

## **Academic Support Coordinator, Student Outreach Services**

**About the Position:** The Academic Support Coordinator is a member of the Student Outreach Services Team who participates in a full range of retention efforts. The primary purpose of the Academic Support Coordinator is to facilitate academic advising, academic intervention, cultural/social integration, and outreach to traditionally underrepresented and non-traditional students. This position is responsible for providing academic support to help students transition to Western, meet their goals, overcome personal challenges and achieve academic success.

**About the Department:** [Student Outreach Services](#) supports Western's mission to bring together individuals of diverse backgrounds and perspectives in an inclusive, student-centered university that develops the potential of learners and the well-being of communities, and encourages applications from diverse candidates.

### **Position Responsibilities:**

- Provide support to students in the areas of academic advising, mentoring, the development of individualized educational plans, registration assistance, class selection, and major/career selection
- Help students navigate university policies and procedures, solve problems and develop critical thinking and independent learning skills
- Track academic progress of assigned students and coordinate activities and programs that enhance student success
- Make appropriate referrals to students in need of additional assistance
- May assist with the implementation of the 105 Credit Holds outreach and intervention program; pulling reports, processing online declaration plans, tracking data, sending email notifications, placing/removing holds from student accounts, advising 105 credit students, and compiling quarterly report.
- Assist with the implementation of the First-Alert program (students on warning, probation, or continuing probation)
- Serve on the Student Outreach Services Team to plan, coordinate and assess orientation and outreach programs (i.e, Summerstart and Transitions orientation/advising sessions)
- May serve as an instructor for EDUC 108, an academic success class, that provides students with an in-depth orientation to college life, academic support resources and social integration opportunities that aid in educational persistence and retention
- Develop, coordinate and present quarterly workshops, presentations, and panels on academic success, personal growth, and development to students served by the Student Outreach Services department
- Develop programs that promote social and cultural integration to students served by the Student Outreach Services department
- Contribute to the Student Outreach Services Team by researching best practices in the field of retention, particularly first-generation, low-socioeconomic, and non-traditional student populations

- Assess/evaluate current activities/programs in the Student Outreach Services department, that contributes to an annual evidence-based report showing clear outcome expectations
- Work collaboratively with faculty and staff on retention issues and to improve overall support services
- May serve on college-wide committees and task forces (as approved by supervisor) focusing on academic success and retention of underrepresented student populations
- May edit and update the departmental website ensuring accurate and timely dissemination for potential students as well as current students
- May oversee student employee hours (undergraduate and graduate) to maintain that hours worked comply with allotted funds for student employment and provide verification for hours worked by signing student employee timesheets and to include the full range of hiring, training, evaluating, to ensure that their learning/development and performance are in line with the department's mission
- Demonstrate attention to detail
- Engages in professional development opportunities to support the development of competence and effectiveness in the areas of inclusion, diversity, multicultural and cross-cultural proficiency, and other related topics.
- Supports an inclusive environment for staff and students, development of cultural competency skills, and the delivery of programs that advance diversity objectives of the campus community.
- Other related duties as assigned by the assistant director of Student Outreach Services
- Some evening and weekend work required

**Required Qualifications:**

- Master's or other advanced degree (completed by time of employment)
- Demonstrated experience in understanding the experiences and needs of Native American students
- Demonstrated experience in higher education, including minimum of one year experience in academic advising, tutoring, mentoring or related experience
- Demonstrated experience planning and coordinating student support services and programs
- Demonstrated experience in supporting diverse, traditionally underrepresented and/or underserved first-generation, low-socioeconomic and non-traditional student populations
- Effective written, verbal and interpersonal communication skills
- Demonstrated ability to work positively and effectively as a contributing member of an administrative team in a fast-paced, high-stress university/college system
- Demonstrated experience using computer technologies such as databases, internet, spreadsheets, tracking systems, word processing
- Demonstrated ability to manage multiple projects and time while under pressure to meet deadlines

**Preferred Qualifications:**

- Advanced degree in Student Affairs Administration, Counseling, Education or a related field
- Demonstrated ability to handle highly sensitive information/materials in a confidential manner
- Experience working effectively with diverse groups of people at all levels of an organization in a variety of settings
- Experience with Banner, Bi-Query, or similar database and reporting applications

**Application Instructions:**

Please log in below and submit your application via WWU's Electronic Application System for Employment (EASE). Note: You will need to be using Internet Explorer to fully utilize our online application system.

Submit a cover letter explaining how you meet the required and preferred qualifications, a resume and the names and contact information for 3 professional references. You may cut and paste or upload your resume and cover letter as noted on the EASE application.

**Closing Date:** Open until filled

Western Washington University (WWU) is an equal opportunity and affirmative action employer committed to assembling a diverse, broadly trained faculty and staff. Women, minorities, people with disabilities and veterans are strongly encouraged to apply. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, WWU does not discriminate on the basis of race, color, creed, religion, national origin, sex, disability, age, veteran status, sexual orientation, gender identity or expression, marital status or genetic information in its programs or activities, including employment, admissions, and educational programs. See WWU's Policy on Providing Equal Opportunity and Nondiscrimination. EO/AA inquiries may be directed to the Vice Provost for Equal Opportunity and Employment Diversity, Title IX Coordinator, Equal Opportunity Office, Western Washington University, Old Main 345 (MS 9021), 516 High Street, Bellingham, WA 98225; 360.650.3307 (voice) or 711 (Washington Relay); [EEO](#).

WWU is committed to providing reasonable accommodations to qualified individuals with disabilities upon request. To request this document in an alternate format or to request an accommodation, please contact Human Resources Disability Services, 360.650.3774 or 711 (Washington Relay).

All new employees must comply with the immunization policy and show employment eligibility verification as required by the U.S. Citizen and Immigration Service before beginning work at WWU. A thorough background check will be conducted on all new hires.