DIRECTOR OF STUDENT SUCCESS

Organizational Relationship:
The Director of Student Success reports to the Vice President for Student Engagement

Purpose:
The Director implements a model of holistic student development to ensure successful transitioning and retention of all traditional undergraduate students to and through North Park University. This position will provide oversight to the areas of onboarding and registration of first year experience, academic advising, first-year transition, transfer student onboarding, college readiness programs, COMPASS cohort program and career discovery and internship efforts. Along with the Director of Academic Engagement and Advising, the Director of Student Success is responsible for educating the campus community on how best to support students.

Responsibilities:
▪ Track retention trends among NPU students and make policy recommendations and decisions for student success based upon data analysis.
▪ Engage in setting direction for advancing student success among all traditional undergraduate students, by way of eliminating barriers to continuous enrollment and increasing persistence to graduation.
▪ Manage staff overseeing the on-going development, implementation, and assessment of a comprehensive first-year experience program;
▪ Oversee academic registration processes for new and continuing students through collaborative efforts with direct reports, Director of Academic Engagement, faculty, registrar, admissions, and academic deans.
▪ Assist the Vice President in establishing and measuring student learning through experiences hosted by the Center for Student Engagement.
▪ Oversee and provide leadership to career development and internships, by developing innovative approaches to preparing students for their careers.
▪ Engage in strategic planning efforts to ensure a successful array of career development opportunities including:
  o a robust internship program inclusive of faculty and staff efforts;
  o effective career counseling;
  o a mentoring program that aligns current undergraduate and graduate students with alumni in matching career interests through collaborative efforts with the alumni relations department.
• Develop a focus for the office to foster relationships with Chicago employers for the benefit of North Park University students and graduates.
• Maintain and establish new relationships with college readiness programs;
• Collaborate with members of the North Park University community and be invested in students’ progress towards degree completion.
• In collaboration with the Director for Academic Engagement, staff and oversee all sections of ACSR, a series of student success classes.
• Mentor students and be a model of mentorship for others.
• Adhere to and be accountable for following the University’s established policies and procedures.

**Qualifications:**

• Committed to and an articulate supporter of the university’s mission, identity, and Christian faith commitment.
• Desire to and proven ability to meet, relate to and work with a diverse student population
• Master’s Required.
• A minimum of 5-7 years of experience in educational administration in higher education settings within student success;
• A personal commitment to and ability to articulate the Christian mission of North Park University;
• Sensitivity to, and support for, multicultural issues and populations and diversity education;
• A developmental understanding of college students and a desire to facilitate and encourage their development in a supportive and service-oriented environment;
• The ability to effectively communicate with students, parents, administrators, faculty and staff members, and outside constituencies;
• An entrepreneurial spirit with proven leadership skills and managerial abilities;
• The ability to effectively coordinate many overlapping tasks and consistently meet deadlines.

**Effective Date:** October 2020

*NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.*