

**UNIVERSITY OF MASSACHUSETTS DARTMOUTH
POSITION DESCRIPTION**

OFFICIAL JOB TITLE: Associate Provost for Student Success

DIVISION: Academic Affairs

DEPARTMENT: Office of the Provost

BARGAINING UNIT STATUS: Non-Unit

FLSA STATUS: Exempt

EEO STATUS: 1.2

JOB CODE: 023

REPORTS TO: Provost and Vice Chancellor for Academic Affairs

SUPERVISES: The Academic Resource Center, College Now, Upward Bound, the Campus Retention Committee, the Advising Roundtable, the Writing and Multicultural Center

SUMMARY PURPOSE OF POSITION:

The Associate Provost for Student Success (APSS) provides senior-level administrative assistance to the Provost in executing the mission and responsibilities of the Division of Academic Affairs, with emphasis on all aspects of student success and is responsible for developing, implementing, and evaluating strategies that support increased retention, persistence, graduation, and professional success of undergraduate students. The APSS works across administrative divisions, especially Student Affairs and Enrollment Management, and academic units to build collaborative relationships to advance equitable academic outcomes through effective retention strategies, seamless pre-collegiate and transfer pathways, cultivating a sense of belonging, aligning and coordinating academic and career advising, expanding co-curricular opportunities and experiential learning, offering proactive support for degree completion, and implementing data-informed and equity-minded practices. The APSS provides leadership and vision in planning programs and activities that promote an exceptional student academic experience, producing successful and engaged graduates aligned with our mission as a public research university.

EXAMPLES OF PRIMARY DUTIES AND RESPONSIBILITIES:

- Provide creative and visionary leadership in developing, prioritizing, reviewing, and improving student success programs and initiatives.
- Research, develop, implement, and evaluate strategies and plans for improving retention and graduation rates, including:
 - data collection/analysis/reporting
 - faculty and staff involvement in the planning and implementation of new student-success programs
 - evaluating existing and new interventions and programmatic opportunities
 - guiding groups of staff and faculty toward shared goals supporting student success
- Work directly with the Associate Provost for Faculty Affairs and Undergraduate Education, chairpersons, deans, and other academic personnel to identify and eliminate barriers affecting student academic success.
- Work with the Enrollment Management team to ensure enrollment goals and strategies are supported with comprehensive student success initiatives designed to meet the specific needs of incoming students.

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- Lead initiatives such as a comprehensive review of first-year curricula to ensure currency and relevance, including activities such as placement tests and block enrollments.
- Build support programs, in collaboration with the Associate Provost for Faculty Affairs and Undergraduate Education, Enrollment Management, and Student Affairs, geared toward first-generation students.
- Establish, convene, charge, and direct a campus-wide retention committee in collaboration with the Faculty Fellow for Student Retention.
- Incorporate diversity, equity, and inclusion principles in student success efforts consistent with the University's mission and vision.
- Create, revise, implement, assess, and report outcomes of student success initiatives and related programs to the campus.
- Lead the development of high-quality programs and institution-wide initiatives to enhance student engagement on campus and improve student persistence and degree completion.
- Stay current on research, national trends, and best practices related to student retention, completion, and engaged learning.
- Use evidence to assess the quality and effectiveness of current student success programs and services, ensure efficient use of institutional resources, and recommend continuation or discontinuance.
- Build and maintain strong cross-campus relationships with faculty, staff, and administrative office to support student success.
- In collaboration with the other Provost's Office personnel, draft, review, update, and administer relevant University policies, regulations, and rules related to academic success.
- Participate in the national conversation on Student Success through publications and presentations at regional, national, and international conferences.
- Envision, plan, and seek funding, including grants for future student success initiatives and programs.
- Collaborating with the academic deans, promote curricular and co-curricular learning experiences to enhance persistence and degree completion.
- Work with academic and administrative/service units to set goals and plans for improving retention and graduation rates.
- Serve as the point of contact in Academic Affairs for all matters related to undergraduate student retention, persistence, and graduation rates.
- Complete other duties as assigned.

Specific immediate responsibilities of this position include:

- Work with the college advising offices/staff to develop/update an academic advising model that effectively utilizes standardized, proactive, and targeted outreach to undergraduate students, client-centered practices, performance-based annual evaluations, and career ladder opportunities for academic advising staff.
- Create a virtual, one-stop Graduation Help Desk that works with leaders in academic units and academic advising to assist undergraduate students in resolving roadblocks to timely graduation and identify common institutional barriers impacting timely graduation.
- Work with Enrollment Management and Student Affairs to build a Financial Management/Education program to provide students with financial literacy education and counseling. Develop, implement, and monitor an early alert system for financial risk to better predict, identify, and successfully intervene with students in need of financial assistance early on in their academic careers.
- Provide frequent communication on retention progress to the Chancellor, Provost, Deans, Faculty Senate, and Cabinet.

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- Work with the Office of Institutional Research and Assessment to analyze and report on student success initiatives and to build real-time dashboards that track enrollment, retention, persistence, graduation rates, SCH completion, etc.
- Collaborate closely with administrators in Academic Affairs to catalog all current student success programs and initiatives and facilitate the development and implementation of robust and ongoing assessment practices to measure, both qualitatively and quantitatively, the effectiveness of these programs and initiatives, emerging best practices, and opportunities for data-informed change.
- Establish and regularly convene a University Student Success Advisory Board that includes leaders in Academic Affairs, Student Success, Student Affairs, Enrollment Management, and Advancement, working in partnership to address policies, procedures, workflow processes, and student success efforts that better serve the needs of UMassD students.
- Address challenges with technology tools that support student recruitment, enrollment, persistence, completion, and engagement.
- Coordinate, in collaboration with Enrollment Management and Advancement, the offering of retention grants for juniors/seniors who are on track to graduate but experience financial barriers to degree completion.
- Enhance onboarding practices (orientation/Summer Bridge) and First-year Experience programs.
- Scale up the use of predictive analytics tools for key student demographic groups by identifying and/or reexamining success markers/critical courses that are pivotal to degree completion.
- Partner with the academic leadership team to design and implement programs to address barrier or obstacle courses for students, experiential learning, block scheduling, and support for the First-Year Experience courses.
- Coordinate with campus partners to develop a five-year Student Success Roadmap for the university that is aligned with institutional goals, as well as an iterative process for initiating new strategies and tactics.
- Working with Enrollment Management, further develop, refine, and enhance services and support provided to transfer students.
- Further develop, refine, and expand academic success programming for at-risk students, including first-generation and Pell students and those on academic sanctions.
- Work collaboratively with Financial Aid and Enrollment Management to establish a financial support model aligned with equity and retention and persistence goals.
- Provide academic coordination and collaboration with targeted student support services, including orientation, advising services, tutoring services, career services, first-year experience, transfer student support, College Now, and others.
- Launch an *Advising Initiative* by engaging and leading the Advising Roundtable to examine the quality and effectiveness of current undergraduate advising practices across campus, identify areas of improvement, establish a vision and goals for excellent and equitable advising, and make recommendations and develop plans for advancing advising in support of student success.

MINIMUM QUALIFICATIONS:

EDUCATION: An earned doctorate or equivalent from an accredited college or university.

EXPERIENCE: The successful candidate will have an exemplary record of teaching, scholarship, and service as a Full or Associate Professor. Additionally, they will possess a substantial record of progressively effective leadership and management experience in the appropriate fields reflected within the University. The Associate Provost for Student Success will also possess strong communication skills, a track record of effective relationships with faculty, staff, administrators, and students, and a demonstrated ability to establish and achieve goals within collective bargaining and shared governance frameworks. The Associate Provost for Student Success will demonstrate evidence of a strong

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commitment to excellence in undergraduate and graduate education, teaching, and learning, supported through high-impact practices.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Commitment to and experience in leading, supporting and/or developing academic engagement opportunities (e.g., student academic support, curricular and co-curricular connections, high impact practices) to advance student success (retention and degree completion).
- Commitment to and experience with best practices in student success in general and issues related to underserved students in particular. A positive record demonstrating sensitivity to and support for building a culture of diversity, equity, inclusion, and access within Academic Affairs and/or the University.
- Excellent organizational, interpersonal, and oral and written communication skills with a demonstrated ability to listen to a variety of constituent groups, synthesize input, make decisions, and share information broadly to build consensus and support for action.
- Demonstrated commitment to shared collegial governance and ability to develop cooperative working arrangements at all levels of the university.
- Ability to work effectively with faculty on advising, curricular, and instructional issues in support of student success.
- Experience in academic and/or co-curricular program outcomes/impact assessment to determine quality and effectiveness for continuous improvement.
- Ability to work with sensitive information and maintain confidentiality.

Desired Qualifications:

- Experience developing, leading, and assessing student retention, persistence, and graduation initiatives.
- Successful implementation of programs for diverse student populations and evidence of successful collaborations with student affairs, enrollment management, and academic-based units.
- Demonstrated and innovative leadership acumen, including effective communication across boundaries; strong analytical skills, including the ability to link evidence with desired outcomes; and the ability to lead high-functioning teams. Ability to navigate, elicit, and synthesize diverse perspectives and work to achieve consensus. Ability to model inclusiveness by actively seeking to involve others in decision-making.
- Experience shaping strategic vision and planning processes and implementing initiatives with a collegial, responsive, and creative approach. Demonstrated ability to manage large, complex organizational structures and drive initiatives forward.
- Ability to investigate and analyze problems from a broad and interactive perspective, using appreciable ingenuity to develop imaginative, innovative, and strategic solutions and to negotiate and resolve highly sensitive, complex, and/or unprecedented problems. Demonstrated ability to improve processes and procedures collaboratively.
- Knowledge of current high-impact practices in holistic academic advising, career services, student development, and student success.
- Evidence of demonstrated leadership/administration of a unit/department, supervision of staff, management of fiscal resources, and implementation of programs.
- Demonstrated experience in resource management and evidenced-based decision making. Ability to utilize appropriate data analysis and statistical techniques to analyze assessment and institutional data.

ENVIRONMENTAL DEMANDS

- Work generally performed in an office.

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- Frequent work performed with other people.
- Frequent interactions with staff and managers.

PHYSICAL REQUIREMENT

Physical Activity Frequency

Sitting	Frequent
Walking	Occasional
Climbing Stairs	Occasional
Crouching/Bending/Stooping	Occasional
Reaching	Occasional
Grasping	Occasional
Pushing/Pulling	Occasional
Near Vision	Constant
Far Vision	Constant
Talking	Constant
Smell	Rare
Lifting/Carrying (20 lbs.)	Occasional
Travel	Occasional

Frequency Key (hours per day): Never = 0 hours; Rare = up to 1 hour; Occasional = 1 to 3 hours; Frequent = 3 to 6 hours; Constant = 6 to 7½ hours.

TOOLS AND EQUIPMENT USED

- Standard office machines and equipment
- Telephone
- Personal Computer