

# **Student Success Coach and QEP Director**

Lacombe Campus

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled through the Lacombe Campus. The position is open to internal applicants only.

**Applications will be accepted until position is filled, with preference being given to those received on or before April 28, 2024. All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

Please submit: **(1)** a letter of application, **(2)** a resume and **(3)** official transcript (for a transcript to be considered official, it must be sent directly from the school to Human Resources. It may be sent by mail or e-script.) to:

**Attention: Hiring Manager**  
**Northshore Technical Community College**  
**65556 Centerpoint Boulevard**  
**Lacombe, LA 70445**  
**Telephone number: 985-545-1215**  
**Email: [resumes@northshorecollege.edu](mailto:resumes@northshorecollege.edu)**

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### **JOB SUMMARY:**

The Student Success Coach and QEP Director manages a caseload of students by providing academic coaching and advisement and managing tutoring services as well as leads and coordinators activities of the Quality Enhancement Plan (QEP). Supports student success at all campuses by managing and coordinating the early alert program and student success workshops for Student Services. QEP activities include attending and facilitating meetings associated with the QEP. The Director also manages documentation and reporting requirements and ensures alignment with Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) standards.

### **STUDENT SUCCESS COACH RESPONSIBILITIES:**

- Manages a caseload of students by providing academic coaching and advisement at the assigned campus.
- Coaches students towards the development of an educational plan including choosing a program of study and/or clarifying educational goals
- Coaches students towards the development of a student success plan, which includes selection of a program of study, clarification of educational goal, and a study plan.
- Manages and coordinates the early alert program for campuses college-wide. Communicates with faculty regarding the program and expectations. Coordinates early alert notifications for the college and makes appropriate referrals for necessary resources at each campus. Directly provides support for referrals related to academic success topics such as time management, study skills, etc.
- Designs and delivers workshops for faculty on the college's early alert program for campuses college-wide.
- Manages and delivers student success workshops both within and outside the classroom on topics including time management, study strategies, financial management, basic English and mathematic skills, etc. Coordinates workshops for all of Student Services.
- Develop a calendar of student-related college activities and events.
- Manages tutoring services for the assigned campus, including oversight of tutors, publication of schedules and services, and student referrals.

- Audits, monitors, and evaluates individual student academic progress.
- Makes appropriate referrals to students perceived as at-risk, acts as an advocate as appropriate.
- Attend recruiting events such as community and high school career fairs, as needed. Conducts campus tours for visitors, schools, and community.
- Maintains up-to-date knowledge about the College's programs and requirements; consults with contacts at various transfer institutions regarding course and program transferability, admission and graduation requirements.

## **QEP RESPONSIBILITIES**

- Ensure QEP alignment with SACSCOC standards.
- Lead the QEP narrative in collaboration with the Vice Provost of Research, Assessment & Planning.
- Work with faculty, administration, staff, and students to guarantee the successful submission and implementation of the NTCC QEP.
- Foster a collaborative environment for the QEP Team to design new policies, procedures, curricula, facilities, job descriptions, and professional development opportunities necessary to achieve the QEP goals.
- Work with the appropriate college staff members to maintain and update the QEP website.
- Work closely with the Provost and Vice Chancellor of Academic & Student Affairs and Vice Provost of Research, Assessment & Planning to provide input/recommendations for transformative activities and course sections to meet enrollment demand and QEP goals.
- Promote participation in the QEP throughout the college and community.
- Work closely with the Vice Provost of Research, Assessment & Planning to develop and manage the QEP assessment.
- Coordinate the QEP training for faculty and staff.
- Assist faculty in creating and coordinating the evaluation rubrics for reflections submitted by students as a part of the QEP.
- Collaborate with the Vice Provost of Research, Assessment & Planning to collect and analyze the results of the QEP program and implement improvements as necessary to increase effectiveness.
- Manage the QEP budget in compliance with all college policies, procedures, and procedures.
- Provide oversight and updates to the campus community regarding the QEP progress.

Performs all other duties as assigned

## **Qualifications:**

**Minimum Qualifications:** Master's degree in a related field and five years professional experience.  
Preferred: doctoral degree.

## **Key Behaviors**

- **Dependability:** Respond to requests in a timely manner
- **Teamwork:** Balance team and individual responsibilities
- **Decision Making:** Display willingness to make decisions
- **Communication:** Effectively communicate with others
- **Time Management:** Able to complete all job requirements in allotted time
- **Work Ethic:** Display an organized and results-oriented approach, and motivation to perform without extensive direction
- **Accuracy:** Display a high quality of work and level of accuracy
- **Innovation:** Use a creative, solution-oriented approach to address problems

## **SPECIAL SKILLS AND ABILITIES:**

1. **Knowledge, Skills, and Abilities:** Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must establish and maintain effective working relationships. Comprehensive knowledge of standard office practices, procedures, equipment, and techniques. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
2. **Computer Skills:** Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.).
3. **Software Used:** Experience with and knowledge of computer operation; knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.), and database applications.

## **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods of time at a keyboard or workstation.

## **INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

## **WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

### **Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.