

STUDENT SUCCESS AND SUPPORT COORDINATOR
(Classified Bargaining Unit)
(Range 35)

DEFINITION

Under the direction of the Director of Counseling Services and Matriculation, coordinate the documentation of services and data collection of Student Success and Support Program elements across the district and the submission of related MIS data including orientation, assessment, student educational plans, counseling, advising, and student follow-up. Provide high level technical information and assistance concerning Student Success and Support Program requirements and collaborate with the Institutional Research Office and Computer Services on Student Success and Support Program research, data evaluation, and database management. Serve as the lead for Assessment Services by coordinating, administering, and maintaining a variety of assessment tests and assisting with the student placement process.

DISTINGUISHING CHARACTERISTICS

The Student Success and Support Coordinator is distinguished from other positions by the assignment of duties that require technical expertise and close collaboration with programs and departments across the district as well as a proficient understanding of Student Success and Support Program regulation and guidelines and a work schedule that may include evening hours. Incumbents perform technical work associated with the processing of assessment results and function as lead contact to external testing vendors to ensure ongoing availability of test instruments while interfacing with instructional departments to assess reliability and validation of tests for statewide approval. Incumbents must have the ability to work with minimal supervision and are expected to use a high degree of individual judgment in the performance of duties.

The incumbent in this position will promote student learning outcomes by ensuring that Student Success and Support activities are coordinated and documented across the district and that assessment services are conducted in a reliable, valid and standardized manner.

ESSENTIAL FUNCTIONS

- Understand and interpret Student Success and Support Program regulations and mandates as related to the College;
- Assist with the development of district policies in accordance with the institutional responsibilities as set forth in the Student Success and Support Program requirements;
- Serve as a point of contact, in conjunction with Computer Services and the Institutional Research Office, for inquiries and high level technical information related to the Student Success and Support Program;
- Assist with Student Success and Support Program research and database management;
- Collaborate in the development and ongoing evaluation of the College's Student Success and Support Program Plan;
- Participate in statewide Student Success and Support Program evaluation activities;
- Coordinate, in conjunction with Computer Services, the collection and submission of Student Success Data Elements from departments across the College to include Student Educational Goal and Course of Study, Exemption Status, Orientation, Assessment, Student Educational Plan, Counseling and Advisement Services, and Follow-up Services for both general and at-risk student populations;
- Collaborate and guide departments in the identification of services offered while ensuring conformity with the Student Success and Support Program requirements;
- Assist with the documentation and tracking of Student Success and Support Program services for compliance with the Chancellor's Office auditing requirements;

- Oversee, administer and monitor students during assessment tests at the San Luis Obispo Campus, North and South County Centers as well as at other off campus locations; distribute and collect assessment tests; provide assessment test instructions and assistance to students; seat students and verify student identifications; assure students possess appropriate paperwork; explain and assure student compliance with established testing policies, procedures, rules, time lines and requirements;
- Assist with the student placement process by working closely with the Prerequisite Office and instructional divisions;
- Serve as a lead technical resource to students, parents, faculty and staff concerning student assessment tests, placement and enrollment functions; respond to inquiries and provide detailed and technical information concerning related processes, standards, practices, scores, requirements, time lines, policies and procedures; greet and assist visitors and answer telephone calls;
- Collect and review forms and applications related to assessment tests for accuracy, completeness and compliance with established requirements; assist students with completing forms as needed; distribute orientation information to new students as needed; verify accuracy of student information used in registration priority procedures;
- In consultation with instructional divisions and the Institutional Research Office, determine cut scores for tests, program computers to identify cut scores and placements, score assessment tests according to established procedures; determine and assure proper distribution of test results according to established time lines; explain test results as requested; Perform basic analysis and report to the director;
- Ensure that the college is using the most current and effective assessment testing tools as recommended by the Chancellor's Office;
- In consultation with Computer Services, input student, assessment, placement, test result and a variety of other data into an assigned computer system; establish and maintain automated records and files; assure test scores are posted to automated student records according to established time lines; initiate queries and generate computerized reports; verify and assure accuracy of input and output data;
- Prepare and maintain a variety of records, disaggregated data, reports and files related to students, assessment, tests, forms, appointments, placements and assigned activities; prepare and distribute a variety of correspondence, lists, and informational materials;
- Prepare equipment, computer labs and other facilities for assessment tests; turn computers on and off before and after tests; assure adequate and appropriate testing supplies, orientation and placement materials for testing activities;
- Explain testing alternatives, disabled student accommodations and appointments as requested; refer students to other departments and personnel as needed;
- Coordinate the work of assigned staff on a project or day-to-day basis;
- Communicate with students, College personnel and various outside agencies to exchange information and resolve issues or concerns;
- Maintain the Assessment website with accurate and current information;
- Operate copiers, computers, designated software, peripherals and a variety of audio-visual equipment;
- Ability to work independently with little direction;
- Maintain testing facilities in a neat, clean, secure and orderly condition; and
- Perform other related duties as required.

QUALIFICATIONS

Education:

Required

- AA degree

Preferred

- Bachelor's degree

Experience:

Preferred

- Two years experience working with Student Success and Support Program/Matriculation elements.

Knowledge of:

- Student Success and Support Program Act regulation and guidelines;
- Policies and objectives of assigned programs and activities;
- Practices, procedures and techniques involved in administering, scoring and processing a variety of assessment tests to assure proper student placement in College courses;
- Basic College and State standards and requirements concerning student assessment, placement, transfers and enrollment;
- Educational testing principles, practices and theories;
- Data control procedures and data entry operations;
- Record-keeping and report preparation techniques;
- Interpersonal skills using tact, patience and courtesy;
- Proficient level in Access, Excel and HTML;
- Public speaking techniques;
- Algebraic computations;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary; and
- District policies and procedures.

Ability to:

- Establish and maintain cooperative working relationships with those contacted in the performance of duties; and
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

Physical ability to:

- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds; and
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

License and Certificates:

Required

- Valid driver's license and eligible to obtain California driver's license upon hire.

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