Student Support Coordinator  
(Job Number: 69887BR)

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<tr>
<th>Campus Location</th>
<th>Tempe</th>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
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<tr>
<td>Grant Funded Position</td>
<td>This is not a grant-funded position and is not contingent on future grant funding.</td>
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<tr>
<td>Salary</td>
<td>Depends on Experience</td>
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<tr>
<td>Close Date</td>
<td>August 10, 2021</td>
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**Job Description**  
Mary Lou Fulton Teachers College (MLFTC) seeks a creative, collaborative and student-centered individual to join the Office of Student Services Student Success Team. The design of our success team fosters intentional relationships between faculty, staff, and students supporting students’ well-being and engagement within the college and the community. As member of our student success team, the Student Support Coordinator promotes an environment that increases learning, persistence, and graduation by holistically addressing students’ university academic experiences. This role provides support to both graduate and undergraduate students through the development of programing designed to promote student academic wellness. The Student Support Coordinator will specifically focus on developing skills in writing and math through the strategic training and deployment of peer mentors. Additionally, the Student Support Coordinator will provide one-one coaching to students in areas of time management, study skills, notetaking, professional communication and will implement other student success strategies as needed. The Student Support Coordinator will engage students throughout their program to help students actively develop the skills they are learning in coursework and pursue additional support resources as needed.

**Essential Duties**

- Develop and execute retention strategies and initiatives which increase student academic wellness.
- Conduct one-on-one meetings with students to develop learning, and life strategies which promote student success, specifically focusing on developing skills in writing, goal setting, creating study plans, and preparing for tests.
- Hire, train and supervise student employees in student support areas.
- Market and promote academic success initiatives using social media, emails, newsletters and other channels.
- Works closely with other university departments and offices to provide institutional resources, assistance, and guidance to students to overcome barriers to student success.
- Fosters the development of critical and creative thinking skills, problem-solving, learning strategies, and inter-and intra-personal skills to result in improved success in and outside of the classroom, more connections to the campus community, and emphasis on future goals.
- In collaboration with advisors, assists students with establishing and planning schedules, recommending courses and determining appropriate education solutions to overcome barriers to student success.
- Manages, monitors, and uses available early alert systems, to create intervention strategies and resolve student issues.
- Identifies policies and processes that create barriers to student success and work with the Executive Director to address and resolve those system-level issues.
- Collaborates with faculty to support student learning.
- Develops and facilitates classroom presentations and workshops, meetings or conferences with high impact on program and/or participants; coordinates logistics, scheduling and participant communications.
- Tracks student interactions and completes assessment reports.
- Performs administrative tasks as assigned.

**Minimum Qualifications**

Bachelor’s degree in a field appropriate to the area of assignment AND three years administrative/coordinate program experience; OR, Master's degree in field appropriate to area of assignment AND one year administrative/coordinate program experience; OR, Seven years of progressively responsible administrative/coordinate program experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

**Desired Qualifications**

- Experience teaching, coaching or advising high school or college students develop academic success skills, specifically writing and math.
- Experience in supervising and evaluating work of assigned trainees and staff.
- Experience working with diverse students in a college/university setting.
- Experience establishing and maintaining effective working relationships with students, staff, and faculty.
- Experience with program development, coordination, implementation, and assessment.
- Demonstrated knowledge of student development theory.
- Effective presentation and public speaking skills.
- Experience with Peoplesoft, Salesforce CRM, ASU Retention Dashboards, MyReports/Analytics site.
- Evidence of effective written and verbal communication skills.

**Working Environment**

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding, and manipulating a computer mouse.
- Required to stand for varying lengths of time and walk moderate distances to perform work.
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds.
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts.
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.
- Frequent travel to other campuses.

ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 6,600 educators annually.

MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy.
MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement.

MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.

MLFTC values our cultural and intellectual diversity and continually strives to foster a welcoming and inclusive environment. We are especially interested in applicants who can strengthen the diversity of the academic community.

### ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 80,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at [https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf). You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/relocation-services](https://cfo.asu.edu/relocation-services).

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<thead>
<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<tr>
<td>Fingerprint Check Statement</td>
<td>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.</td>
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<tr>
<td>Instructions to Apply</td>
<td>Application deadline is 3:00PM Arizona time on the date indicated.</td>
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<td>Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.</td>
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<td>Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.</td>
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<tr>
<td>Only electronic applications are accepted for this position. <strong>69887BR</strong></td>
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