

The University of Texas at San Antonio

Job Description

Job Title: Retention and Graduation Program Coordinator
Code: 13020
Salary Grade: 58
FLSA Status: Exempt
Department/Division: Office of Student Success/VPAA
Reports To: Associate Vice Provost, Office of Student Success

Summary

- **Function:** To assist with the administration, coordination, and assessment of the Graduation Help Desk Initiative; research, develop, implement and support the programs and other student success initiatives. Serve as a consultant and subject matter expert to college and university administrators and leaders with regard to institutional barriers impacting graduation and retention.
- **Scope:** Responsible for conducting research, analysis and presentation of data analysis and assisting in the development, monitoring and implementation of programs and activities; working collaboratively across constituencies to develop and implement practical solutions to complex problems; a strong understanding of the implementation of federal, state, system and institutional policies.

Duties

- Typical:
1. Support initiatives designed to achieve improvements in retention and four-year graduation rate, especially the Graduation Help Desk
 2. Collaborate and communicate with students, advisors, and administrators to troubleshoot graduation barriers and provide timely solutions for students. Review degree audits, course registration and student records to identify patterns related to graduation barriers.
 3. Develops and distributes program materials; Coordinates marketing and communication about the student success initiatives including the Graduation Help Desk with constituents across the university.
 4. Maintain accurate records and provide data, research, reports and summaries of graduation-related initiatives to AVP for Student Success. Responsibilities include accurate record-keeping and analysis of those data.
 5. Serve as an active, positive and engaged team member of the Office of the Associate Vice Provost for Student Success.

6. Provide assistance to the Associate Vice Provost for Student Success as assigned, develop and manage assigned procedures, paperwork, and data integrity for the Graduation Help Desk.
7. Works with faculty, advisors, and administrators to determine roadblocks and barriers encountered by students; assists in developing college plan for graduation improvement.
8. Explores new models for effective and efficient delivery of Graduation Initiative program services.
9. Analyzes and draws conclusions from own and other's research, identifying key impacts on retention and graduation at UTSA.
10. Serves on university and community committees relevant to the mission of the Graduation Help Desk and other student success initiatives.
11. Represents the Graduation Help Desk and other student success initiatives in university or community events that may occur outside of normal work hours.
12. Performs other duties as assigned

Education

Required	Preferred
Bachelor's degree from an accredited institution.	Master's degree from an accredited institution.

Other Requirements

Required	Preferred
Excellent communication skills, verbal and written	Demonstrate creative and analytical thinking. Experience with UT student success programs or academic advising.
Demonstrated ability to work collaboratively in a team and take initiative on individual assignments.	
Manage program related activities independently	
Demonstrate ability to serve as a consultant to college administration on issues relating to retention and graduation	
Attention to detail and organizational skills	
Understanding of academic research design and the process of conducting such research	
Experience working in fast-paced environment while providing excellent customer service	
Experience with confidentiality of student records	
Criminal Background Check (CBC)	

Experience

Required	Preferred
Five years of experience in program administration, coordination or academic advising.	Five years of experience working with college students in program administration, coordination or academic advising

Equipment

Required	Preferred
Personal computer and Microsoft Office Suite	Experience using Banner Thorough understanding of the UTSA student information system

Working Conditions

Usual	Special
Normal office conditions	Occasional evening and weekend hours; travel

Supervision

Received	Given
General supervision from Associate Vice Provost	May oversee assigned support staff

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.