

BENJAMIN FRANKLIN INSTITUTE OF TECHNOLOGY

Director of Student Success

Position Description

As a thriving, student-centered college with graduation rates double the national two-year college average and triple the Massachusetts two-year college average, Benjamin Franklin Institute of Technology seeks an innovative and highly motivated Director of Student Success that will be a passionate advocate for students and will actively lead and contribute to institution-wide efforts to further improve graduation and retention rates of our student body. The Director of Student Success will have oversight of staffing, management, program design, and assessment of three focal areas that contribute to student success: i) advising; ii) orientation programs; and iii) retention focused systems. In this, the Director will be charged with the day-to-day operations of the College's advising function, the Academic Success Center, the early alert program, and the College's orientation programs. Additionally, the Director will manage a large caseload of students as well as oversee an advising cluster of approximately 40% of the College's student body. The Director of Student Success will frequently collaborate with the Deans of Student Services and Academic Affairs, Student Affairs staff, Enrollment Management staff, Academic Affairs staff, and faculty.

Essential Functions:

Academic Support and Advising

1. Work as a hands-on director managing a large caseload of advisees and instilling a sense of excitement regarding student success, retention, and graduation.
2. Provide oversight and support of an advising cluster consisting of approximately 40% of the student body and approximately 15 faculty and staff advisors each with caseloads of between 3 and 15 advisees.
3. Be a highly-motivated self-starter with the ability to collaborate with the Dean of Student Services and Student Success Coaches in managing all aspects of advising including program development, implementation, evaluation, and modification of the program.
4. Collaborate with Success Boston advisors from the Boston Private Industry Council (PIC) and other area community based organizations.
5. Collaborate with the Assistant Director of Advising/Disability Services Coordinator and the College's Social Worker to design and provide training to advisors, faculty, and staff about advising services at the College. Provide leadership and maintain advising materials/resources to ensure the utilization of a variety of effective and best-practice advising delivery systems and methodologies.
6. Assess the College's advising program and make recommendations for enhancement and improvements through student meetings, focus groups, and outcome assessments.
7. Manage the recruitment of advisors and the assignment of advisees.
8. Manage the Academic Success Center, including the recruitment and scheduling of faculty tutors, budgetary oversight and time sheet approval, and program assessment.

Orientation Programming

1. Plan and administer the College's First Year Experience (FYE) and Second Year Experience (SYE) orientation programs. Responsible for the assessment of program outcomes and success. Conduct longitudinal research about the effectiveness of the orientation programs.
2. Manage the logistics and staffing of the Check In process at the start of each academic term.
3. Establish and manage a "concierge service" during the start of the semester for students that will provide students with a central location to have their specific questions answered that are typical at the start of the semester. This will include the recruitment and training of staff members to serve as "concierge agents" during the start of the semester.

Retention Focused Systems

1. Manage the College's Early Alert system (Support Our Students - SOS) and interact with the IT staff to mitigate any technical issues that may arise. Responsible for the assessment of early alert usage

and success. Conduct longitudinal research about the effectiveness of the program and make recommendations for enhancements and improvements.

2. Manage the development of the Student Handbook and Planner.
3. Coordinate Student Services information and ensure accuracy on the College's website and in print publications including the College Catalog.
4. Participate in the development of a retention-focused communications plan. Assist with the implementation and assessment of the plan.
5. Demonstrate strong technical skills and the ability to manage the implementation of new tools and systems that would support the College's retention and student success initiatives.

Additional Responsibilities

1. Manage the academic honesty policy. Investigate and adjudicate any violations as outlined in the Student Handbook.
2. Serve on College-wide committees including the Students of Concern Committee, the Satisfactory Academic Progress Committee, the Commencement Committee, the Catalog Committee, and others as assigned.
3. Collaborate with other faculty and staff in the planning of special events including, but not limited to, the Dean's List Luncheon, Academic Convocation, the Student Academic Awards Reception, and Commencement.
4. In consultation with the Dean of Student Services, review policies and operational practices and recommend changes with the goal of improving the student experience.
5. Keep current on all aspects of academic programs, academic support services, student information system procedures, College policies, mission and philosophy.
6. Collect, analyze, and disseminate data relative regarding student success to internal constituencies.
7. Other duties as assigned.

Qualifications:

1. Master's degree required. Background in secondary education, higher education administration, counseling, or special education preferred.
2. Experience working with and a demonstrated sensitivity to understanding the needs and concerns of a diverse urban student population, many of whom are first generation college students, is essential to the incumbent's success.
3. Three-to-five years of successful experience employed in an advising or student success capacity.
4. Understanding of and experience working with students with documented learning disabilities is preferred.
5. Demonstrated ability to form partnerships and effectively build and lead teams.
6. Excellent oral and written communication skills and strong presentation skills with demonstrated ability to develop interpersonal and organizational relationships.
7. Self-motivated with the ability to work in a fast paced environment, the ability to multi-task, and the ability to pay special attention to detail.
8. Knowledge of Microsoft Office, student information systems, database administration, SQL, Internet, social networking, and email and the ability to utilize and train colleagues on new software and other technology as needed.
9. Sense of humor.

Applicants who may not exactly meet these qualifications are encouraged to describe in writing why they would nonetheless contribute substantially to the success of the college and would carry out the requirements of the job. Application materials including a cover letter, resume, and professional references should be sent via e-mail to Michael Bosco, Dean of Student Services, at mbosco@bfit.edu.

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