

Student Services
Reorganization Status Report
February 5, 2020
Dr. Charles Lopez

Activity	Responsible	Status
Individual feedback from each staff member	Lopez	Completed
Business Process Analysis Meeting	30+ individuals	Completed
Review of BPA Recommendations	Leadership Team—Lopez, Toler, Taylor, Ooten	Completed
Phase I—Moving Financial Aid & Registrar into Student Services	President Gunter	Completed
Review current responsibilities at the director level	Lopez and Leadership Team	Completed
Design organizational chart based on current information	Lopez	Completed
Organize responsibilities based on area	Lopez and SS Leadership Team	Completed
Explore technology as a way to improve efficiencies within Student Services	Lopez, Taylor, Wells	In Process
Organizational chart reviewed	Doug Kennedy, Sam Litteral	Completed
Update official organizational chart	Lopez, Cabinet	Completed
Rewrite job descriptions of Director of Academic Advising and Student Success	Lopez	Completed
Post and hire – Director of Academic Advising and Student Success	Lopez	Completed
Rewrite job descriptions for other leadership positions	Lopez	Completed
Consult with HR about job descriptions	Lopez	Completed
Provide organizational chart to HR to update reporting lines in Kronos	Lopez/Kennedy	Completed
Meet with entire team to discuss new organizational structure	Lopez	Completed
Send copies of signed job descriptions to HR	Lopez	Not started – need to edit one job description
Send electronic copies of job descriptions to HR	Lopez	Holding
Determine what changes need to be made when we implement Admission Pros	Lopez and SS Leadership	Holding until Admission Pros is completely implemented
Fill TANF position	Lopez	Completed



Southern WV CTC Student Journey Map

Executive Summary

Southern WV CTC (in conjunction with Mountwest CTC) and InsideTrack have partnered to enhance student engagement and persistence through addressing the need to clarify, and define the enrollment process further enabling staff to provide exceptional and consistent student support and allowing leadership and staff visibility into day-to-day performance measures. InsideTrack consultants visited Southern WV CTC on March 1, 2018 to facilitate a full day workshop with members of the Student Support, Financial Aid, Registrar, and Enrollment Management teams. The Student Journey Map is a result of that workshop as well as previous in-person meetings to determine specific details of the future state vision for Southern's enrollment process.

Student Journey Map Workshop Objective

Develop an enrollment process map that clearly outlines the ideal student journey from inquiry through first term enrollment and maps specific campus roles to key milestones for the purpose of creating role clarity, cohesion amongst the various student-facing staff, and improve the consistency of quality student engagement for Southern WV students.

Outcomes

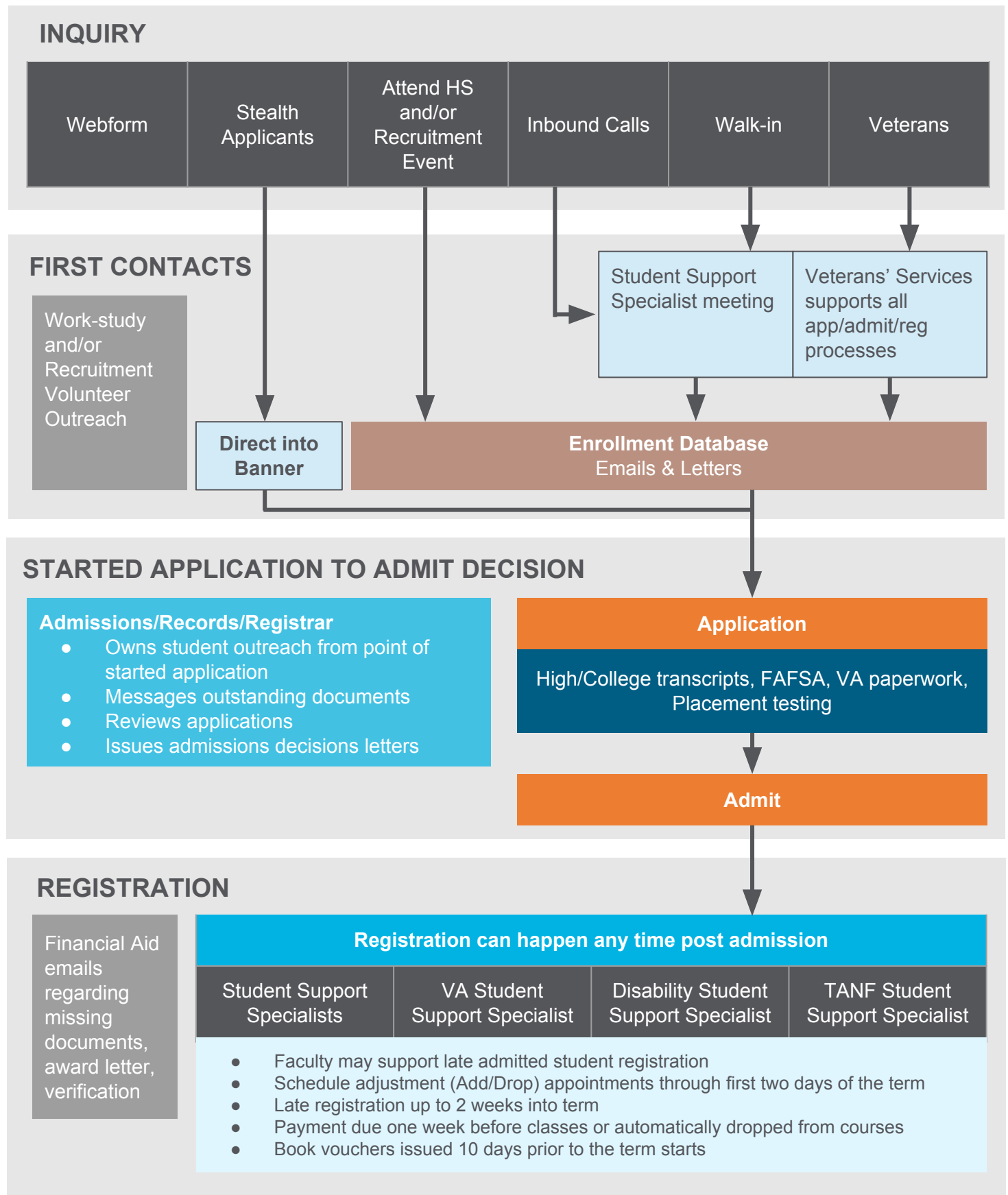
The Student Support teams were candid and vulnerable during our site visit, allowing us insight into the challenges they face in supporting students through their enrollment and subsequent terms. They identified best practices for ideal processes to support both students and staff with efficient, streamlined, and timely communication so that enrollment services are optimized to support prepared students' entrance to the college. Some of these processes include:

- Keeping an updated documented enrollment process map
- Creating and articulating role clarity with clear hand-off points for students
- Consolidating tasks to minimize task switching - especially from student-facing to back-of-house activities
- Building on ideas that are already working

Ongoing Assumptions for the Use of this Student Journey and Process Map

- The student experience is at the core of all decision-making
- Whenever possible existing resources will be reallocated in lieu of acquiring additional resources
- Enrollment pipeline strategy will be informed by best practices from the higher education community
- This is an iterative document and will need to be evaluated regularly to ensure workflow processes and staff roles are serving students to the best of Southern WV's ability
- Utilize the map to support creation of a system to track individual and team daily successes as it relates to student engagement and persistence
- Utilize the map to support the enhancement of proactive communication plans (executed through peer, recruiter, and student support services) to address common student obstacles to enrollment
- This document may be used to inform upcoming, wide-scale Enrollment Management Planning for Fall 2018

Current Student Journey and Enrollment Map



Current Student Journey and Enrollment Map — Continued

NEW STUDENT ORIENTATION

Orientation

- Optional
- Can be pre or post registration
- Registration opportunities for those who have not yet enrolled
- SGA representation when available
- Separate Orientation for Adult and VA/Military Learners and more traditional Learners

ENROLLED THROUGH 1ST TERM

Student Support Specialists	VA Student Support Specialist	Disability Student Support Specialist	TANF Student Support Specialist	Financial Aid emails regarding missing documents, award letter, verification
<ul style="list-style-type: none"> • Faculty may support late admitted student registration • Schedule adjustment (Add/Drop) appointments through first two days of the term • Late registration up to 2 weeks into term • Advising, documentation collection, verification 				
Business Office bills post-registration				

RETENTION & COMPLETION

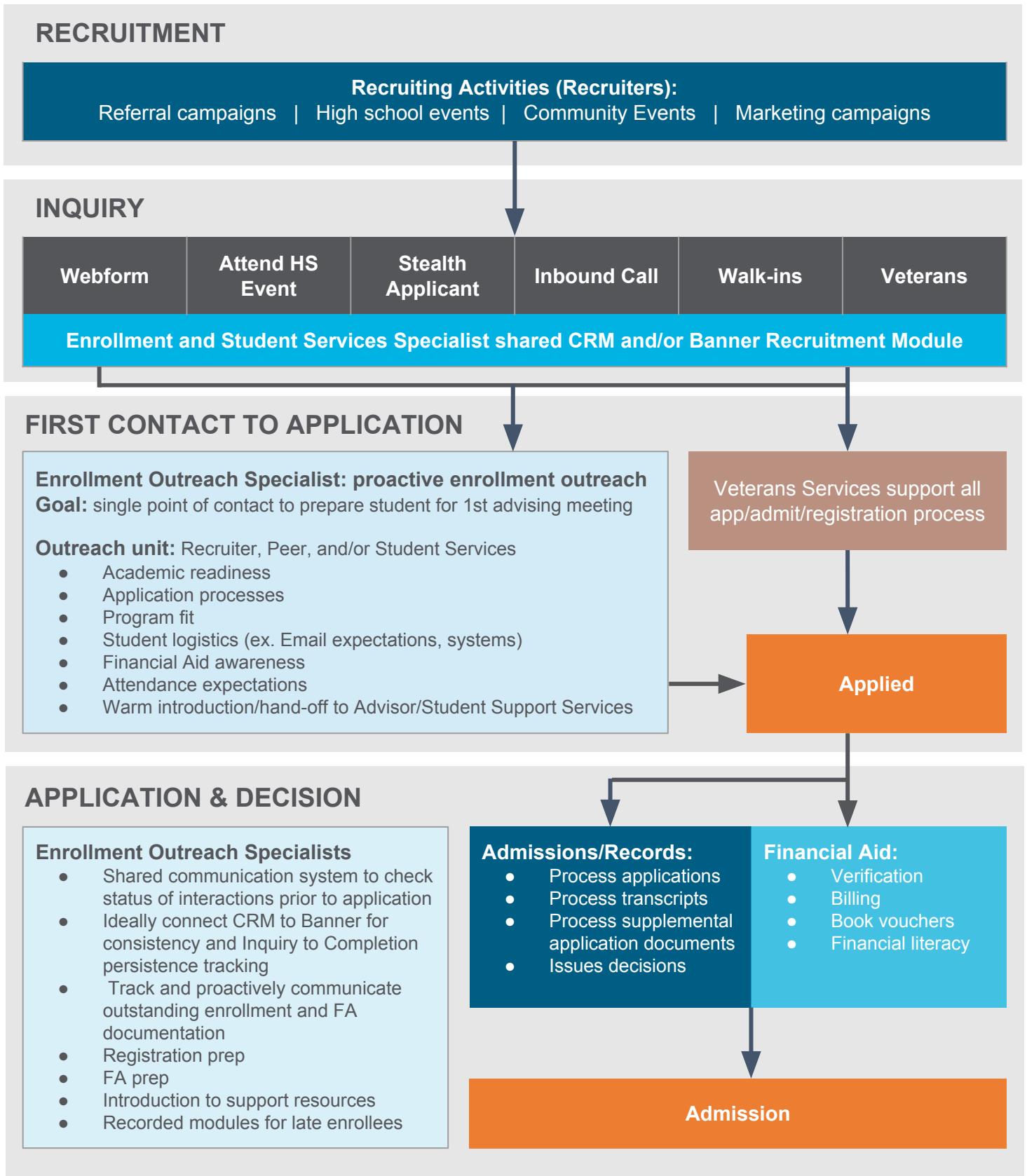
Student Support Specialists	VA Student Support Specialist	Disability Student Support Specialist	TANF Student Support Specialist	Financial Aid emails regarding missing documents, award letter, verification
<ul style="list-style-type: none"> • Faculty may support late admitted student registration • Schedule adjustment (Add/Drop) appointments through first two days of the term • Late registration up to 2 weeks into term • Advising, documentation collection, verification 				
Business Office bills post-registration				
Registrar/Record support graduate documentation up until graduation ceremony				





Future Student Journey and Enrollment Process Maps

Future Student Journey and Enrollment Map



Future Student Journey and Enrollment Map — Continued

ADMIT

Enrollment Outreach Specialist

- Coach to reaffirm program fit
- Coach to reaffirm connection to long term goals
- Coach to reaffirm time management
- Coach to prepare for Register
- Strongly encourage New Student Orientation

Financial Aid

- All billing information including deadlines
- Strong encouraged Financial Literacy recorded webinar for admits and families
- Missing documents, award letters
- Written documentation regarding Book Voucher usage

REGISTRATION

Student Support Specialists

VA Student Support Specialist

Disability Student Support Specialist

TANF Student Support Specialist

Students can register at any time post-admission and after meeting with Student Support Specialist

- Reaffirm program fit and commitment to completion
- Confirm 1st term schedule and map out future terms with support of DegreeWorks
- Strongly encourages students to attend New Student Orientation
- Student scheduled locked after first term registration-- all schedule changes must be approved by Student Support Specialist

NEW STUDENT ORIENTATION

New Student Orientation incentivized to promote attendance

Student Support Services

- Offer schedule adjustments
- Review technology expectations — online platform, mySouthern email usage, DegreeWorks
- School and community involvement opportunities
- Student presenters
- Faculty presentations and welcome
- Incentivize NSO attendance by aligning dates with Free Shipping periods for book purchase
- Incentivize attendance by offering raffle to win a tuition waiver

Financial Aid


- Review all deadlines
- Provide Financial Literacy program for students and families
- Review FA and payment deadlines
- Review written documentation on Book Voucher usage

Future Student Journey and Enrollment Map — Continued

Student Support Specialists	VA Student Support Specialist	Disability Student Support Specialist	TANF Student Support Specialist	Financial Aid emails regarding missing documents, award letter, verification
<ul style="list-style-type: none"> • Faculty may support late admitted student registration • Schedule adjustment (Add/Drop) appointments through first two days of the term • Late registration ends 3 days after classes start • Advising, documentation collection, verification 				
<p>Business Office bills post-registration</p>				

RETENTION & COMPLETION

Student Support Specialists	VA Student Support Specialist	Disability Student Support Specialist	TANF Student Support Specialist
<ul style="list-style-type: none"> • Faculty may support late admitted student registration • Schedule adjustment (Add/Drop) appointments through first two days of the term • Late registration up to two weeks into term • Advising, documentation collection, verification 			
<p>Business Office bills post-registration</p>			
<p>Proactive outreach to stop-outs:</p> <ul style="list-style-type: none"> • Enrollment Outreach Specialists and/or FERPA-trained student workers • Proactive outreach to students who have not registered in the last term • Utilize coaching model to coach around obstacles 			
<p>Registrar/Records support graduate documentation up until graduation ceremony</p>			



Business Process Analysis Summary - July 28-30, 2019

Project or Issue	Priority				Status - October 2019	
	Now	6 mo	yr	Weighted	Status	Updates
Guidience/Relationship						
Create a relationship starting in Middle School			4	4		
Service Learning for Staff	1			3		
Some Students are not reading the message		3	2	8		
Orientation Registration/Content	2	3	2	14	In Progress	Admission Pros solution in development (Adm Pros)
Celebrate Graduation		3		6		
Spotlight Alumni	1		4	7		
Communicate our Fixes to the Community			3	3		
Link the community to our students and the College				0		
Communicate with High School Registrar about Transcripts				0	In Progress	
Totals:	4	9	15	45		

Resources/Wishlist						
Web - Online Resource	2	2	3	13	In Progress	Website updated
Recruitment - Community Event - Schedule - Nudging		1	1	3		
Support work for Financial Aid		1	3	5		
Call Center - Outbound	2	1		8		
Inbound 1st Line Questions				0		
Steps to Registration	4			12	Complete	
Single Point of Contact	1	3		9		
Capacity of Employees		3		6		
Marketing Person	5			15	Complete	Hired Recruiter with Marketing exp. In MKT
Process - Moving from Volunteer\Service		2		4	In Progress	
Marketing Materials - Enough to Summer	1	3	3	12	Complete	Ordered
Totals:	15	16	10	87		

Marketing						
More Material	7	2	1	26		
Programs	2	4	2	16		
Detailed Marketing Plan		4	3	11		
Prioritized Marketing	3	3	1	16		
WV Invest Southern Branding	7			21	Complete	Southern Logo was added to flyers and website
Adult - Cost - Value - Job	2	3		12		
Totals:	21	16	7	102		

Parking Lot						
Consistant messaging about Southern Orientation participants need food					In Discussion	
Consistant training for all everyone recurring Recruiting Adult-Learners					In progress	In Discussion

Retention & DFWs: Life Issues					In progress	Using data to drive tutor delivery
Totals:	0	0	0			

Data						
Effective Data for recruiting: address downloads	6	2	20		In Progress	Work at the state level to discuss P-20 initiatives to share data and contact information
HS Graduation Date not on HS transcripts			0		Complete	Communicated with regional HS the importance of a final HS Transcript
Received date for Transcripts		2	4			
HS rank and Size - Transcripts GPA			0			
Early Entry from Transcript - ACT			0			
Consistant Data Entry	4	1	4	18	In Progress	Adm Pros
Training for Format		4	8			
Totals:	10	7	6	50		

Technology						
Recruiting Systems	4	1	13		In progress	Admission Pros solution in development (Ad.Pros)
No "S" Number - being able to switch later			0			
Early Entry - Auto Communication			0		Future	IBID
Review Automated E-mails		2	1	5		
Scanning Solution	4		12		In progress	IBID
Everyone has access to Banner - Issues			4	4		
Texting Capability - New Students	1	1	1	6	In progress	IBID
Calendering for walk-ins - Click here to schedule a meeting		4	8			
Active\Inactive - Readmit		2	2	6		
Automate Process & Audit Scripted Programs	4	1	2	16	In progress	IBID
Totals:	13	10	11	70		

Fix It						
Wait Time	4	1	14		In Progress	Developed spreadsheet for tracking, researching software solution
Recruitment Plan - All Involved			0			
Understand Funnel - Everyone Knows it		1	4	6	In Progress	Presented as part of Board Report
Multiple Applications		2	1	5		
Message from President and VPSS- Admission		2	1	5		
Recruiting - vs - Admissions	2	1	8		In Progress	Hired Recruiter
Funding the Tech Fee for Watermark Via	2	1	8			
Orientation	3	1	11		In Progress	Data collected/ Committee estab.
Last Dollar - Scholarship - "Amount"		2	5	9		
Public Toxic Message		2	1	5	In Progress	Discussion at Cabinet
Totals:	11	13	12	71		

Call to Action						
Community Relations	4	3	11			
All College List Serv.		3	3	Done	List serve developed	
Online Application need to be developed			0	In Progress	Adm Pros	
Acceptance - Financial aid App.	4		12	In Progress	Adm Pros	
Outside Business - Recruiting Students		2	2			
Apply for Admission for ECA			0			
Transcript Holds and Removal	3	1	7			
Final H.S. Transcript	1		2	In Progress	communication with High Schools	
College Transcript to Registrar	2	1	5			
Totals:	4	10	10			42

Barriers						
Parking Lot- Class- Parking Lot	4	2	10	In Progress	New enviroment and Food Services	
Seeing Southern as a College Experience - Grade 13	2	1	5			
Enrollment Terms		2	2			
Duel Credit - Communication			0			
H.S. Transcripts		3	3			
Address - 911	1	1	5			
First time Student ID Self Registration			0	Complete	Adjusted practice for registration	
Potential Loss of Class/Paying for College	11		33	Complete	Adjusted drop schedule	
Totals:	12	7	8			58

Communication/Materials						
Just in Time Communication & Publications		3	3			
Duel Credit Student > when they are a high school student			0			
Love our Community Campaign			0			
Internal Information\Switchboard	2	2	11			
Indentity/Branding	3	1	7	In Progress	Marketing established Branding	
What does the Flying S mean?	1		3			
Welcome - Invite to Apply	1	1	5			
Preadmission - Early Commitment	1	3	6			
Admission Letters and Communication		1	2			
Early Entry - Recruiting by Year			0			
Determine who is responsible for the Communication Plan			0			
Hard Copy vs E-mail - Financial Aid Letter		1	3			
Acceptance Letter\Letter > Transcript from High Schools	3	1	10	In Progress	Adm Pros	
Short - E-mail Message			0			
Quick Response		1	3			
Totals:	8	9	11			53

Grand Totals: **98 97 90 578**

Proposed Student Services Organizational and Functional Chart

March 2019

				Dean
New Student Orientation, Advising, and Registration	Student Development	Retention-Student Success	Recruiting to Enrollment	Administration of all Student Services Areas
Career Planning/ Development	Student clubs and organizations	Instructional Support/Tutoring	Assist with recruitment marketing	Training and Professional Development of Staff
Placement Testing	Student Government	Student Success Workshops, Study Groups, Academic Support	Develop recruitment to enrollment and communication plan and process	Strategic Enrollment Management Plan
New Student Orientation	Enrolled Student Activities	First Year Experience	Recruitment events and activities - College tours, open houses, career fairs, high school visits	Co-curricular Assessment Plan
Advising of new students and assigned returning students	Student Leadership – Student Ambassadors, Skills USA, NSLS, Phi Theta Kappa, etc.	Early Alert system and intervention	Enrollment Management Calendar	Title IX
Counseling	Student support resources distribution (Jamie’s Law, alcohol programming, etc.)	Develop viable tutoring assistance	Distribution of Applications and program information, as needed	Student Services webpage
Disability Services	Veterans – support (not certifying officer)	Job Placement Services – Resume Writing Job Applications Job Interviews Job Postings Job Fairs	Spiceworks Tickets	Student Exceptions/ Academic Standing
Special populations student services case management: TANF, Coalfield Development, PRIDE	Assessment plan and evaluation of co-curricular activities.	Assessment plan and evaluation of co-curricular activities in relation to student success	Track and assess outreach activities and return on investment	Civil Rights Review

Proposed Student Services Organizational and Functional Chart

March 2019

Dual Credit Student Enrollment				Policies and Procedures
Assessment Plan and evaluation of advising, special services, job placement services, etc. (co-curricular assessment)				Catalog
				Spiceworks Tickets
				Handbooks – Student Advising, Registration
				Student grievances
				Student complaints
Staffing				
Enrollment to Completion	Student Development	Retention-Student Success (tutors-part-time/temporary)	Recruiting to Enrollment (no direct reports, but linked due to application to enrollment) (*coordination line-not direct report)	Administration of all Student Services Areas
Shelia Combs-LO	Personnel that will assist with some activities	Michael Kitchen – PT/Temp Tutor	*Paula Maynard-WM Admissions/Records	Dianna Toler
Rhonda Collins -WM		Tyler Howerton – PT/Temp Tutor	*Shelley Parker – LO Admissions/Records	Darrell Taylor
Roger Williamson - WM		Liza Jackson – PT/Temp Tutor	*Patty Brooks – WY ½ Admissions/Records	Tim Ooten
Brian Collins – BN/LN			*Angela Bell – LN ½ Admissions/Records	Vicki Damron
Britanie Morgan-WY			*Vacant – BN ½ Admissions/Records	
Kara Plummer – WM –Tech Prgms.				
Hattie Evans – LO-DHHR/TANF				
Leah Marcum – WM/LO – DHHR/TANF				

Student Services



- Registrar**
- Transcript Evaluation
 - Degree Works
 - Banner Support
 - Add/Drop
 - Academic Reinstatement
 - Graduation Audit
 - FERPA
 - Grade Verification
 - Transfer Evaluation
 - Transcripts
 - Term Grades
 - Veteran Student Programming
 - Liaison with Veteran Services
 - Veteran Verification
 - Records
 - Commencement

- Admissions & Student Engagement**
- Admission**
 - Application Review
 - Communication Plan
 - Student Ambassadors training
 - Tracking Enrollment
 - Application Processing
 - Assigning Case Managers
 - Leadership & Development**
 - SGA
 - Orientation
 - Orientation Leaders Training
 - Leadership Programs Committee
 - National Student Leadership
 - SkillsUSA
 - Community Engagement**
 - COAL2GOLD
 - WV Invest Partnerships
 - Sports Recreation/Fitness Center**
 - Facilities Management Liaison
 - Risk-management
 - Marketing and Engagement
 - Student Rights**
 - Behavior Intervention
 - Jamie's Law
 - Title IX Investigator & VAWA
 - Counseling Referrals

- Financial Aid**
- Documentation
 - Financial Aid Processing
 - Awards
 - Verifications
 - Audits
 - WV Invests Liaison with State
 - FA Appeals

- Student Support**
- Disability Services**
 - ADA Coordinator
 - Adult Services**
 - Assist in recruiting Adults Ed programs and Voc. Rehab.
 - TANF Grant**
 - Grant Support
 - Liaison with Workforce**
 - Advising Non-Traditional Career Development**
 - Career & Major Decision
 - Resume/interviewing
 - Job Fair
 - Counseling Referrals & Programming
 - Dual Credit Registration
 - Testing Services
 - Serve as an Academic Advisor
 - Back up for Student Conduct

- Student Success & Advising Services**
- Academic Advising**
 - College-wide Advising Coordination
 - Parent Engagement – Post enrollment
 - Serve as academic Advisor in Logan
 - Faith-Based Committee
 - Student Success Coordinator**
 - Tutoring Coordination
 - Academic Progress Report
 - Early Alerts/ Mid-term Grades
 - Academic Advisor
 - OR 101
 - Workshops for Success
 - Summer Bridge
 - GEAR UP Grant**
 - Individual Success Plans
 - Second Chance – Case Manager
 - Transfer Fair

Vice President, Student Services

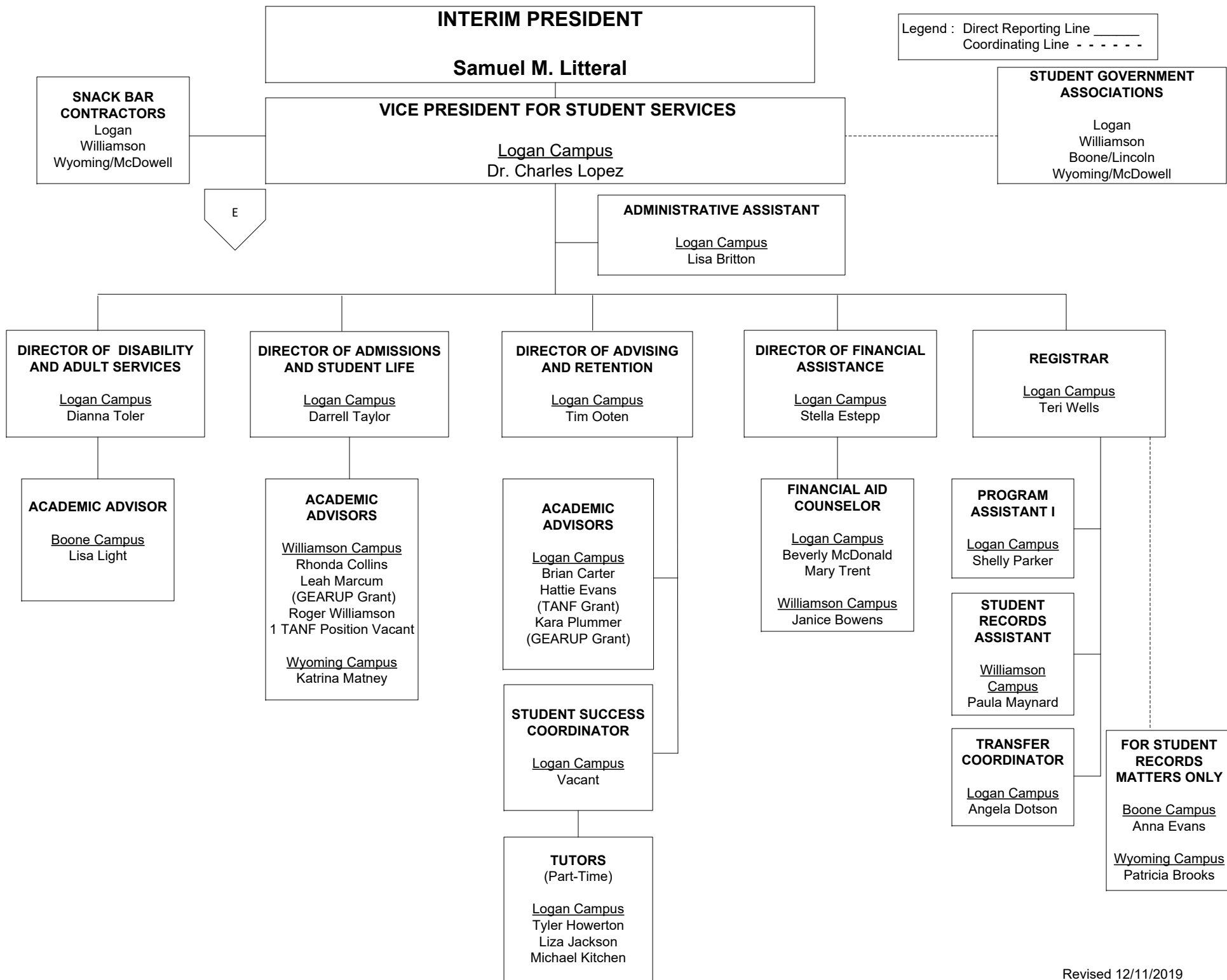
Enrollment Management

Assessment/ Professional Development

Title IX Coordinator

WV Texting

Grants Liaison



Position: Director of Disability, and Adult Learner Services

Designated ADA Coordinator

Reports to: Vice President of Student Services

Essential Functions:

The Director of Disability and Adult Services provides leadership regarding disability-related services and is responsible for implementing all pertinent disability-related legislation and guidelines. The Director is responsible for developing, coordinating and implementing programs, services, assessments, policies, procedures and strategic goals in regards to a comprehensive accessibility program. Supervises staff in implementing these services while advising the college about understanding, adhering to, and developing policies and procedures for serving students with disabilities. Communicates effectively with adult learners and maintain good relationships with faculty/staff and students. Serves as an advocate for students with disabilities to ensure an understanding and responsiveness for and to their needs.

Duties and Responsibilities:

1. Conducts intake interviews with students interested in obtaining accommodations for a disability. Evaluates disability documentation to assess eligibility for disability services. Makes determinations and recommends reasonable accommodations and academic support based on student's intake and assessment; arranges and coordinates campus responses for individual students to receive and access support needs.
2. Coordinates and arranges for the provision of support services, accommodations, and academic adjustments for students with disabilities to ensure access to instruction, services, programs, and activities. Services may include assistive and adaptive technology, ASL, and testing services.
3. Maintains student data, accommodation documentation, and related records for students with disabilities, establishing secure storage and privileged communications practices online comply with FERPA and ADA confidentiality laws.
4. Serves as Section 504/ADA Coordinator, advising, mediating, and triaging student complaints of on-campus discrimination based on disability
5. Serve as Title IX investigator as needed
6. Serves as an academic advisor for both clients and non-traditional students
7. Provide presentations on Drug and Alcohol Abuse Information
8. Provide students with brief counseling and referrals to area mental health agencies
9. Serve as Grant Principal Investigator for both TANF and GEAR UP grants
10. Create and maintain and publicize the community-based resource referral list
11. Provides consultation and support to faculty and college administrators on issues and concerns regarding access, rights of students with disabilities, and universal design, ensuring compliance with Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines (WCAG) 2.0 standards.
12. Provides consultation and support to faculty and college administrators on issues and concerns regarding understanding and supporting adult learners. Work with teams to identify and implement initiatives that increase the persistence and completion rates of online and adult learners.
13. Collaborates with IT, campus library, and academic support departments to determine placement and need for adaptive technology, equipment, and specialized furniture in classrooms and other areas to support student learning.
14. Develops and conducts training and workshops for staff, faculty, and students to increase disability awareness, as well as understanding how to support on-line and adult learners.
15. Participates in professional organizations and professional development to stay current with literature, best practices, legislation, and technology as they relate to accommodations for students with disabilities.
16. Consults with professional organizations and federal ADA technical support centers on issues of accessibility and accommodation to maintain compliance in a changing legal landscape.

17. Collaborates with Campus Managers and appropriate staff regarding evacuation plans, areas of rescue, and active shooter protocols for students with disabilities to ensure the safety of students requiring special considerations.
18. Maintains working relationships with external agencies and community organizations to provide additional resources and support to SWVCTC students with disabilities.
19. Review, edit, and write policy and procedures related to Disability Services and ADA access ensuring Southern to with national and state laws and policies.
20. Works collaboratively with workforce team, assists with recruiting non-traditional students, and providing support services.
21. Works collaboratively with the office responsible for strategic communications (Public Relations Specialist) recommend and implement necessary changes to ensure relevant and timely contact with students (platforms include social media, college website, and learning management system);
22. Meets regularly with the Academic Affairs, Student Success Committee, and Student Services leadership teams to coordinate retention initiatives and collaborative efforts necessary to ensure plan's success;
23. Hires, trains, supervises, and evaluates designated staff within Student Services unit.
24. Performs additional related duties that may include Coordinating Dual Credit Enrollment, Counseling, and Career Development, other support services for our non-traditional student population.

Qualifications:

- A Master's degree from an accredited college or university in Higher Education, Rehabilitation, Counseling, Disability Services, or a related field.
- Three years of experience in disability services at a post-secondary institution.
- Seven years of relevant experience in student affairs or law is required. Experience in Higher Education is preferred.
- Familiarity with available software and assistive/adaptive technology and equipment.
- Deep knowledge of the requirements of Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 as it relates to reasonable accommodations, best practices, and providing services for students with disabilities in a higher education setting
- Excellent interpersonal and verbal communication skills
- Strong organizational and problem-solving skills
- Ability to work within a culturally diverse environment
- Ability to effectively interpret medical and psychological records to determine appropriate academic accommodations and services
- Ability to exercise tact and diplomacy in handling sensitive situations
- Demonstrated understanding and knowledge of current evidence-based best practices related to Disability Services
- Experience gathering data, analyzing trends and writing reports
- Experience identifying areas of improvement based on evidence
- Ability to coordinate multiple projects efficiently while meeting required deadlines
- Ability to maintain confidentiality and professionalism is required.
- Supervisory experience preferred.

Signatures: _____

Effective: _____

Position: Director of Financial Aid

Reports To: Vice President of Student Services

Essential Functions: The Director of Financial Aid will lead a progressive and dynamic financial aid department in order to support and advance institutional efforts to increase student access and success. The Director will plan, organize and manage the operations and activities of the federal, state, locally and private funded financial aid, monitor and ensure compliance with federal and state regulations, evaluate operations leading to continuous improvement and supervise and evaluate financial aid staff.

Duties and Responsibilities:

1. Plans, supervises, and evaluates the financial aid operations of the College.
2. Maintains the integrity of the financial aid recordkeeping process.
3. Performs fiduciary function as it relates to job responsibilities.
4. Maintains an office environment that promotes student learning and the development of high quality customer service.
5. Supervises the preparation and submission of institutional, state, and federal reports.
6. Provides strong, hands-on leadership in departmental organization, management, processing, technology, and customer service.
7. Develops and implements policies and procedures designed to maximize processing of financial aid.
8. Oversees departmental budget planning and administration.
9. Maintains accountability for internal and external audits related to financial aid; responds to audit inquiries; participates in resolving audit issues in cooperation with the college controller's office.
10. Develops and maintains collaborative relationships with appropriate college departments.
11. Exercises professional judgment in the review of all appeals.
12. Serves on college committees/councils.
13. Supports the enrollment management efforts of the college.
14. Responsible for the award and disbursement of all federal and state aid as well as scholarships/grants in accordance with federal state and local laws and policies.
15. Works collaboratively with IT staff to make programming changes to meet regulatory requirements and to provide constant improvements to decrease manual processing and reduce processing time.
16. Works with local high schools by conducting workshops for students and parents and being a resource person to answer questions on financial aid.
17. Participates in professional development activities to maintain currency of knowledge in the specific area of responsibility and matters related to Student Services.
18. Awards Southern scholarships and tuition waivers.
19. Develops annual goals and objectives for the financial aid office. evaluates programs, processes and services of the department to ensure quality, efficiency and effectiveness of operations. Identifies and implements needed revisions to program processes and procedures to ensure compliance with program certification, rules, regulations, guidelines, state and federal laws and University policies and procedures
20. Responsible for coordinating, documenting, and implementing all unit action planning, outcomes assessment, and institutional effectiveness efforts within the scope of administrative supervision.
21. Acts in accordance with College policies and procedures.
22. Manages budgets for assigned areas;

23. Works collaboratively with the office responsible for strategic communications (Public Relations Specialist) to assess current student communication plan to determine effectiveness; recommend and implement necessary changes to ensure relevant and timely contact with students (platforms include social media, college website and learning management system);
24. Meets regularly with the Academic Affairs, Student Success Committee and Student Services leadership teams to coordinate retention initiatives and collaborative efforts necessary to ensure plan's success;
25. Work with State coordinate WV Invest and other grants.
26. Student-Centered focused on creative problem-solving.
27. Performs additional related duties as assigned

Qualifications:

- Master's Degree preferred or Bachelor's Degree with minimum 5 years of administrative experience in higher education
- 4 years relevant experience in financial aid or other student services area, experience in Higher Education is preferred.
- Demonstrated ability to create, manage, and communicate complicated processes required. Strong organizational skills and attention to detail required.
- Excellent written and oral skills are required. Experience writing investigation reports/narratives is preferred.
- Ability to utilize technology in the delivery of services. Ability to maintain accurate records and be very detail-oriented in the implementation of projects, programs and services is required.
- Demonstrated understanding and knowledge of current evidence-based best practices related to Financial Aid
- Experience gathering data, analyzing trends and writing reports
- Experience identifying areas of improvement based on evidence
- Ability to coordinate multiple projects efficiently while meeting required deadlines
- Strong technical skills that include experience working with student financial management systems/tools
- Ability to effectively digitally communicate through new media, including social network sites (Facebook, Twitter, LinkedIn and Instagram)
- Excellent computer skills and proficiency with a variety of computer applications i.e. databases, Word, Excel, etc.
- Ability to maintain confidentiality and professionalism is required.
- Supervisory experience preferred.

Signatures: _____

Effective: _____

Position: **Director of Admissions and Student Life**

Title IX Investigator

Reports To: Vice President of Student Services

Essential Functions: The Director of Admissions and Student Life is primarily responsible for the development, implementation and management of a comprehensive enrollment plan and Student Life initiatives. The position serves as a Case Administrator for student conduct cases and as a hearing officer. The Director works with students and others to investigate violations of Southern's community standards such as: Student Conduct Code, Title IX, and violence against women. The Director of Admissions and Student Life leads the colleges efforts in student leadership, development and engagement.

Duties and Responsibilities:

1. Presents and analyzes data regarding new student admissions to assess status toward goals, areas of concern, and relevant trends, and use of that data to inform recruitment initiatives mid-cycle and for future planning;
2. Leads the teams in developing and implementing the admission and orientation process;
3. Leads the all campus teams about admission and orientation to including training, coaching, and providing developmental learning opportunities;
4. Serves as a campus resource for recruitment, admissions, orientation, and enrollment, establishing relationships with key partners in all areas;
5. Overseeing the Admission process including developing a communication plan, training Student Ambassadors, tracking enrollment, monitoring the application process and assigning advisors.
6. Ensures compliance with federal, state, and College regulations concerning student admissions; activities; and rights and responsibilities.
7. Assesses and assists in developing needed technologies to increase service to students and efficiencies in processes;
8. Communicates with prospective students, family members and supporters, community partners, and others to assist in the college search process and lead to enrollment;
9. Serve as the lead advisor to SGA, clubs and organizations, National Student Leadership, SkillsUSA and other community engagement programs including WV Invests (student participation);
10. Serves as a conduct officer and investigator for student rights and responsibilities, complaints, exceptions, and grievances. Duties include but not limited to providing campus-wide training on Title IX, investigation of cases, written reports of findings and serving as a hearing officer.
11. Works collaboratively with the Title IX team to ensure compliance with federal requirements under Title IX as well as SWVCTC policies. Recommend policy and procedure changes bases on ATIXA recommendations.
12. Works with the supervisor to review, edit, and write policy and procedures related to admission and student life, ensuring Southern is in compliance with national and state laws, and policies.
13. Collaborate with Student Success Committee to plan, implement and coordinate specific orientation events, for new students, and their families;
14. Manages budgets for assigned areas;
15. Works collaboratively with the office responsible for strategic communications (Public Relations Specialist) to assess current student communication plan to determine effectiveness; recommend

and implement necessary changes to ensure relevant and timely contact with students (platforms include social media, college website and learning management system);

16. Meets regularly with the Academic Affairs, Student Success Committee and Student Services leadership teams to coordinate retention initiatives and collaborative efforts necessary to ensure plan's success;
17. Performs additional related duties as assigned.

Qualifications:

- Master's Degree preferred or Bachelor's Degree with minimum 5 years of administrative experience in higher education
- 7 years relevant experience in student conduct, student affairs, residential life, or law is required. Experience in Higher Education is preferred.
- Demonstrated ability to create, manage, and communicate complicated processes required. Strong organizational skills and attention to detail required.
- Excellent written and oral skills are required. Experience writing investigation reports/narratives is preferred.
- Ability to utilize technology in the delivery of services and case management. Ability to maintain accurate records and be very detail-oriented in the implementation of projects, programs and services is required.
- Demonstrated understanding and knowledge of current evidence-based best practices related to student advising and retention (experience preferred)
- Experience gathering data, analyzing trends and writing reports
- Experience identifying areas of improvement based on evidence
- Ability to coordinate multiple projects simultaneously and efficiently while meeting required deadlines
- Strong technical skills that include experience working with student management and early alert systems/tools
- Ability to effectively digitally communicate through new media, including social network sites (Facebook, Twitter, LinkedIn and Instagram)
- Excellent computer skills and proficiency with a variety of computer applications i.e. databases, Word, Excel, etc.
- Ability to maintain confidentiality and professionalism is required.
- Supervisory experience preferred.

Signatures: _____

Effective: _____

Position: Director of Student Advising and Retention

Reports To: Vice President of Student Services

Essential Functions: The Director of Student Advising and Retention is primarily responsible for the development, implementation and management of a comprehensive student advising and retention plan. Advising involves mastering a robust knowledge base that includes the courses, degree requirements, curriculum structure, faculty, student issues and needs, policies, and processes. Through strategic partnership with cross-campus departments, the Director of Student advising and Retention will coordinate and implement intentional student success initiatives that target a diverse undergraduate student population, which largely includes first generation, low-wealth, historically underrepresented, and transfer students. The Director of Student Advising and Retention is responsible for the Campus-wide Academic Advising, First Year Experience (OR 110), Summer Bridge, Early Alert programs and the successful operation of the Student Success Center.

Duties and Responsibilities:

1. Improve Southern's current retention strategies, which includes assessing efficacy and recommending necessary student retention policy changes to administration;
2. Director for Student Advising and Retention has a significant, daily impact on the student experience. Advising responsibilities include meeting with individual students, fielding questions and feedback, explaining and upholding academic policy, and handling sensitive situations with a positive attitude and professionalism while maintaining strict confidentiality;
3. Oversee the management of a comprehensive early alert system focused on identifying and reaching at-risk students by engaging appropriate professionals to support students' abilities to persist in their programs of study;
4. Develop and implement programming for First Year students and returning students in conjunction with Student Success Center and our 4-year schools. This would include OR 110 and a Transfer Fair;
5. Oversee a faith-based community taskforce designed to support the students' faith-based needs;
6. Provide direct supervision for the Student Success Center with particular focus on special student services, learning labs and peer tutoring services;
7. Lead and provide oversight for seamless coordination and integration of academic advising and effective support service tools to enhance students' abilities to succeed through their first year transition to college;
8. Serve as an Academic Advisor for the Logan Campus. Counsel prospective, current, and visiting students on all matters related to their academic records and progress, including class registration issues, probation status due to grade point average, projected graduation date, transfer credits and communication issues that may arise between a student and faculty or administratio.;
9. Utilize data to develop and implement strategies to positively impact key metrics i.e. graduation rates, student satisfaction, student retention goals, and credit generation;
10. Potentially develop and implement programming for Summer Bridge for students and develop parents' engagement programming;
11. Supervise the coordination of the Student Success Center staff to recruit, select, train, and supervise peer tutors;

12. Lead ongoing efforts for academic departments and divisions to strengthen their retention efforts, coordinate strategies and assess effectiveness to increase students' retention, persistence, and co-curricular engagement;
13. Collaborate with Student Success Committee to plan, implement and coordinate specific orientation events, for new students, and their families;
14. Manage budgets for assigned areas;
15. Assess current student communication plan to determine effectiveness; recommend and implement necessary changes to ensure relevant and timely contact with students (platforms include social media, college website and learning management system);
16. Meet regularly with the Academic Affairs, Student Success Committee and Student Services leadership teams to coordinate retention initiatives and collaborative efforts necessary to ensure plan's success;
17. Perform additional related duties as assigned.

Qualifications:

- Master's Degree preferred or Bachelor's Degree with minimum 5 years of administrative experience in higher education
- Demonstrate understanding in Advising/retention strategies and services
- Demonstrate understanding and knowledge of current evidence-based best practices related to student advising and retention (experience preferred)
- Experience gathering data, analyzing trends and writing reports
- Experience identifying areas of improvement based on evidence
- Ability to coordinate multiple projects simultaneously and efficiently while meeting required deadlines
- Experience working with students from at-risk backgrounds preferred
- Strong technical skills that include experience working with student management and early alert systems/tools
- Ability to effectively digitally communicate through new media, including social network sites (Facebook, Twitter, LinkedIn and Instagram)
- Excellent computer skills and proficiency with a variety of computer applications i.e. Word, Excel, Google Tools, etc.
- Supervisory experience.

Position: College Registrar

Reports To: Vice President of Student Services

Essential Functions: The Registrar provides leadership, consultation and support in all areas related to student academic records and registration. The Registrar is responsible for the supervision and management of all administrative and operational functions of the Office of the Registrar. The Registrar ensures the integrity, accuracy, and security of all academic records of current and former students; facilitates effective student registration and enrollment; builds secure student data files and sets policy and procedure for their responsible use; maintains up-to-date course schedules, catalogs, and academic calendars; supervises two professional staff members; and oversees and maintains Colleague and degree audit systems. The Registrar supervises the processes for the articulation of transfer credits, graduation, enrollment and degree verification, production of official transcripts, and diplomas. The Registrar counsels and advises students, faculty, and staff on academic matters; and interprets and enforces policies and regulations of SWVCTC, and FERPA. Additionally, could be a member of various other Councils and Committees. This position develops and recommends policies and procedures for any area affecting student records by policies recommended by the American Association of Collegiate Registrars and Admissions Officers, West Virginia State Code, Community and Technical College System of West Virginia, and required federal compliance.

Duties and Responsibilities:

1. Responsible for the integrity, security, and accuracy of student academic records, both in physical and electronic form
2. Assure compliance with applicable local, state and federal regulations regarding student educational records, including FERPA
3. Manage registration activities and monitor enrollment numbers in partnership with the members of Cabinet, Deans, Student Services Leadership team, and the College Recruiter
4. Coordinate benefits, programs, and services for military veterans
5. Coordinate the student graduation process including the College's Commencement program
6. Create, manage and monitor business process for the Registrar's Office, keeping the department in line with best practices
7. Identify operational and strategic goals for Registrar's Office
8. Maintain Banner setup and settings in relation to student records and registration, Degree Audit and Academic/Term Calendars
9. Audit timely enrollment reports to National Student Clearinghouse
10. Supervise the processes for attendance tracking, midterm/final grading, articulation of transfer credit, graduation, degree certification, transcript fulfillment, enrollment verification and the issuing of diplomas
11. Interprets and enforces the academic policies and procedures of Southern West Virginia Community and Technical College. Implements and updates academic policies based upon best practices in partnership with applicable Executive leadership
12. Provides support to the design and implementation of systems that enhance access to student information, streamline processes, and improve the delivery of services to all SWVCTC stakeholders
13. Develops ways in which Banner and DegreeWorks can be used to its fullest potential, in an effort to meet the ever-changing technology-oriented needs of student records, registration, graduation, and student service processes at both the undergraduate and graduate level
14. Provides leadership in the assessment, selection, and implementation of web-based delivery systems and other software applications;
15. Works collaboratively with the office responsible for strategic communications (Public Relations Specialist) to assess current student communication plan to determine effectiveness; recommend and implement necessary changes to ensure relevant and timely contact with students (platforms include social media, the college website and learning management system);

16. Meets regularly with the Academic Affairs, Student Success Committee, and Student Services leadership teams to coordinate retention initiatives and collaborative efforts necessary to ensure plan's success;

17. Performs additional related duties as assigned.

Qualifications:

- Master's Degree preferred or Bachelor's Degree with a minimum of 5 years of administrative experience in higher education
- A minimum of 5 years of an increasing level of responsibility in a Registrar's Office of a regionally accredited college or university
- Familiarity with AACRAO and FERPA policies and guidelines
- Knowledge of Banner; familiarity with programming a degree audit system through DegreeWorks preferred
- Strong problem-solving ability

Competencies:

- Demonstrated ability to create, manage, and communicate complicated processes required. Strong organizational skills and attention to detail required.
- Excellent written and oral skills are required.
- Demonstrated understanding and knowledge of current evidence-based best practices Experience gathering data, analyzing trends and writing reports
- Experience identifying areas of improvement based on evidence
- Ability to coordinate multiple projects efficiently while meeting required deadlines
- Strong technical skills that include experience working with Banner and other 3rd party software solutions.
- Ability to effectively digitally communicate through new media, including social network sites (Facebook, Twitter, LinkedIn, and Instagram)
- Outstanding customer service skills.
- Ability to make independent decisions and solve a full range of issues that are impacted by university policies and state and federal regulations.
- Demonstrated ability to generate and implement direction for the assigned area and ensure alignment with the department, Division of Student Affairs, and university strategic goals.
- Ability to maintain confidentiality and professionalism is required.
- Supervisory experience preferred.

Signatures: _____

Effective: _____

Position: Student Success Center Coordinator
Reports to: Director of Student Advising and Retention

Essential Functions: The Student Success Center Coordinator is primarily responsible for providing leadership, management, planning, scheduling and facilitation of the Student Success Center. The position will coordinate multiple programs within the Student Success Center. Programs include tutoring, Early Alert, Academic Success workshops, presentations, and Financial Aid outreach. Through a strategic partnership with cross-campus departments, the Coordinator will organize and implement intentional student success initiatives that target a diverse undergraduate student population, which largely includes first-generation, low-wealth, historically underrepresented, and transfer students.

Duties and Responsibilities:

1. Provide leadership, management, planning, scheduling and facilitation of the Student Success Center
2. Facilitate workshops, study groups and individual sessions in on-site and virtual delivery methods in such topics as study skills, time management, test-taking, and college adjustment.
3. Coordination of the Student Success Center staff to recruit, select, train, and supervise peer tutors;
4. The Coordinator will also serve as a tutor, responsibilities include meeting with students,
5. Supervise for the Student Success Center with particular focus on special student services, learning labs and peer tutoring services
6. Coordinate the management of a comprehensive early alert system focused on identifying and reaching at-risk students by engaging appropriate professionals to support students' abilities to persist in their programs of study;
7. Coordinate Early Alert intervention and academic intervention with Student Services team, Academic Support Specialist and provide student follow-up efforts. Work with faculty, and staff to identify and refer high-risk students to the Learning Studio.
8. Serve as an Academic Advisor during high volume periods such as summer and during registration. Counsel prospective, current, and visiting students on all matters;
9. Assist in develop and implement programming for First-Year students and returning students in conjunction with Student Success Center and our 4-year schools. This would include OR 110 and a Transfer Fair;
10. Will be expected to administer placement testing.
11. Required to travel to other campuses and recruiting sites to present workshops on Financial Aid and other related topics (as needed);
12. Prepare regular data and assessment reports as necessary to track utilization and impact of services, and analyze trends;
13. Collaborate with the Director to develop and implement programming for Summer Bridge for students and develop parents' engagement programming;
14. Collaborate with Student Success Committee to plan, implement and coordinate specific orientation events, for new students, and their families;
15. Perform additional related duties as assigned.

Qualifications:

- Master's Degree preferred or Bachelor's Degree (education, counseling, or related field) with minimum of 3 years of Student Services experience in higher education
- Demonstrate understanding in education, pedagogy, retention strategies, and services (Preferred)
- Demonstrate understanding and knowledge of current evidence-based best practices related to student success (experience preferred)
- Experience gathering data, analyzing trends and writing reports
- Experience identifying areas of improvement based on evidence
- Ability to coordinate multiple projects simultaneously and efficiently while meeting required deadlines
- Experience working with students from at-risk backgrounds preferred (Preferred)
- Ability to effectively digitally communicate through new media, including social network sites (Facebook, Twitter, LinkedIn, and Instagram)
- Excellent computer skills and proficiency with a variety of computer applications i.e. Word, Excel, Google Tools, Banner, etc.
- Supervisory experience (Preferred).