



Classification Description

Job Title: Student Success Manager, ASN

Pay Grade: 118

Job Code: 4234

FLSA Status: Exempt

Job Purpose

This position is responsible for providing campus-specific academic and course support to at-risk ASN nursing students who are struggling with knowledge comprehension and application in their coursework. In collaboration with nursing faculty, this nurse educator role will help to enhance student success and retention and ultimately promote NCLEX RN board exam success upon completion. This role reports to the Associate Dean of Nursing. This position is temporary and continuation is contingent upon availability of funding.

General Responsibilities

Essential Functions

Meets regularly with at-risk students across all campus locations and program delivery types who are struggling with knowledge comprehension and application within their nursing coursework.

Provides mentorship and guidance to at-risk students in determining individualized learning needs and creating focused learning strategies designed to promote successful course and program completion.

Maintains reciprocal communication with course faculty regarding identified issues and needs of at-risk students and patterned areas of content comprehension and/or course-specific learning barriers.

Provides training and mentorship regarding successful test-taking strategies and study skills for all students.

Assists in the creation of a designated, collaborative nursing student success space on each campus.

Facilitates effective integration of ATI board exam preparation activities across the ASN nursing curriculum.

Researches, analyzes, and compiles ATI and NCLEX data at course and program levels to guide administrative and curricular decisions.

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Facilitates ATI 3-Day Live Review Course during the final semester of student enrollment.

Engages graduates who are unsuccessful with the first NCLEX board examination to assist in achieving a passing score on the second attempt.

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 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 in nursing with a specialization in Nursing Education.

Five (5) years of experience as a nurse educator in higher education (pre-licensure programs).

Active, unencumbered licensure in the State of Florida as a Registered Nurse.

Knowledgeable of program accreditation processes and procedures.

Knowledgeable of NCLEX Test Plan and best practice testing strategies.

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

Demonstrated competency in computer applications.

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.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate, and perform work in various situations involving numerous and diverse demands.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.

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- 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 various constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze, and present information meaningfully.
- Collaborate and be effective in 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 can read, interpret, and follow procedural and policy manuals related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance, and direction in a positive, receptive manner and per the 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 communicate and collaborate 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, and walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office, classroom, laboratory, and clinical sites.

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

Approved: January 17, 2024.