



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Director of Student Retention and Advising
POSITION NO.	502258, 501324, 502405
LOCATION	Multiple Campus'
REPORTS TO	Dean Office of the Associate Vice President for Student Affairs
GRADE	PSA 15
WORK SCHEDULE	Non-Standard: 35 hours per week; requiring flexible working hours, including occasional evening or weekend responsibilities for campus events, orientations, and training sessions
SUPERVISION	Student Success Coach Leaders, Professional and Support Staff
LIMITATION (if applicable)	N/A
REVISION DATE	February 2025

JOB SUMMARY:

The Director of Student Retention and Advising is an operational management role responsible for shaping and implementing innovative, student-centered academic advising technologies and strategies that meet the evolving needs of community college students. In this role, you will lead the continuous transformation of academic advising into a holistic, technology-driven, data-informed, and personalized experience that supports student success, retention, and completion. Working closely with Student Success Coach Leaders and Coaches, faculty, staff, and key campus stakeholders, you will reimagine advising practices, integrate advanced technologies, and promote advising strategies to prepare students for the future.

This forward-looking position requires a dynamic leader who is passionate about leveraging technology, data analytics, and research-driven approaches to create a next-generation advising model that empowers staff and students, enhances engagement, and fosters a culture of continuous improvement.

DUTIES AND RESPONSIBILITIES:

Advising Experience:

- Lead the design and implementation of a future-focused advising model that incorporates personalized, technology-enabled advising tools, such as AI-driven solutions, advanced analytics, and digital communication platforms
- Develop new advising approaches integrating career coaching, academic planning, life skills development, and mental health support, creating a seamless, holistic student experience
- Foster a culture of proactive advising that uses data to predict and address student needs before they arise, helping students stay on track for academic success

Technology & Innovation:

- Champion the adoption of cutting-edge advising technologies, including mobile advising applications, artificial intelligence (AI), automated communication systems, and data-driven tools for academic tracking and advising workflows
- Oversee the integration of advising platforms, ensuring they are accessible, user-friendly, and scalable to meet the needs of a diverse student body and staff
- Analyze emerging trends in education technology and ensure that advising practices stay ahead of technological innovations to improve student experiences and outcomes continuously

Advising Strategy:

- Design and lead efforts to create customized advising pathways for different student populations, including first-generation students, working adults, returning learners, students with disabilities, and students pursuing non-traditional careers
- Establish clear, personalized advising goals for students, helping them navigate the complexities of college and career planning, including transfer pathways, workforce readiness, and lifelong learning
- Utilize a strengths-based approach to advising that considers the whole student—academic, emotional, social, and financial needs—while focusing on retention and timely graduation

- Design and lead efforts to improve the verification of enrollment, drop for non-payment, satisfactory academic progress, and course schedule procedures, processes, and outcomes

Continuous Improvement:

- Leverage analytics and academic data to monitor student progress and identify at-risk students early, allowing for timely interventions that promote success and retention
- Implement regular assessment cycles to measure the effectiveness of academic advising programs and use data to refine and improve advising services continuously
- Establish robust feedback loops, including student surveys, focus groups, and consultations, to gather input on the advising experience and drive improvements

Collaboration & Engagement:

- Build strong partnerships with faculty, academic departments, student affairs, and external organizations to ensure academic advising aligns with CCRI's academic and strategic priorities and with innovative field best practices
- Engage in cross-functional collaboration with career services, mental health counseling, financial aid, and other student support services to provide a coordinated, wrap-around support system for students
- Promote a campus-wide understanding of academic advising as a shared responsibility, involving faculty and staff in supporting students' academic and personal growth

Professional Development & Leadership:

- Provide visionary leadership to staff, encouraging innovation, professional growth, and a student-centered approach to advising
- Foster a learning environment for staff that includes ongoing professional development, training in emerging advising technologies, and keeping up with best practices in student engagement
- Stay at the forefront of trends in higher education, student services, and advising practices to continuously evolve CCRI's advising approach
- Lead and participate in the training, hiring and performance evaluation process for professional and support staff
- Prepare, plan and administer budgets including projections and expenditures

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's degree
- Three years of management experience
- Demonstrated knowledge of and experience in academic advising
- Excellent oral and written communication skills
- Strong leadership and organizational skills, with the ability to inspire and manage a team of advising professionals
- Deep understanding of current and emerging academic advising trends, particularly around the integration of technology and personalized advising
- Excellent interpersonal, communication, and problem-solving skills, with the ability to work collaboratively with students, faculty, and leadership
- A commitment to student success, with a focus on equity, inclusion, and closing achievement gaps
- Ability to think creatively and strategically, translating new ideas into actionable plans that drive student engagement and success
- Proficiency in advising technologies, student information systems (SIS), and data analytics tools

PREFERRED QUALIFICATIONS:

- Managerial experience in higher education
- Experience integrating technology into academic advising practices and/or leading digital transformation efforts in a higher education setting

- Demonstrated experience in data analysis, program evaluation, and using analytics to drive decision-making in student services
- Familiarity with advising models such as intrusive advising, holistic advising, and developmental advising
- Experience with AI-powered advising tools, learning management systems (LMS), and student engagement platforms
- Experience in change management and leading transformation initiatives

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.