Director, Student Success  
(Job Number: 71743BR)

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<th>Campus Location</th>
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<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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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>September 30, 2021</td>
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**Job Description**

The Office of Student Services in the Mary Lou Fulton Teachers College is a dynamic, cross-disciplinary, team that works collaboratively with faculty and college leadership to holistically prepare students to navigate uncertainty, overcome obstacles and become successful educators. Reporting to the Executive Director of Academic Services, the Director of Student Success is a new position in the department. This position is responsible for providing strategic leadership to learner centered programs and initiatives which support graduate and undergraduate students in their academic and professional endeavors. Using evidence-based methods, the Director will lead the student success team which consists of six professional coaches, each focused on a different domain of wellness (academic, career, financial, social-emotional). Working in collaboration with academic units, faculty and other ASU departments, the Director will effectively use data to analyze and interpret trends for assessment of current practices, developing, implementing, and evaluating support programs, and designing resources and tools to meet the unique and diverse needs of students in education programs.

This position requires:

- Demonstrated expertise in student development and student success theories, knowledge and application of culturally relevant research and practices.
- Knowledge of and training in Trauma Informed Care and experience with crisis management and response.
- Evidence of strong program development and management skills; including development of program outcomes, assessment, data analysis, and continual improvement practices.
- Demonstrated commitment to diversity and inclusion, with a strong equity lens to support the development of students and staff from a broad spectrum of identities and lived experiences.
- Experience successfully supporting underrepresented and marginalized students in overcoming the challenges of equitable support resources and opportunities, and the effective, thoughtful connection of students with appropriate campus and community resources.
- Demonstrated success negotiating and facilitating through differences or conflicts in an effort to resolve student concerns and support personalized learning needs.
- Knowledge and understanding of the unique needs of a diverse student population, including undergraduate, transfer, graduate, online, international, and working adults.
**Essential Duties**

- Plans, directs and supervises the activities and operations of the Student Success team
- Develops, implements and reviews data to support student success and retention strategies
- Leads a cross functional case management team designed to resolve complex student situations through one-one student meetings and the development of personalized support plans
- Evaluates operations, policies and procedures to identify areas for improvements; implements changes and modifications to address identified needs and to accommodate changes in student needs and trends
- Pilots innovations in proactive retention strategies
- Participates in the development and execution of the strategic direction and long range planning to align efforts with the overall mission and goals of the department, college and university
- Resolves problems and issues affecting area; directs measures to improve overall effectiveness and efficiency to ensure provision of exemplary service to students
- Serves on University, campus, and division committees as appointed, and consults and advises the Executive Director on matters related to assigned areas of responsibilities
- Oversees and participates in the hiring, training and evaluation of department staff; including determining appropriate corrective action and discipline including termination

**Minimum Qualifications**

Bachelor’s degree in a field appropriate to the area of assignment AND eight (8) years of related administrative experience, which includes five (5) years of supervisory experience; OR, Twelve (12) years of related administrative experience, which includes five (5) years of supervisory experience; OR, Any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

**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.
- May be required to perform tasks in the field within and/or across University campuses.
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.

**Desired Qualifications**

- Demonstrated knowledge of the principles and practices pertaining to student success and student-centric service models
- Demonstrated knowledge of the methods, practices and principles of strategic planning, establishing priorities and project management
- Demonstrated knowledge of management and supervisory principles and practices
- Demonstrated knowledge of university structure and national/international higher education trends
| Department Statement | Demonstrated knowledge of advising and counseling techniques  
|                      | Experience in negotiation and working through complex communication and difficult interpersonal relations issues  
|                      | Experience in effectively communicating complex concepts clearly and in context to a variety of audiences with varying levels of understanding  
|                      | Experience in working effectively with diverse groups with potentially conflicting interests in efforts to achieve consensus  
|                      | Experience in understanding and interpreting relevant data to inform decision making  

**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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<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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<td><strong>Fingerprint Check Statement</strong></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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<td><strong>Instructions to Apply</strong></td>
<td>Application deadline is 3:00PM Arizona time on the date indicated. 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. Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position. Only electronic applications are accepted for this position.</td>
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