

POSITION ANNOUNCEMENT
Director, Center for Learning Support Services
University College
Southern Illinois University Carbondale

University College (UC) at Southern Illinois University Carbondale (SIU Carbondale) invites applications and nominations for the position of Director, Center for Learning Support Services (CLSS). This Administrative / Professional position reports to the Dean of University College. This is a full-time, 12-month appointment contingent on job performance and available funding.

Program Description

The services offered by the Center for Learning Support Services are critical to the University's mission of retention and persistence to degree. CLSS is an academic support program which includes tutoring, group study sessions, academic coaching, and workshops. On and off-campus computerized testing services are also available through Testing Services.

The director is responsible for planning, data collection, assessment, research, marketing, publications, special University College events, and other duties assigned by the Dean, Assistant Dean, Executive Director or staff in University College.

Essential Administrative Responsibilities

1. Administrative responsibilities.
 - a. Adhere to external criteria for accreditation, ensuring high quality of services and continuous accreditation status while protecting the privacy and rights of students.
 - b. Analyze research and assessment data to make daily decisions regarding policies and procedures, unit services, and strategic funding decisions.
 - c. Develop and maintain process for collection of data on students served for use in:
 - i. ongoing assessment of services provided,
 - ii. improvement of services,
 - iii. correlation to and/or impact on retention and persistence to graduation rates, and
 - iv. inclusion in reports as requested.
 - d. Balance demand for services with state-allocated budgets while maintaining staffing for exemplary quality of service.
 - e. Seek alternate sources of funding and develop revenue generating opportunities from services offered by Testing Services.
 - f. Educate and promote the services offered in support of the University's retention and persistence to degree missions to on-campus constituents including, but not limited to, academic colleges, University Housing, registered student organizations and student groups.
 - g. Personify and enforce high standards for confidentiality, especially pertaining to student records, and for professionalism among all staff. Provide a positive work environment that encourages collaboration and motivation of staff members.
 - h. Serve on a planning committee for the UCOL 101 labs to ensure the academic coaches, UCOL 101 instructors, and the academic advisors in Exploratory Student Advisement are utilizing CLSS services.
 - i. Other duties as assigned by the University College (UC) dean, assistant dean, executive director, and staff.

2. Direct the academic support programs, including tutoring, group study sessions, academic coaching, and workshops.
 - a. Ensure compliance with College Reading and Learning Association ITTCP (International Tutor Training Certification Program). Update policies according to prevailing standards.
 - b. Recruit, select, train, supervise and evaluate a staff of civil service, graduate assistants, and student employees. Provide training to potential student leaders through the UCOL 251 course.
 - c. Using data from Institutional Research and in consultation with the University College (UC) dean, assistant dean, executive director, and University Core Curriculum director, along with academic deans, department chairs, and faculty, support implementation of analytics research (such as Early Warning Intervention Program) to target courses with high DFWI rates.
 - d. Provide academic probation intervention that serves students with GPA's of 1.0-1.99 in coordination with the University's retention efforts.
 - e. Collaborate with the coordinator of UCOL 101 to train and assign tutors, math lab assistance and academic coaches to designated sections of the UCOL 101 Saluki Success course as needed.
 - f. Serve as fiscal officer for the Tutoring state and local accounts.
 - g. Convene the campus-wide Tutoring Advisory Board to ensure high quality standards for all services offered by CLSS, in consultation with the UC dean, assistant dean, executive director, and others as deemed appropriate.

3. Direct the Testing Services unit.
 - a. Ensure compliance with National Collegiate Testing Association and other relevant professional organizations to maintain certification standards. Update policies according to prevailing standards.
 - b. Recruit, select, train, supervise and evaluate a staff of civil service, graduate assistant, and student employees.
 - c. Develop and coordinate policies and procedures relevant to on-campus computerized testing services for the offices of Disability Support Services, the Achieve Program, and other on-campus exams. Offer and facilitate off-site computerized testing through Extended Campus and local community organizations.
 - d. Serve as fiscal officer for the Testing Services local account.

Required Qualifications

1. Master's degree in College Student Personnel, Higher Education, Education, or related field.
2. Three years of experience developing and advancing a learning support, tutoring, testing, and/or other related academic assistance program.
3. Three years of experience implementing research methodologies, educational theories, or learning styles in a learning support services environment.
4. Three years of experience using educational technology to aid in tutoring and/or testing.
5. Two years of experience creating and providing educational workshops and/or presentations to students, faculty, staff, and campus community.
6. Knowledge of professional examination procedures and certification through professional testing organizations.
7. Experience developing office policy and procedures.

Preferred Qualifications

1. Possess excellent analytical abilities with attention to detail, effective supervisory and conflict management skills, training/experience in test administration, effective budget management, presentation, and/or technology skills.
2. Proficiency and experience using technology and social media as they relate to delivery and marketing of information to students.
3. Familiarity with survey and research methodologies, qualitative and quantitative research methods, database

- management, statistical software package usage, and/or educational philosophies/pedagogy.
4. Involvement in professional organizations, such as NCLCA, NADE, ATP, and NCTA.
 5. Direct and relevant working experience with conditionally-admitted or undeclared students.
 6. Experience teaching in higher education.
 7. Abilities in providing visionary leadership across campus.
 8. Outstanding oral and written communication skills.
 9. Experience with fiscal management.
 10. Experience utilizing early alert platforms to assist in retention management and assessment of retention initiatives.

To Apply: Please submit a cover letter detailing experience related to all minimum qualifications; a resume outlining related work experience; and names and contact information (telephone and/or email address) for three (3) professional references to:

Director, Center for Learning Support Services Screening Committee
c/o University College, Mail Code 4525
Student Services Room 375
SIU Carbondale
1263 Lincoln Drive
Carbondale, IL 62901
Email: univcoll@siu.edu

Application Deadline: Applications must be received in University College by close of business (4:30 p.m.) on Friday, March 15, 2017.

SIU Carbondale is an affirmative action/equal opportunity employer of individuals with disabilities and protected veterans that strives to enhance its ability to develop a diverse faculty and staff and to increase its potential to serve a diverse student population. All applications are welcomed and encouraged and will receive consideration.