

New England College

Employment Job Description

Position Title: Student Success Coach	Position #: Category: Level: HR Use Only
Division: Academic Advising	
Department: Academic Advising	
Reports to: Ian Harmon	

Position Purpose

Creating a connection to a college community is a vital component to student retention. Having a graduate assistant in the Academic Advising office would allow more students to benefit from a hands-on onboarding experience. Making this connection to an office/individual early on in a student's college experience will offer a consistent contact for a student should any problems arise, and allow for the retention specialist to proactively provide resources.

More individual attention could also be paid to a student's interests allowing for connections to be made to clubs and organizations, creating a tie to the NEC community. Each graduate assistant would be connected with an academic division to liaise and work with specific faculty and specified student cohorts based on program or major of interest.

Assistantships will have overlapping responsibilities with each encompassing a specific area of emphasis to improve retention: data analytics, first-year experience, success coaching, and the utilization of technology.

Duties & Responsibilities

1. Research retention best practices to implement strategies to improve overall and first year student retention in consultation with the retention committee chaired by Deans Taberski and Lesperance.
2. Cross-campus collaboration:
 - a. Coordination of retention events and activities. This includes:
 - b. Planning the Fall and Spring registration logistics (space reservations, catering, faculty outreach, promotional materials, be present at on-campus events to cross-promote)
 - c. Facilitate informational mixers for successful students to get involved with on-campus leadership positions.
 - d. Collaborate with housing during room anchoring to ensure students who participate are registered for the upcoming semester.
 - e. Be present in class buildings to connect with unregistered students and refer them to advising.
 - f. Build relationships with faculty advisors.
 - g. Be an active member of the Students of Concern Committee (SOCC).
3. Meet and work with specific cohorts of students:
 - a. 2nd seven week starts,
 - b. Probation students
 - c. Transfer students
 - d. Hard hold lists – workshops regarding holds (ex: financial literacy)
 - e. Late admits
4. Data Analytics:

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- a. Facilitate monthly focus groups with targeted cohorts (ALANA, athletes, students on probation, over-achieving students with 3.25 GPA or higher).
 - b. Collect data from Academic Advising and other departments to determine trends.
5. Personalized, individual success coaching for students to support and enhance a proactive, intrusive advising model.
- a. Connect students to on-campus resources
 - b. Co-facilitate the Spring section(s) of retake LAS 1000 – Bridges to Learning
 - c. Co-facilitate the Fall Advising presentations for LAS 1000 – Bridges to Learning.
 - d. Using technology to leverage successful outreach to students based on needs discovered by faculty.
 - e. Design individualized plans to aid in the ability of the student to overcome self-identified barriers.
6. Manage the Academic Student of the Week process which acknowledges work students conduct that may not otherwise be recognized.
- a. Reaching out for feedback from faculty,
 - b. Creating a committee to vote on candidates, and
 - c. Send communication to the campus with who wins each week.
7. Outreach to students that:
- a. Have not registered for the following semester.
 - b. Have multiple absences each week.
 - c. Have 2 or more marks of NS or PW NEWS Indications.
 - d. Have 2 or more grades of C- at Midterms.
8. Managing Academic Advising Instagram account and other promotional materials to be distributed throughout campus.

Position Requirements

Skills & Knowledge	Experience	Education
<ul style="list-style-type: none">• Proficient in Microsoft Office Suite.• Excellent interpersonal skills.• Ability to collaborate and also work autonomously.• Ability to interact with and engage faculty, administrators, students and parents• Sensitivity to respond appropriately to the needs of a diverse population	<ul style="list-style-type: none">• Resident Assistant or other on-campus leadership position.	<ul style="list-style-type: none">• Bachelor's Degree