



Classification Description

Job Title: Online Student Success Coach

Pay Grade: 104

Job Code: 4309

FLSA Status: Non-Exempt

Job Purpose

The Online Student Success Coach is responsible for providing direct support to online students, with the primary goal of improving online student success, retention, and satisfaction. This position works closely with the Director, Online Teaching and Learning Experience to implement strategies that enhance the online student experience, including supporting research initiatives, designing digital content, developing student programming, and facilitating virtual communities. This position also facilitates an online student success course and involves identifying as well as eliminating barriers to online student success. The Online Student Success Coach will play a crucial role in ensuring broad accessibility and responsiveness to best practices in higher education, fostering a culture focused on continuous improvement, enhancing learning opportunities, and supporting academic achievement. This work is expected to be performed primarily remotely (from home) but comes with the expectation to work regularly or occasionally at an assigned FSW office location as directed by department leadership.

General Responsibilities

Essential Functions

Facilitate an online student success course that equips learners with essential skills for thriving in virtual environments. Guide students in developing a growth mindset, mastering active learning strategies, and leveraging FSW's online resources to achieve their academic goals.

Facilitate online orientation sessions, workshops, and virtual communities to help online students acclimate to the virtual learning environment and develop essential online learning skills.

Coaches online students on how to overcome the barriers to successful online learning.

Collaborate with department leadership to collect and analyze data, identify barriers to online student success, and implement strategic interventions to enhance student engagement and support at-risk learners.

Represents FSW Online at recruitment, advising, and student-engagement events.

Performs accurate data entry tasks.

ONLINE STUDENT SUCCESS COACH

Develops and implements online student engagement programming to foster a vibrant learning community.

Manages and curates digital content for social media platforms to enhance the online presence of FSW Online.

Creates digital designs and support resources for online platforms, ensuring materials are engaging and accessible.

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

High School diploma or GED. Preferred Associate's degree from a regionally accredited institution of higher education, or currently pursuing a Bachelor's degree.

Demonstrated success as an online student or instructor in a higher education setting.

One (1) year of full-time professional work experience in a relevant field, or equivalent combination of part-time work, internships, or volunteer experience.

Demonstrated proficiency in using a personal computer, office software such as MS Office, mobile applications, video conferencing tools, VoIP social platforms, and learning management systems (e.g., Zoom, Microsoft Teams, Discord, Canvas).

Reliable high-speed internet connection and access to a quiet, professional workspace suitable for video calls and online meetings.

Excellent written and verbal communication skills, with the ability to convey complex information clearly in virtual environments.

Demonstrated ability to work independently, manage time effectively, and maintain productivity without direct supervision.

Willingness and ability to quickly learn and apply artificial intelligence (AI) tools, new software, and online platforms in an educational context.

Understanding of data privacy principles and willingness to adhere to institutional data security policies in a remote setting.

ONLINE STUDENT SUCCESS COACH

Ability to maintain a professional home office setup, including appropriate background for video calls and necessary equipment (e.g., webcam, headset).

Demonstrated ability to interact effectively with diverse populations in a virtual setting.

A personal and educational philosophy aligned with the goals, objectives, and mission of the College.

Ability to travel occasionally to FSW campuses in Lee, Charlotte, Collier, and Hendry counties for training or team meetings as required.

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:	Remote or normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 8, 2024, August 27, 2026 (r).