Working Title: Student Success and Retention Coordinator
HR Title: Student Services Coordinator
HR Salary Grade: 
Supervisor: Assistant Dean of Student and Alumni Affairs for the College of Nursing

Primary Responsibility:
The Student Success and Retention Coordinator facilitates retention and student support of pre-nursing and clinical undergraduate and graduate nursing students within the College of Nursing.

Characteristic Duties:
1. Coordinate retention and student support activities: (65%)
   - Monitor, identify, and assess at-risk students
   - Develop and implement individual academic coaching strategies aimed at identified student development needs
   - Develop and coordinate an Academic Improvement Plan for students identified at risk including utilization of campus electronic academic alert systems to facilitate communication with at-risk students, faculty and campus resources
   - Develop and maintain student development modules and needed support materials for identified high risk courses and/or high risk curriculum semesters
   - Using trending data develop individual and group strategies to improve student success
   - Collaborate with program directors and faculty to develop resources needed for student success.

2. Track and maintain accurate records of student retention, academic progression, and graduation throughout the various College of Nursing programs: (10%)
   - Analyze data to identify trends
   - Communicate reports to the appropriate College of Nursing administration, faculty and staff
   - Monitor and respond to the early alert system

3. Coordinate the new student experience with emphasis on retention of freshman and sophomore students enrolled in the College of Nursing: (15%)
   - Manage FYE and A2S college initiatives and maintain alignment with university programs and expectations

4. Participate in faculty and staff, student orientation programs: (5%)
   - Assess academic support needs of incoming students to the College of Nursing
   - Assist faculty and staff by providing information regarding college policies and academic rules

5. Participate in campus student success and retention programs: (5%)
   - Gather and distribute campus resources for students
   - Collaborate with the Career Services office to coordinate a career development programs

Other duties as assigned.
Minimum Qualifications:

- A Master's degree in Educational Counseling, Educational Psychology, Student Personnel, Counseling or a related area.
- A minimum of three years of experience in designated area(s) of Student Personnel, Academic Advising, Student Support Services or commiserate experience in a higher education setting is necessary.
- Provide excellent customer service
- Demonstrated excellent communication skills
- Demonstrated strong interpersonal skills, customer relations and ability to work effectively with diverse groups and individual