

## **ASSOCIATE VICE PRESIDENT, STUDENT SERVICES**

### **DEFINITION**

Under the administrative direction of the Vice President, Student Services, and in support of the Division of Student Services, plans, organizes, controls, and provides administrative direction and oversight for all operations and support functions assigned to Student Services. Provides leadership and oversight for the analysis, development, implementation, and evaluation of specific services and programs that provide direct support to students. Participates and assists in leading strategic efforts to address issues related to student development, student success and student equity, and student persistence and retention. Addresses issues related to the improvement and enhancement of policies, procedures, and program-specific services and interventions for students. Provides highly responsible and complex professional assistance to the Vice President, Student Services to address College and division goals, initiatives, and programs. Serves as a member of the Student Services Management Team and the Student Services Team. Coordinates and directs communication, information, resources, and personnel to meet the needs of the Student Services Division. The Associate Vice President, Student Services may act as Vice President, Student Services in their absence.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President, Student Services. Exercises general direction and supervision over management, professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This is a management classification that oversees, controls, and directs programs and services of the Student Services Division, including planning and program development, outcomes measurement and research efforts, administration of department policies, procedures, and programs; and oversight of division programs, departments, and services. This position provides direct assistance to the Vice President, Student Services in a variety of administrative, management, analytical, and liaison capacities. Responsibilities include developing, implementing, and analyzing student support strategies, coordinating activities of the division with departments, outside agencies, and managing and overseeing the complex and varied functions of the Student Services Division. The incumbent is accountable for accomplishing Student Services Division planning, goals, and objectives and for furthering College goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, organizes, controls, and directs support services functions to assist the Vice President in planning, development, and implementation of College processes and Student Services Division support services.

2. Provides administrative leadership and oversight for the implementation of student success strategies, especially those impacting the Student Success and Support Program (SSSP), Student Equity, Admissions and Records, Financial Aid, Disabled Students, Counseling, and Student Discipline.
3. Promotes effectiveness, efficiency, cooperation, coordination, and communication among departments and all constituencies within the Student Services Team.
4. Develops, disseminates, and interprets analytical information related to programs, services, and processes and analytics supportive of educational planning, student learning outcomes, student support outcomes, enrollment trends, accreditation, and required internal and state/federal external reports and provides and/or oversees training in these areas.
5. Assesses, develops, implements, and evaluates strategies to monitor and improve the quality of student support services.
6. Assists with strategic planning in developing and implementing strategies to support and achieve College goals, vision, and institutional effectiveness.
7. Assists in ensuring that support services programs and services comply with established College, state, and federal standards, requirements, laws, codes, rules, regulations, policies, and procedures.
8. Facilitates and enhances the participatory governance processes and relationships through collaboration with faculty, staff, and students.
9. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
10. Collaborates closely with colleagues within Student Services and Instruction related to enrollment, registration, curriculum, articulation, transfer, assessment, and advisement.
11. Coordinate and direct communications, educational planning activities, program development functions, and strategies to communicate with students regarding College policies, processes, requirements, and opportunities.
12. Works effectively with schools and school districts, baccalaureate level colleges and universities, community groups, business and industry, and government and legislative bodies to develop partnerships which result in improved service to the community and to students.
13. Maintains collaboration with other associate vice presidents regarding College-wide matters.
14. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
15. Provides consultation and technical expertise to staff, faculty, administrators, and others concerning College operations and activities; responds to inquiries and provides detailed and technical information concerning College programs, departments, services, curriculum, courses, and related matters; assures proper and timely resolution of student, staff, faculty, and administrative issues, complaints, and conflicts.
16. Establishes, implements, and fosters an environment of belonging as it relates diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

17. Develops and prepares annual preliminary budgets for assigned programs, including categorical programs; monitors and analyzes operations, activities, programs, and courses to determine educational and financial effectiveness and operational efficiency; periodically analyzes and reviews budgetary and financial data; controls and authorizes expenditures related to specific programs; identifies resources and develop grant or special project applications in partnership with departments, governmental bodies, granting agencies, and the Grant's Office.
18. Directs the preparation and maintenance of a variety of records and reports, including annual program reviews, grant- and categorically-funded programs; assures that mandated reports are submitted appropriately and according to established timelines.
19. Provides technical information and assistance to the Vice President, Student Services, regarding student support services, activities, student needs, and issues; participates in the formulation and development of policies, procedures, and processes related to program compliance and reporting structures.
20. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
21. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
22. Implements, enforces, supports, and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
23. Maintains, updates, and recommends changes to Board Policies and Administrative Procedures related to scope of responsibilities and facilitates their approval at all stages of the process, including Board approval.
24. Attends required Board meetings and Board Study Sessions.
25. Represents division vice president in meetings, events, and committees as assigned.
26. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Educational policies and practices that impact the development, delivery, and outcomes measurement of support services to students.
3. Specific strategies, research, and techniques to address the unique educational needs of community college students.
4. Principles and practices of effective leadership and administration of student services programs, departments, and initiatives.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Administrative principles and practices including the development, assessment, and measurement of Student Learning Outcomes and Support Services Outcomes.
7. Administrative principles and practices, goal setting and strategic planning, monitoring, measuring, and reporting of goals, objectives, and outcomes.

8. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
9. Technical, legal, financial, and public relations issues associated with the management of support services and programs.
10. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. Principles and procedures of record keeping, technical report writing, and preparation of correspondence, presentations, and reports.
14. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.

#### **Skills & Abilities to:**

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Identify, develop, and implement resources and strategies towards the goal of being able, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Work collaboratively to institute educational effectiveness strategies, processes, systems, programs, and services.
6. Direct and participate in the development, analysis, and implementation of College programs, services, initiatives, and strategies.
7. Develop, initiate, document, and evaluate processes related to goals, objectives, strategic actions, key performance indicators, and outcome measurements.
8. Provide consultation and technical expertise concerning College operations and activities.
9. Assure proper and timely resolution of issues, complaints, conflicts, and grievances.
10. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for departments and programs.
11. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
12. Make sound, ethical, and independent decisions within legal and general policy and regulatory guidelines.

13. Review situations accurately and determine appropriate course of action using established policies and procedures; understands scope of authority in making independent decisions.
14. Analyze situations accurately and adopt an effective course of action; plan, prioritize, and organize work; meet schedules and timelines.
15. Direct the development of a variety of reports, records, and files related to assigned tasks and activities; prepare comprehensive narrative and statistical reports.
16. Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner; oversee the expenditure and reporting of funds related to program requirements and College fiscal policies.
17. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
18. Communicate effectively through various modalities.
19. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
21. Conduct effective negotiations and effectively represent the division and the College with governmental agencies, legislative bodies, and educational organizations.
22. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
23. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Master's degree from a regionally or nationally accredited college or university with major coursework in fields related to student services, student affairs, student development, persistence and retention, or educational equity.
2. Three (3) years of increasingly responsible management experience in student support services, program development, and outcomes measurement of specialized programs for diverse students, including supervisory experience.

**Desirable Qualifications:**

1. Direct oversight at a dean or director level of student services programs and departments.
2. Experience in program accountability and measurement, outcomes assessment, strategic planning, and research specifically related to student services, student development, persistence and retention, and programs and services designed to serve diverse student populations.
3. Knowledge of community college students and the unique educational issues within community colleges impacting student success.
4. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR

5. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian America and Native American Pacific Islander-Serving Institution (AANAPISI).

### **Licenses and Certifications:**

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

### **PHYSICAL DEMANDS**

This is primarily a sedentary office classification although standing and walking between work areas may be required. Must possess mobility to work in a standard office and classroom setting; operate a motor vehicle and to visit various on and off campus sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment Occasional bending, stooping, kneeling, reaching, pushing, and pulling. Ability to lift, carry, push, and pull materials and objects up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office and classroom environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 5/2023