

ACADEMIC SUCCESS COACH
(Classified Bargaining Unit)
(Range 34)

DEFINITION

Under general supervision of the Director of Student Equity and Student Success Centers, and in collaboration with faculty and student services personnel, provide individualized academic support to students enrolled in basic skills Math, English, and ESL courses, with attention to students from economically disadvantaged and ethnically under-represented backgrounds, and disproportionately impacted students as identified in the Student Support and Success Program Plan (3SP) and Student Equity Plan. Academic Success Coaches will proactively identify the populations most anticipated to benefit from academic support, and link them to services. This position will provide personalized academic support to high-needs students.

DISTINGUISHING CHARACTERISTICS

The Academic Success Coach performs a variety of tasks to guide and promote student academic success, including in-class assistance, embedded tutoring, workshops, directed learning activities, and other expanded learning opportunities. Academic Success Coaches collaborate with Enrollment Success Specialists to locate the target populations, direct at-risk students to all student support services, monitor student use of such services, and maintain records of target student progress data. The focus on the student population groups listed above distinguishes this position from other academic support positions.

Incumbents in this position will support institutional effectiveness and student learning outcomes by effectively linking students to appropriate academic support services.

ESSENTIAL FUNCTIONS

- Link students to academic support services, with emphasis on tutoring and Success Center Support;
- Introduce alternative or expanded information presented in class to enhance student understanding. Some examples include assist in developing directed learning activities and/or workshops to address academic deficits as directed by instructor;
- Provide academic support to disproportionately impacted students as identified in the Student Equity Plan as the primary focus for academic support;
- Collaborate with faculty to meet the instructional needs related to in-class and embedded tutoring and in-class assistance;
- Collaborate with Enrollment Specialists to direct students to student services support such as financial aid, counseling, and student health services;
- Track and maintain contact with students throughout the semester, ensuring continued student use of support services, and review student progress;
- Assist the college in meeting student retention and success goals;
- Maintain an effective working relationship with students;
- Answer student questions during classroom and lab/tutorial time;
- Assist students in tracking assignments, due dates, missing assignments and the use of a planner;
- Assist students with instructional technology, including software, internet, and word processing;
- Respond constructively to a wide range of student concerns, not all of which are necessarily

academic;

- Engage in appropriate professional development; and
- Perform other related duties as required.

QUALIFICATIONS

Education:

Required

- Associate's Degree from accredited university.

Preferred:

- Bachelor's Degree from accredited university.
- Bilingual in English and Spanish (oral and written).

Experience:

Required

- 1-2 years relative classroom experience in content area appropriate to the assignment.

Preferred

- Additional years of independent experience, including leading small groups, skill development and/or other relative experience such as tutoring or academic advising.

Knowledge of:

- 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:

- Implement techniques for providing academic advising to a diverse student population;
- Work as a team member;
- Exhibit superior interpersonal and problem solving skills;
- Adhere to strict confidentiality and other ethical standards;
- Be clearly student-focused in both philosophy and purpose;
- Work with a minimal supervision;
- 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 (current within the last year):

Required

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

CCCUE Approval: 08/24/2015

Board of Trustees Approval: 09/02/2015