ASSISTANT DIRECTOR OF GRADUATE
RETENTION, ASSESSMENT AND ADVISING,
SCHOOL OF BUSINESS AND NONPROFIT
MANAGEMENT

Department: School of Business and Nonprofit Management

Reports To: Associate Dean, School of Business and Nonprofit Management

Position Summary: To provide the School of Business and Nonprofit Management (SBNM) with administrative support for graduate student advising and retention and student outcomes assessment tracking.

Essential Responsibilities:
1. Advise students enrolled in the school’s graduate programs and track student success.
2. Conduct an at-risk assessment to identify potential students for “stopping out” and coordinate a retention plan to identify tools and resources available to encourage program completion.
3. Create and maintain a communication matrix to track the contact with students and address student questions and concerns to develop an ongoing proactive response to improve student retention.
4. Maintain a record of graduate student academic performance by preparing a probation report and communicating with students regarding their probation status.
5. Facilitate online and face-to-face orientations for new students.
6. Develop online student resources in conjunction with UMC, COE and Library staff.
7. Conduct evaluations for all programs within the school through the dissemination of assessments and accurately interpret and report the findings.
8. Identify and order the appropriate student assessment tests and coordinate the proctoring of these examinations.
9. Monitor curriculum changes as they move through the North Park approval system to insure implementation.
10. Prepare, mail, and record surveys of students and alumni. Create graphical representation of data for presentation at SBNM Advisory Board and Faculty meetings.
11. Assist with the administrative support in the school office and supporting events, including covering the front desk from time to time as needed.

Essential Qualifications:
- Bachelor's degree required. Master’s degree in higher education administration strongly preferred.
- Excellent organizational ability, communication skills and time management.
- Strong written communication skills.
- Computer literacy and familiarity with Word, Excel, Survey Monkey, SPSS (or SAS) and the Internet.
• Understanding and appreciation of the SBNM program and associated key administrative and marketing processes.
• Sensitivity to the needs of working professionals.
• Ability to maintain confidentiality.
• Ability to be a self-starter and work independently with excellent customer service skills.
• Attention to and comfort with details.
• A clear understanding and personal commitment to North Park’s mission of Christian higher education.

Effective Date: 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.