

Job Description

Position Title: Director of Integrated Student Success

Job Family: Student Experience

Job Level: Director

FLSA Status: Exempt

Salary Grade: 09

Position Summary:

The Director of Integrated Student Success provides leadership and oversight of collegewide student success initiatives, focusing on identifying and addressing barriers to student achievement while improving student outcomes. This position collaborates with leadership across the College, including Student Affairs, the Provost's Office, Campus Operations, STAR, and other areas, to advance strategic priorities and strengthen alignment across Academic Affairs, Student Experience, and Workforce Development. The Director develops and guides a comprehensive, data-informed student success strategy, including the creation and ongoing refinement of a coordinated institutional plan that unifies cross-departmental efforts. The position incorporates nationally recognized frameworks, including Aspen Institute, Achieving the Dream, and Excelencia in Education, to support institutional planning and continuous improvement. Using data to inform decision-making, the Director recommends programs, policies, and procedures that support regulatory compliance and leads initiatives that strengthen retention, persistence, and completion outcomes. This position reports directly to the Vice Chancellor for the Student Experience.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Assists the Vice Chancellor for the Student Experience in the strategic review of student data to identify trends, gaps, and opportunities to enhance student success initiatives, with a focus on increasing retention, persistence, and completion rates. Analyzes student data to evaluate program effectiveness and inform systematic changes that improve outcomes and close equity and achievement gaps.
2. Monitors and evaluates the effectiveness of student success initiatives and interventions, ensuring alignment with institutional goals and identifying opportunities for continuous improvement.
3. Serves as the liaison to statewide and national student success organizations and initiatives, including Excelencia in Education, HACU, AZ HSI Consortium, and other related entities. Represents the College at site visits, meetings, and conferences.
4. Coordinates Student Affairs strategic planning and operations related to student retention and success, and leads the development, implementation, and assessment of strategies that promote access, persistence, completion, and post-completion outcomes in alignment with the College's mission and priorities.
5. Collaborates with the Vice Chancellor for the Student Experience, Provost's Leadership Team, Campus Vice Presidents, and other leaders to embed student success goals across strategic plans and academic initiatives.

6. Develops and maintains a comprehensive, data-informed student success strategy and implementation plan for the College, aligning cross-divisional efforts to improve retention, persistence, and completion outcomes.
7. Leads holistic student success initiatives to expand direct student support resources and develops and implements a data-informed, student-centered learner support plan to ensure clear pathways for student persistence, retention, and completion.
8. Serves as a key bridge between Student Experience, Academic Affairs, Workforce Development, and other divisions to align student success efforts associated with the Aspen Institute, Achieving the Dream, and Excelencia in Education frameworks with academic programs, student support services, and strategic priorities.
9. Serves as liaison with Student Experience Administrators and Directors overseeing advising, student success coaching, counseling, and student engagement to co-develop and assess strategies that enhance institutional student success.
10. Partners with Academic Affairs and Dean of Education to support the development and implementation of early alert systems that identify students in need of additional assistance and support timely interventions.
11. Identifies and recommends new or revised policies and procedures related to student retention and success to support persistence, retention, and graduation goals.
12. Inventories, monitors, and assesses institutional high-impact practices utilized by faculty and staff, and works with leadership to recommend improvements that strengthen student success outcomes.
13. Leads the planning and execution of the Seal of Excelencia recertification process, including data collection, narrative development, and cross-departmental coordination.
14. Develops and implements communication plans to promote awareness and engagement around student success initiatives and related efforts, both internally and externally.
15. Facilitates cross-divisional forums, workshops, and training sessions to build shared understanding, capacity, and collaboration focused on student success.
16. Facilitates partnerships and programs that enhance students' access to academic, career, and personal development resources, both within and outside the College, with an emphasis on closing opportunity gaps.
17. Develops and maintains strategic partnerships with local, regional, and state organizations, representing the College in community engagement efforts and working with external partners to expand the reach of institutional initiatives and support student success outcomes.
18. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of advising and counseling practices
3. Knowledge of administrative procedures and practices
4. Knowledge of principles and methods for promoting programs and services
5. Skill in analyzing data and drawing conclusions

6. Skill in effective communication (both written and oral)
7. Skill in coordinating and monitoring the work of others
8. Skill in independent decision making
9. Skill in organization, coordination, and management
10. Skill in problem solving
11. Skill in program development and process improvement
12. Skill in project management principles, processes, and techniques
13. Skill in public speaking
14. Skill in team building
15. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
16. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in Higher Education, Education, Student Affairs, Counseling, Public Administration, Organizational Leadership, Social Work, or a closely related field of study required.
- Five (5) to eight (8) years of related experience required.
- Eight plus (8+) years of related experience preferred.
- Three (3+) years of supervisory experience required.
- OR an equivalent combination of certification, education, and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment background check required
- Some evening or weekend work hours