

**Alverno College
Job Advertisement**

Position Title: Director of Student Success
Department: Student Success
Reports To: Dean of Student Development and Success

Date: July 2022
Status: Full-time/12-month
Pay Grade: Exempt

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. Two-thirds of all Alverno students are first-generation students and more than 60% are Pell eligible. In 2017, Alverno became Wisconsin's first Hispanic Serving Institution, with 30% of undergraduate women identifying as Hispanic/Latina and 46% of undergraduates identifying as students of color. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

The College is seeking applicants for a Director of Student Success located in Milwaukee, WI. Alverno College health, dental, vision, disability, and retirement plan enrollment are available to full time employees and eligible dependents Tuition benefits are available for employees and qualified dependents.

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| Primary Function: | As a key member of the Division of Student Development and Success reporting directly to the Vice President, the Director of Student Success works with passion and energy to support, educate, and empower students to reach their full potential as learners and leaders and to graduate and move confidently into the professional and personal opportunities before them. Through an encouraging, planned and action-oriented approach, the Director works to eliminate barriers than hinder a student's ability to obtain a degree. The Director creates programs, materials, outreach opportunities, and education to engage students with explicit and measured goals of improving retention and graduation rates. Alverno seeks candidates who are eager to contribute meaningfully toward achieving the College's Equity and Inclusion goals by supporting diverse students as they transition to college and persist to graduation. Through this unwavering commitment, the Director of Student Success models multicultural fluency and intercultural competence. This is a full-time position involving some evening and weekend work. |
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Primary Responsibilities

Leadership

- Develop and implement strategies and programs to assess and continuously improve the overall effectiveness of campus programs and services to meet intended outcomes that align with the College's vision, mission, goals, and strategic priorities.
- Provide leadership and oversight of the day-to-day operations related to new and on-going strategies to improve student retention and success.
- Hold responsibility for the strategic direction and operational effectiveness of the Student Success Department and lead the department in meeting identified goals and intended outcomes.
- Hire, train, supervise, and evaluate department staff, including Financial Wellness Coach, and lead department meetings.
- Work collaboratively with faculty and administrative departments to promote improved student retention.

- Develop and apply knowledge of retention and student success national research, literature and best practices, as well as Alverno specific data and practices.
- Provide leadership and expertise in committees and other groups to review, develop, and recommend policies and procedures that facilitate academic progress, student engagement, and that address the needs of diverse students.
- Participate in local, state, and national diversity, equity and inclusion networks, to ensure practices and policies align with the most effective practices to improve historically underserved students' graduation rates (HERA Pathways).
- Participate and/or lead internal committees supporting student success work

Direct Student Support

- Deliver an exceptional student experience leading to high student satisfaction as measured by retention and completion rates.
- In collaboration with others, provide direct case management support to students at-risk of leaving or not returning to Alverno College.
- Be visible to students and effectively support and foster a culturally diverse community
- Collaborate with faculty and academic administration to assess and improve programmatic, culture, climate, course, and students.
- Coordinate and oversee communication and outreach campaigns for registering students, with specific goals for at-risk continuing weekday college students.

Programmatic Efforts

- Plan and oversee continuous improvement initiatives and programs that align with the college mission and Student Success strategic priorities and objectives
- Implement mentorship opportunities between students, faculty, staff, and alumnae to support student connection and retention
- In collaboration with others, support and foster a positive campus culture through educational activities that directly influence student success.
- Teach up to two (wellness) courses per year directly related to student success and support
- Develop and implement professional development training for departments to ensure knowledge of obstacles faced by students designated as at-risk.
- Actively support the new student orientation process.

Administrative responsibilities

- Develop, implement, and evaluate methods and utilize operational systems (Colleague, Blaze/Pharos, etc.) to identify and outreach to targeted students to provide personal support and intervention at different pivotal points of students' college experiences.
- Prepare appropriate reports, monitor, and report regularly on student retention data, prepare trend analysis, and project student retention to be used in strategic decision making/planning.
- Analyze annual assessment data (NSSE, etc.) and develop a plan to address areas for improvement.
- Update attrition/retention and retention reports and assure maintenance of accurate student records and files.
- Develop content for publications which directly support student success and retention efforts.
- Establish yearly goals around processes and expectations for publication with Marketing and Communication to support student success and retention efforts.
- Support grant writing efforts to obtain funds that directly support student success initiatives.

Other Responsibilities

- Support the Student Development and Success Division as necessary
- Participate in committees and official College functions as appropriate
- Perform other tasks as necessary to support the Alverno mission
- Participate in the student code of conduct process as necessary
- Serve in an official Title IX role, which could include the informal resolution process

Qualifications

Required Experience

- Master's degree in higher education or related field and minimum of five (5) years of professional experience in areas such as student success, career services, and student development.
- Minimum of five years' experience designing and implementing programs to support student success
- Two years of supervisory experience
- Demonstrated ability to collaborate with colleagues and students
- Ability to communicate and respond to others professionally and in a timely manner.
- Proficient in Microsoft *Word, Excel, Outlook*
- Demonstrated budget management experience.
- The ability to work with and maintain confidential information.

Preferred Experience

- Student Information Systems (Colleague, Pharros).
- Leadership role in working with college student support and retention
- Clifton Strengths facilitation certification
- Knowledge of Title IX, Clery, FERPA, ADA law and other Department of Education, regulatory, and accreditation requirements.
- Ability to read, interpret, write and complete documents such as forms and general correspondence.
- Strong organizational skills and the ability to multi-task, prioritize, work with frequent interruptions, work independently and be self-motivated.
- Ability to support a flexible and collaborative work style and the ability to interact effectively with a variety of audiences internally and externally

Demonstrated Performance in:

- Innovation, design, and systems thinking that will effectively support students
- Demonstrated Ability to work with diverse populations and a commitment to diversity and inclusion
- Ability to communicate effectively with an ethnically and culturally diverse community
- A commitment to service and scholarly excellence

Work Environment

General office environment with activity peaks related to the academic calendars, fiscal year, and state and federal reporting timeline.

How to Apply

- Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>
- Please attach your cover letter, resume, and list of references to the online application

Alverno College is an Equal Opportunity Employer and committed to workplace diversity.