



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Associate Director, TRIO Access Student Support Services
POSITION NO.	502595
LOCATION	Newport Campus
REPORTS TO	Program Director, TRIO Access Student Support Services
GRADE	PSA 14
WORK SCHEDULE	Non-standard, 35 hours per week including day, some evening, and some weekends required; remote up to 2 days/week; frequent travel to each campus required
SUPERVISION	Support and Professional Staff
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	September 2024

JOB SUMMARY:

Reporting to the Program Director, the Associate Director supports the administration of the TRIO Access Student Support Services grant projects, including maintaining a caseload of project students, supervising project staff, coordinating project activities, and preparing federal reports. The Associate Director assists the Program Director in supervising TRIO Access support staff, managing the project data collection system, monitoring student progress, evaluating program activities, monitoring program outcomes, and preparing regular reports relevant to the effective administration of the project.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Administrative:

- Work with Program Director to maintain the project's data collection system to generate accurate reports of project performance; and monitor program's records to ensure compliance with federal requirements
- Accurately document, maintain, and track student interactions, information, and progression through CCRI systems such as Banner, Starfish, Argos Reports, and CRM
- Work with Program Director to engage in research and planning activities necessary for the success of project; analyze, and report information about participant characteristics, needs, services, progress and outcomes; conduct program evaluation activities

Leadership/Management:

- Lead and supervise support and professional staff including conducting performance evaluations as directed by the Program Director
- Under supervision of the Program Director and in absence of the Program Director, coordinate and administer all grant program activities
- Establish and maintain a learning environment of acceptance and respect for students from diverse backgrounds and with a wide range of abilities
- Keep professionally current by participating in department and college-wide activities and training, and, when appropriate, regional and national meetings
- Lead and monitor achievement of individual, team, and department goals on a daily, weekly, and monthly basis to ensure student success goals and all project objectives are met
- Actively participate on assigned college and community committees as well as college-wide diversity initiatives
- Communicate effectively with the Program Director and all other program staff in order to ensure the continued successful operation of the program

- Perform other duties as assigned

Service Development and Delivery:

- Plan, conduct and supervise incoming student program orientation and workshops to inform, prepare, and motivate students
- Develop, teach and coordinate effective skill development, study strategies, financial aid, financial literacy, transfer and motivational workshops and seminars to address students' needs
- Participate in recruitment activities and student retention initiatives including attending virtual and/or onsite open house events, information sessions, webinars, and other events as requested to offer guidance
- Assist in developing and organizing program special events including visits to four-year institutions and cultural events

Student Onboarding and Success:

- Demonstrate high quality customer service throughout all student interactions
- Review program applications, interview applicants, screen eligibility and select applicants into the program in accordance with federal regulations
- Conduct recruitment and outreach to students to ensure annual federal goals are met
- Identify and assess student needs using interviewing skills and standardized academic, career, personality and motivational instruments to develop effective, individualized educational plans for students
- Provide intensive academic planning and personal college success counseling to caseload of students using knowledge of program and degree requirements, transfer articulation agreements and academic programs
- Ensure students are individually advised and assisted with pre-registration privileges
- Inspire, coach, and advise assigned population of students on their program, learning environment, administrative and registration processes, and potential life issues such as time management, academic challenges, and study skills through graduation
- Advise students regarding transfer options to four-year colleges and facilitate the successful transfer of students to four-year institutions
- Assist students with educational and career goals in individual and group settings
- Regularly monitor students' academic progress, recommend and refer to appropriate interventions and services, assist program students with problem solving and motivate students to persist toward achievement of postsecondary degree
- Work to ensure that all eligible students are provided with sufficient financial aid
- Monitor Satisfactory Academic Progress and assist students through the satisfactory academic progress appeals process. Establish and monitor educational plan for students with approved appeals
- Act as a liaison, advocate and resource person for students

Caseload Student Success:

- Assist students, individually or in groups, with College Scheduler class registration, Satisfactory Academic Progress workshops, etc
- Monitor and reach out to students, intervene early with students, and assist students through the satisfactory academic progress process. Assist students with completing financial aid appeal packages, reviewing documentation, making appeal decisions, and completing decision documentation. Establish and monitor educational plans for students with approved appeals
- Possess a thorough understanding of CCRI knowledge, policies, procedures, and systems to effectively and accurately guide and coach students with situation applications and self-service usage
- Maintain a mastery of advising content knowledge for academic programs
- Maintain basic knowledge of federal and institutional policies and regulations about Federal Title IV, RI Promise, payment plans, and billing system by participating in ongoing internal and external training
- Ensure highly visible and dynamic interactions with students by phone, video conferencing, text, and email regularly and consistently
- Contribute to individual, team, and department goals daily, weekly, and monthly to meet student success goals
- Demonstrate high-quality customer service throughout all student interactions

- Participate in college-sponsored recruitment activities and retention initiatives, including attending virtual and onsite open house events, information sessions, webinars, and other events as requested to offer guidance
- Provide individualized and group support services to students to enhance their academic performance, retention, on-time graduation, and successful transfer to a 4-year institution

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's degree
- Substantial experience providing intensive academic advisement and support services to low income, first-generation students and students with disabilities, within an academic institution
- Knowledge of holistic academic advising principles and best practices regarding student retention and success of target populations
- Demonstrated proficient computer skills, including Microsoft Office, Internet applications, and database
- Ability to function effectively in a fast-paced environment and complete work in a timely manner

PREFERRED QUALIFICATIONS:

- Commitment to supporting students with overcoming disadvantages to college access and completion
- Conversational Spanish language proficiency desirable, bilingual ability desirable, and demonstrated multicultural experience
- Ability to work effectively and collaboratively in a diverse, inclusive, and student-centered environment with students of various learning styles, cultures, identities, and life experiences
- Demonstrated self-starter and ability to work with minimal supervision

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.