

SEATTLE COMMUNITY COLLEGES
Human Resources Department

Exempt or Faculty Employee
Job Description Content Summary

POSITION TITLE: Student Success Specialist – Completion Coach

DEPARTMENT: Retention and Completion

LOCATION: South

REPORTS TO:

JOB DESCRIPTION STATUS:

DATE:

GENERAL SUMMARY:

The Student Success Specialist-Completion Coach assists students in navigating their program of study and college processes. In conjunction with the 13th Year Promise Scholarship program, the Completion Coach assists in the delivery of services to improve the retention, persistence and completion results of students at South. The Completion Coach serves as a resource for students regarding registration, financial aid and other funding sources, academic support services, and connections to career services and community based organizations.

REPORTING RELATIONSHIPS:

Position reports to the Director of Retention and Completion, Enrollment Services, Student Services Division.

PRINCIPAL DUTIES & ACCOUNTABILITIES: (The listed examples may not include all duties found in this job)

- Monitor and manage students' academic progress and completion, especially as they near graduation, consistent with college policies and requirements.
- Consult with Enrollment Services, Financial Aid, Workforce and WorkSource (career services), Advising and other support services to assist students in the resolution of issues that may present as a barrier to their progression and completion.
- Track, report and follow up on students, programs, and activities.
- Provide accurate and detailed information about South's educational opportunities.
- Effectively communicate student policies and procedures.
- Participate in advisory, college, and community meetings as requested, as well as department and college activities and committees, as appropriate.
- Assist in identifying completion barriers and in making recommendations for college policies and procedures to increase student success.
- Use technologies including HP 3000 (SMS), Outlook, Advisor Dashboard, Degree Audit, and the Microsoft Office Suite.
- Provide the Director of Retention and Completion with regular program updates.

MAJOR CHALLENGES:

- Assess the student's stage of academic and career development and promote student growth by determining suitable developmental tasks; assist student in establishing realistic and attainable academic and career goals, with specific consideration to a student's financial plan to completion of identified pathway.
- Assist students in the development of effective skills in the areas of: critical thinking, problem-

solving, self-advocacy, decision-making, financial literacy, financial aid navigation and personal responsibility.

- Serve as an advocate for students in their relationship with instructors, administrators, and Student Services staff.
- Provide follow-up services for students referred by faculty or staff members to identify and implement persistence and completion strategies.
- Assist students in linking career and life goals to educational programs and services.
- Understanding of multiculturalism and ability to work with culturally and economically diverse populations, including limited English speaking adults.

JOB REQUIREMENTS: (Any Equivalent Combination of Knowledge, Skills, Abilities, Education and Experience)

- Bachelor's degree in education, student development, psychology, human relations, or related field.
- One (1) year experience advising college and/or high school students in an education setting.
- Strong online & interpersonal communication skills.
- Experience with program development in higher education or community based organizations.
- Demonstrated ability to manage and prioritize multiple tasks and deadlines while being attentive to detail.
- Demonstrated experience with working effectively with persons from diverse backgrounds, such as racial, ethnic, religious, gender, sexual orientation, socio-economic, and diverse physical and learning disabilities.
- Cultural competency and ability to effectively communicate with diverse populations.
- Highly motivated, flexible, self-starter.
- Strong organizational and problem-solving abilities.
- Experience with Microsoft Office suite.
- Ability to work independently, set priorities, multi-task and plan for cyclical calendar events

Part-Time Completion Coach Graduate Assistantship Position

South Seattle College is seeking part-time Completion Coaches to assist students in navigating their program of study and college processes. The Completion Coach assists in the delivery of services to improve the retention, persistence and completion results of students at South. Services will enhance the students' academic, personal and social growth for completion of the identified program goals. The Completion Coach serves as a resource for students regarding registration, financial aid and other funding sources, academic support services, and connections to career services and community based organizations. This position reports jointly to Retention & Completion and TRiO.

This is a part-time hourly position and is limited to 16 hours a week, November 2018 to June 2019; salary DOE.

Essential Functions

- Monitor and manage students' academic progress and completion, especially as they near graduation, consistent with college policies and requirements.
- Assess the student's stage of academic and career development and promote student growth by determining suitable developmental tasks; assist student in establishing realistic and attainable academic and career goals, with specific consideration to a student's financial plan to completion of identified pathway.
- Assist students in the development of effective skills in the areas of: critical thinking, problem-solving, self-advocacy, decision-making, financial literacy, financial aid navigation and personal responsibility.
- Serve as an advocate for students in their relationship with instructors, administrators, and Student Services staff.
- Provide follow-up services for students referred by faculty or staff members to identify and implement persistence and completion strategies.
- Assist students in linking career and life goals to educational programs and services.
- Consult with TRiO SSS and EOC, Enrollment Services, Financial Aid, Workforce and WorkSource (career services), Advising and other support services to assist students in the resolution of issues that may present as a barrier to their progression and completion.
- Track, report and follow up on students, programs, and activities.
- Provide accurate and detailed information about South's educational opportunities.
- Effectively communicate student policies and procedures.
- Participate in advisory, college, and community meetings as requested, as well as department and college activities and committees, as appropriate.
- Assist in identifying completion barriers and in making recommendations for college policies and procedures to increase student success.
- Use advising technologies including HP 3000 (SMS), Outlook, Advisor Dashboard, Degree Audit, and the Microsoft Office Suite.

Required Education, Experience & Abilities

- Bachelor's Degree required
- Strong online & interpersonal communication skills
- Experience working with highly diverse or at-risk student populations
- Experience with first generation, low-income students

- Cultural competency and ability to effectively communicate with diverse populations
- Preferred: One year (or equivalent) of professional experience in a community college or higher education setting



WALLA WALLA COMMUNITY COLLEGE JOB DESCRIPTION

JOB TITLE: Completion Coach

Department: Student Development Center

Supervisor:

GENERAL DESCRIPTION:

The completion coach assists in the delivery of services to enhance the retention and completion results of students at WWCC. Services will enhance of the students' academic, personal and social growth for completion of the identified program goals. These services may include career exploration, education planning, and academic advising. The completion coach also provides drop-in services for the Student Development Center including providing information on programs of study offered by the college and information about the application and enrollment process.

DUTIES AND RESPONSIBILITIES:

- Provide timely and accurate educational planning information for students on degrees, certificates, courses, college policies and procedures as well as campus resources.
- Assess the student's stage of academic and career development and promote student growth by determining suitable developmental tasks; assist student in establishing realistic and attainable academic and career goals, with specific consideration to a student's financial plan to completion of identified pathway.
- Provide intensive, comprehensive educational advising, including assistance in developing a detailed educational plan and direction in quarterly course selection.
- Assist with the organization and/ or instruction of workshops/presentations on topics to include study skills, college and career planning, financial aid processes, scholarship searches, test preparation, and motivation assessments.
- Assist students in the development of effective skills in the following areas: critical thinking, problem-solving, self-advocacy, decision-making, financial literacy, financial aid navigation and personal responsibility.
- Identify course options for student to satisfy degree requirements; evaluate and make recommendations on changes to student's program of study based on individual student needs; assist student to expedient completion.
- Monitor academic progress of students; intervene when appropriate regarding academic early warning notification.
- Monitor student financial aid status and student needs on an ongoing basis.
- Disseminate information on retention and completion programs and services to students,

college staff, and the community.

- Serve as an advocate for students in their relationship with instructors and administrators.
- Provide follow-up services for students referred by faculty members to identify and implement retention and completion strategies.
- Coordinate with instructional support services to assess and refer to meet academic needs of the students.
- Provide drop-in educational planning, career exploration and referral services for students coming to the Student Development Center.
- Assist with additional retention services in coordination with other departments on campus.
- Participate in advisory, college, and community meetings as requested as well as department and college activities, and committees as appropriate.

Competencies:

- Excellent interpersonal skills.
- Excellent communication skills.
- Ability to build cohesive and results-oriented team.
- Actively contribute to a work environment that embraces diversity and uses diverse perspectives to enhance the attainment of goals.
- Demonstrate an ongoing commitment to learning and self-improvement.
- Plan and manage time effectively; identify and handle competing priorities.
- Help students identify needs, explore options, and create and achieve meaningful goals.
- Serve as effective communications link and reliable source of information for others.
- Ability to learn the complex state and federal financial aid systems.

Qualifications:

- Bachelor's Degree required; Master's Degree preferred.
- Three years of increasingly responsible work experience preferably in a community college setting.
- Experience working with community partner agencies desired.

Position Title

Director of Retention and Completion, South Seattle College, Student Services

Location

Enrollment Services

Position Summary

The Director of Retention and Completion is a full-time exempt position located in the Enrollment Services of South Seattle College. This position, in collaboration with the Dean, is responsible for planning, implementing, and coordinating campus-wide activities to promote student retention and completion. This position must have an in-depth working knowledge of the many services and functions that support and promote student success and persistence, including but not limited to advising, registration, financial aid, counseling, tutoring, disability support services, student life, and other areas.

Reporting Relationships

This position reports to the Dean of Enrollment Services.

Essential Functions

- Develop and implement campus-wide strategies focused on retention and degree / certificate completion.
- Monitor and manage students' academic progress and completion from initial enrollment to graduation consistent with college policies and requirements.
- Establish systems and protocols to reach out to students that have discontinued enrollment to provide guidance, support and encouragement to re-engage, enroll and complete.
- Provide direct, comprehensive coaching, program advising and career planning that supports academic attainment of student populations that have a documented record of lower completion rates.
- Working closely with Institutional Research, evaluate data and trends to determine areas of concern that impact student persistence and completion.
- Advise current and returning students regarding program and degree requirements.
- Develop and conduct workshops, seminars and other activities focused on student success, including but not limited to financial literacy topics.
- Assist students to develop degree plans, identify appropriate learning resources, and intervene when needed to help students having difficulty to facilitate student progression and completion.
- Maintain regular communications with students in group and individual settings as appropriate; maintain regular communications with instructors and deans about program details, student progression and issues.
- Make appropriate referrals to specific college and community services based on student need.
- Provide information and assistance in the graduation application process and preparations for commencement ceremony attendance.
- Provide day-to-day supervisory support for Completion Coaches and other Retention and Completion staff members.
- Collaborate with campus and district partners in the planning and execution of the commencement ceremony.
- Collaborate with Instructional Deans and Directors to develop strategies for instructors to assist and increase student success.
- Collaborate with and provide leadership for counterparts across the Seattle Colleges district and region.
- Consult and collaborate with Enrollment Services, Financial Aid, Advising and other support services to assist students in the resolution of issues that may present as a barrier to their progression and completion.
- In collaboration with Student Services and Instruction, coordinate and implement the College's early alert program and intervention strategies.
- Establish and maintain partnerships with Community Based Organizations to assist in student needs and retention.
- Ensure excellent service delivery through all correspondence and interactions.
- Maintain a working knowledge of various student service areas and functions.
- Track, report and follow up on students, programs, and activities.

- Provide recommendations to improvements in campus procedures and policies as related to retention and completion.
- Serve on committees as directed and encouraged by the Dean.