



Job Title: STAR Student Success Coach

Grade: L

Department: Learning Unit

FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

This position was developed as part of the College’s Quality Enhancement Plan to ensure that someone is responsible for creating and disseminating strategic Communication, coordinating advising efforts, and sending detailed initial and mid-term class alerts to full-time, first-time, degree-seeking students.

Characteristics Duties and Responsibilities:

1. Develops, executes, and monitors strategic communication with first-year students as outlined in the Quality Enhancement Plan.
2. Assists the QEP/STAR Director by compiling QEP data for annual reports to the College and the Impact Report for the College’s Fifth Year Interim Plan for SACSCOC.
3. Provides individual and group feedback to first-year students in academic jeopardy.
4. Develops and maintains a monitoring system to evaluate first-year students’ progress.
5. Uses multiple modes of technology to communicate with first-year students.
6. Collaborates with Counseling and Advising to stay up-to-date on College and program requirements.
7. Collaborates with Institutional Effectiveness to design tools to assess the effectiveness of the STAR process and systems.
8. Collaborates with Information Technology Services to utilize effective technology for communicating with students.
9. Collaborates with Professional Development to update faculty and staff on trends in STAR reporting.
10. Serves as a QEP resource for students, faculty, and staff.
11. Other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the Assistant VP for Learning

Direction Given: No authority or responsibility for the supervision of other employees

Minimum Requirements:

Master’s Degree from a regionally accredited institution in Communication, English, Behavioral or Social Science, Student Services, or closely related field; 2 to 4 years of job related experience.



Job Description

Job Title: STAR Student Success Coach

Grade: L

Department: Learning Unit

FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

Knowledge, Skills, Abilities, and Worker Characteristics:

- Ability to communicate effectively, both orally and in writing
- Knowledge of research, trends, and best practices in working with first-year students
- Ability to work with individuals for diverse backgrounds
- Knowledge of Microsoft Office, Blackboard, and Moodle
- Ability to assess student needs and provides resources

Working Conditions:

Typical Office Environment