



Forming leaders engaged in learning, faith, justice and service for life.

Position: Director of the *Center for Academic Support and Advising (CASA)*

Summary Description: Oversees the day to day operation of CASA to ensure the delivery of high-quality support, with emphasis on disability services, tutoring, and intervention. In addition, supervises the Coordinator of Academic Advising and faculty directors of SHC Tutoring, provides leadership for the coordination and delivery of academic support processes, and works collaboratively on strategic initiatives that support and promote student academic success.

Duties and Responsibilities:

1. Provide leadership in the development, implementation, and evaluation of academic support interventions with the goal of assisting students in making timely progress toward degree completion.
2. Supervise the Coordinator of Academic Advising to ensure the quality and effectiveness of all processes for advising new and current students.
3. Determine budgetary needs of the office and make annual recommendations to the Provost.
4. Provide leadership to the faculty directors of SHC Tutoring.
5. Assess the effectiveness of CASA and use the results of the assessment process to improve the effectiveness of the office and its programs.
6. Oversee and manage the process for all accommodations for students with disabilities, including both academic and non-academic accommodations. Responsible for managing the process, from initial paperwork through implementation of accommodations.
7. Serve service members requiring accommodations for documented disabilities.
8. With the Coordinator of Academic Advising, train, supervise, and evaluate the performance of staff, including the administrative assistant.
9. Review student success coach model and, in coordination with campus partners, revise the system to align student needs with college resources.
10. Participate in early alert intervention meetings and discussions.
11. Coordinate support services and delivery of those services for students on academic probation.
12. Collaborate with the Coordinator of Academic Advising to transition students between advising and academic support interventions when necessary.
13. Serve on campus-wide committees and teams for the purpose of supporting and enhancing student success.
14. Coordinate and ensure staffing of the peer educator and College Success Strategies courses. Some teaching may be expected and may be included in the salary, depending on other demands of the position.
15. Serve as back-up Designated School Official (DSO) for international students.
16. Coordinate student Leave of Absence and withdrawal processes.
17. Develop SAP plans for students, as required by Financial Aid office.
18. Cross-train with Financial Aid in order to provide guidance to students.

19. Work with Faculty Athletics Representative and athletics training staff to communicate student injuries (e.g. concussions) to faculty.
20. Support Coordinator of Academic Advising with new student registration and orientation.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job.

1. Willingness and ability to work within the mission and educational principles of a Catholic, Jesuit college.
2. Knowledge of academic environments and principles of student development theory.
3. Knowledge of the Family Educational Rights and Privacy Act (FERPA) and its implications on office processing of student records.
4. Knowledge of ADA policies and compliance.
5. Knowledge of admissions and financial aid process.
6. Ability to use judgment regarding confidentiality of student records.
7. Ability to teach.
8. Ability to formulate plans; determine program direction; and evaluate services effectively.
9. Ability to supervise and conduct performance evaluations.
10. Ability to communicate orally and in written forms.
11. Ability to work with a team.
12. Ability to work some weekends and evenings.
13. Knowledge of computer systems and software of the level to access and compile data necessary for assessment, reporting, and decision making.

Qualification Standards:

Education: Minimum Master's degree in higher education or related field.

Experience: Minimum five years of experience in higher education academic support and advisory services with supervisory experience/responsibilities, preferably in a liberal arts college. Substantial experience with tutoring, mentoring, first generation education students.

Application:

To apply, send a cover letter and CV to Logan Barrett, executive assistant to the provost, at lbarrett@shc.edu.