

Student Success Counselor Job Description

Summary

The Student Success Counselor meets and exceeds student success and retention objectives on behalf of the university by providing seamless student support services and advising to adult, graduate, and professional students.

Job Description

The Student Success Counselor is responsible for counseling and advising on complex issues regarding student academic progress and wellness. This position has responsibility and accountability for increasing graduation and retention rates and decreasing cohort default rates. This requires an in-depth understanding of academic information, registration, and support services in order to facilitate the direct impacts to the University's retention and graduation rates. The Student Success Counselor is expected to be an expert on academic policies, student support services, and degree progress. The Student Success Counselor communicates with campus and community resources to promote collaboration and improve services to students.

Duties and Responsibilities

- Assist with the coordination, development, and implementation of appropriate high-engagement student success strategies and supporting technologies.
- Achieve or exceed semester retention goals for assigned programs. Meet on a regular basis with the Director of Student Success to report on the status of retention data and efforts.
- Advise students with a continuous focus on degree progress, personal wellness, and student retention and graduation rates.
- Analyze retention and attrition data to identify trends and potential solutions.
- Create marketing plan to promote student success and career development programs, events, activities, and support.
- Continually seek ways to improve service to students by developing new initiatives or success measures that will contribute to retention and student satisfaction.
- Determine and create an advisory plan for students working within records policies, student registration, degree progress, custom degree plans, and graduation tracking.
- Maintain and create student plans in close collaboration with the Director of Student Success to ensure accurate counseling, resolve student issues, and communicate and receive course feedback.
- Manage student program progression and strategically provide academic and career support to students resulting in increased retention.
- Develop and monitor student risk assessments and employ intervention strategies at critical points of the student's' educational path. Intervene via retention emails or calls when appropriate.
- Partner with Financial Aid Advisors to answer general financial aid questions.
- Develop and prepare events and workshops on a variety of student success and career related topics as needed. Lead student support initiatives for new student convocations and orientations during evening and daytime hours.

- Knowledge of career development theory and practices, job search strategies, employment trends, and online career resources when conducting career sessions and designing career programming.
- Ability to use career assessment tools (i.e. Strengths, MBTI, Strongs).
- Conduct career support for online students and distant learners.
- Be available to meet student needs that may arise after hours, over the weekend, and during school holidays.
- Handle confidential student information with tact, discretion, and in compliance with FERPA regulations.
- Perform other duties and/or projects as assigned

Knowledge, Skills, and Abilities

Knowledge: This position requires a broad knowledge of college level services, including basic financial aid, registration and retention best practices and an understanding of current national issues in higher education including the value of and barriers to a college education. Must maintain current knowledge of federal and state legislation, rules, regulations, policies and procedures.

Skills: This position requires well-developed communication and organizational skills and the interpersonal relationship skills appropriate to regular and intensive interaction with diverse audiences, populations and individuals.

Abilities: The ability to interact and work effectively and harmoniously with university staff, faculty, and students as well as with diverse off-campus communities is essential. Adept at using technological tools to efficiently query and provide information, manage data, generate reports, and collaborate with others.

Qualifications

- Bachelor's degree required.
- Master's degree preferred.
- Must be willing to work a flexible schedule, including some nights and weekends.
- Must have strong customer service skills.
- An articulate, professional demeanor.
- Ability to exercise professional judgment relating to unusual circumstances.
- Ability to work independently as well as collaboratively within a team and assume responsibility for problem-solving.
- Detail oriented with excellent organizational skills, able to keep track of multiple projects and deadlines.