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Position#: (PSA) (E)
Developed by: KS
Reviewed by: LK, DLJ
Approved by: LK
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University of Rhode Island
Position Description

TITLE: Assistant Director, Academic Success
DIVISION: Academic Affairs (University College for Academic Success)
REPORTS TO: Executive Director, Undergraduate Student Success and Academic Support
GRADE: 12
SUPERVISES: Coordinator, Retention Programs; Staff; Graduate Students

BASIC FUNCTION:

Work collaboratively with faculty, staff, and students to ensure an accurate and holistic collection and utilization of data related to student retention, persistence, and graduation. Actively monitor retention-related software, develop processes and training opportunities for all stakeholders to understand and utilize appropriate technology, and establish a roadmap for software usage. Monitor and triage barriers to academic success for the campus community, directing and assigning interventions to the appropriate personnel, as necessary. Report on trends related to student retention and persistence, early alert submissions, impacts of tutoring, writing and academic skills consultation, academic success courses, athletic and academic advising, and campus participation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Triage barriers to academic success and direct student alerts to appropriate campus personnel for interventions and student success solutions. Use predictive analytics to develop risk factors for student persistence at the individual and aggregate level.

Develop a culturally responsive support framework centered around the care and well-being of vulnerable student populations.

Monitor campus-wide student progress towards graduation; extract, analyze, and report on student trends utilizing available databases and resources (e.g., Starfish, Brightspace, TracCloud, e-campus).

Govern updates and requests for retention case management functions and communicate alterations and updates to all impacted campus stakeholders, as necessary.

Perform data collection and analysis, and develop written and verbal presentations, reporting strategies and dashboards to share career and experiential data insights for use in decision-making opportunities.

Make formal and informal presentations, infographics, and reports (including campus-wide annual report) on findings to the leadership or other internal and external campus members.

Empower faculty and staff through training opportunities on student success interventions and proactive advising alongside the Executive Director of Student Success.

Monitor functionality of retention software and implement project roadmap strategies to enhance intervention opportunities.

Report on campus usage of retention software tools and develop strategies to increase utilization.

Work closely with the Office of Institutional Research, IT, Enrollment Services, Undergraduate Admission, and other relevant offices to ensure data health and data feed connections to ensure robust and holistic data analysis and data informed strategy development.

Document, track, prioritize, and communicate case management changes and implementations across campus.

Actively participate in Student Success and Equity meetings and initiatives.

Serve on cross-departmental teams for selected initiatives to further student success and engagement (e.g., Student Success Team, etc.)

Continue professional development and scholarly activity in the fields of academic and career advising, and early alert and academic support, to maintain knowledge of best practices, benchmarks, and trends.

Provide bench marking, analysis, and modeling assistance to UCAS and campus partners in support of student success efforts.

Serve on university-wide committees as needed.

Utilize and propose new analytical tools and technologies (data mining, data visualization, statistical modeling) where appropriate.

Ensure data integrity and reconcile data discrepancies in cooperation with units throughout the university.

Help identify barriers to academic success into the curriculum and work to define or design resources to overcome said barriers and create equitable access.

Prepare and maintain UCAS retention platform contracts. Assist with preparing purchase agreements.

Lead the process for updating and maintaining the data included on Major side of the Major to Career webpages.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

Personal computers and printers; Microsoft and Google platforms. Microsoft Power BI. PeopleSoft.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Master's degree in higher education, business, educational leadership, data analysis, or related field; Minimum five years of experience in data analysis and reporting in education or similar setting; Demonstrated experience with data visualization software and techniques and business intelligence tools (e.g., PowerBI, Tableau, Excel, etc.); Demonstrated familiarity with student information systems (e.g. PeopleSoft); Demonstrated familiarity with database management software; Demonstrated experience with basic data collection analysis, platforms, and report creation and sharing; Demonstrated ability to work with personnel at all levels of campus; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; Demonstrated organizational skills; Demonstrated attention to detail; Demonstrated experience and dedication to integrating issues of inclusion, equity, and social justice in your work; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience using Google platforms; Demonstrated conflict management skills; Demonstrated experience using marketing platforms (i.e. Canva); Demonstrated experience working with higher education student data and reporting (e.g. IPEDS); Demonstrated experience with statistical programming software (e.g., R, Python, SAS); and Demonstrated experience with web content management systems (e.g. Wordpress).

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.