To apply, submit an employment application (click here for application),
resume, and letter of interest to: System Director of Human Resources
John Woolsey jwoolsey@national.edu
5301 S Highway 16
Rapid City, SD 57701

DIRECTOR OF STUDENT SUCCESS
Position Description

Summary
The Director of Student Success assists students in the development and ongoing achievement of their educational goals, offers a particular emphasis on academic planning based on a comprehensive knowledge of the university’s academic programs, requirements and support services, provides students with excellent student service with an overall interest toward the promotion of student success and retention based on performance metrics and in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Director of Student Success must satisfy the following minimum qualifications:
1. Bachelor’s degree required; master’s degree preferred (Master’s degree required in the state of Oregon); and

Skills and Attributes
The Director of Student Success must possess the following skills and attributes: customer-oriented attitude; excellent organizational and computer skills; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communication skills; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position.

Essential Functions
The Director of Student Success performs the following essential functions:
1. Oversees academic advising processes at the campus; advises assigned students and maintains student academic records and files to ensure they represent an accurate, complete and current account of student’s academic progress.
2. Ensures continuing and re-entry students are advised and registered according to proper course placement and to the quarterly goals.
3. Ensures quarterly registration campaigns are arranged and communicated to students each quarter. Register students in CampusVue, updates student contact information, enters assessment test scores, and other daily processes.
4. Provides guidance to at-risk students to devise and implement a plan for student success and maintain regular follow up.
5. Manage and conduct student SAP process Contact students who need to appeal their suspension status quarterly.
6. Refers students to tutor services when needed and assists students with questions related to library services and work with program coordinator and Regional Campus Dean to keep a pool of tutors in each discipline area.

7. Assist in facilitating student requests for Americans with Disabilities Act accommodations.

8. Run quarterly boot camps for new/reentry students where necessary. Assists with quarterly faculty meeting.

9. Coordinates quarterly student academic awards/honors programs as well as assisting with student graduation ceremonies.

10. Conducts or participates in student withdrawal procedures, attendance counseling, grievance committee, and generalized problem-solving with individual students.

11. Monitors transcript evaluation requests to ensure that official transcript evaluations are received and reviewed with students in a timely manner. Complete tentative transcript evaluations for current and prospective students as requested.

12. Complete tentative graduate audits and reports as requested for current students.

13. Reviews student requests for course overload, independent study requests and course substitution forms.

14. Ensures quarterly processes are conducted such as auditing including: prerequisites, course retakes, ensure at least 1 first start on student schedule, student overload, SAP students limited to 2 credited courses.

15. Complete routine forms as required including independent study paperwork, change of campus forms, change of program forms, change of registration forms and other day-to-day functions.

16. Coordinates student grievances on academic issues in keeping with university guidelines.

17. In coordination with university system personnel, actively assists with all accreditation reports and visits and state approval processes.

18. Facilitates campus communications to students by using handbooks, campus newspapers, bulletin boards and the orientation of student and staff.

19. Assists students and graduates with career development/placement in conjunction with Career Services personnel.

20. Understands university processes and policies to be used daily in university services and assists in maintaining up-to-date information.

21. Utilizes Microsoft Office and CampusVue to produce documents and interpret data.

22. Performs other duties as assigned.

**Required Work Hours**

Works forty hours per week during daytime, evening, and weekend hours. Scheduled work hours may change. Overtime may be required, or permitted with prior approval.

**Reporting and Supervisory Responsibilities**

1. The Director of Student Success reports to the Campus Director.

**Physical Requirements**

The Director of Student Success must be able to speak, hear, see, read, write, type, dial, reach, and bend.

**Travel**

Some travel may be required.