



Classification Description

Job Title: Director, Academic Support Programs

Pay Grade: Administrator

Job Code: 3396

FLSA Status: Exempt

Job Purpose

This position is responsible for providing leadership in the planning, direction, and assessment of the College's academic support programs. Leadership and oversight of the academic support programs includes the tutorial support for College-wide on the ground and online courses along with associated staffing and budgets. The position promotes student achievement, retention, and program completion through the development and implementation of effective, quality instructional assistance programs and initiatives, which augment and compliment the learning environment. This is an administrator on annual contract position.

General Responsibilities

Essential Functions

Provides leadership and organization, and establishes policy and goals for tutoring services throughout the Academic Support Centers (ASC) and online tutoring options.

Establishes and monitors College-wide area/unit goals for Academic Support Programs.

Develops and coordinates all aspects of hiring, training, and professional development activities for ASC staffing. This includes regular meetings to provide guidance, instruction, and support to accomplish Academic Support goals, retention strategies, and improvements to services.

Provides management and supervision of ASC Coordinators, Specialists, and Instructional Assistants.

Coordinates with departmental faculty and ASC Coordinators regarding the application of sound cognitive theory in the design and delivery of Academic Support tutoring services.

Promotes collaboration and coordination with faculty chairs and academic deans to ensure the seamless integration of classroom and ASC activities.

In collaboration with appropriate departments, develops and administers, student and faculty surveys regarding on the ground and online usage and satisfaction with services.

Analyzes and uses data to improve services and make recommendations to the President's Office.

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Promotes and publicizes the Academic Support Programs using a variety of platforms and formats for students, faculty, and staff.

Coordinates with ASC Coordinators and Specialists to ensure up to date web page presence for the ASC Centers and other services/programs.

Collaborates with Testing and Assessment Services to provide appropriate remediation support for the College's placement test, such as P.E.R.T.

Collaborates with academic deans and SLS 1515 faculty to promote course SLO's and development of strategies to encourage utilization of tutoring programs.

Partners with FSW personnel including advisors, residential staff, athletic coaches, faculty, and adaptive services to research, develop, and implement effective academic support strategies for identified student cohorts.

Establishes and promotes effective verbal and written communications to College faculty/staff and administrators, which will provide information, feedback, and timely responses to requests regarding student and serves.

Arranges for the repair and maintenance of ASC equipment; ensures areas are maintained according to standard.

Manages the ASC program budget and works with the ASC Coordinators and faculty department chairs to ensure oversight for ASC expenditures including on the ground and online services.

Serves on College and/or other professional committees, as requested.

Collaborates with President's Office to ensure consistency of services College-wide.

Some travel may be required.

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 safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

An earned master's degree from a regionally accredited institution of higher education in education, reading, English, mathematics, English as a Second Language, or a related field.

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Three (3) years of full-time professional work experience in a developmental education or student success environment.

Ability to articulate a strong philosophy of developmental education and evidence of application of that philosophy in program development and delivery.

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.

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- 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: April 27, 2012. Revised: May 4, 2012, May 14, 2014, July 1, 2014, December 15, 2016, August 15, 2017, January 12, 2021, July 15, 2022.