

Director, Academic Support Services; Center for Learning and Student Success (CLASS)

Job Requisition	REQ12695 Director, Academic Support Services; Center for Learning and Student Success (CLASS) (Open)
Job Family	Administrative Managerial Professional
Start Date	03/15/2022
End Date	03/30/2022
Primary Posting	Yes
External Posting URL	https://fau.wd1.myworkdayjobs.com/FAU/job/Boca-Raton/Director--Academic-Support-Services--Center-for-Learning-and-Student-Success--CLASS-_REQ12695
Description	Apply now to join FAU on its race to excellence.

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Position Summary:

The Center for Learning and Student Success (CLASS) at Florida Atlantic University seeks professionals who are committed to supporting the learning needs of students from diverse backgrounds and to engaging communities underrepresented in higher education. Florida Atlantic University is committed to providing an inclusive and welcoming environment for all who interact in our community. In building this environment, we strive to attract students, faculty, and staff from a variety of cultures, backgrounds, and life experiences. Florida Atlantic University embodies a culture of strategic and collaborative community engagement that results in mutual benefit to the institution and the diverse internal and external communities that it serves.

With over 30,000 students from all 50 states and over 180 countries, 21 intercollegiate teams, 180 plus degree programs, and an administration that thrives on discovery and excellence, FAU is pushing the boundaries of higher education. Florida Atlantic's faculty and staff are trailblazers and innovators with a passion for finding creative solutions while advancing science, art, and technology in all disciplines. Our work environment is a hub of cultures from across the nation and the world, making FAU a place where collaboration flourishes.

Florida Atlantic University is seeking a Director for Academic Support Services within the Center for Learning and Student Success (CLASS) to direct all aspects of the university's Supplemental Instruction (SI) program as well as all tutoring/eTutoring, and eSuccess programs through CLASS. CLASS is a department within the Division of Academic Affairs that provides programs which enhance learning and facilitates academic excellence for all FAU undergraduate students as part of a range of initiatives to target improvements in retention and graduation rates. As a part of the Center for Teaching and Learning (CTL) leadership team, the director will oversee academic support services functions for all non-math and writing courses. Responsible to the Associate Dean, Academic Support and Student Learning, this individual will ensure that goals and objectives for the department, division of Undergraduate Studies, university, Board of Trustees, and Board of Governors are communicated and achieved while assisting in the administration and interpretation of laws, rules, policies, and procedures.

Summary of Responsibilities include:

- Oversight for all non-math or writing tutoring/eTutoring, Supplemental Instruction, and eSuccess programs, inclusive of the Science Learning Center, CLASS academic support within the CTL, on partner campuses, and in other designated sites.
- Make recommendations for FAU academic support programs.
- Develop and update academic support policies, goals, and objectives.
- Oversee recruitment, selection, training, and supervision of the academic support staff

- (tutors/eTutors, and Supplemental Instruction Leaders).
- Oversight and management of 3 assistant directors (Science Learning Center, CLASS tutoring/SI, and eLearning Success), a coordinator for eSuccess, and 2-3 Graduate Assistants.
 - Coordinate placement of academic support services with faculty and academic departments.
 - Collect and analyze data related to student performance in courses as it relates to participation in academic support programs.
 - Assess the programs using quantitative and qualitative data.
 - Prepare relevant reports on academic support utilization and outcomes.
 - Management of several academic support budgets and the department annual operating budget.
 - Ensure support for special populations (including online students, student athletes, students with disabilities, students in academic difficulty, and other targeted at-risk student populations).
 - Lead development of a comprehensive plan to support fully online students from admissions through graduation, developing partnerships across the institution and bringing awareness of needs for online students both in and out of the classroom.
 - Maintain all aspects of program marketing, including the academic support websites and social media sites.
 - Coordinate academic support efforts between CLASS and key partners in the CTL, Center for Online and Continuing Education (COCE), the academic colleges, Student Affairs, and beyond.
 - Plan, develop, implement, and assess a variety of additional programs and initiatives for undergraduate students to support institutional initiatives to increase retention rates, graduation rates, and other key metrics.
 - Represent the department on university, SUS, or state committees.
 - Represent the university at regional and national learning center conferences and events.

Minimum Qualifications:

Master's degree from an accredited institution in an appropriate area of specialization and six years of experience in a tutoring or learning center or with related academic support programs required.

A demonstrated commitment to diversity and equity is essential.

Ability to collaborate and work effectively with people ranging from students, parents, faculty, administrators, and other staff.

Ability to work under pressure, adjust to rapid change and dependability required.
Strong analytical and data gathering skills required.

Excellent oral and written communication skills and strong problem-solving skills are essential to success in this position.

Bilingual candidates and candidates from diverse backgrounds are encouraged to apply.

Salary:

\$65,000 - \$70,000

College or Department:

Center for Learning and Student Success

Location:

Boca Raton

Work Days and Hours:

Monday – Friday, 8:30 a.m. – 5 p.m. Occasional evenings and weekends as needed.

Application Deadline:

2022-03-29-07:00

Special Instructions to Applicant:

Individuals with disabilities requiring accommodation, please call 561-297-3057. 711

Final candidate will be required to have official, sealed transcripts and original NACES evaluation, if applicable, sent from their educational institution to Human Resources prior to the start of employment.

Successful completion of a background check, which may include a motor vehicle check, credit check, fingerprinting or additional screening, is required for the selected candidate prior to the start date.

A resume and a cover letter are required for this position. Make sure to attach these required documents in the Attachments section of the application. Any missing required documents will result to disqualification.

Worker Sub-Type Regular

Location Boca Raton

Time Type Full time

Locations

Supervisory Organization CLASS (Dr. Jennifer L. Bebergal (Z00006546))