

**ASSISTANT SUPERINTENDENT/VICE PRESIDENT, STUDENT SERVICES
AND COLLEGE CENTERS**

(Executive Management Designation)
(Administrative Salary Schedule)

DEFINITION

Under the general direction of the Superintendent/President, administer the District's Student Services programs to optimize student access and success and to partner with Academic Affairs in support of the SLOCCCD/Cuesta College mission.

DISTINGUISHING CHARACTERISTICS

The Assistant Superintendent/Vice President, Student Services and College Centers (AS/VPSS) is distinguished by working directly with the Superintendent/President, Assistant Superintendent/Vice President, Academic Affairs (AS/VPAA), and Assistant Superintendent/Vice President, Administrative Services (AS/VPAS) to lead the District and College in achieving its vision, mission, values, goals, plans, and student learning and institutional effectiveness outcomes. The AS/VPSS is responsible for ensuring that Student Services provide specialized support, in collaboration with the Assistant Superintendent/Vice President, Academic Affairs (AS/VPAA), to optimize students' ability to achieve their academic goals and obtain the assistance they need to complete an AA/AS degree, transfer, and/or skills for employment. The AS/VPSS provides leadership for and manages, directly or indirectly, the following SLOCCCD Student Support Services and College programs:

Admissions and Records	Financial Aid and Scholarships
Articulation	High School and College / University Relations
Assessment	Student Complaints / Grievances
CalWORKs	Student Judicial Process
City/Community Relations	Student Health Services
Commencement	Student Life and Leadership
Counseling Services	Student Outreach
Cultural Center	Student Success and Support
Disables Student Programs and Services (DSPS)	Transfer Center
Enrollment Management	University Partners
Extended Opportunity Program and Services/Cooperative Agencies and Resources for Education (EOPS/CARE)	Veteran Services

The incumbent supports Student Learning Outcomes and Institutional Effectiveness by providing leadership in district-wide on-going, self-reflective dialogue that integrates the elements of Accreditation (ACCJC) Standards to provide a complete view of the institution and to promote quality and improvement in Student Services.

ESSENTIAL FUNCTIONS

- Lead and coordinate all operational activities related to Student Services throughout the District;
- Develop, assess, improve and implement programs, plans, and procedures for Student Services;
- Oversee the delivery of Student Services programs and services on-line and at the North County Campus and South County Center and assure that comparable services are provided for all locations and distance education;
- Stay current in knowledge of legislation, emerging issues, and best practices that relate to Student Services and student success;
- Compile and assess data and maintain adequate documentation for internal analysis, reports, and plans for Student Services, as required by the District and external organizations for planning and decision-making;
- Lead the development of the annual Student Services Cluster Plan, oversee the development of Institutional Program Planning and Review (IPPR) by each program in Student Services, ensure that the adopted goals and priorities for the District are incorporated into annual planning in Student Services, and assist in achieving institutional objectives as reported in the annual Progress Report for the Strategic Plan;
- Administer Student Services program review processes including the development and assessment of Student Learning Outcomes and student achievement indicators and the implementation of identified improvements;
- Administer the student judicial process, and student complaint/grievance process and regulations for students and communicate processes to the college at large;
- Lead the development and update of the Enrollment Management Plan for the District to achieve FTEs targets and tie enrollment planning with college-wide budget and planning processes;
- Direct or oversee additions, changes and revisions to the curriculum of Student Services programs;
- Recommend institutional policy and supervise development of revisions to or new policies and procedures related to Student Services;
- Direct and oversee the development and management of grants and special contracts related to Student Services;
- Lead or oversee Student Services in the research and implementation of technology applications that improve efficiencies of programs and student goal achievement;
- Develop, submit, and monitor the annual budgets for Student Services;
- Develop and present to the Board of Trustees, policy revisions and additions, reports, and action items related to area of responsibility;
- Convene regular Students Services manager and staff meetings and provide opportunities for staff and manager professional development;
- Confer with Management Senate and CCCUE to develop professional development programs for Student Services managers and classified personnel;
- Collaborate with the Academic Senate Faculty Professional Development Committee on programs specific to the professional development of faculty and other academic employees;

- Recommend the employment, retention, promotion, dismissal, disciplinary action, and/or leave for staff in Student Services;
- Coordinate and supervise the College's annual graduation preparation, student honors and awards, and commencement ceremony;
- Develop and maintain positive relationships with high schools, colleges and universities on matters related to articulation, admissions, transfer course approval and university partnerships and high school facility rental/usage;
- Develop and maintain positive relationships with diverse community groups and service organizations on matters related to enrollment and program information;
- Serve as a resource within the College, region and state to provide information on the many aspects of Student Services, special needs of students, and ways in which student success could be enhanced by changes in college, community, or state programs and policies;
- Participate in problem solving of district-wide issues, as well as those specific to campuses and centers;
- Represent the District on regional and state committees; participate in professional development opportunities; and model continuous learning and improvement;
- Represent the District at national, regional and state activities related to Student Services programs including serving on ACCJC/WASC accreditation site visits;
- Represent the District to appropriate city/chamber/regional committees or activities;
- Serve on the Superintendent/President's Cabinet, College governance committees, and/or District negotiating teams, as requested by the Superintendent/President;
- Assist in developing plans and specifications for all new buildings and/or remodeling projects in Student Services and assist with facilities planning for the District;
- Assist in the development of proposals for negotiations with the classified and faculty bargaining units and ensure that the collective bargaining agreements, as they apply to faculty and staff in the Office of Student Services, are implemented correctly;
- Assist the Cuesta Foundation in relationship building and resource development;
- Serve as Acting Superintendent/President in the absence of the Superintendent/President;
- Communicate effectively orally and in writing;
- Perform other job-related duties as assigned by the Superintendent/President.

Duties may require the ability to:

- Apply well-developed management, supervision and organizational abilities;
- Interpret and effectively apply laws, regulations, principles, methods and techniques in Student Services budget management, accreditation, student success, program development and evaluation;
- Interpret and follow State and Federal regulations pursuant to budget and accounting, program development and review, student rights and due process, and personnel evaluation;
- Perform technical and statistical work, including data analysis;
- Direct, supervise, train, mentor and evaluate the performance of employees and develop teamwork within and outside of Student Services;
- Evaluate the work of personnel and maintain effective working relationships;
- Perform under pressure of deadlines, competing demands on time and resources, with existing resources;
- Draft policy and contract language;
- Develop and deliver speeches to the campus community, community groups, professional conferences, and state meetings;
- Demonstrate good interviewing techniques;

- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- 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.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

QUALIFICATIONS

Education:

Required

- Master's Degree in any discipline, preferably in a field related to Student Services, from an accredited college or university.

Preferred

- Doctorate

Experience:

Required

- Minimum one year of formal training, internship, or leadership experience reasonably related to the administrative assignment;
- Management experience Student Services, or related instructional program, at least at the Dean's level;
- Research, planning, organizational, and motivational skills;
- Facilitation skills.

Preferred

- Community college management experience.

Knowledge of:

- Accreditation Eligibility Requirements, Policies and Standards;
- Principles and practices of administration;
- Principles and practices of Student Services functions;
- State and Federal regulations and statutes related to area of responsibility including, but not limited to: California Education Code/Title V, State and Federal student aid, Student Support and Success, program review and California education budget accounting systems;
- Techniques in counseling;
- Board practices;
- Communication techniques;
- Labor contract issues;
- 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;
- District policies and procedures.

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;
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

SUPERVISION EXERCISED:

Reporting to the Assistant Superintendent/Vice President of Student Services is the Dean of Student Services; Executive Dean of North County Campus and South County Center; Director, Counseling Services; Director, Admissions and Records; Coordinator, Health Services; Coordinator, Student Life and Leadership, and support staff.

License and Certificates:

Required

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

Approved: 4/7/04, 02/06/2008

Revised: 1/25/2008; 12/01/2012

Board of Trustees Approval: 02/06/2008; 01/08/2013; 03/02/2016