

Retention Specialist Student Success and Transition Services

North Central State College is accepting applications for a full-time Retention Specialist, reporting to the Director of Student Success, Retention and Transition Services.

Essential duties/responsibilities include but are not limited to the following:

Retention/Enrollment Support

- Assist in coordinating the college's efforts to provide on-campus support to students to address basic needs, mental health/well-being, financial stability and access to local and state benefits and services
- Maintain and manage the college's Food Pantry; Coordinate weekly on-campus food deliveries through partnerships with local entities addressing food insecurities (Weekend Food Box Program)
- Develop and maintain a database of referral resources to campus and community services to meet specific needs related to academic stress, mental health and well-being, financial support, food, clothing, housing and transportation assistance, etc.
- Provide direct support to students identified as former foster youth; link students to local, state and federal resources such as ETV, Bridges, WIOA, etc.
- Monitor the progress of students identified as former foster youth; Support their completion of key milestones for purposes of retention, persistence and success; Maintain continued direct contact with students during the term (weekly, monthly, semester)
- Ensure the successful onboarding process of students in the Reconnect Program; assist with key aspects of the college-going process, including understanding college costs and applying for financial aid; fitting college into a work/life balance; locating community resources to support the college-going journey; and general problem-solving for unforeseen challenges
- Manage and monitor the online basic needs survey to help onboarding adult students who receive the Reconnect Scholarship create an automated "success plan" mapped to campus resources
- Assist in the facilitation of bi-annual focus groups consisting of adult learners; Assist in administering surveys and compiling results
- Partner with advisors to provide early alert interventions and assistance to high-risk students; meet with students, mentor/coach and provide support, make referrals (as necessary), conduct follow-up and close the reporting loop through use of Aviso Engage
- Provide non-academic support to new students to facilitate first term persistence and retention
- Conduct individual student outreach and interventions including: registration tracking with follow-ups and targeted communication (phone calls, text messages, email) campaigns regarding enrollment
- Assist with group outreach events on campus to increase student engagement, term-to-term registration, and access to services
- Utilize results of predictive analytics, non-cognitive assessments (CSI), retention data and student success indicators to provide high-touch interventions to students in coordination and consultation with advisors
- Understand FAFSA deadlines, process, procedures and changes in order to support continuous enrollment of students
- Provide outreach to students who have stopped out from the College for an extended time period
- Provide feedback and detailed reporting on related enrollment activities on a weekly and/or monthly basis as requested by the Director

Mentoring/Coaching

- Utilize strengths-based coaching and mentoring strategies to build relationships with students at risk and maintain contact throughout the term to discuss goals and steps to attainment, study techniques, financial aid process, campus resources, life management skills, etc.
- Work in collaboration with advisors in a team-based approach to assist students who may need a higher level of support throughout their academic journey
- Apply proactive mentoring/coaching and case management techniques to empower students to develop and accomplish their personal, academic, and career goals
- Provide personal, comprehensive, and intentional mentoring/coaching to "at-risk" students, academic probation students, and other identified student populations (Reconnect Scholarship, Former Foster Youth, Adults, Post-Traditional, Former Incarcerated)
- Refer and direct students to appropriate resources at the College and in the community; provide assistance in accessing services; and support students in developing solutions to overcoming barriers to persistence
- Act as a liaison between the student and faculty, staff, and administration and serve as an advocate for student success
- Input data and maintain accurate records; document services provided and interactions with students (e.g. phone calls, ZOOM, emails, letters, text messages, direct contacts) using student information system and advising software
- Maintain confidentiality of student records and adhere to the College's interpretation of FERPA rules for the release of student information

Case Management

- Provide case management (i.e. gathering initial information on student; determining interventions and resources needed; coordinating, developing and communication interventions and referrals; following up as needed) to a population of students (Reconnect Scholarship, Former Foster Youth, Adults, Post-Traditional, Former Incarcerated)
- Connect students with the appropriate resources on-campus and off campus; serve as a liaison to community resources
- Serve as a point of contact for staff and faculty who are seeking consultation and advice about services to support students who seem to be experiencing multiple personal stressors and complex non-academic issues
- Work collaboratively with other offices and departments to share information regarding student issues, concerns and challenges; make appropriate recommendations for improvements in college processes and procedures
- Maintain accurate records and documents of referrals and student contact/interactions that supports a coordinated care approach
- Communicate regularly with the Director, including making proposals, discussing plans and discussing reports/meeting results

Department Support

- Assist Director with planning and implementation of student success and retention related activities
- Foster communication and facilitate the timely exchange of information between the department, other offices and academic divisions
- Compile and report data pertaining to student success indicators and statistics designed to measure departmental progress
- Gather data; analyze and review for trends in order to make recommendations for better workflow utilizing technology when appropriate and meeting of outcomes
- Attend department, academic division, and College-wide meetings as needed
- Participate on College committees, as designated and approved by the director
- Participate in professional development workshops, webinars, conferences and training in order to keep current with College policies and procedures; local, state and national program policies, procedures and guidelines; and trends in higher education pertaining to supporting students who are at-risk
- Make presentations to various groups, as needed
- Contribute towards the department's support and active demonstration of division's and College's values, mission and vision

Qualifications:

Education: Associate's degree in human services, social work, psychology, education or related. A Bachelor's degree in Social Work or closely related field preferred.

Experience: A minimum of two (2) years' experience in social services, case management, counseling or academic support preferred.

Please express your interest in this position by submitting a letter of application and résumé to:

www.ncstatecollege.edu, Click on *Jobs* then jobs@ncstatecollege.edu

or send to

NORTH CENTRAL STATE COLLEGE
Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906

Resumes will be reviewed beginning 2/4/2021 and until filled.

North Central State College is an Equal Employment Opportunity institution. We value campus diversity and demonstrate this in campus initiatives. We particularly encourage members of historically under-represented groups to apply.