

ROBERTS WESLEYAN UNIVERSITY
Job Description

Job Title

Student Success Advisor and Program Manager

Department: School of Nursing

Reports to:

RN to BS Program Director
Dean, School of Nursing

Status: Non-Exempt, 40 hrs/week

Revised: 08/24

Objective: Manage administrative services for the RN to BS and RN to MS degree completion programs in the School of Nursing (SON). Perform critical administrative work of these programs, including activities related to admission of students, support of currently enrolled students, the support of full time and adjunct faculty in the RN to BS and graduate programs in the School of Nursing.

Administrative Support to the RN to BS and RN to MS Degree Completion Program

- Act as primary liaison between students, other departments, and faculty/adjunct faculty of the School of Nursing and University.
- Set, review and implement individualized program pathway calendars; provide to off sites, students, SON and campus offices.
- Create schedule of courses in consultation with Academic Program Directors.
- Collaborates with Program Directors to assign, schedule and confirm faculty.
- Monitor faculty loads and report concerns to appropriate Program Director and/or dean.
- Prepare reports as needed and/or requested by Program Director and/or dean.

Student Success Advising for RN to BS program:

- Meet with newly enrolled students to start academic planning, advise and register for courses
- Send registration information to newly accepted students.
- Communicate program information to currently enrolled students in the RN to BS Program.
- Process program and course registration, drop and withdrawal forms for RN to BS students.
- Maintain accurate and appropriate advising materials for the RN to BS program.
- Refer RN to BS students to appropriate on and off campus resources to meet individual needs (in consultation with faculty or program director).
- Maintain appropriate confidential records of student contact.
- In consultation with faculty, identify students who may be at risk and apply appropriate outreach strategies to mitigate attrition.
- Adopt best practices for proactive communication.
- Stay current in academic advising trends and practice.
- Work closely with program directors and communicate student concerns or questions.
- Collaborate with Registration Office to evaluate Transfer Credit Evaluations.
- Participate as a member of Prior Learning Assessment Committee.

Preceptor and Internship Responsibilities

- Work with faculty and Program Directors to identify clinical practice experience placements.

Fiscal/Budgetary Responsibilities

- Coordinate contracts for payment of adjunct and overload for 9 programs.

Other

- Record minutes for the RN to BS Curriculum Committee meetings in the School of Nursing in absence of program coordinator.
- Provide excellent service for internal and external customers and maintain a welcoming and helping environment for prospective and current students.
- Track enrollment, graduation and other requested data for reports to accrediting bodies.

Qualifications:

Bachelor's Degree with 3-5 years related work experience. Ability to represent the University and the program in a positive and professional manner as well as provide excellent customer service. Excellent computer skills: Microsoft Office Suite, Google suite, as well as the ability to learn and master other University software as indicated. Strong verbal and written communication skills. Strong attention to detail.

The approved rate for this position is: \$19.00/hr-\$19.50/hr

Consequence of Error

Being unorganized and not working in a timely manner will result in unsatisfactory service to prospective student and present an unsatisfactory image of Roberts Wesleyan University to the community with whom we collaborate to bring the School's programs.

Level of Supervision

Broad direction provided allowing for independent decision-making and choices of method. Most activities have standard instructions and procedures as a guide. Ability to make decisions consistent with accreditation standards, regulatory bodies, and university policies and procedures without supervision.

Directs Work of Others and/or # of Employees Supervised

Assigns work student office worker(s), students in Bell Program and volunteer(s).

Confidential Data

Has access to student and faculty personnel/academic information. Situations arise where student confidentiality is warranted in School programs.

Mental/Visual Demand and Physical Effort

Able to move files, maintain and organize storage areas, lift textbooks and pack and lift materials for orientation and informational meetings. Frequent interruptions. Must be accurate, meet deadlines, and maintain confidentiality where appropriate. Ability to do computer work for extended period of time and sustained concentration on some projects.

Environment

Office environment. Considerable noise pollution. Multiple interruptions during course of day.