

ASSOCIATE DEAN, STUDENT ENGAGEMENT

DEFINITION

This position has a primary assignment to assist the Student Services Division in coordinating and directing faculty and staff in developing, implementing, and evaluating academic support programs, specific initiatives, activities, and services related to establishing pathways to ensure new students' transition, engagement, onboarding, and success as first year students. The Associate Dean will assist with Division-wide planning and program development in accordance with the mission, goals and objectives of the College and Student Services and enhance the educational effectiveness of designated programs and services; manage assigned programs and assure compliance with specific regulations, statutes, and guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned manager. Exercises general direction and supervision over faculty and support staff.

CLASS CHARACTERISTICS

This is an Associate Dean classification that assists in overseeing, controlling, and directing assigned activities of the Student Services Division, including planning and development and administration of Divisional policies, procedures, and programs. This class assists the Vice President, Student Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and College functions, activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Division with those of other divisions and departments and assisting in managing and overseeing the complex and varied functions of the Division as related to this assignment.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Serves as the primary point of contact in overseeing the management and implementation of new students and first year programs, services, and activities.
2. Plans, organizes, controls, and directs designated operations, activities, programs, and services of student engagement; assists in establishing and maintaining timelines and priorities; ensures related activities comply with established standards, requirements, grant specifications, laws, codes, regulations, policies, and procedures.
3. Oversees the development and implementation of activities and objectives of specific programs and services.
4. Monitors the growth and direction of specially-funded related projects to assure compliance to program requirements; assure related functions and activities comply with established standards, requirements, laws, codes, regulations, policies and procedures, including collaboration with other departments and programs.
5. Provides oversight and direction to specific programs and services established to address the disproportionality of particular groups of students.

6. Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
7. Directs activities and provides direct administrative support and assistance in implementation efforts related to student success and student equity efforts through specific programs, services, and strategies facilitates the understanding of the matriculation process for prospective high school students enrolling at the College, as well as education related to the transfer process to ensure students are prepared to transfer to four-year institutions.
8. Serve as a liaison and coordinate communications and information between departments, high schools, and other community agencies; coordinate, develop and implement various community events to promote enrollment in targeted programs; direct and participate in the preparation and distribution of relation promotional and informational materials.
9. Works with faculty and staff to plans, facilitate, and coordinate research and professional development strategies and activities.
10. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
11. Participates in the development, management, and administration of project budgets to assure expenditures comply with established budgetary procedures; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with local and state regulations; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
15. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
16. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
17. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
18. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Educational goals and support activities related to the engagement and retention of new, first generation college students.
3. Specific interventions related to the successful enrollment and integration of new students to college, including their successful enrollment and successful completion of their first year of college.
4. Matriculation and onboarding strategies and requirements related to assessment, orientation, educational planning.
5. Principles, practices, and procedures related to high school-to-college enrollment and college-to-university transfer processes.
6. Specific approaches, theories, and strategies to address disparities in student success and access to higher education for particular student groups.
7. Unique professional development strategies related to equity, diversity, and inclusion.
8. Cultural competency and universal design principles.
9. Program review, outcomes evaluation, and research methodology in measuring student success factors and disproportionate impact.
10. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Implementing programmatic efforts targeted at under-represented and under-served student groups, especially those targeted in the College's Student Equity Plan.
12. Operation of Student Services with particular experience in overseeing equity-focused services, such as those targeting specific groups of students who have been less successful academically.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Plan, organize, control, and direct the operations and activities of specially funded projects including high school outreach, recruitment and retention of high risk, first generation college students.
5. Provide direction, conduct professional development and training of staff to increase support services and interventions for first year college students.
6. Manage and support faculty and staff in the development of programs and initiatives

designed to address the disproportionality of student success for equity-defined student populations.

7. Communicate and problem solve with a diverse student population.
8. Manage, direct, and support work with faculty to develop programs and interventions designed to address under-representation and enhance student success.
9. Competent in accessing an enterprise student information system, using digital student information and electronic files, and database software.
10. Work with all internal and external members of the college community, including students, staff, and faculty. Establish and maintain collaborative and productive relationships to facilitate institution-wide program planning in accordance with the mission, goals, and objectives of the College.
11. Demonstrate excellent interpersonal, listening, oral, written and presentation skills. Skilled in the ability to articulate the importance of equity, diversity, and student success goals to various campus constituencies.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree from a regionally accredited college or university in Counseling, Student Development, Student Affairs, Educational Leadership, Education, or other related field; and
2. Four (4) full time equivalent years of progressive leadership experience working in the field of Student Services, Student Affairs, or other educational programs in higher education.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is necessary to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office and classroom environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023