Director of Academic Support and Student Success Analytics

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Department: Student Success

Position Number: 30024227

Position Status: Regular

Work Schedule: tbd

Hours per Week
37.5

Months per Year
12

Purpose of Position

The Director of Academic Support and Student Success Analytics provides strategic leadership for university-wide academic support services, including Learning PLUS and Testing Services.

This role requires a student-centered, analytically rigorous, and strategically minded leader who is deeply curious about the drivers of student success. This role ensures the effective integration of academic support and testing functions into the institution's coordinated care network, advancing student retention, persistence, and completion goals. The Director will provide executive oversight of both units while serving as the institution's lead strategist for student success analytics within academic support areas. Besides supervising these academic support units, the Director will also serve as a student success analyst, using student success data to inform decision-making, improve service delivery, and identify barriers to student achievement.

This is not solely an operational leadership role-it is a visionary position for a proven data-informed practitioner who believes that inquiry, evidence, and coordinated action can transform student outcomes.

Primary Responsibilities

Strategic Leadership and Unit Oversight

- Provide vision, strategic direction, and operational oversight for Learning PLUS and Testing Services.
- Supervise faculty and staff within Learning PLUS and Testing Services.
- Align both units with institutional priorities related to access, retention, persistence, and completion.
- Manage budgets, staffing models, and resource allocation to maximize student impact.
- Foster strong partnerships with Academic Affairs, Advising, Accessibility Services, Institutional Research, and other student success units.

Student Success Analytics and Data Strategy

- Serve as the student success analyst for student success units and coordinated care efforts
- Collect, organize, analyze, and synthesize data from multiple systems to identify trends in usage, outcomes, and student behavior.
- Translate analytics into strategic recommendations and opportunities for measurable interventions.
- Partner with Institutional Research, Student Success units, faculty senate, council of chairs, Steely Library, and other relevant units on campus to strengthen early alert and predictive models.
- Present findings through reports and presentations to leadership and campus stakeholders.

Proactive Outreach and Coordinated Care

- Develop and implement data-informed proactive outreach strategies targeting various student populations.
- Integrate Learning PLUS and Testing Services into the university's coordinated care network ensuring seamless communication and referral between tutoring, testing, advising, and other support services.
- Serve on university committees and task forces focused on academic success, learning support, and student retention.
- Partner with faculty and staff to align academic support offerings with course and program needs.

Program Innovation and Continuous Improvement

- Lead innovation and continuous improvement across tutoring, writing support, supplemental instruction, and testing operations. Examples include pilot of AI tutor platform.
- Promote evidence-based academic support practices and technology-enhanced learning strategies. Integration of Navigate is key to enhance student learning and connection to coordinated care network.

- Develop assessment plans and measure learning outcomes and service effectiveness.
- Lead programs to support students which could include summer bridge program to support incoming students and promote a strong college start and transitional support programming.
- Cultivate a culture of assessment, curiosity, and continuous improvement.

Qualifications

Required

- Master's degree in Higher Education, Education, Educational Psychology, Student Affairs, or related field.
- Minimum of 5 years of progressive leadership experience in academic support, testing services, student success, or related areas.
- Demonstrated supervisory and organizational leadership experience.
- Proven record of using data analytics, pulling together data from a variety of sources for comparative information, to drive student success initiatives and measurable outcomes.
- Strong statistical, analytical, and reporting skills (including advanced Excel proficiency and experience with data systems such as PowerBI, SQL, etc.).
- Demonstrated ability to collaborate across academic and student affairs divisions.
- Excellent written and verbal communication skills, including the ability to present complex findings clearly.
- Ability to manage multiple priorities in a dynamic, student-centered environment.

Preferred

- Experience with coordinated care and student success platforms (e.g., Navigate EAB, ERP systems such as SAP, Workday, LMP platforms such as Canvas, etc.).
- Demonstrated success designing proactive outreach strategies.
- Experience conducting equity-focused student success analysis.

Disposition and Leadership Profile

Beyond technical expertise, this role requires a leader who:

- Demonstrates intellectual curiosity about student behavior, learning, and persistence.
- Is energized by uncovering root causes rather than treating surface symptoms.
- Balances empathy for students with analytical rigor.
- Operates with initiative, creativity, and a solutions-oriented mindset.
- Believes deeply in the transformative power of higher education.
- Leads with collaboration, transparency, and accountability.

Minimum Education: Master's Degree

Preferred Education: Master's Degree

Minimum Experience: 5 years

Salary: Minimum $53,834, annual

Pay Grade: S73

Requisition Number: 2026S2345

Job Open Date: 05/05/2026

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