

Associate Vice President, Student Services

DEFINITION

Under the administrative direction of the Vice President, Student Services, and in support of the Division of Student Services, plans, organizes, controls, and provides administrative direction and oversight for all operations and support functions assigned to Student Services. Provides leadership and oversight for the analysis, development, implementation, and evaluation of specific services and programs that provide direct support to students. Participates and assists in leading strategic efforts to address issues related to student development, student success and student equity, and student persistence and retention. Addresses issues related to the improvement and enhancement of policies, procedures, and program-specific services and interventions for students. Oversees division-wide planning and program development in accordance with the mission, goals, and objectives of the District and the Student Services division. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision. Coordinates assigned programs and services with other District divisions, departments, officials, outside agencies, and the public. Fosters cooperative working relationships among District departments and with various public and private groups. Provides highly responsible and complex professional assistance to the Vice President of Student Services to address college and division goals, initiatives, and programs. Serves as a member of the Student Services Management Team and the Student Services Team. Coordinates and directs communication, information, resources, and personnel to meet the needs of the Student Services division.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

The Associate Vice President position oversees, controls, and directs programs and services of the Student Services division, including short- and long-term planning and program development, outcomes measurement and research efforts, administration of department policies, procedures, and programs, and oversight of division programs, departments and services. This position provides direct assistance to the Vice President, Student Services in a variety of administrative, management, analytical, and liaison capacities. Responsibilities include developing, implementing and analyzing student support strategies, coordinating activities of the division with department, outside agencies, and managing and overseeing the complex and varied functions of the Student Services division. The incumbent is accountable for accomplishing Student Services division planning, goals, and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS

- Plan, organize, control and direct support services functions to assist the Vice President in planning, development and implementation of college processes and Student Services Division support services.
- Directly represent the Vice President of Student Services as assigned.
- Provide administrative leadership and oversight for the implementation of student success strategies, especially those impacting the Student Success and Support Program (SSSP), Student Equity, Admissions and Records, Financial Aid, Disabled Students, Counseling, and Student Discipline.
- Promote effectiveness, efficiency, cooperation, coordination, and communication among departments and all constituencies within the Student Services Team.
- Develop, disseminate and interpret analytical information related to programs, services, and processes and analytics supportive of educational planning, student learning outcomes, student support outcomes, enrollment trends, accreditation, and required internal and state/federal external reports and provide and/or oversee training in these areas.
- Assess, develop, implement and evaluate strategies to monitor and improve the quality of student support services.
- Serve as liaison between Student Services and other College departments and teams to collaborate and coordinate mutual efforts.
- Provide leadership on designated college committees, task forces and work groups to address critical issues and policies
- Assist in ensuring that support services programs and services comply with established College, State and Federal standards, requirements, laws, codes, rules, regulations, policies and procedures
- Facilitate and enhance the participation governance processes and relationships through collaboration with faculty, staff and students
- Collaborate closely with colleagues with Student Services and Instruction related to enrollment, registration, curriculum, articulation, transfer, assessment and advisement
- Work effectively with schools and school districts, baccalaureate level colleges and universities, community groups, business and industry, and government and legislative bodies to develop partnerships which result in improved service to the community and to students
- Maintain current knowledge of new developments and innovations in community colleges and higher education, recommend changes to maintain relevance of programs and services and to develop new initiatives and interventions to meet students' needs
- Supervise and evaluate managers, staff and faculty, interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate staff work assignments and schedules, and review work to assure compliance with established standards, requirements, and procedures
- Provide consultation and technical expertise to staff, faculty, administrators and others concerning College operations and activities; respond to inquiries and provide detailed and technical information concerning College programs, departments, services, curriculum, courses and related matters; assure proper and timely resolution of student, staff, faculty and administrative issues, complaints and conflicts
- Develop and prepare annual preliminary budgets for assigned programs, including categorical programs; monitor and analyze operations, activities, programs and courses to determine educational and financial effectiveness and operational efficiency; periodically analyze and

review budgetary and financial data; control and authorize expenditures related to specific programs

- Direct the preparation and maintenance of a variety of records and reports, including annual program reviews, grant and categorically-funded programs; assure that mandated reports are submitted appropriately and according to established timelines
- Provide technical information and assistance to the Vice President, Student Services, regarding student support services, activities, student needs and issues; participate in the formulation and development of policies, procedures and processes related to program compliance and reporting structures
- Attend and conduct various meetings as assigned; serve as a member of the Student Services Team; attend and participate in various committees and work groups; prepare and deliver oral presentations concerning College programs, courses, services, needs and issues
- Operate a variety of office equipment including a computer and related software
- Assume leadership and additional duties within the Division and the College as assigned and requested

QUALIFICATIONS

Knowledge of:

- Educational policies and practices that impact the development, delivery, and outcomes measurement of support services to students
- Specific strategies, research, and techniques to address the unique educational needs of community college students
- Diversity, equity, and inclusive practices, strategies, and frameworks
- Principles and practices of effective leadership and administration of student services programs, departments and initiatives
- Administrative principles and practices including the development, assessment and measurement of Student Learning Outcomes and Support Services Outcomes, goal setting and strategic planning, monitoring, measuring and reporting of goals, objectives and outcomes
- Budget development, administrative practices and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures and operational needs
- Technical, legal, financial and public relations issues associated with the management of support services and programs
- Applicable federal, state, and local laws, regulations, advisory directives, and procedures related to individuals' rights, including non-discrimination and protections related to protected groups and populations
- Methods and techniques for the development of presentations, forums, training, correspondence, data compilation and report writing
- Techniques for providing a high level of customer service by effectively dealing with students, college employees and the general public
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence, presentations and reports
- Modern office practices, methods, and computer equipment and applications
- English usage, spelling, vocabulary, grammar and punctuation

Skills and Abilities to:

- Work effectively with students, faculty, and staff from diverse backgrounds to promote access, equity and inclusion
- Analyze situations accurately and adopt an effective course of action; plan, prioritize and organize work; meet schedules and timelines
- Make independent decisions within legal and general policy and regulatory guidelines
- Identify resources and develop grant or special project applications in partnership with departments, governmental bodies, granting agencies, and the Grant's Office
- Plan, organize, coordinate, evaluate and direct college-wide and divisional operations, activities, programs and services as assigned and directed
- Work collaboratively to institute educational effectiveness strategies, processes, systems, programs and services
- Coordinate and direct communications, educational planning activities, program development functions, and strategies to communicate with students regarding college policies, processes, requirements, and opportunities
- Supervise and evaluate the performance of assigned staff, managers, and faculty
- Direct and participate in the development, analysis, and implementation of College programs, services, initiatives, and strategies
- Develop, initiate, document and evaluate processes related to goals, objectives, strategic actions, key performance indicators and outcome measurements
- Assure proper and timely resolution of issues, complaints, conflicts and grievances
- Provide consultation and technical expertise concerning college operations and activities
- Communicate effectively both orally and in writing
- Direct the development of a variety of reports, records and files related to assigned tasks and activities; prepare comprehensive narrative and statistical reports
- Develop and implement goals, objective, policies, procedures, work standards and internal controls for departments and programs
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner; oversee the expenditure and reporting of funds related to program requirements and college fiscal policies
- Interpret, apply, explain and ensure compliance with federal, state and local policies, procedures, laws and regulations
- Plan, organize, direct and coordinate the work of management, supervisory, professional and technical personnel; delegate authority and responsibility
- Research, analyze and evaluate new service delivery methods, procedures, and techniques
- Conduct effective negotiations and effectively represent the division and the college with governmental agencies, legislative bodies and educational organizations
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials
- Conduct complex research projects, evaluate alternatives, make sound recommendations and prepare effective technical staff reports
- Operate modern office equipment including computer equipment and specialized software applications programs
- Communicate effectively and clearly in person and through various medium

- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work

Education and Experience:

- Master's degree or higher from a regionally accredited college or university with major coursework in fields related to student services, student affairs, student development, persistence and retention, educational equity
- Five years of increasingly responsible experience involving leadership of student support services, program development, and outcomes measurement of specialized programs for diverse students

Desirable Qualifications:

- Direct oversight at a dean or director level of student services programs and departments
- Experience in program accountability and measurement, outcomes assessment, strategic planning and research specifically related to student services, student development, persistence and retention, and programs and services designed to serve diverse student populations
- Knowledge of community college students and the unique educational issues within community colleges impacting student success