

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FIELD OF STUDY (FOS) SUCCESS COACH

RANGE: 28

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the direction of the Director of Student Support Programs, serve as the main point of contact for a field of study (FoS)/Pathway to support a student success team. Provide case management and referral services to students enrolled in the assigned field of study/meta major. This may include a variety of complex technical and varied clerical work related to academic/Instructional support and student services; provide technical and clerical support to faculty and staff; provide diverse information and assistance to students, staff, faculty, managers, and the general public regarding various student services and instructional support functions, services, and activities. The coach will collaborate and coordinate with Success Team members to engage counselors, faculty, and staff in the design and implementation of student-centered interventions to support student success and equity.

DISTINGUISHING CHARACTERISTICS

Positions in this class demonstrate broad knowledge and understanding of Student Success Center operations, Case Management models, Cohort based experiences, student & academic support services and are expected to work independently to provide information and assistance and to troubleshoot and resolve problems or issues. The Field of Study Success Coach is distinguished from the Student Services Tech by the breadth and depth of knowledge in a wide range of student services areas and a clear understanding of instructional support services. Employees at this level are required to be fully trained in all procedures related to their assigned areas of responsibility and understand the scope of their authority.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business/district needs and changing business/district practices.

1. Provide triage services to students enrolled in the assigned field of study including setting up counseling appointments for students enrolled in the assigned FoS.
2. Collaborate with the success team to meet regularly with the assigned FoS Dean, lead faculty from instruction and student services; plan assigned Pathway/FoS Orientation; plan student engagement activities; collaborate with career & transfer connections to facilitate career related exposure opportunities; support collaboration between success team, FoS faculty and Marketing regarding program communication and upcoming changes; maintain a FoS canvas course shell and implement pathway/FoS specific communication using Starfish and Canvas platforms.
3. Monitor Pathway/Field of Study specific data related to student success, retention, and equity gaps.

4. Collaborate with others to implement aligned efforts including directing students to academic support programs and services; increasing faculty participation using Starfish Early Alert and providing students with strategies for academic success.
5. Work closely with counseling faculty in FoS/Pathway to track SEP and student progress, design interventions to support student success and address equity gaps.
6. Participate in selection and/or engagement of Peer Mentors/Pathway Navigators in success team efforts.
7. Prepare Year-End Success Team Report for assigned FoS/Pathway.
8. Provide admissions and records information in accordance with District policies and procedures; provide application status and related forms; provide information and explain District policies, procedures, rules, and regulations; ; update usernames and reset passwords.
9. Serve as the assigned FoS/Pathway SARS and SARS call administrator or similar technology solution; add and maintain counselor master schedules; maintain and update user information; provide training and assistance to users; input and maintain information in system; extract information and assemble materials as requested for events and activities; prepare various reports.
10. Provide information to students applying for financial aid; assist applicants and recipients in completing the various forms and applications for loans, scholarships, and fee waivers schedule appointments for Financial Aid/SAP workshops; advise and assist students with MySWC accounts; assist in troubleshooting.
11. Serve on appropriate college committees and attend a variety of meetings.
12. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Student Centered & Equity Minded Case Management.
- District organizational structure, operations, policies, and objectives
- Student services program and activities.
- Instructional support programs and services.
- Pertinent State, federal, and program area policies, rules, and regulations including applicable sections of the State Education Code and state and federal regulations and guidelines concerning international students, financial aid, college admission, and other student services.
- Principles and procedures of financial and statistical record-keeping
- Conflict mediation.
- Public Speaking.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases
- Interpersonal skills using tact, patience, and courtesy.
- Methods and techniques of report preparation. Oral and written communication skills
- English usage, spelling, grammar, and punctuation

Ability to:

- Perform a variety of complex clerical and varied technical work in support of Pathways/Fields of Study operations and activities.
- Organize and manage multiple tasks while working in a high traffic environment.
- Understand, explain, and apply laws, rules, regulations, and policies related to various college programs and student services.
- Manage healthy conflict to resolve issues in alignment with College mission and goals.

- Operate office equipment including computers and supporting electronic/computerized word processing, spreadsheet, and database applications.
- Type and/or enter data at a rate of speed necessary for successful job performance.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.
- Maintain accurate and complete records and prepare reports.
- Train and provide work guidance to student workers and hourly staff.
- Work independently with limited direction.
- Plan and organize work to meet schedules and deadlines.
- Analyze situations accurately and adopt an effective course of action work effectively with frequent interruptions.
- Work with and exhibit sensitivity to understanding the needs of diverse, minoritized student populations in a community college.
- Communicate clearly and concisely, both orally and in writing.

EDUCATION AND EXPERIENCE

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree in business, psychology or other related field **AND** two (2) years of increasingly responsible experience in a student services, academic/instructional support or higher education setting involving frequent student contact that demonstrates a basic knowledge and understanding of both instructional and student services.

DESIREABLE QUALIFICATIONS

Possession of a valid Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED), and First Aid certification.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, valid California Driver's License by the time of appointment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Field of Study (FoS) Success Coach - *Continued*

Created: June 2022
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