

ASSOCIATE DEAN, STUDENT ENGAGEMENT

DEFINITION

This position reports to the Vice President, Student Services, and has a primary assignment to assist the Student Services Division 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. The Associate Dean will oversee the coordination of partnership activities and projects with both external and internal entities, including local high schools/ K-12 districts and campus programs and departments focusing on entry services and first year support initiatives. Enhance the educational effectiveness of designated programs and services; manage assigned programs and assure compliance with specific regulations, statutes, and guidelines; and supervise and evaluate the performance of assigned faculty, classified personnel, and hourly employees.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Services and the Associate Vice President, Student Services. Exercises general direction and supervision over faculty, professional, technical and administrative 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 short- and long-term 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 District 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)

- Serves as the primary point of contact in overseeing the management and implementation of new students and first year programs, services and activities, including, but not limited to Promise, Inreach, and Outreach activities.
- Oversees the development and implementation of activities and objectives of specific programs and services, including current efforts such as Promise +Plus, High School Outreach, Inreach Student Ambassadors, GRASP programs, and Mountie Mentor Program.
- 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.

- Provides oversight and direction to specific programs and services established to address the disproportionality of particular groups of students.
- Directs activities that provide support and assistance to students enrolling at the College; 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.
- 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, including collaboration with Marketing and Communication, and Instruction and Student Services programs and activities.
- Prepares detailed reports, based on disaggregated data regarding student participation in specific activities contained in the Student Equity Plan.
- Collaborates closely with the Research and Institutional Effectiveness department and the Professional Development department to plan, facilitate, and coordinate research and professional development strategies and activities.
- Provides direct administrative support and guidance in implementation efforts related to student success and student equity efforts through specific programs, services, and strategies
- Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommend transfers, reassignments, termination and disciplinary actions; coordinates subordinate work assignments and reviews work to assure compliance with established standards, requirements and procedures; assures employees' understanding of established requirements.
- Monitors 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.
- Attends conducts and participates in a variety of meetings and committees as assigned; serves as a member of the Student Services Team; prepares and delivers oral presentations concerning specially funded projects; provide technical assistance regarding the operations issues and needs in Student Services.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner, organizes own work, sets priorities, and meets critical time deadlines.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Educational goals and support activities related to the engagement and retention of new, first generation college students.
- 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.
- Matriculation and onboarding strategies and requirements related to assessment, orientation, educational planning.
- Principles, practices and procedures related to high school-to-college enrollment and college-to-university transfer processes.
- Specific approaches, theories, and strategies to address disparities in student success and access to higher education for particular student groups.

- Unique professional development strategies related to equity, diversity, and inclusion.
- Cultural competency and universal design principles.
- Program review, outcomes evaluation, and research methodology in measuring student success factors and disproportionate impact.
- Implementing programmatic efforts targeted at under- represented and under-served student groups, especially those targeted in the College's Student Equity Plan.
- 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.

Skills and Abilities to:

- 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.
- Provide direction, conduct professional development and training of staff to increase support services and interventions for first year college students.
- Develop programs and initiatives designed to address the disproportionality of student success for equity-defined student populations.
- Communicate and problem solve with a diverse student population.
- Develop programs and interventions designed to address under-representation and enhance student success.
- Competent in accessing an enterprise student information system, using digital student information and electronic files, and database software.
- 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.
- 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.
- Operate a computer and assigned office equipment.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities, is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Master's degree from a regionally accredited college or university in Counseling, Student Development, Student Affairs, Educational Leadership, Education or other related field. The equivalent of three years of documented leadership experience working in the field of Student Services, Student Affairs or other educational program as a manager, supervisor, program director, or faculty coordinator/department chair at the higher education level. Has experience in program review, outcomes evaluation, and research methodology in measuring student success.

Preferred Qualifications:

- Has had documented, successful experiences in implementing equity-focused programs and student support services in a higher education setting.
- Has proven experience in implementing programmatic efforts targeted at under-represented and under-served student groups, especially those targeted in the College's Student Equity Plan.
- Evidence of leadership experience in areas such as planning, development, budget management, evaluation, report writing, and supervision reasonably related to the administrative assignment
- Demonstrated ability to work effectively and cooperatively with diverse constituencies within a participatory governance environment.
- Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of the student, community and employee populations.

Licenses and Certifications:

- Possession of and ability to maintain a valid California Driver's License.

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 District 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.