



Classification Description

Job Title: Coordinator, Student Success,
Intercollegiate Athletes and International
Students

Pay Grade: 113

Job Code: 4119

FLSA Status: Exempt

Job Purpose

The Coordinator, Student Success, Intercollegiate Athletes and International Students provides direct service, support, and developmental advising to student-athletes, F-1 international students, and other student cohorts as assigned. This position will act as the primary point of contact for all academic interests related to the student-athlete and international populations, including issues related to admissions, registration, advising, compliance, satisfactory academic progress, transfer eligibility, faculty progress reporting, and more.

This position reports to the Director, Academic Advising. This position sets the tone for a student-centered, high performance office that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Under limited supervision, manages an assigned caseload of student-athletes, F-1 international students, and other student populations. Identifies and delivers strategies for the assigned caseload of students to enhance their experience and contribute to improved retention and graduation rates.

Provides comprehensive academic, career and transfer planning services for student athletes, with attention to their unique requirements. Collaborates closely with athletic department leadership, coaches, and staff to create and deliver a comprehensive strategy for student-athlete academic success. Communicates regularly and meets routinely with athletic department staff to ensure cohesive delivery of services and support for student-athletes.

Provides comprehensive academic, career and transfer planning services for F-1 international students, with attention to their unique requirements. Serves as a Designated School Official (DSO) for F-1 international students, responsible for maintaining eligibility in the Student and Exchange Visitor Information System (SEVIS). Responsible for recordkeeping, compliance, and reporting in connection with international student eligibility and status.

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Supports assigned students from the time they are admitted to the College to completion of their program. Such activities include engaging students in academic planning assessments, interpreting assessments, assisting students in the development of an educational plan that addresses their interests, skills and abilities, and assisting students in clarifying their career, major and academic goals. Develops advising materials and presentations to support individual and group advising sessions.

Maintains in-depth knowledge of NCAA two-year transfer eligibility regulations for both non-qualifiers and qualifiers to assist student-athletes as they transfer from NJCAA to DI, DII, or DIII athletic programs.

In collaboration with the athletic compliance officer, completes eligibility tracer forms to allow for a student athlete's successful transition from a two-year to a four-year institution.

Communicates effectively with coaching staff and athletic constituents to keep them abreast of academic policies, procedures, College changes and individual student athlete concerns.

Schedules space for and maintains a regular student-athlete study environment for student-athlete study tables with the assistance of trained study hall monitors.

Facilitates scholarship student-athlete book distribution (including book exchanges related to add/dropped classes) at the start of each academic term and scholarship student-athlete book return at the end of each academic term.

Prepares team travel letters and helps faculty keep abreast of changes to College sport calendars that may impact student-athletes' missed class time.

Refers students to College resources to promote academic success, and in collaboration with the athletic coaching staff (as applicable), aids assigned students in making responsible decisions by providing options that are in the best interest of the student's development, retention and completion (and in consideration of their athletic eligibility and athletic transfer eligibility as applicable).

Provides advice and guidance to prospective student-athletes and international students during recruitment visits and through the admission and enrollment process. Includes working with campus constituents in Admissions, Housing, Financial Aid, and Auxiliary Services to ensure timely submission of admission material, international student compliance (as applicable), and the ability to post athletic aid promptly (as applicable).

Reviews degree evaluations, transfer credits, College placement test results and other available information to assist students in creating an education plan that fulfills their selected program's requirements. Provides students with strategies related to academic progress and work/life/study balance.

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Maintains federal regulatory compliance and prepares paperwork necessary for international students to obtain F-1 visa, extension of visa, change of visa status, on-campus work approvals, and optional practical training. Processes required documents related to F-1 rules and regulations for incoming and current international students.

Ensures Homeland Security/US Citizenship and Immigration Services compliance with international student records through SEVIS and mandated student immigration files. Remains current on all issues related to SEVIS, international student processing and related activities to ensure College procedure is in accordance with governmental regulations.

Advises international students generally on relevant matters such as tax compliance and procedures for obtaining a social security card; provides educational sessions/or updates on immigration procedures/laws pertaining to international student population.

Generates and reports on student data as directed. Reviews and maintains the content of the College website and student portal as it relates to athlete and international student advising information.

Communicates effectively with students to keep them connected, informed, and engaged in an open conversation while maintaining a supportive relationship that promotes a positive College learning environment.

Responds to concerns raised through faculty progress reporting in a timely and efficient manner.

Performs proactive outreach to assigned students at specific intervention points and milestones to evaluate student development based on the measurement of student-learning outcomes.

Provides success strategies and resources to students identified as at-risk based on pre-enrollment student success indicators and/or early alert submissions from staff or faculty.

Assists with the planning and implementation of various department events and workshops, such as new student athlete orientation, international student orientation, and College department fairs and more.

Creates a culture of high academic standards and resolute integrity among the student-athlete and international student populations.

Generates and monitors reports to ensure that student-athletes and international students are meeting academic expectations and eligibility requirements.

Through their work with students, supports the directives and goals of Dedicate to Graduate (D2G) to increase student degree and credential attainment.

Communicates information about FSW's Academic and Career Pathways to students, helps students with the selection of an appropriate Pathway, and facilitates conversations and activities to help students explore the Pathways and refine their intended academic and career goals.

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Participates in the planning, implementation, and the evaluation of the academic advisement program's goals, objectives, and student learning outcomes.

Understands and stays abreast of changing institutional policies and College Operating Procedures including admissions requirements, new programs, course changes, deadlines, important dates, costs, expanding facilities, updates in College-wide initiatives, transfer requirements, and State and Federal mandates.

Seeks out opportunities to participate in College sponsored professional development activities.

This position is identified as a "Responsible Employee" for purposes of Title IX; and Responsible Employees will participate in required training relating to the responsibilities associated with this classification.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education preferably in counseling, education, social field, or related discipline.

One (1) year of full time professional related work experience.

Personal and educational philosophy compatible with the goals, objectives, and missions of Florida SouthWestern State College.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.

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- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 19, 2023.