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Clark Atlanta University

Position Title:	Director of Student Success Coaching
Department:	Mathematical Sciences
Reports To:	Principle Investigator (Dr. Lakeshia Legette Jones)

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

The Director of Student Success Coaching works closely with the team of collaborators on a project funded by the National Science Foundation to provide leadership and oversight for student success initiatives designed to improve academic achievement, retention, persistence, and graduation, with an emphasis on STEM students. The Director supervises success coaches, peer mentors, and tutors; oversees proactive advising, academic support, and student development programs; and promotes self-efficacy, growth mindset, effective study habits, and student belonging.

Working collaboratively with faculty, academic departments, and student support offices, the Director develops evidence-informed strategies that strengthen student learning and faculty mentoring capacity. The Director also leads tutor and mentor recruitment, training, assessment, and professional development while using student success data to evaluate program effectiveness and guide continuous improvement.

This position is supported by a federally funded grant, and the selected candidate must allocate 100% of their time and effort to work that directly supports the project objectives.

Essential Duties and Responsibilities

1. Student Success Coaching and Academic Support

- Oversee proactive advising and student success coaching to support academic achievement, persistence, and timely degree completion.
- Coordinate early-alert interventions, instructor referrals, and individualized support for students experiencing academic challenges.
- Develop and facilitate workshops on self-efficacy, growth mindset, study skills, time management, motivation, goal setting, and academic resilience.
- Help students strengthen effective learning strategies, confidence, self-management, and problem-solving skills, particularly in rigorous STEM courses.
- Promote student engagement, belonging, and successful navigation of campus resources.

2. Peer Tutoring and Peer Mentoring

- Manage peer tutoring, peer mentoring, and faculty tutoring programs coordinated through the Student Success Initiative (SSI) office and Student Success Project, in collaboration with academic departments.

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- Recruit, hire, train, supervise, and evaluate peer tutors and mentors.
- Ensure tutoring provides course-specific academic support and faculty collaboration, while mentoring emphasizes study skills, time management, campus navigation, belonging, and professional development.
- Monitor tutoring and mentoring sessions, referrals, and participation through EAB Navigate360.

3. Tutor and Mentor Training and Development

- Establish comprehensive training and ongoing professional development for peer tutors and mentors, aligned with applicable College Reading and Learning Association (CRLA) standards.
- Ensure training addresses tutoring pedagogy, culturally responsive and inclusive practices, FERPA and confidentiality, self-efficacy, motivation, growth mindset, effective study strategies, and professional skills.
- Provide orientation, ongoing development sessions, and semesterly assessments to ensure consistent service quality and measurable learning outcomes.

4. Faculty Development and Research Mentoring

- Design and facilitate faculty development workshops that strengthen mentoring of undergraduate research, particularly in STEM disciplines.
- Promote the use of data science in student research and develop faculty capacity to support student learning and research engagement.
- Provide strategies for fostering student self-efficacy, growth mindset, academic confidence, and persistence.
- Collaborate with faculty and academic departments to integrate effective learning practices, inclusive mentoring, and student success strategies into courses and research experiences.

5. Assessment, Data Management, and Collaboration

- Establish program goals, performance measures, and assessment processes for coaching, tutoring, mentoring, and faculty development.
- Use EAB Navigate360, student feedback, and academic performance indicators to evaluate participation, identify student needs, and guide interventions.
- Prepare reports and recommendations to inform program improvements and institutional decision-making.
- Build partnerships across academic departments and student support offices to strengthen coordinated, data-informed student success initiatives.
- Ensure compliance with institutional policies, FERPA, and applicable confidentiality standards.

Minimum Qualifications

- Master’s degree in higher education, education, student affairs, counseling, STEM education, academic advising, or a related field.

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- Demonstrated experience in student success, academic advising, tutoring, mentoring, or student development.
- Experience supervising staff, student employees, tutors, or mentors.
- Knowledge of effective learning strategies, student development, academic support, and retention practices.
- Experience facilitating workshops, training, or professional development.
- Strong leadership, communication, organizational, collaboration, and data-informed decision-making skills.
- Commitment to inclusive practices and supporting students from diverse backgrounds.

Preferred Qualifications

- Experience supporting STEM students and gateway STEM courses.
- Familiarity with EAB Navigate360 or comparable student success platforms.
- Knowledge of self-efficacy, growth mindset, metacognition, and evidence-based study strategies.
- Experience with CRLA-aligned tutor training, faculty development, undergraduate research mentoring, data science, or program assessment.

Application Submission
Review of applications will begin immediately and continue until the position is filled. For consideration, please submit the following documents to jobs@cau.edu with a copy to ljones3@cau.edu.

1. Cover Letter – A letter describing the applicant's interest in the position and relevant experience in student success coaching, academic advising, tutoring, mentoring, program leadership, and supporting STEM student achievement.

2. Current Résumé or Curriculum Vitae – Highlighting educational qualifications, relevant professional experience, supervisory responsibilities, student support initiatives, and demonstrated accomplishments.

3. Statement of Student Success Philosophy (maximum 1 page) – Describing the applicant's approach to promoting student academic achievement, self-efficacy, growth mindset, persistence, and belonging, particularly among STEM students.

4. Sample Student Success Initiative or Program Assessment (maximum 2 pages) – A brief description of a program, intervention, or initiative the applicant has developed, implemented, or evaluated, including its objectives, assessment methods, and measurable outcomes.

5. Names and Contact Information for Three Professional References – Including at least one reference who can speak to the applicant's leadership, supervisory experience, or management of student support programs.