Dean for Student Retention & Advising

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Type: Full-Time
Category: Other Deans; +2
Company Description:

Bay Path University is a private comprehensive university with a bold and innovative spirit. Known for its commitment to providing a practical and career-focused education, Bay Path offers a residential bachelors degree for women only on its Longmeadow, Massachusetts campus, as well as bachelors, masters and doctoral programs for both men and women on campuses in East Longmeadow, Boston, Guaynabo, Puerto Rico and online. In 2024, Bay Path expanded its reach and program offerings through the acquisition of Cambridge College, increasing its enrollment to approximately 5,000 learners, gaining new locations, strengthening its online presence, and broadening its career-focused programs. Respected for strong allied health, education and business programs, accessible online options, and a supportive community, Bay Path is an appealing choice for many students.

Job Description:

JOB SUMMARY:

The Dean for Student Retention & Advising is a visionary leader responsible for fostering a culture of student success and persistence across both Bay Path University and Cambridge College. This role requires a strategic, data-informed approach to developing and

overseeing retention initiatives, advising services, and student support programs for a diverse student body, which includes a significant population of adult learners. A key aspect of this position will be to spearhead the implementation of a new, AI-powered student support program.

As a member of the Senior Leadership Team, the Dean will lead and empower a dedicated team to provide high-touch, holistic support that proactively addresses student needs from enrollment through graduation, ensuring every student has the resources and guidance to achieve their educational and career goals.

Key Responsibilities

1. **Strategic Leadership for Student Retention & Persistence:**

- Develop, implement, and continuously evaluate a comprehensive, multi-year retention strategy that aligns with university-wide goals for student success, degree completion, and graduation rates.
- Set and communicate clear retention and persistence goals for the university, and report on progress to senior leadership.
- Utilize predictive data modeling, case management data collection, and assessment to inform student outreach and impactful intervention strategies.
- Design and execute targeted programming for specific student populations, such as first-year students, transfer students, and at-risk learners, to foster a strong sense of belonging and academic connection.
- Lead the strategic execution and continuous improvement of a holistic new student onboarding and orientation experience. This includes creating a welcoming and informative environment that introduces students to university culture, academic expectations, and key support services, while also building a foundation for sustained engagement and success from their very first interaction.

2. Management & Team Empowerment:

- Lead, mentor, and supervise the professional advising and student success teams, fostering a collaborative, supportive, and high-performing environment.
- Manage and optimize tools and resources utilized in communication plans and outreach strategies throughout the life cycles of students.
- Design processes, create documentation, and provide training to guide efficient and effective activities of support service areas.
- Develop and implement professional development programs to ensure staff possess the skills and knowledge to deliver cutting-edge, student-centered advising and support.
- Manage departmental budgets and secure external funding through grant writing to expand and enhance retention programs and services.

3. Cross-Functional Collaboration & Advocacy:

- In addition to supervising the professional advising and Student Success teams, this role requires wide collaboration with New Student Enrollment and Marketing, Student Engagement & Academic Resources, the Registrar's Office, Data and Technology teams, Student Financial Services, Academic Deans, and other members of the community as necessary.
- Serve as a key liaison and advocate for student success, building strong, collaborative partnerships with academic deans, faculty, the Registrar's Office, Student Financial Services, and other key departments.
- Lead a collaborative effort to review and optimize processes, policies, and systems to remove barriers to student success and degree completion.
- Coordinate with Academic Deans, Student Life, and Student Academic Support teams on retention and advising efforts across the university.
- Work closely with the Admissions team to ensure a smooth transition process for all incoming students, with a particular focus on the unique needs of adult learners.
- Represent the university at conferences and on relevant committees, actively contributing to the broader discourse on student retention and success.
- Attend trainings as required.
- Perform any other duties or tasks as assigned by the University.

OTHER RESPONSIBILITIES:

If you operate a college-owned, leased or personal vehicle at any time while performing your duties you must follow all policies and procedures outlined in the Operations Manual. Additionally, you must report any driving offense, on or off company time, which causes a loss, suspension, or any other change in your license status. You must report this change within one business day of the offense. You can report this change to the Human Resource Department or your direct supervisor. Failure to do so can lead to disciplinary action, up to and including termination.

SUPERVISORY RESPONSIBILITIES:

- Senior Director of Advising CC
- Director of Retention & Student Success
- Director of Advising BPO/BPU
- Others as assigned

Requirements:

- Master's degree in Higher Education, Student Affairs, or a related field; a doctoral degree is preferred.

- A minimum of 5-7 years of progressive leadership experience in higher education, with a proven track record of developing and managing successful student retention and advising initiatives. Experience in advising and retaining online learners is preferred.
- Demonstrated expertise in using data and technology to inform retention strategies and improve student outcomes.
- Adept at technology, including Student Relationship Management (JRM) and Student Information Systems (SIS). Experience with Salesforce and Jenzabar on the user level is preferred.
- Exceptional leadership and team management skills, with the ability to inspire, motivate, and develop a diverse team of professionals.
- Outstanding verbal, written, and interpersonal communication skills, with the ability to build consensus and collaborate effectively with a wide range of stakeholders.
- Thorough understanding of FERPA regulations and the ability to handle confidential information with integrity and discretion.
- Valid U.S. driver's license.
- Must successfully pass the online Safe Driving Course (within 15 days of hire) and driving record check at time of hire and annually thereafter.
- Ability to adhere to University policies and procedures.

Additional Information:

Bay Path University is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Application Instructions:

All qualified applicants for this position should attach a cover letter, resume / curriculum vitae, and any other relevant information pertaining to this position and your candidacy. Please apply online. Faxes and emails will not be accepted.

Bay Path University is a smoke and tobacco-free community.

All offers of employment are contingent on satisfactory background check.

In compliance with the Americans with Disabilities Act (ADA), if you have a disability and require a reasonable accommodation to apply for a position please email us at HR@baypath.edu or call 413-565-1157.
Bay Path University is an affirmative action equal opportunity employer, committed to fostering diversity in its student body, faculty and staff.

Related Searches:

- Other Deans
- Academic Advising
- Student Affairs and Services

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