



Position Description

Position Title: Dean of Student Success

Department: Student Success

Reports to: Provost

FTE: 1.0 FTE

Called: Yes

Revised: January 2022

Position Summary: Serves as the leader of Student Success, Career Development and Library teams to assure struggling students are provided with opportunity to succeed and advocates and supports them within the academic structure. The goal of the work is continually improving student academic progress and retention and persistence outcomes. This position is a member of the Academic Cabinet, and advises or has membership on various campus-wide committees such as Diversity, Retention, and Faculty Development. The Dean of Student Success reports to the Provost.

Primary Responsibilities

- Support and advise students with an emphasis on those experiencing academic difficulty
- Manage tutoring services
- Oversee Student Success coaches
- Advise and assist the Provost in carrying out the academic policies of WLC
- Submit to the Provost annual plans and budget for areas of responsibility and administer the final approved plans
- Support the professional growth of the faculty
- Provide for assessment of Student Success Center and ensure the assessment of the many aspects of the academic division of WLC
- Advise Athletics in regard to student success and retention
- Work with Institutional Research on data regarding retention and persistence
- Maintain a teaching role of 6-7 credits per academic year, including a section of COL 101
- Along with Advising, Registrar, and Student Life, coordinate orientation and first-year-experiences programs

Education and Experience

- Minimum of master's degree in appropriate academic field; doctoral degree preferred
- At least seven years of teaching/counseling/advising experience in higher education preferred
- Must be a member in good standing of a WELS/ELS church



Skills, Knowledge and Abilities

- Strong listening and empathetic skills needed for role
- Desire to see committed students succeed regardless of academic background
- Ability to advocate on behalf of students with faculty and leadership
- Willingness to encourage and assist faculty in developing skills which help improve student success and retention data
- Must have demonstrated love of God's Word in carrying out all responsibilities
- Demonstrated ability to confront and resolve issues as needed including discipline, and other resident life student scenarios
- Proven oral and written communication skills with the ability to communicate effectively with faculty, staff, students, external partners with judgment and use of appropriate professionalism for each situation
- Demonstrated ability to use a personal computer and various software packages such as Microsoft Office, learning management software, with knowledge of Jenzabar database and reporting being a definite plus
- Collaboration skills with the ability to stay on task, prioritize and be self-directed for the day-to-day tasks in support of team and constituents
- Strong ability to establish priorities, work independently, problem solve, and proceed to accomplish objectives without supervision, yet exercise judgement on when to escalate to the director as needed
- Strong organization skills with the demonstrated ability to serve through the completion of multiple tasks simultaneously yet seamlessly
- Ongoing professional development for best practice in areas such as retention and persistence, diversity, first-year-experiences, academic advising, etc.
- Exceptional service orientation, positive attitude, and joy through interpersonal relationship building and customer service
- Goal driven with healthy competitiveness, solutions orientation and work ethic to deliver
- Ability and capacity to work weekends and evenings as needed
- Must have ability to travel and must hold a valid driver license and maintain insurability to drive on behalf of the College
- Must be able to perform duties in a manner consistent with WLC's Code of Christian Conduct and WLC's mission, ministry, and affiliation with the Wisconsin Evangelical Lutheran Synod (WELS)