



Classification Description

Job Title: Associate Vice President, Academic Success

Pay Grade: Administrator

Job Code: 4095

FLSA Status: Exempt

Job Purpose

The Associate Vice President, Academic Success reports to the Provost/ Vice President, Academic Affairs and is responsible for overseeing quality academic advising and retention programming that supports FSW students' academic progression to graduation. This position promotes and sustains the College's commitment to excellence and innovation in providing wrap-around academic support services from initial enrollment to graduation. The Associate Vice President, Academic Success serves as a resource to the Collegewide Enrollment Management Team and innovates, implements and evaluates policies, procedures and best practices in support of student persistence and success. This is a College Administrator on annual contract position.

General Responsibilities

Essential Functions

Supports the Division of Academic Affairs in understanding the needs of students as they relate to student persistence and completion initiatives. Collects and analyzes retention and graduation data, as well as various retention program evaluations and prepares appropriate reports and recommendations for the Provost/Vice President, Academic Affairs.

Develops and implements comprehensive strategies to identify students approaching degree or certificate completion and facilitate their success. Partners with Institutional Research to create and analyze predictive reports that highlight potential graduates across all academic programs.

Establishes efficient processes to verify completion requirements and facilitate timely credential conferral. Supervises the Office of the Registrar to ensure seamless award of earned degrees and certificates. Leads initiatives to identify and support students who may have completed credential requirements but whose degrees have not been awarded.

In collaboration with colleagues across the College, leads the development, implementation and evaluation of academic student success strategies, including policies, program scheduling, and effective student intake protocols within the Division of Academic Affairs and engages Collegewide stakeholder participation in success initiatives.

Collaborates in the Collegewide development, planning and execution of effective strategies to satisfy key performance indicators (enrollment, retention, success, transfer and employment) and promote positive outcomes for students in the College's wide variety of academic pathways.

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Identifies and applies national best practices for academic student success programming. Compiles and analyzes real-time and historical student data to develop, improve and implement innovative advising and retention programs. Ensures protocols are in place to safeguard the integrity and confidentiality of student information.

Coordinates strategic initiatives to enhance placement test preparation and remediation processes.

Provides supervisory oversight for the Director of Accelerated Programs and guides the updating of the Dual Enrollment Articulation Agreement with all school district partners in a timely manner, and in accordance with Florida statute. Submits reports to FLDOE as requested/required.

Develops data-informed strategies to help students improve placement test scores through targeted remediation. Collaborates with academic support services and student support services to create and implement effective preparation pathways for students retaking placement tests. Assesses effectiveness of placement test remediation efforts and recommends improvements to support student academic readiness.

Provides administrative oversight and leadership to the Director of Academic Advising to ensure effective management of, and training for, student-facing personnel. Oversees advising staff utilization of the Banner System, Constituent Relations System (CRM) and other supporting technologies.

Chairs the Guided Pathways committee, which is responsible for the planning, development, implementation and coordination of the College's Dedicate to Graduate Guided Pathways in coordination with institutional strategic initiatives/priorities. Collaborates closely with Team AASPIRE to ensure that projects and initiatives for Dedicate to Graduate Guided Pathways are based on data-informed assessment.

Leads and coordinates the activities of the Collegewide Commencement Planning Committee.

Serves on the College Curriculum Committee to review and evaluate curriculum proposals, program modifications, and course development initiatives. Provides analysis and recommendations to ensure alignment between curriculum changes and student success objectives, guided pathways, and academic support services. Collaborates with academic leadership to assess the impact of curricular changes on student progression and completion.

Working with Marketing/Communication, implements a communication plan that increases awareness of policies and practices to support academic student retention and success. Shares information and provides training for faculty and staff to ensure continuous improvement of services.

Responsible for the management of all functions related to informed advisement, promoting persistence to completion and transfer. Provides leadership for a proactive advising center that supports, intervenes, advocates, and recommends resources and solutions to academic success challenges and barriers. Collaborates with campus partners to ensure effective and timely interactions with all students. Ensures that new and continuing students are aware of student support resources including the availability of accessible services on all campuses.

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Supports the Provost/Vice President, Academic Affairs in providing administrative support for the Deans of each academic School within the College to ensure excellence in targeted (embedded) advising support for related disciplines. Supports all campuses via efforts to ensure optimal distribution of Academic Affairs services for all students.

Serves as a key writer supporting the Provost/Vice President, Academic Affairs and the Institutional Accreditation Liaison in drafting documents supporting the College accreditation initiative, and as a member of the Collegewide Accreditation Advisory Committee as well as an accreditation Criterion Writing Team Co-Chair.

Provides oversight of the early warning system to identify and monitor at-risk students and implement interventions that directly support academic student retention and success. Ensures establishment of action plans for readmitted students who were previously suspended or dismissed for poor academic performance.

Develops and coordinates summer/transition programs (Summer Bridge) and other developmental activities (Saturday Scholars) to promote academic student success.

Advances initiatives to re-enroll and support students in good academic standing who have stopped-out. Leads the implementation of the Re-Enrollment and Completion Team (REACT) project, a research-based intervention program designed to increase re-enrollment, persistence, and completion among near-completion students. Coordinates cross-functional teams to execute multi-modal outreach campaigns, manage tuition waiver processes, and deliver targeted student support services. Partners with external research organizations to ensure compliance with study protocols, data collection requirements, and program evaluation standards. Oversees project staff training, resource allocation, and operational processes to support successful program implementation.

Supports institutional strategies to integrate career readiness strategies in student employment and co-curricular learning experiences.

Oversees partnership/articulation agreements/MOU's regarding academic and enrollment initiatives with other universities and colleges. Provides oversight for process implementation, data collection and related reports.

Maintains currency with state and federal laws, rules and regulations and makes changes to operations as required/appropriate. Disseminates information regarding referenced mandates to appropriate staff.

Participates in Academic Affairs College operating procedure and Board of Trustees policy reviews. Responds to complex inquiries from all levels of employees or external sources regarding a variety of questions, such as clarification of College policies, procedures, and processes.

Collaborates with senior leadership to support institutional and programmatic accreditation efforts.

Provides support in preparing accreditation reports, self-studies, and documentation. Coordinates and participates in accreditation site visits, ensuring academic success initiatives align with accreditation standards and requirements. Maintains current knowledge of regional accreditation standards and implements processes to ensure ongoing compliance.

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Under the direction of the Provost/Vice President, Academic Affairs and other senior leaders, coordinates and oversees all aspects of the commencement ceremony, events and rehearsals to ensure successful Collegewide events. This includes serving as chief contact for the event execution and all details for preparation leading up to as well as providing oversight for “day of” ceremonies.

Documents all tasks associated with the Commencement, trains others to support the activity and delegates tasks to ensure sustainable event management.

At the direction of the Provost/Vice President, Academic Affairs, collaborates with various College departments to coordinate special projects. Assists in the development of the advising department budget.

Coordinates the preparation, spending, and maintenance of assigned budgets.

Represents the Provost/Vice President, Academic Affairs at committee meetings, departmental meetings and College events as requested or required.

Represents the College at designated community organization meetings and maintains working relationships with other educational organizations, governmental units and campus area agencies. Hires, trains, evaluates and directs assigned personnel.

Serves on appropriate Collegewide committees/councils.

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 in Student Development, Student Affairs Administration, Educational Administration or related.

Seven (7) years of full-time professional student services administrative experience at a regionally accredited College or university in positions of increasing responsibility. A minimum of three (3) of the seven (7) years must be at a level equivalent to or higher than a Director or Dean level in student affairs administration.

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

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Skill in supervision, interpersonal relations, budget analysis, and development, organization, program design/development, teamwork, assessment, and knowledge of student services and enrollment management issues and practices for traditional and non-traditional students.

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 where numerous and diverse demands are involved.
- 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.

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- 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: January 4, 2024. Revised: February 14, 2025, and July 14, 2026.