



**Rhode Island College**  
**Job Description**

Position classification: PSA  
Date created or revised: 5/15/2023  
Exempt/Non-Exempt Status: Exempt  
Responsible individual: Yes  
Campus Security Authority: Yes

Title: Director of Academic Success  
Status: Full-time, calendar year appointment  
Grade: 15  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports to: Associate Vice President for Student Services

**PRIMARY PURPOSE:**

The Director of Academic Success is responsible for providing leadership in programs, services, and initiatives that support and enhance academic excellence and success for all students. The Director will be responsible for leading, developing, assessing and supervising all services and staff of the Academic Success Center, including peer subject tutoring services, the Writing Center, and the Math Learning Center. The Director will collaborate with campus partners to ensure the offering of a multitude of learning and tutoring services, programs and activities that support student learning, academic coaching and development. The Director will work with faculty and staff to ensure academic support services are grounded in relevant student development learning theory and to provide students with high quality support services. The Director is responsible for the integration, facilitation, coordination, synthesizing, enabling, and fostering of outcomes driven efforts in academic support that encourages student success (e.g., retention, persistence, and graduation). The Director will work with the Associate Vice President for Student Services to implement ongoing systems of collaborations with Academic Advising, Disability Services, Faculty and other areas of student support, including but not limited to Learning for Life, the AVP/ Dean of Students, and Academic Affairs.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Direct and lead the Academic Success Center that provides comprehensive learning support for all students including tutoring, academic coaching, structured learning assistance, workshops, and testing services.
- Develop, lead, assess and supervise all services and staff of the Academic Success Center, including tutoring services, the Writing Center, the Math Learning Center and COL 125.
- Lead the development of paraprofessional and student learning outcomes; conduct assessment of program effectiveness and make recommended changes to enhance the Academic Success Center.
- Supervise, train and evaluate a team of professionals coordinating math placement preparation and facilitation, math and STEM tutoring, writing tutoring, and more.
- In consultation with program faculty, oversee and facilitate subject tutoring services, including the recruitment, selection and training of peer tutors.
- Develop, implement and assess tutor training certification, ensuring tutoring services are meeting standards and are tied to student learning outcomes.
- Develop, deliver and evaluate proactive academic programming and academic skills and learning strategies workshops for students to best support their academic success.
- Serve as point of contact for academic success and learning assistance matters (i.e., academic performance, learning strategies, individualized academic support, etc.), and work one-on-one with students to help identify potential areas for improvement and/or address needs.

- Collaborate with various departments, including Academic Advising, academic departments, Disability Services, and the Center for Scholar Development to ensure access and use of learning strategies workshops and structured learning assistance.
- Work closely with the Director of Academic Advising to ensure services and support are readily and intentionally available to all students, including students placed on academic standing and students of concerns identified through Starfish or retention tool in use.
- Design, conduct and assess plan to support students placed on Academic Standing; consult with the Director of Academic Advising as needed relative to academic standing.
- Oversee on-line tutorial service or tutorial technology system and educate faculty, staff and students about availability of subject tutoring; implement tutoring and academic success services in Starfish or retention tool in use.
- Select and train instructors for all sections of College Course 125
- Hire, train and supervise graduate assistants providing academic development services to undergraduates.
- Provide consistent and accurate reports to the Associate Vice President for Student Services; these include but are not limited to reports on academic success activities, academic achievement high DFWs, etc.
- Maintain knowledge of best practices, new developments and innovative academic support strategies in higher education.
- Provide support and feedback to encourage a culture of excellent, student-focused programs that serve a diverse campus community.
- Coordinate assessment and conduct research related to student learning and academic assistance.
- Ensure staffing at College events, including but not limited to New Student Orientation and admissions events.
- Serve on College Committees and tasks groups as needed.

Occasional Job Functions:

- Perform other duties and responsibilities as assigned by the Associate VP for Student Services.
- Work evening and weekend hours as required

**REQUIRED QUALIFICATION STANDARDS:**

**Education:** Master's Degree Required

**Experience:** Minimum of five years of experience in higher education in academic learning and support, specifically with years of experience as a learning specialist focusing on college learning skills and development. Strong demonstration of experience with case management, academic advising, tutoring services and academic coaching with diverse college learners, including students "at risk". Strong experience in developing, facilitating and assessing impactful academic learning and support programs and initiatives that meet needs of diverse learners. Demonstrated experience of successfully working collaboratively with faculty and staff to meet needs to students. Strong evidence of experience with budgetary, management and personnel responsibilities, strategic planning, data management and program development.

**Skills, Knowledge and Abilities:**

- Minimum of five years of experience in higher education in academic learning and support, specifically with years of experience as a learning specialist focusing on college learning skills and development.

- Strong demonstration of experience in academic support services, including academic advising, academic development, academic coaching, case management, learning strategies, and tutoring services.
- Strong experience in developing, facilitating and assessing impactful academic learning and support programs and initiatives that meet needs of diverse learners.
- Strong demonstration and knowledge of student development learning theory and academic coaching and development strategies.
- Strong evidence of experience with budgetary and personnel responsibilities, strategic planning, data management and program development.
- Ability to analyze problem situations, identify feasible solutions, and present recommendations in a concise, logical and systematic manner-anticipating issues and the consequences of the decisions and actions.
- Demonstrated skill in leadership qualities, including motivation, supervision, delegation, planning, and assessment; strong skills in change management and strategic planning.
- Strong interpersonal and verbal communication skills
- Ability to develop and implement a comprehensive assessment plan for academic support to include analysis and interpretation of student retention and graduation data.
- Ability to train, mentor and effectively communicate with staff, faculty, and students at all levels.
- Demonstrated ability to work well with college students.
- Demonstrated ability to work with a racially and ethnically diverse student population.
- Demonstrated ability to communicate effectively with others, both orally and in writing.
- Evidence of commitment to professional growth and development in academic support.
- Demonstrated ability to work with computer-based systems and software.

**Preferred:** Knowledge of Peoplesoft; Bi-lingual (Spanish preferred).

**ENVIRONMENTAL CONDITINS:**

The employee is not exposed to known adverse environmental conditions.

*The college requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities. As an Affirmative Action/Equal Opportunity institution which values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*