Faculty and Student Support Coordinator

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Excelsior University
in Albany, NY

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Type: Full-Time
Salary: $53,000 - $56,000 per year
Posted: 54 days ago
Category: Faculty Affairs

The Faculty and Student Support (FSS) Coordinator plays a central role in managing academic operations, communications, and policy compliance within the College of Liberal Arts and Sciences. Reporting to the Assistant Dean, this position supports faculty, students, and academic leadership through consistent service delivery, issue resolution, and process coordination.

Key responsibilities include managing academic integrity cases and appeals, advising faculty on policy adherence, and serving as the Academic Integrity Subject Matter Expert. The coordinator also oversees student organizations and honor societies, supports faculty onboarding and development, and assists with course setup and scheduling logistics.

In addition, the role contributes to continuous improvement efforts through dashboard reporting, accreditation data collection, and process documentation. The coordinator develops internal guidelines, templates, and FAQs for academic policies, maintains accurate records, and collaborates across departments to ensure alignment with institutional standards. This position strengthens communication, integrity oversight, and operational excellence across the college.

This is a full-time hybrid role with a minimum of two required days at Excelsior's home office of 7 Columbia Circle, Albany, NY, with the remainder of the days worked from home. No travel is required.

Duties and Responsibilities:

The following duties and responsibilities, but not limited to, are expected:

- Assist with term preparation, course setup, and faculty communications
- Support faculty onboarding, awards, and development initiatives
- Serve as Academic Integrity Subject Matter Expert (SME), managing and coordinating and managing integrity cases and appeals
- Handle regular and complex student academic integrity issues; escalate critical/high-level cases to the Senior FSS Coordinator.
- Prepare mid- and high-level integrity responses and guidance for faculty and students.
- Manage, monitor, and close out all academic integrity issues in alignment with institutional standards
- Prepare all (high/mid) AI responses and guidance for faculty/students
- Research student needs as related to optimization of sections and course offerings
- Support LTI integration for courses in collaboration with Instructional Design & Delivery, the Bookstore, & Learning Management Services
- Develop & maintain guidelines, communications templates, and internal FAQs supporting academic integrity policies and procedures
- Support dashboard reporting and accreditation-related data collection
- Support college and school-level social media accounts
- Provide logistical and administrative support for events and initiatives that strengthen community engagement. Coordinate scheduling, communications, and resource needs

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A bachelor's degree in a related field is required.
- Minimum of 1 year of related experience in an educational setting.

- Experience in adult and continuing education, or in distance education, is highly desirable.
- Comfort working with technologies to collect and analyze data in support of college initiatives.
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- Ability to manage multiple priorities and meet deadlines, project management skills preferred
- Comfortable working with technologies to collect and analyze data in support of college initiatives
- Strong analytical and problem-solving skills
- Ability to work both independently and collaboratively
- Demonstrated competence in written and oral communication and interpersonal skills
- Ability to work effectively with deans, faculty, and staff throughout the university
- Demonstrated integrity, commitment to high standards, ability to achieve results
- A commitment to working successfully with diverse populations

The hiring salary range for this position is $53,000.00 - 56,000.00. The hiring salary range above represents the University's good faith estimate at the time of posting.
AA/EOE/ADA

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