Director, Student Success and Retention
Community College of Philadelphia

Job Title	Director, Student Success and Retention
Department	All Jobs
Institution	Community College of Philadelphia
	Philadelphia, Pennsylvania
Date Posted	Jan. 23, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
	Professional Staff
Academic Field(s)	Administration - Student Affairs
Apply Online Here	https://www.click2apply.net/1Om2xpFAzeq2MHOKasq8Nn
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Job Description	

Posting Details

Position Information

Position Title: Director, Student Success and Retention

General Description
The Director, Student Success and Retention will provide leadership in the development of programs

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and services directed towards enhancing and creating student success initiatives designed to engage students and lead to improved academic success and persistence until educational goals are achieved. The Director will provide coordination and implementation of identified student success initiatives. The Director will manage the systemic college-wide early alert academic intervention system to identify and assist students who are having academic difficulty and will lead collaborative efforts bridging programs in both Academic and Student Success units. The Director will also gather, analyze, and utilize institutional data to implement strategic interventions to increase the retention and completion of all students. The Director has personnel management and budget oversight responsibilities.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Serve as a champion for the academic intervention system, EAB Starfish, through analyzing usage data, identifying at risk students and providing resources, increasing the utilization of faculty members, and exploring creative ways to incorporate the system into other areas of campus life.

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- Acts as the college lead in managing the systemic college-wide early alert academic intervention system, EAB Starfish, to identify and assist students having academic difficulty.
- Chair the flag clearing team dedicated to advancing outreach of students with early alerts.
- Analyze retention data, including courses with high drop, withdraw, and fail rates and recommend potential solutions to both campus partners and students.
- Develop assessment, evaluation, and benchmarking strategies to rate, analyze and improve the performance of new student onboarding initiatives and retention/persistence strategies and services.
- Facilitate the implementation of a systemic student retention strategy and serve as a member of the college's retention committee.
- In collaboration with the Associate Dean, maintain student persistence database to assist in the implementation of strategic data driven retention strategies.
- Advance the goals of "Achieving the Dream" to strengthen essential learning experiences of all students from their first year through program completion and/or graduation.
- Develop a series of planned, interactive learning experiences to create a college-wide student communication network.
- Develop, implement, and assess Student Success learning outcomes tied to the divisional strategic plan to advance the success of ALL students.
- In collaboration with departments across the college and utilizing institutional data, develop and implement specific strategic interventions for students on academic probation and students who have stopped out of the College.
- Maintain collaborative relationships with major administrative and academic units including those located at regional centers.
- Serve on appropriate college-wide committees.
- Develop quarterly and annual student persistence reports.
- Supervises staff to support student success and administrative staff.
- Provide direct supervision of identified student support programs, including supervision of associated staff.
- Responsible for all aspects of personnel management including preparing and conducting annual staff performance appraisals.
- Provide oversight of specific budget lines and administer and monitor grant budgets as assigned.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Maintain sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.

- Deliver quality customer services to both internal and external constituents in a professional helpful and courteous manner.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree required.
- Five (5) years of administrative, management, and supervision experience in student support services required.
- Previous experience using an academic early alert system required.
- Experience working with multiple institutional constituents to implement, assess, and enhance institution-wide programs required.
- Excellent interpersonal, written and oral communication skills required.
- Demonstrated ability to develop measurable outcomes and assessment strategies to formulate data-driven decision making and achieve strategic planning initiatives required.
- Demonstrated experience in creating and promoting learning-centered student activities and innovative student development methodologies that promote and cultivate student engagement required.
- Demonstrated proficiency in MS Word, Excel, and PowerPoint required.
- Exceptional organization and planning skills and ability to collaborate with others required.
- Ability to work effectively with an ethnically and culturally diverse campus community required.
- Understanding of and appreciation for the mission of an urban community college required.

Preferred Qualifications

- Master's degree in Higher Education/Educational Administration preferred.
- Related work experience at a community college preferred.
- Demonstrated proficiency with Banner preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled

by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:
https://www.myccp.online/human-resources/benefits-eligibility

Salary Grade or Rank: 4
Min Salary/Hourly Rate: $62,672
Max Salary/Hourly Rate: $103,410
Job Posting Open Date: 11/04/2024
Type of Position: Administrator
Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in

accordance with PA Child Protective Services Law.

- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
   - CareerBuilder.com
   - Higheredjobs.com
   - LinkedIn
   - The Chronicle
   - Veterans Job Fair
   - Professional & Technology Diversity Career Fair
   - AL DIA - Diversity Career Fair
   - Community College of Philadelphia Website
   - Indeed.com
   - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

   (Open Ended Question)

3. * What is the highest level of education you have completed?
   - No Response
   - High School/GED
   - Associates Degree
   - Bachelor's Degree
   - Master's Degree
   - Doctorate
   - Other

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4. * Do you have five (5) years of administrative, management, and supervision experience in student support services?
   - ○ Yes
   - ○ No
5. * Do you have experience using an academic early alert system?
   - ○ Yes
   - ○ No
6. * Do you have experience working at a community college?
   - ○ Yes
   - ○ No
7. * Do you have prior experience working with Banner or equivalent student information system?
   - ○ Yes
   - ○ No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References
2. Letters of Recommendation

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact   Abby Ametrano Aametrano@ccp.edu

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All Jobs

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