Voice of Student Program Manager

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Position Deleted on 3/03/2026. This position is no longer an active posting on HigherEdJobs.

Type: Full-Time
Salary: $73,000 - $109,400 per year
Posted: 16 days ago
Category: Broadcasting, Radio, and Television;
Military
Job Type: Full time

Job Number: JR-023751

Location: Salt Lake City, UT
If you're passionate about building a better future for individuals, communities, and our country-and you're committed to working hard to play your part in building that future-consider WGU as the next step in your career.

Driven by a mission to expand access to higher education through online, competency-based degree programs, WGU is also committed to being a great place to work for a diverse workforce of student-focused professionals. The university has pioneered a new way to learn in the 21st century, one that has received praise from academic, industry, government, and media leaders. Whatever your role, working for WGU gives you a part to play in helping students graduate, creating a better tomorrow for themselves and their families.

The salary range for this position takes into account the wide range of factors that are considered in making compensation decisions including but not limited to skill sets; experience and training; licensure and certifications; and other business and organizational needs.

At WGU, it is not typical for an individual to be hired at or near the top of the range for their position, and compensation decisions are dependent on the facts and circumstances of each case. A reasonable estimate of the current range is:

Grade: Professional 308 Pay Range: $73,000.00 - $109,400.00
Job Description

Responsible for implementing and maintaining the systems, processes, and culture that ensure student perspectives are integrated into WGU's decision-making and continuous improvement. This role turns strategy into daily practice-operating the closed-loop system, embedding student feedback into routines across functional areas, and cultivating a mindset where every employee connects their work to the student experience.

About the Role

WGU is seeking a **Voice of Student (VoS) Program Manager** to help transform student feedback into measurable improvements across the university. This role sits at the intersection of **student experience, program management, analytics, and cross-functional collaboration**.

You will drive the operational backbone of WGU's Voice of Student practice-ensuring that student feedback is collected, analyzed, prioritized, and acted upon in ways that improve outcomes and experiences. You'll work closely with academic units, operations teams, analytics partners, and senior leaders to ensure that student voices lead to real change, not just reports.

This is a highly visible role for someone who enjoys building systems, coordinating across complex organizations, and using data and insight to drive improvement.

What You'll Do

Lead Operations of the Voice of Student Program

- Own and evolve WGU's Voice of Student framework, ensuring feedback from multiple sources aligns to key moments in the student journey.
- Lead **closed-loop and inner-loop feedback processes** that connect student input to action, resolution, and learning.
- Define feedback case types, ownership models, escalation paths, and service-level expectations in partnership with functional leaders.
- Serve as the operational lead connecting VoS leadership, consultants, analytics partners, and campus stakeholders.

Turn Feedback into Measurable Improvement

- Partner with academic, student support, and operations teams to interpret student feedback and translate insights into actionable improvements.
- Identify systemic issues, recurring themes, and experience gaps using qualitative and quantitative data.
- Track outcomes and ensure transparency through dashboards, reporting, and "You Said, We Did" communications.
- Monitor adoption, accountability, and impact to ensure VoS remains action-oriented-not performative.

Program & Project Management

- Plan, coordinate, and manage cross-functional initiatives tied to student experience improvement.
- Establish governance routines, review cycles, and documentation that support consistency and accountability.

- Act as a liaison and facilitator across departments with differing priorities, workflows, and data maturity levels.

Analytics, Reporting, and Storytelling

- Collaborate with BI and Analytics teams to design reporting that highlights student impact and drives decision-making.
- Analyze survey results and unstructured student feedback (comments, cases, text responses) to surface trends and insights.
- Use or learn tools such as SQL, Python, R, dashboards, or AI-assisted analysis to support deeper understanding.
- Develop clear narratives and internal communications that bring student voices to life for stakeholders.

Build a Student-Centered Culture

- Partner with Communications and Learning teams to integrate VoS principles into training, engagement, and internal campaigns.
- Facilitate workshops, lunch-and-learns, and stakeholder conversations that reinforce empathy and responsiveness to student needs.
- Support change champions and school liaisons in adopting and sustaining VoS practices.

What We're Looking For

We recognize that strong candidates may come from **customer experience, higher education operations, analytics, or program management** backgrounds. You don't need to check every box-but you should be excited to grow into this space.

Required Qualifications

- Bachelor's degree in Business, Education, Communications, Data Analytics, or a related field.
- 7+ years of professional experience, including 3 or more years of experience in **one or more of the following:** program management, customer/student experience, higher education operations, or analytics-informed roles.
- Demonstrated ability to manage complex, cross-functional initiatives and influence without direct authority.
- Strong organizational, facilitation, and stakeholder communication skills.

You May Be a Great Fit If You Have Experience In One of the Following Areas:

Customer / Student Experience (CX)

- Experience in CX, Voice of the Customer (VoC), or service design.

- Familiarity with feedback systems, case management tools, experience metrics, and improvement frameworks.
- Comfort working with data, analytics, and experimentation to drive measurable experience improvements.
- Strong storytelling ability-able to translate student insights into compelling narratives that inspire action across teams and leaders.

Higher Education & Competency-Based Education

- Experience in higher education operations, academic administration, or student support environments.
- Understanding of how complex universities-especially online or competency-based institutions-operate.
- Experience leading or coordinating cross-functional initiatives in education settings.

Analytics & Data Skills

- Experience analyzing survey data and unstructured feedback (e.g., comments, cases, qualitative responses).
- Working knowledge of SQL, Python, R, dashboards, or AI-assisted analysis tools **or a strong desire to learn and apply these skills**.
- Ability to connect data insights to operational and strategic decisions.

Preferred Qualifications

- Master's degree (MBA, M.Ed., Data Analytics, or similar).
- Experience working with service-level agreements (SLAs), process improvement, or operational performance tracking.

Why This Role Is Different

- You'll help shape **how WGU listens to students-and what happens next**.
- You'll operate at both **strategic and hands-on levels**, building systems while driving real change.
- Your work will directly influence student experience, retention, and outcomes.

Position & Application Details

Full-Time Regular Positions (classified as regular and working 40 standard weekly hours): This is a full-time, regular position (classified for 40 standard weekly hours) that is eligible for bonuses; medical, dental, vision, telehealth and mental healthcare; health savings account and flexible spending account; basic and voluntary life insurance; disability coverage; accident, critical illness and hospital indemnity supplemental coverages; legal and identity theft coverage; retirement savings plan; wellbeing program; discounted WGU tuition; and flexible paid time off for rest and

relaxation with no need for accrual, flexible paid sick time with no need for accrual, 11 paid holidays, and other paid leaves, including up to 12 weeks of parental leave.
How to Apply: If interested, an application will need to be submitted online. Internal WGU employees will need to apply through the internal job board in Workday.

Additional Information

Disclaimer: The job posting highlights the most critical responsibilities and requirements of the job. It's not all-inclusive.

Accommodations: Applicants with disabilities who require assistance or accommodation during the application or interview process should contact our Talent Acquisition team at recruiting@wgu.edu.

Equal Employment Opportunity: All qualified applicants will receive consideration for employment without regard to any protected characteristic as required by law.
As an equal opportunity employer, WGU recognizes that our strength lies in our people.
We are committed to diversity.

Related Searches:

- Broadcasting, Radio, and Television
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