encompassing special populations, TRiO programs, Disability Services), Student Code of Conduct and serve as the Student Compliance Officer for Title IX, ADA and NJCAA.

**Supervisory Responsibility:**
The ASVP directly supervises three Managers, one Administrative Support employee, and a contracted/grant-funded employee.

**Essential Duties/Major Accountabilities:**
Student Success Equity and Completion

1. Develop and implement best practices to decrease and/or eliminate barriers to attract, retain and graduate students.
2. Ensure that services and appropriate supports are in place to help close the existing achievement gaps.
3. Collaborate with college leadership, faculty and staff in the instructional, student academic and support services, Human Resources, Institutional Research, and other areas of the College to develop partnerships that promote student success, equity and completion goals on campus.
4. Maintain a working knowledge of emerging national trends and best practices in the area of student equity and inclusion in support of student success.
5. Work with Institutional Research to monitor progress toward meeting student goals.
6. Administer, plan and coordinate activities and services for the Center for Student Success and all programming, including Upward Bound, Disability Services, Talented Men of Tomorrow and TRiO. Provide leadership to all areas of oversight and ensure services and programming are integrally connected with advising, counseling, orientation programs, tutoring, and First-Year Experience.
7. Assist the Vice President with planning, implementing and evaluating the long-term strategies and goals for the work within the division.
8. Analyze enrollment data and regularly communicate results to the Vice President of Student Success and Enrollment Management for use in planning and strategic development.
9. Establish and maintain cooperative working relationships with local K-12 school districts, colleges, universities, and state, local and federal agencies.
10. Prepare and administer appropriate departmental budget(s) and authorize expenditures.
11. Work closely with the Vice President to coordinate student outreach, recruitment, and retention efforts to targeted populations via the admissions department.
12. Serve as a liaison with community agencies, schools, special programs and interest groups affecting student services offered to Mott students.
13. Work collaboratively with management, faculty and staff to advance student success.
14. Partner with Marketing to align publications and advertisements to support enrollment and retention initiatives.

Code of Conduct

1. Oversee the Student Code of Conduct and administer in a fair, impartial, non-adversarial, restorative, and educational manner through the recruitment and training of conduct officers and hearing committees.
2. Provide training for College hearing officers and hearing committees that administer the policies and procedures of the conduct system.
3. Ensure the effective administration of the Student Code of Conduct, and maintain accurate and complete conduct records in compliance with the records retention policy.
4. Conduct a biennial review of the Student Code of Conduct and corresponding processes; recommends appropriate revisions and provides statistical reports and summaries for various departments regarding
Title IX Coordinator / Students

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, 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.

Compliance (Pertaining to Title IX, ADA and NJCAA)

1. Build collaborative relationships and establish regular communication processes with persons responsible for compliance (e.g., responsible for compliance with Title IX, ADA and NJCAA) across the College.
2. Ensure that policies and procedures, as mandated by the federal and state government, are current, monitored and updated.
3. Ensure the units with operational compliance responsibilities have compliance plans that include implementing and updating policies and procedures, conducting effective training and education, as well as conducting internal monitoring and auditing.
4. Ensure federal and state regulations, related to Title IV, Title IX, ADA, FERPA and NJCAA, are being met and reported by the appropriate Student Success departments.
5. Performs annual reviews to monitor compliance; plan and develop a schedule for any compliance audits which will be performed on departments within Student Success.
6. Ensure that annual reviews are performed to monitor compliance. Work with operational compliance owners to strategically build and improve their compliance programs and ensure they are responsive to evolving regulatory environments.
7. Work with the Department of Public Safety to ensure compliance with the Clery Act.
8. Work with Institutional Research to identify and analyze data to improve effectiveness of the
compliance program.
9. Monitor compliance with federal and state regulations as well as College policy and possible contractual agreements.
10. Coordinate College-wide training needs with compliance partners to help ensure that the Mott community understands the compliance responsibilities relevant to student success.
11. Coordinate or refer compliance concerns to appropriate College and campus administrators for investigation and resolution. Lead or participate in investigations as needed.
12. Remain competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training.
13. Interpret and comply with pertinent federal, state and local laws, rules and regulations.
14. Serve on various college committees and participate in professional organizations as assigned.
15. Perform other duties as assigned.

**Minimum Required Knowledge, Skills, and Abilities:**
1. Master’s Degree from a regionally accredited institution of higher education.
2. Three years of progressive supervisory experience in higher education encompassing two or more departments.
3. Experience building effective/positive working relations with other offices, divisions and organizations.
4. Must be able to evaluate and interpret student records, analyze data and keep accurate records.
5. Knowledge of FERPA, Student Right to Know, Patriot Act, Solomon Amendment and other legislation related to student records.
6. High level of oral and written communication skills that meets the needs of various college constituent groups.
7. Ability to perform in a fast paced environment and to motivate others in a team environment.
8. Comprehensive knowledge of institutional, federal and state programs, processes and regulations.
9. Demonstrated commitment to customer service and ability to adapt to change in a growing environment serving traditional and non-traditional students.
10. Evidence of understanding student success programs and retention initiatives.
11. Demonstrated evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic background and ability of community college students.
12. Experience handling difficult and sensitive issues and problems; resolves conflict.
13. Must model the behavior that upholds the MCC Commitments for Employee and Student Success.
14. Ability to maintain strict confidentiality.

**Additional Preferred Qualifications:**
1. Supervisory experience in higher education related to Student Services/Student Success.
2. Working knowledge of Title IX, Clery Act, ADA, NJCAA and other legislation relating to community college operations.
3. Experience adjudicating or overseeing the adjudication process for violations of student policies including, but not limited to, the Student Code of Conduct and/or Title IX and student discipline.
4. Demonstrated experience interpreting, following and evaluating grievance procedures.
5. Understand, analyze, and explain complex federal, state and local laws, rules and regulations, and
policies; educates, informs, and applies these laws, rules, regulations, and policies.
6. Experience with categorical funding and budget management.
7. Demonstrated effectiveness in leading and motivating the College community, including students, in a collegial manner within a successful environment.
8. Program review, learning outcomes, institutional dialog, and 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.

**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.

**Signatures:**

______________________________________________________________
Vice President for Student Success and Enrollment Management 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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