



**CHIEF STUDENT SERVICES OFFICER
FOR THE ONLINE EDUCATION INITIATIVE (OEI) PROGRAM**

DEPARTMENT: Technology
COLLEGE: Central Services
SALARY GRADE: [A2/A3 - M](#)

POSITION PURPOSE:

Reporting to the OEI Executive Dean, the OEI Chief Student Services Officer coordinates with the OEI Steering Committee to develop policies for providing student support services designed to increase retention, success, associate degree completion, and transfer rates of community college students. These services include, but are not limited to application, placement assessment, advisement, educational planning, registration, financial aid, online course orientation, technical support, bookstore, tutoring, writing center, proctoring, library, career counseling, wellness resources, personal counseling, and credit for prior learning.

NATURE and SCOPE:

The Chief Student Services Officer is responsible for providing leadership and vision to guide the design and development of personalized, remotely delivered services in order to establish a student-centered seamless learning environment that facilitates success.

KEY DUTIES and RESPONSIBILITIES:

The following duties and responsibilities are typical but not limited to the following:

1. Provides leadership and direction of the OEI student experience including statewide teams, committees, and work groups.
2. Conducts environmental scans and needs assessment to determine functionality required to meet the needs of online students and use the results to inform the development and deployment of Student Support Tools and Services that will result in student success, retention, and goal completion.
3. Collaborates with OEI Academic Affairs, Professional Development, and Technology teams and committees to manage functional development of Student Support Tools and Services.
4. Develops a roadmap for the development, deployment, maintenance, evaluation, and improvement of online Student Support Tools and Services.
5. Deploys the Student Support Tools and Services and supports ongoing development specific to the student experience and assures integration of emerging ways to support the needs of remotely located students.
6. Collaborates with the OEI Technology team to develop and test the usability of the Education Management Platform.
7. Collaborates with the OEI Academic Affairs and OEI Professional Development teams to manage priorities as Student Support Tools and Services are integrated into the Student Portal and other statewide technology services.
8. Collaborates with CCC Chancellor's Office and other stakeholders to ensure that all procedures and processes related to online student services are in full compliance with all federal and state statutes.
9. Utilizes the expertise of the High Tech Center Training Unit to ensure that universal design standards and accessibility features are addressed in the design and implementation of the Student Support Tools and Services.

10. Serves as a liaison between the named prior learning partner and OEI stakeholders.
11. Perform other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge:

1. Support needs of remotely located online learners that promote academic success and goal achievement.
2. Learning management systems, web and instructional design, and other software commonly used to deliver online courses.
3. All applicable laws, guidelines, regulations, and contracts, such as SB 1440/Transfer - AAT, SB 1456/ Student Success Act of 2012, Common Assessment, Educational Planning, Federal and State labor laws, ADA compliance laws.
4. Collective Bargaining Agreements
5. Personnel and fiscal management.
6. District policies and procedures.
7. Chancellor's Office policies and procedures, Foothill College resources, programs and services.
8. Student Learning Outcomes Assessment for Student Services.
9. Program Review.

Skills and Abilities:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Ability to bring individuals with various priorities to consensus to complete project milestones in a timely manner.
3. Communicate effectively both orally and in writing, including complex proposals and presentations.
4. Strong supervisory and decision making skills.
5. Leadership/Organizational/Time Management/Problem Solving.
6. Budget and Finance.
7. Interpersonal relations/Communication.
8. Computer hardware and software applications.

Education and Experience:

1. Master's degree in a related field.

Preferred Qualifications:

1. Three (3) to five (5) years of progressive administrative experience in Student Services and Online Learning, or a related field preferably in the California Community College system.
2. Experience in leading institutional change.
3. Experience with online course development, teaching/learning, faculty development, managing programs, and/or developing and delivering online student services.
4. Experience with identification of student learning outcomes and assessment of student services.
5. Demonstrated experience with integrated budget and planning, and a data driven program review process.
6. Knowledge of admissions processes procedures and reporting requirements.

WORKING CONDITIONS:

Environment:

1. Typical office environment including mobile and connected interactions..

Physical Abilities:

2. Hearing and speaking to exchange information in person and on the telephone and make presentations.

3. Dexterity of hands and fingers to operate a computer keyboard.
4. Vision sufficient to read various materials.
5. Sitting for extending periods of time.
6. Bending at the waist.
7. Lifting and carrying objects up to 20 lbs.

Date Approved: March 2014; Date Revised: July 2019

Ed Code: H-10

Creditable Service: PERS