

ROBERTS WESLEYAN UNIVERSITY
Job Description

Job Title

Student Success Advisor and Program Manager,
GPS

Department: School of Nursing

Reports to:

RN-BS and Graduate Program Directors
Dean, School of Nursing

Status: Non-Exempt,
40 hrs/week, 12-month

Revised: 04/25

Mission Alignment: Candidates must have a Christian faith commitment consistent with the mission and ethos statement of Roberts Wesleyan University.

Summary/Job Objective: Manage administrative services for Graduate & Professional Seminary (GPS) 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 graduate programs in the School of Nursing.

JOB RESPONSIBILITIES

Administrative Support to the Graduate & Professional Programs

- Act as primary liaison between students, other departments, and faculty/adjunct faculty of the School of Nursing and University.
- Under the supervision of the respective Academic Program Director:
 - Collaborate with Registration to process Transfer Credit Evaluations and Gap Analysis consistent with accreditation and regulatory bodies;
 - set, review, communicate, and implement the programs of study calendars to students, Program Directors, and university offices;
 - create the schedules of courses;
 - under the supervision of respective Program Directors, assigns, schedules and confirms faculty.
- Monitor faculty loads, and report concerns to the appropriate Program Director and/or Dean.
- Support Dean, Program Directors, and faculty in ongoing evaluation according to Systematic Evaluation Plan
- Track enrollment, graduation and other requested data for reports to accrediting and regulatory bodies.
- Prepare reports as needed and/or requested by Program Directors and/or Dean.
- Under the supervision of the Senior Administrator, collaborates to maintain compliance and consistency with accreditation agencies, regulatory bodies, and internal policies.

Student Success Advising for Professional and Graduate Programs:

- Collaborate with Enrollment Services to effectively communicate with newly enrolled GPS students to start academic planning, advise and register for courses
- Send registration information to newly accepted GPS students.
- Communicate program information to currently enrolled GPS students.
- Process program and course registration, drop and withdrawal forms.
- Maintain accurate and appropriate advising materials for GPS students.
- In consultation with respective faculty, Program Directors, and/or Dean, refer GPS students to appropriate on and off campus resources to promote success.
- Maintain confidentiality according to FERPA and HIPPA.
- In consultation with faculty and the respective Program Director, identify students who may be at risk and implement appropriate outreach strategies to mitigate attrition and promote student success.
- Adopt best practices for proactive communication.
- Maintain currency in academic advising trends and practice.
- Communicate student concerns or questions to the respective Program Director.
- Participate as a member of the Prior Learning Assessment Committee.

Preceptor and Internship Responsibilities

- Collaborate with faculty, Program Directors, administrative professionals and clinical organizations with clinical immersion experiences.
 - Under the direction of the Senior Administrative Director and Program Directors with support of the Administrative Assistants: coordinate the orientation and evaluation of preceptors
- Collaborate with the Senior Administrative Director to ensure currency with contracts and memorandums of understanding.

Fiscal/Budgetary Responsibilities

- Under the supervision of the Administrative Director and support of the Assistant Administrative Director, process and monitor contracts for payment of adjunct, overload, and faculty additional pay for graduate nursing programs.

Other

- Provide excellent service for internal and external customers and maintain a welcoming and helping environment for prospective and current students.
- Duties as assigned.

REQUIREMENTS:

- Bachelor's Degree preferred; or equivalent combination of formal education and experience demonstrating ability to coach people to achieve career/life goals
- Minimum 3-5 years related work experience.
- Ability to represent the University and the program in a positive and professional manner
- Strong 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 communication and interpersonal skills.
 - Strong attention to detail.
 - Commitment to a Culture of Care.

The approved rate for this position is: \$21.00/hr

Consequence of Error

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

Confidential Data

Ongoing FERPA, HIPPA and other education and training. Has access to student and faculty personnel/academic information. Situations arise where student confidentiality is warranted in School programs.

Level of Supervision

Broad direction provided 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

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

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 periods of time and sustained concentration on some projects.

WORKING ENVIRONMENT

School of Nursing, Campus, limited remote times

DISCLAIMER

This description is not designed to be a complete list of all duties and responsibilities of the Student Success Advisor and Program Manager, Graduate Professional Seminary Programs.