



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION: Dean of Student Development / Assessment

REPORTS TO: Associate Vice President for Student Affairs

GRADE: BOG 17

SUPERVISES: Professional, technical and clerical staff in the Dean of Students Office, Advising and Counseling Department, Testing and Assessment, New Student Freshman Registration, Scheduling Programs, Student Health Services Office, and Career Planning.

BASIC FUNCTION:

Assist in the planning, development, coordination, supervision, and evaluation of student success programs that ensure the appropriate academic placement and retention of students at all campus locations. As such, continually supervise, control and evaluate all programs and services related to testing and assessment, counseling, advising, career planning and placement, new student freshman registration, and student rights and responsibilities. Develop, maintain, and oversee the Financial Aid Appeals process for students not meeting Satisfactory Academic Progress (SAP), while maintaining compliance with federal regulations. Oversee and mediate student complaints regarding college services, processes, and protocol. Oversee the Student Health Services Office. Assist the Associate Vice President for Student Affairs with other administrative duties as directed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assist in the development of departmental goals and objectives, budgets, program assessment models, evaluation of staff, evaluation of departmental programs.

Assist in the recruitment, training, supervision, development and evaluation of all professionals and staff (both on-campus and off-campus sites) whose functions are directly related to testing, assessment, advising, New Student Freshman Registration, scheduling, academic, personal and psychological counseling, student rights and responsibilities, tutoring assistance, and career services.

Oversee and mediate student complaints as they pertain to Student Services, Academic Affairs, Bursar, and Financial Aid or in relation to their pursuit of their academic goals.

Knight Campus

Act as liaison referral to the Office of the President and Vice Presidents to mediate student complaints received from those offices and inform them of the final resolution.

Develop, oversee, and facilitate the Financial Aid Appeals process related to Satisfactory Academic Progress (SAP), ensuring compliance with all federal guidelines in partnership with the Director of Financial Aid.

- Establish and manage the appeals committee and appeal guidelines, ensuring compliance with all related federal guidelines.
- Work closely with Director of Financial Aid on the development of the overall coding system of appeal approvals/denials as well as the communication plans to students.
- Train Financial Aid Appeals Committee members and ensure they follow procedural and regulatory requirements.
- Develop the protocol and requirements of the Financial Aid Appeal process including but not limited to the components that constitute a completed Financial Aid Appeal that meets criteria for review.
- In conjunction with IT, develop and automated segment of the SAP that will be utilized by Advising & Counseling with regard to the Financial Aid Appeals process.
- Supervise the process of notifying students of appeal outcomes, informing students of options that may warrant a second review of their appeal, and/or the counseling of students about available options to denied appeals.

Participate in the development of protocols of Emergency Management and the training of counselors who may be responders to crisis management.

Arrange and supervise monthly information seminars to prospective students and individuals who wish to attend college.

Assist in the evaluation of all psychological, cognitive, career instruments in order to procure and make available to students the most appropriated assessment tools.

Develop and maintain public and private referral resources including counseling facilities, hospitals and community mental health agencies. Review services levels for internal quality control.

Develop and produce in-service training and staff development programs for departmental employees including but not limited to training related to crisis management and emergency situations.

Assist to Supervise, monitor and evaluate graduate interns in the areas of counseling and advising.

Assist to ensure the maintenance, security, and confidentiality of all student records relating to counseling, testing, and student grievances.

Provide consultation and advocacy for all students who seek redress through the Academic Grievance Procedure and disciplinary process.

Provide direct and daily consultation to students, staff, and faculty relating to a broad spectrum of student and institutional concerns and issues.

Participate in various divisional and College-wide committees such as the Academic Standards Committee, Retention Committee, Chairs' Council, and Academic Advisory Committee.

Act as a liaison between the Student Affairs Division and Department Chairpersons on various issues such as advising and counseling and clarifying program requirements.

Assist in the development, maintenance, staffing and evaluation of curriculum and instruction for Student Success Courses.

Assist in the maintenance of all computerized testing programs for the College Level Exam Program (CLEP) and DANTES.

Assist in the development and maintenance of all testing related to the ACT Testing Centers and SAT Testing programs at selected sites of the Community College of Rhode Island.

Assist with external and internal parties regarding all activities related to academic placement testing (COMPASS/ACCUPLACER).

Assist in the development and modification of the student handbook.

Assist in providing essential student data for purposes of defining student persistence, retention, and attrition in cooperation with the Office of Institutional Research.

Assist in the development and maintenance of all computer laboratories and testing areas that relate multiple programs of testing and assessment.

Other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal and mainframe computer systems and software, telephone. Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Master's Degree in Counseling is required. Minimum of three years professional and/or administrative experience in a college counseling center required. Experience in teaching at the Community College is preferred. Exceptional interpersonal and communication skills are also required. Must have knowledge of assessment measures to assess basic academic skills, academic ability, career and personality issues. Supervisory experience in an academic setting highly desirable.

CCRI is an Equal Opportunity / Diversity Employer.

Any individual with a disability who requires assistance in the application process should contact CCRI at (401) 455-6011 prior to the close of the application period. TTY: (401) 825-2313.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.

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November 2012