POSITION DESCRIPTION
The Center for Human Resources

Note: A current and accurate Position Description is required for each staff position on campus, and must be on file in The Center for Human Resources. The Position Description should be completed by the supervisor with the assistance of the incumbent. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor, the Resource Manager, and Dean or Director prior to submission to The Center for Human Resources.

DATE: July 2023

A. REASON FOR SUBMISSION:
☐ New Position     ☐ Existing Position
X Recruitment      ☐ Update of Position Description
☐ Classification Review     ☐ In-Range Progression

B. POSITION INFORMATION:

<table>
<thead>
<tr>
<th>Employee Name (leave blank if vacant):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Student Success Center</td>
</tr>
<tr>
<td>College/Division:</td>
<td>Global Campus</td>
</tr>
<tr>
<td>Working Title (if other than class title):</td>
<td>Student Success Advisor</td>
</tr>
<tr>
<td>Classification:</td>
<td>SSP</td>
</tr>
<tr>
<td>Skill Level:</td>
<td>II</td>
</tr>
<tr>
<td>Time Base:</td>
<td>1.0</td>
</tr>
<tr>
<td>Position Number:</td>
<td>10005994</td>
</tr>
<tr>
<td>Name, Title &amp; Classification of Person Employee Reports to (Lead):</td>
<td>Deborah Gordon, Director of Student Success Center for SDSU Global Campus</td>
</tr>
<tr>
<td>Name, Title &amp; Administrative Level of Appropriate Administrator:</td>
<td>Mahasweta Sarkar, Senior Associate Dean for SDSU Global Campus</td>
</tr>
<tr>
<td>Subject to Background Check:</td>
<td>☒ Yes ☐ No</td>
</tr>
</tbody>
</table>

Positions subject to a background check are those that may involve, but are not limited to the following: responsibility for the care, safety and security of people, including children and minors, or property; direct access to, or control over, cash, checks, credit cards, and/or credit card account information; authority to commit financial resources of the university through contracts greater than $5,000; control over campus business processes, either through functional roles or system security access; access to detailed personally identifiable information about students, faculty, staff or alumni, which might enable identify theft; access to controlled substances; or possession of building master or sub-master keys for building access.
C. FUNCTION OF EMPLOYING UNIT:
(Describe briefly the function of the employing unit. Indicate the size of the department in terms of employees.)

SDSU Global Campus strives to be a global leader in providing education programs that transform lives locally and internationally. Our mission is to deliver innovative educational experiences to all learners through credit and non-credit academic and special programs for individuals and groups at various times, in myriad locations, and via different modalities throughout the year.

D. PURPOSE OF POSITION:
(Summarize the overall purpose and objectives of the position, the results the incumbent is expected to accomplish and the degree of freedom to act.)

The Student Success Advisor, in collaboration with the Director of Student success Center and under the SDSU Global Senior Associate Dean & AVP of Student Affairs, provides academic advising and success coaching to students. This position aims to support students in achieving academic success in transition to and during their tenure within SDSU Global Campus.

The Student Success Advisor will promote and foster academic success, leadership, personal development, and professional growth; cultivate community for students through the committed, collaborative, effort and support of faculty, staff, co-curricular activities, and the greater San Diego community; and create, collaborate on and implement programs and services which aid in the recruitment, retention, success and graduation of Global Campus students.

Success Advisors are also responsible for proactively connecting with an assigned caseload of students enrolled in general online undergraduate programs to provide appropriate academic advising, mentoring and success planning to support students in reaching personal and academic goals. Utilizing institutional platforms and early alert systems, Success Advisors will use data to make targeted and intentional interventions, providing support and advocacy for students who need additional support.

** The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.

E. CHANGES IN RESPONSIBILITIES:
(What changes have occurred in the assigned duties and responsibilities since the position was filled or the last review? Be specific. If responsibilities have increased, which ones and in what way? Were new duties added? What did they replace? Leave blank if this is a new position.)

F. MAJOR RESPONSIBILITIES/DUTIES:
(Describe major responsibilities as duties essential to accomplish the purpose of the position, listed in order of importance, from most to least important, and include percent of time for each responsibility. Duties must total 100%.)

<table>
<thead>
<tr>
<th>Responsibility/Duty</th>
<th>% of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Academic Success Advising</td>
<td>75%</td>
</tr>
</tbody>
</table>

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In Consultation with the Director of Student Success Center:

- Manage an assigned caseload of students by proactively connecting with students (in-person, via phone, email, zoom and other platforms) at designated checkpoints to provide intrusive academic advising, track academic progress and provide targeted support and outreach.
- Assist with facilitating getting support, and making referrals for students in crisis as related to personal, social, and academic issues.
- Advise and counsel students regarding appropriate options for completion of degree requirements using clear oral and written communication as well as appropriate advising tools.
- Pro-actively communicate with students experiencing academic challenges including students on academic probation, students that request to drop courses or programs of study, students that are academically disqualified, and students not making timely progress to degree completion.
- Serve as the primary person developing a roadmap for success that includes a detailed plan for the successful transition and retention of SDSU Global Campus students.
- Manage a Canvas (LMS) Homeroom for an assigned caseload of students, including calendaring, announcements, chats, discussions boards and student engagement opportunities.
- Keep timely and accurate records related to student outreach and engagement.
- Ensure that intrusive advising efforts and note keeping are FERPA compliant.
- Supports the work of the Director of Student Success in implementing services designed to improve undergraduate retention and graduation rates of Global Campus students.
- Participate in weekly professional development meeting with team members and individual weekly supervision meetings.
- Develops and maintains collaborative, positive working relationships with faculty, staff, and administration at SDSU in order to utilize the full potential of the wrap around resources available on the university campus.
- Develops and maintains positive working relationships with off-campus partners to ensure open communication and the success of the department’s collaborative programs (this may include, but not limited to, regular updates to partners via planned meetings or by email).

II. Programming, Leadership Development, Assessment & Evaluation

In consultation with the Director of Student Success Center:

- Assist with the development, coordination and evaluation of activities, services and resources that meet the needs of the assigned caseload of students.
- Help address the needs of the students through the implementation of effective educational, social, integrative diversity, intersectional, community-building and leadership development programming.
● Assist with the coordination of workshops/presentations that support student’s academic success.
● Prepare program reports, integrating program evaluation summaries, and all relevant data.
● Develop and administer pre-assessments and post-assessments to measure student learning.
● Evaluate program outcomes and make recommendations when appropriate.
● Track analyze data related to outreach efforts and student success.
● Assist in the analysis of student data and develop recommendations supporting the successful transition and retention of students enrolled in SDSU Global Campus.

III. Other Duties as Assigned

G. WORK DIRECTION:
This position leads (or manages/supervises if MPP) the following individuals:

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Classification</th>
<th>Time Base</th>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

Type of supervision received by this position (check one):

☐ Greatest amount of supervision; methods of performing tasks are well established; assistance readily available if a problem occurs.

☒ Definite work objectives are set by the supervisor; the methods of performing tasks are frequently left to the judgment of the employee with a supervisor giving occasional instruction or advice on decisions.

☐ Has responsibility for planning and organizing the methods and details for accomplishment; determines priorities; selects methodology from various approaches; recommends actions that may impact the work of others.

☐ Responsibilities are defined by the scope of the function; responsible for formulating operational Policy for a separate, comprehensive and diversified program; implements programs.

H. POSITION REQUIREMENTS

Minimum Qualifications:
(The minimum level of education and experience required to perform the job. Please note that for staff positions, generally, the minimum qualifications listed in the CSU Classification and Qualification Standards are used.)
Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job-related field. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

Possession of these knowledge and abilities is typically demonstrated through the equivalent to two years of professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master’s degree in a job-related field may be substituted for one year of the professional experience.

**Specialized Skills Required:**
(Skills/experience that are not listed in the CSU Classification and Qualification Standards, but are required in order to perform the job.)
- Knowledge, sensitivity and understanding of the social, political, personal, and cross-cultural needs of historically underrepresented and underserved students.
- Ability to collaborate and work with other units regarding issues of diversity and community.
- Interpersonal skills necessary to interact with students.
- Ability to exercise discretion, confidentiality, and excellent judgement in responding to controversial, sensitive, and/or emotional issues and situations.
- Ability to effectively use Word, Excel, Access and PowerPoint to create and analyze reports, manage data, resource materials and presentations.

**Knowledge, Skills and Abilities:**
(Knowledge, skills and/or abilities required. These should generally be taken from the CSU Classification and Qualification Standards if applicable.)
- Strong listening, verbal communication, and presentation skills.
- Demonstrated writing skills and the ability to work effectively with both campus and community groups.
- Willingness to work irregular hours, including evenings and weekends.
- Working knowledge of the practices, procedures and activities of the program to which assigned.
- General knowledge of the methods and problems of organizational and program management.
- Ability to effectively handle and complete several ongoing projects and activities in a work environment characterized by frequent interruptions.
- Ability to be flexible in dealing with day-today changes in priorities.
- Ability to present clear and concise information orally and in written reports.

**Preferred Qualifications:**
(Education, experience, knowledge, skills and/or abilities which are preferred but not required.)
- Experience supporting historically underserved populations.
- Prior experience with counseling and academic advising of students.
- Demonstrated history of supporting students in crisis.
Licenses and/or Certifications Required:

Machines, tools, equipment, software, and motor vehicles used in the performance of duties:

I. WORK ENVIRONMENT:
(The environment in which the work is performed, especially any unique conditions outside a normal office environment).

J. SIGNATURES:

My signature is an acknowledgment of reading and receiving a copy of this job description.

________________________________________________________________________  __________
Incumbent  Date

Signatures below indicate position description is an accurate and correct statement of duties and responsibilities assigned to position

Makasweta Sarkar  Aug 1, 2023
Lead/Supervisor  Date

Ian Gibson (Aug 1, 2023 13:03 PDT)
Dean/Director  Aug 1, 2023  Date

Joe Wolfman (Aug 1, 2023 12:14 PDT)
Resource Manager  Aug 1, 2023  Date

ACTIVITY REPORT

Please respond to the following activities and factors. N/A = not applicable. Check the appropriate box for each of the following items that most accurately describe the extent of the specific activity by this employee on a daily basis.

<table>
<thead>
<tr>
<th>HOURS PER DAY</th>
<th>NA</th>
<th>1 – 2</th>
<th>3 – 4</th>
<th>5 – 6</th>
<th>7+</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHYSICAL EFFORT:</td>
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</tr>
<tr>
<td>Sitting</td>
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<td>X</td>
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<tr>
<td>Standing</td>
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<td>X</td>
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<tr>
<td>Walking</td>
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<td>X</td>
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<tr>
<td>Bending Over</td>
<td>X</td>
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<tr>
<td>Crawling</td>
<td>X</td>
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<tr>
<td>Climbing</td>
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<tr>
<td>Reaching Overhead</td>
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<tr>
<td>Crouching</td>
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<tr>
<td>Kneeling</td>
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<tr>
<td>Balancing</td>
<td>X</td>
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<tr>
<td>Pushing or Pulling</td>
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<tr>
<td>Lifting or Carrying: 10 lbs or less</td>
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<td>X</td>
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<tr>
<td>11 to 25 lbs</td>
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<td>Weight Range</td>
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<tr>
<td>26 to 50 lbs</td>
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<td>Over 100 lbs</td>
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<tr>
<td>Repetitive Use of Hands/Arms</td>
<td>X</td>
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<tr>
<td>Repetitive Use of Legs</td>
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<tr>
<td>Eye/Hand Coordination</td>
<td>X</td>
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</tbody>
</table>

**MENTAL EFFORT:**

- Directing Others: X
- Writing: X
- Using Math/Calculations: X
- Talking: X
- Working at Various Tempos
- Concentrating Amid Distractions: X
- Remembering Names: X
- Remembering Details: X
- Making Decisions: X
- Working Rapidly: X
- Examining/Observing Details: X
- Discriminating Colors: X

**ENVIRONMENTAL FACTORS:**

- Inside: X
- Outside: X
- Humid: X
- Hazards: X
- High Places: X
- Hot: X
- Cold: X
- Dry: X
- Wet: X
- Change of Temperature: X
- Dirty: X
- Dusty: X
- Odors: X
- Noisy: X
- Working with Others: X
- Working around Others: X
- Working Alone: X

Driving Cars, Trucks, forklifts, and other Equipment | YES | NO | X
Being around Scientific Equipment and Machinery | YES | NO | X
Walking on Uneven Ground | YES | NO | X