## Coach-Student Success

### Position Details

#### Position Information

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<tr>
<th>Department</th>
<th>Extended Campus (DEC)</th>
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<tr>
<td>Position Title</td>
<td>Consultant-Acad Advisor/Couns</td>
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<tr>
<td>Job Title</td>
<td>Coach-Student Success</td>
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<tr>
<td>Appointment Type</td>
<td>Administrative/Professional Faculty</td>
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<td>Job Location</td>
<td>Corvallis</td>
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<tr>
<td>Position Appointment Percent</td>
<td>100%</td>
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<td>Appointment Basis</td>
<td>12</td>
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<td>Faculty Status</td>
<td>Regular</td>
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<td>Tenure Status</td>
<td>Fixed-Term</td>
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<td>Pay Method</td>
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<td>Recommended Full-Time Salary Range</td>
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#### Position Summary

Extended Campus is seeking a Student Success Coach. This is a full-time (1.0 FTE), 12-month, fixed term professional faculty position. Reappointment is at the discretion of the Assistant Director.

Oregon State University Ecampus is seeking a Student Success Coach to support students in OSU’s online engineering and computer science programs.

The Student Success Coach is a professional faculty member in Oregon State University Ecampus, the university’s top-ranked online education provider, and reports to the Assistant Director of Student Success. The Student Success Coach develops and enhances relationships with students, staff and faculty to support student enrollment, persistence and success in Ecampus distance degree programs.

The Success Coach will work with online students throughout the student cycle (i.e. newly admitted through graduation) by providing academic and career coaching support with a focus on implementing systems and processes to address student success and retention and to enhance the online student experience. This position will work collaboratively with OSU’s College of Engineering advisors who provide academic advising for students. In addition, this person will contribute to other OSU Ecampus initiatives in collaboration Ecampus colleagues involved in course development, marketing, and program insights. The purpose of this position is aligned with the Oregon State University mission to achieve student access, persistence, and success through graduation and beyond. This position may require occasional travel as part of training, professional development, or outreach efforts.

OSU Ecampus is an innovative and creative organization committed to providing nationally ranked online degrees and programs that offer access to high quality education. OSU Ecampus includes Oregon State Ecampus (online degrees), Ecampus OER (open educational resources) and the Ecampus Research Unit (which conducts original research).

Oregon State University and OSU Ecampus are committed to maintaining and enhancing a collaborative and inclusive community that strives for equity and equal opportunity. All employees of Ecampus are responsible for helping to ensure that these commitments are achieved. Student Success Coaches support a diverse student population and advocate for online learners through student support and professional partnerships.
Position Duties

60% – Ecampus student success coaching:
Under the guidance of the Assistant Director of Student Success, develop and implement intervention strategies designed to improve academic success and persistence of students in Ecampus engineering and computer science programs. Coordinate, academic and career coaching interventions, success and retention efforts with academic advising partners, and post-enrollment/graduation planning with students. Collaborate with College of Engineering, specifically academic advisors, department and university colleagues to design individualized academic success and career coaching for various student populations such as newly admitted and first-term students, students experiencing academic difficulty, stop-outs, and students creating post-enrollment/graduation plans. Integrate best practices in academic counseling and career coaching to provide proactive, individualized student support that acknowledges the unique needs of distance students in this online program.

Facilitate individual and group communication with assigned student populations, respond to student questions in a timely manner, and promote meaningful student engagement with their peers, their program, and with the Ecampus student success team. Communication with students may be hosted via phone, email, video conferencing, etc. and across time zones to effectively support distance students.

15% – Support student success using online systems:
Use a variety of technologies (such as student information systems, online platforms, homegrown systems, customer relationship management systems and learning management systems) to create meaningful interactions and support for students. Use institutional and internal reporting to identify at-risk Ecampus students and risk factors for Ecampus student populations, monitor student progress and provide proactive support. Collaborate with academic advisors and cross-campus partners on related initiatives.

Contribute to distance students’ sense of belonging and access to success resources and support through the Ecampus Learning Community, which introduces online students to academic success strategies and services, provides major-specific content and information, and promotes community. In this role, the student success counselor will create content, update processes and facilitate a positive student experience.

Collaborate with the College, department, and university partners to maintain an alumni database.

10% – Programming and administration:
In support of expanding and easing access for distance students, work to improve programs and develop initiatives that encourage Ecampus student engagement with online orientation programs, academic success resources and student development opportunities. Work with the Assistant Director of Student Success, the Ecampus Student Success Team, and internal and cross-campus colleagues, including advisors and department contacts, to develop and implement programmatic interventions to support the academic success and professional development of online engineering and computer science students. Work directly with the department to extend the Career Showcase to an online audience.

10% – Campus collaboration and professional development:
Develop, maintain and enhance relationships with colleagues, advisors, staff and faculty to support Ecampus student enrollment and success. Participate in OSU and departmental committees and meetings to support Ecampus program implementation. Develop and maintain involvement with appropriate professional organizations to increase knowledge of program development, improve academic coaching skills, and increase Ecampus visibility on a national, regional and state level. Maintain up-to-date knowledge of all relevant Ecampus and OSU policies and procedures. Create and present workshops and key information to divisional partners and campus colleagues.

5% – Other duties as assigned:
Perform other duties as assigned by the Ecampus leadership team.

Minimum/Required Qualifications

Bachelor’s degree from a regionally accredited institution.
A minimum of one year of professional experience working with students or professionals to provide career-oriented advising, coaching, or counseling OR three years of related work experience.

Demonstrated experience communicating complex processes and information via phone and email.

Proficiency using online technologies and information systems, and comfortable learning new tools.

Excellent written and interpersonal communication skills with a high level of professionalism.

Demonstrated problem-solving skills and ability to prioritize duties and navigate in a fast-paced environment.
A demonstrable commitment to promoting and enhancing diversity and inclusion.

This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.

Preferred (Special) Qualifications

- Master’s degree in counseling, student services administration, career counseling, adult education or closely related field.
- Experience with online learning or working with online learners.
- Demonstrated experience working with adult learners or non-traditional students.
- Demonstrated experience working with active-duty military and veterans and family members.
- Experience providing academic counseling, motivational interviewing or strengths-based coaching.
- Experience as an academic advisor in higher education.
- Understanding of adult lifespan development and experience counseling individuals who are facing a variety of life challenges.
- Background in computer science or another STEM-related field.

Working Conditions / Work Schedule

Occasional evening and weekend work hours may be required to complete assigned duties.

This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.

Yes

Posting Detail Information

Posting Number P02942UF
Number of Vacancies 1
Anticipated Appointment Begin Date 07/15/2019
Anticipated Appointment End Date
Posting Date 04/22/2019
Full Consideration Date 05/12/2019
Closing Date
Indicate how you intend to recruit for Competitive / External - open to ALL qualified applicants this search

Special Instructions to Applicants

Application materials:
When applying you will be required to attach the following electronic documents:

1) A resume/CV; and

2) A cover letter indicating how your qualifications and experience have prepared you for this position; and

3) Submit the names of at least three professional references, their e-mail addresses and telephone contact numbers as part of the application process. (Upload reference list as ‘Professional References’ if not included with your resume/CV).
Please also fully answer the supplemental question. Applicants may elect to attach answers to the supplemental question as “other document 1.”

For additional information please contact:
Danielle Franklin, 541-737- 8447
danielle.franklin@oregonstate.edu

OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

Starting salary within the salary range will be commensurate with skills, education, and experience.

This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * At Oregon State University, we are committed to maintaining and enhancing a collaborative and inclusive community that strives for equity and equal opportunity. Given the demographics of adult and online learners, the Ecampus student success counselor has the opportunity to engage with students who come to OSU with a wealth of diverse experiences, backgrounds, and challenges. Describe a time when you worked with a person or population whose background was different from your own. How did you adapt your work style in order to work effectively with someone who is different from you? (400-word count limit)

(Open Ended Question)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter

Optional Documents

1. Professional References
2. Other Document 1 (see Special Instructions)