*Job Code/Employee Classification: SSP III
Job No: 3084

Position Number: SSP III
Position no: SL-00006376

*CSU Working Title:* Retention Specialist

*Reports To:* Asst Vice Prov Univ Advising

*Campus:* San Luis Obispo

*Division:* Academic Affairs-Provost

*College/Program:* Academic Programs & Planning

*Department:* APP-University Advising - 120701

*FLSA Status:* Exempt

Sensitive Position: ☐ Yes ☑ No

*Job Summary/Basic Function:* University Advising, a division of Academic Affairs, is responsible for integrating, facilitating, coordinating, synthesizing, enabling, and fostering outcomes driven efforts that support student success (e.g., retention, persistence, and graduation). This responsibility is carried out through the Mustang Success Center (MSC) where the Assistant Vice Provost works closely with the MSC director to develop the vision and provides the leadership to ensure consultation and the successful collaboration between administrators, faculty (e.g., Academic Senate), staff (e.g., student services professional advisors) and students both within the division and externally. University Advising is committed to supporting a campus-wide student centered approach and providing consistent communication related to advising. Working collaboratively with the Director for the MSC as well as the advising staff, develop and implement programs to support the academic success of Cal Poly students regardless of college/department affiliation.

Under the general direction of the Assistant Vice Provost for University Advising, the Retention Specialist will be responsible for the implementation and assessment of a comprehensive advising retention action plan for the University specifically addressing Academic Probation/Disqualification, Change of Major, and Expected Academic Progress. In addition, the Retention Specialist will have comprehensive working knowledge of University policies, procedures, and graduation requirements. The Retention Specialist will provide academic advisement to the undergraduate student population, focusing efforts on specific student groups (e.g., Cal Poly Scholars, active but not enrolled students, etc.) and utilize an advanced, developmental, intrusive, problem solving approach, rather than a prescriptive application, to assist students in degree completion. The Retention Specialist will work directly with the assigned colleges to support the advising retention plan. In collaboration with university colleges and divisions, the Retention Specialist will compile current Cal Poly retention strategies, track retention activities, assess efficacy, and recommend changes to administration. The Retention Specialist will utilize Dashboards and work with the Office of the Registrar and Institutional Research to track retention of student cohorts as well as coordinate the university’s outreach to students who have withdrawn from the university. The Retention Specialist will meet regularly with assigned college advising centers to develop/maintain a list of all support services available to students. The Retention Specialist will serve as a liaison to faculty and staff to assist them with finding the proper strategies to serve and retain Cal Poly students.

*Minimum Qualifications:* Bachelor's degree and five years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and four years of experience.
Required Qualifications:

- Thorough knowledge of the principles of individual and group behavior.
- General knowledge of the principles, practices and trends of the Student Services field.
- Ability to perform complex student services professional work including developing and implementing training programs with minimal supervision.
- Ability to accurately assess the current and future academic needs of students in the areas of academic support, leadership, career development, service, interpersonal skills and diversity awareness.
- Ability to independently carry out a variety of professionally complex assignments without detailed instructions.
- Ability to advise students individually and in groups on complex student related matters, including ability to be sensitive to individuals and groups where required.
- Demonstrated ability to collect, compile, analyze and evaluate data and ability to make verbal or written presentations based on this data.
- Ability to evaluate and interpret complex problems, draw valid conclusions and project consequences of alternative courses of action.
- Ability to apply a high degree of judgment, persuasiveness, imagination, and professional skills and knowledge in developing and presenting programs.
- Demonstrated ability to use analytical skills for designing informal and formal learning assessments, interpreting results and making recommendations for future planning.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Qualifications:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Special Conditions:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- 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 as a condition of employment.
- Must be able to successfully pass a pre-employment background check.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

- General - The person holding this position is considered a general 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.

- NCAA: Yes  No
- Conflict of Interest: None
- Supervises Employees: Yes  No
## Job Duties

### JOB DUTIES

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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tbody>
<tr>
<td>10</td>
<td>Perform other job-related duties and special projects as assigned.</td>
<td>Essential</td>
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<td>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</td>
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<td>90</td>
<td>Develop an annual retention plan using resources from across the University’s Colleges and Divisions to create an actionable set of retention measures.</td>
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<td>Develop retention programs using data and predictive models that can be scaled across colleges.</td>
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<td>Track in real time, activities across the campus related to the overall retention strategies and inform campus leadership regarding needed changes to mitigate any retention declines.</td>
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<td>Coordinate the retention functions at the advising program level and evaluate the University’s wide array of retention programs to ensure student success and make recommendations for continuous improvements.</td>
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<td>Assess the prior year’s retention annually utilizing a variety of data inputs from across the University.</td>
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<td>Develop measurable retention strategies and action plans for key student cohorts across campus.</td>
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<td>Identify priorities, strategic goals, and action plans to enhance student progress to degree completion.</td>
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<td>Identify campus policies and procedures that may lead to or contribute to attrition and propose changes.</td>
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<td>Collect, analyze, and report student persistence/learning/satisfaction data and compare it to internal benchmarks and national/peer institution data.</td>
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<td>Assess/Track/Report student cohort success through to graduation.</td>
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<td>Develop re-recruitment efforts for withdrawn and stop-out students.</td>
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<td>Provide comprehensive advising to assigned students on university policies, procedures, resources and graduation requirements; specifically, advise students who are in academic difficulty and/or are not making expected academic progress. Services include activities such as one-on-one academic advising, mentoring, career planning, cohort building, and personal support and group sessions.</td>
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<td>Meet regularly with the assigned colleges’ leadership teams, AVP for University Advising, and Graduation Initiative team to discuss planned initiatives and collaborative efforts necessary to ensure plan success.</td>
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<td>Bring disparate groups together to solve campus issues that affect student persistence.</td>
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<td>Serve as a liaison to faculty and staff in the development/improvement of programs that enhance student success.</td>
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<td>Develop, maintain and communicate a complete list of support services for faculty and staff to reference when needing retention assistance.</td>
<td>Essential</td>
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SELECTION CRITERIA

SL - Communicates effectively
Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

SL - Customer focus
Building strong customer relationships and delivering customer-centric solutions.

SL - Decision quality
Making good and timely decisions that keep the organization moving forward.

SL - Drives engagement
Creating a climate where people are motivated to do their best to help the organization achieve its objectives.

SL - Instills trust
Gaining the confidence and trust of others through honesty, integrity, and authenticity.

SL - Manages ambiguity
Operating effectively, even when things are not certain or the way forward is not clear.

SL - Manages complexity
Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.

SL - Technical Skills
Using specialized know-how and skills to perform key tasks.

SL - Values diversity
Demonstrates skill in engaging with multiple groups to identify and solve issues and ensure mutual benefit Recognizing the value that individuals from different backgrounds bring to an organization.