

POSITION SUMMARY

The Education Director of Student Success provides statewide leadership and technical assistance to 16 technical colleges for student enrollment, assessment, support services, counseling/advisement, retention, conduct/Title IX, and other related services. This position collaborates with other education directors to effectively serve special populations (ie. disability services, veterans). Responsibilities include planning and implementing effective strategies and initiatives that technical colleges can use to support and engage their students in their learning and maximize their educational success; promoting educational equity and inclusion of all students; fostering collaboration and cooperation with other state agencies, local service agencies, community-based organizations, other educational entities nationwide; engage with relevant state and national organizations, business and industry to provide comprehensive and effective support services; ensuring the colleges are following policies outlined by the Wisconsin Technical College System Board, including state and federal guidelines. Providing recommendations to develop and implement support services for WTCS students, including special population students, through funding sources, including, but not limited to, Perkins, GPR, HEA, and state, federal and other sources.

TIME GOALS AND WORKER ACTIVITIES

50% A. Provide statewide leadership in planning and developing improvements in student support in order to maximize educational success for special populations including first generation, economically disadvantaged, students with disabilities, veterans, and those pursuing nontraditional occupational programs, and other students with educational barriers.

A1. Consult with WTCS colleges and other groups to design improvements to provide educational services to ensure student access and success.

A2. Provide leadership and professional development opportunities for Student Service professionals, emphasizing ethics, educational laws and the sharing of best and promising practices.

A3. Convene and/or serve on workgroups as needed to provide more in-depth discussion, research and analysis of issues of concern to the WTCS.

A4. Serve on teams to monitor the effectiveness of services within the WTCS colleges as well as compliance with federal and state educational laws. (Special emphasis is on student services including advising/counseling, enrollment/recruitment, and retention).

A5. Serve as a key agency contact with WTCS Student Service groups as assigned by Associate Vice President, Student Success. (Counseling and advising, outreach, enrollment, registration and retention services, assessment, career services as well as others.)

A6. Provide peer-to-peer access for various student service professional groups to address questions, shared best and promising practices and shared resources.

20% B. Possess and maintain expert-level knowledge with regard to ensuring equity in student support services throughout the Wisconsin Technical College System. Share knowledge and professional development resources via a variety of forums.

B1. Stay current on trends and issues affecting the higher education community with special emphasis on issues related to student success and supportive services for diverse student populations in two-year technical colleges.

B2. Participate in professional development webinars, workshops and conference in varying roles as facilitator, presenter and participant.

B3. Promote research and evidence-based practices which supports student success.

B4. Provide leadership related to the interests, concerns and perspectives of student support services in cross-functional discussion and forums to improve the quality of instructional and educational services.

20% C. Provide system-wide leadership and consultation to technical college student service professionals to enhance the quality and professionalism of student services throughout the WTCS.

C1. Actively participate on state level interagency teams and in statewide student services related professional organizations representing the technical college system. Represent the WTCS on interagency teams related to student services in higher education.

C2. Consult with, support and work collaboratively with state and national professional associations.

C3. Assist the colleges to take advantage of economies of scale and to seek consistencies in practice, where possible, for the benefit of students and other stakeholders.

C4. Serve as the point of contact for formal student complaints, and work with colleges to ensure issues have been investigated as well as ensure that the complainant has worked through the college complaint procedure. Work with System Administration to resolve or refer the complaint with which our office is tasked.

10% D. Specialized Agency assignments: perform assignments related to State Board requirements and System Office functions.

D1. Provide leadership and/or participation in state committees and task forces.

- D2. Lead and work effectively on System Office teams.
- D3. Perform additional assignments made by agency administration.

KNOWLEDGE, SKILLS and ABILITIES

1. Knowledge of state and federal laws, rules and funding processes in the Wisconsin Technical College System, Perkins, GPR, HEA, and technical college districts.
2. Skill in organizing and conducting workshops/system-called meetings.
3. Knowledge of support services required to assure student success, particularly specialized services to the needs of disadvantaged students, nontraditional and other special populations.
4. Skill in program evaluation, review and monitoring, and effective service delivery techniques including performance measures and standards techniques.
5. Knowledge of techniques of establishing, coordinating and participating on committees and working with state agencies, professional organizations and other groups to improve support services for students and professional development of WTCS staff.
6. Knowledge of curriculum design and program development and implementation methods.
7. Skill in the request for proposal funding process, grant management and evaluation.
8. Knowledge of appropriate strategy for assessing institutional effectiveness in initiatives relating to minority, nontraditional and disadvantaged groups.
9. Ability to communicate effectively, both orally and in writing.
10. Ability to use personal computer including word processing, accessing e-mail, ability to work with spreadsheets and databases.
11. Ability to provide technical assistance and coordinate activities of districts as they relate to state and federal minority, nontraditional and special population initiatives.
12. Ability to interact effectively with State Board staff, district administration, other agencies/ organizations and individuals.
13. Skill in providing leadership in the planning and delivery of support services to minority, nontraditional and disadvantaged students in the Wisconsin Technical College System.
14. Ability to travel to various locations statewide. Must have a valid driver's license.
15. Ability to handle and document formal complaints in a professional and confidential manner.
16. Skill in researching, organizing and retrieving information electronically as well as physically.
17. Ability to represent WTCS in a professional and positive manner.