**Position Description**

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| **Position Title:**  | Retention and Completion Coordinator | **Location:**  | Lee Kildow Hall |
| **Department:** | Cardinal Learning Commons | **Reports To:** | Director Cardinal Learning Commons |
| **Division:** | Instruction | **Pay Grade:**  | P05 |
| **FLSA Status:** | Exempt |  |  |

**SUMMARY**

This position is responsible for facilitating the development of a student retention and completion plan utilizing institutional data and history, and research on retention initiatives. The coordinator will work with division chairs, deans and campus constituents to identify and develop measurable goals to enhance student progress to certificate and degree completion and/or successful transfer to a four-year education institution. The coordinator will be expected to participate in campus-wide retention efforts and engage in existing student support services initiatives.

### Essential Duties and Responsibilities

This list includes but is not limited to the following:

* Collects, organize, analyze, and utilize data to inform decision-making related to the development, implementation and evaluation of retention and completion strategies.
* Facilitates communication and collaboration of first year experience program leads for Cardinal Convocation, First-Year Seminar and Learning Communities.
* Leverages technology to promote collaboration and communication that supports student retention and completion activities. Specifically, this position will develop, implement and maintain student progress monitoring and reporting in the form of an early alert system.
* Engages with students to understand challenges which may interfere with successful completion of educational goals and assist with accessing available student support services (financial aid, scholarships, peer tutoring, academic advising, etc.).
* Collaborates with faculty and instructional support departments to identify student barriers to retention and completion.
* Partners with college staff to promote existing student support services and to refer students who have individual learning needs or represent specific student populations to appropriate services.
* Identify retention barriers of special populations, particularly those underserved in higher education, and work with stakeholders to develop programs and services to promote retention.
* Works with Institutional Research staff to prepare reports on retention and completion efforts to be used in institutional strategic planning and for state and national reporting.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students and the community.

### Marginal Duties

* Perform other duties as assigned by the Cardinal Learning Commons Director

**REQUIRED MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Bachelor’s degree from a four year college or university, and three years of full-time equivalent related experience working in higher education is required; or equivalent combination of education and experience.

Experience conducting research, including analyzing data and trends is preferred. Master’s degree and experience in higher education as a faculty member or in student development or academic advising is preferred.

**Knowledge, Skills and Abilities**

* Knowledge of retention and completion strategies
* Ability to effectively interpret data for practical application
* Strong written and oral communication skills
* Demonstrated ability to develop and practice effective working relationships with faculty, staff, community and educational partners
* Demonstrated experience in project management in higher education
* Demonstrated experience in working effectively on teams and individually to achieve established goals
* Strong computer literacy skills, including Microsoft Windows and Office Suite, and data base management skills.
* Ability to operate standard office equipment including phone, fax, and copier

**Physical Demands and Work Environment**

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 15 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, fax, copier, printer and computer. The noise level in the work environment is usually moderate.

October 2024

**Approved By Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**