COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION: Director of Advising and Counseling

REPORTS TO: Dean - Student Development /Assessment

GRADE: PSA 15

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: https://www.ccri.edu/equity/culture/guidingprinciples.html

BASIC FUNCTION:

To administer and manage the Office of Advising and Counseling, and the Assessment Center, by providing overall supervision for the advising and counseling function, transfer function, placement testing, high stakes testing, and assessment functions including career, personality, and educational assessment. Manage all aspects of the Financial Aid Appeals processes and procedures related to unsatisfactory Student Academic Progress (SAP). Responsible for the curriculum development of Seminar on Student Success.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Develop and oversee the Academic, Educational Assessment, Placement Testing, Career, and Personal Counseling programs.
- Oversee the transfer function through constant and continuous communication with other colleges and universities. Additionally, oversee the efforts to bring other college onto

campus for individualized informational sessions with students interested in specific programs.

- Recruit, hire, train, supervise and evaluate academic advising assistants who provide academic support services to high-risk student.
- Plan, develop, implement and manage all aspects of the Financial Aid Appeals processes and procedures as it relates to unsatisfactory Student Academic Progress (SAP), including but not limited to:
- Familiarize, understand, implement Federal Student Aid (FSA) regulations and Statutes of Student Eligibility, mandates, and College guidelines, rules, and regulations.
- Develop staff training and subsequent daily monitoring to ensure compliance with all aspects of the financial aid appeal process; serve as resource institutions requiring subjective and complex issues.
- Preliminary review and consultation, when necessary, of each appeal packet in order to develop a summary for presentation at the weekly Committee meeting.
- Review and assess all official third party documentation submitted by students to determine whether it warrants mitigating circumstances for all semesters not meeting SAP requirements.
- Use professional judgment to determine if special restrictions are justified as a condition of an appeal approval (including but not limited to limited credits, counseling, DSS services, etc.).
- Complete processing of all pending financial aid appeals in order to meet the imposed drop deadlines established by the College.
- Review re-appeals when decision is challenged and additional documentation is presented for evaluation.
- Reconfigure staffing patterns due to projected increase of student demand when SAP is run and when students are informed of ineligibility for financial aid.
- De-escalation of students who become irate over ineligibility decisions; assist staff with de-escalation techniques
- Develop procedural processes for efficient processing of appeals; amend as warranted.
- Ensure quality and timely student communications regarding SAP appeal processes and accuracy of SAP appeals process on web.
- Onsite supervision of placement testing, high stakes testing, (ACT, SAT, ETS, CLEP); computer based testing in areas of career, personal, and educational assessment.
- Develop, implement and manage the academic, educational, career and personal counseling services for the off-campus satellites.
- Prepare and administer the budgets for Advising and Counseling and Career Planning & Development.
- Supervise full-time day and part-time evening and weekend professionals in Advising, Counseling, Transfer, and Assessment.
- Supervise in–service training for staff involved with registration, orientation, new student advising, mid-term grade evaluation, and academic standards policy.
- Develop and revise curriculum for Seminar on Student Success. Oversee the recruitment, hiring, training and evaluation of faculty for this course.
- Develop goals and objectives for areas of supervision and provide assistance to the Dean of Student Development / Assessment in the area of long-range planning.
- Develop policies and procedures in conjunction with Dean of Student Development / Assessment in all areas in Advising and Counseling.
- Provide counseling and diagnostic testing to students as referred by faculty, staff, and community agencies.

- Maintain effective liaison with College departments such as Academic Affairs, Off-Campus Programs, Community Services etc., to ensure effective communication and understanding of mental health issues, student concerns and department operation.
- Oversee the evaluation of programs and services using multiple measurement options which include student evaluations.
- Supervise graduate training of Interns who have been placed into the department as part of their graduate degree requirements.

Other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:
Knowledge and use of mainframe and personal computer software systems; calculating equipment; copying equipment; telephone system.

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions

QUALIFICATIONS:

Master's degree in Counseling or Psychology is required. Must have full understanding of the practical and theoretical aspects of personal, career and educational counseling. Must have knowledge and experience of placement testing, career, personal and educational assessment. A thorough of the principals, practices and techniques of counseling as applied to student problems and developmental needs and the ability to apply such principles, practices and techniques is required. A thorough knowledge of individual emotional and behavior patterns as well as social and economic factors that contribute to student concerns is required. A thorough knowledge of Satisfactory Academic Progress (SAP) federal financial aid requirements. Ability to initiate creative developmental programs required. Ability to supervise, instruct and review the work of subordinates required. Knowledge of educational testing and individual assessment strategies is essential. Excellent oral and written communication skills. Or, any combination of education and experience that is substantially similar to the above.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf

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