Auburn University Job Description

Job Title: **Asst Dir, Student Support**

Job Code: **AC20**

FLSA status: Exempt

Job Family: No Family

Grade SR11 $54,900 - $93,300

Job Summary

Reporting to the Director, Student Academic Support, the Assistant Director, Student Support develops, directs, and manages comprehensive student support programs to benefit student's academic achievement at Auburn University. These services include, but are not limited to academic coaching, student intervention and success, customized student support programming and messaging, and boutique programs rooted in understandings of specific student populations. Supervises staff and partners with various campus partnerships at the college-level with Associate Deans, Directors of Student Services, Faculty and Instructors, and Academic Advisors, central services via staff in Academic Accessibility, Biggio Center, Academic Assessment, Student Counseling & Psychological Services, to best support student programming
outcomes and goals.

Essential Functions

1. Develops, directs, and supervises student support programs. Supervises daily operations, planning, design, development, and implementation of student support programs along with associated outreach initiatives, campus partnership efforts with the assistance of direct reports. Directs and supervises the recruitment, selection, hiring, training, ongoing support, and recognition of student staff and coordinators. Ensures proper program-level file storage and security to support FERPA maintained level of student data.

2. Supervises the design, revision, and implementation of training curriculum and professional development opportunities for student support program staff, aligned in national standards including National Association for Continuing Education (NACE(, National College Learning Center Association (NCLCA), and College reading and Learning Association (CRLA). Maintains the student support program staff training and development efforts, including but not limited to initial training, on-going support, and associated courses.

3. Maintains the peer leader training and support efforts, including but not limited to initial training, ongoing support, and associated courses.

4. Leads evaluation of student persistence and intervention efforts to include quality control and strategic planning efforts with an emphasis on student learning outcomes associated with student support, outreach, and campus partnerships. Develops operating and learning goals and objectives for the unit; recommends, implements, and coordinates methods and procedures to enhance student support programming processes. Supervises the development of surveys, rubrics, and other data collection tools in support of assessment and strategic planning efforts. Trains and delegates assessment-related processes among office.

5. Collaborates with the Student Academic Support Director on the vision for course support programs, learning outcomes, outreach initiatives, and campus partnerships, and leads resulting execution and delivery. Interprets data, including budget, relating to student and program needs and devises creative strategies to meet those needs. Ensures student support programs align with budget and resourcing parameters, including student wages, training expenses, outreach and campaigning materials (print, online, non-traditional), and other program expenses.

6. Provides and offers feedback, perspective, and ideas to support the planning and direction of course support initiatives, relevant outreach efforts, and campus partnerships on behalf of the office. Recommends adjustments and implements to promote student degree completion,

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persistence, and engagement outcomes. Identifies pathways to solve program and office-level dilemmas related to student support programming.

7. Serves as a liaison and influencer to support student persistence and degree completion across the university. Establishes and maintains campus partnerships to enable student support programs and services at the University, including, but not limited to, colleges and schools, faculty, student affairs units, center for teaching and learning, etc.

8. Collaborates with campus stakeholders to create and refine student support and intervention initiatives. Supervises and champions the development of customized workshops and presentations or other personalized student support initiatives, informed in the needs of students and campus partners.

9. Supervises and facilitates successful communication among undergraduate, graduate, and professional staff concerning goals and plans of student support and intervention initiate. Evaluates the effectiveness and communications, public relations, and/or marketing efforts. Mobilizes team towards publicity opportunities and campus partnership efforts to increase student usages and student success outcomes.

10. Manages the use of software and technology tools to maximize efforts and refine workflow processes. Manages processes associated with appointment-based technology platforms that support program implementation and operations. Maintains contracts with vendors, or works to identify the right vendors for program-level needs.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	**Focus of Education/Experience**
Education	Master's Degree	No Specific Discipline. Degree in Education, Counseling, Business Administration, Psychology, or related fields desired.
Experience (yrs.)	5	Experience in administering and/or coordinating academic programs. Experience in academic or student programs to include teaching and learning, academic programming, student success programming, college administration and services, or various learning centers.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of FERPA standards related to student data and file storage/security. Ability to evaluate student program data and make timely decisions to benefit student achievement and success.

Ability to work with diverse populations.

Ability to manage and report qualitative and quantitative data.

Strong interpersonal skills with the ability to partner and collaborate with a wide-variety of academic leaders,
staff, faculty, and students.

Demonstrates excellent oral and written communication in daily
interactions.

Certification or Licensure Requirements

None required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, and lifting up to 10 pounds.

Job occasionally requires standing, walking, handling objects with hands, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 4/5/2023