



VICE PRESIDENT, STUDENT SERVICES – DE ANZA COLLEGE

DEPARTMENT:

COLLEGE: De Anza

SALARY GRADE: [A2/A3 - N](#)

POSITION PURPOSE:

Reporting to the President, the Vice President of Student Services provides strategic leadership and vision in the planning, direction, administration, and evaluation of the college's student services infrastructure that is welcoming and nurturing for a diverse student body. The Vice President will work to enhance access, retention, and student success and serves as the chief student services officer of the College. The Vice President will also work collaboratively with the college's various stakeholders to develop and implement student-centered innovative services and support that advance diversity, equity, inclusion, accessibility, and antiracism. The Vice President reports directly to the President and works cohesively with the De Anza community and the community at large to provide campus and district leadership.

NATURE and SCOPE:

The Vice President of Student Services supervises multiple deans, directors, faculty, and appropriate office staff across student services. Duties are assigned to administrators, faculty, and staff within parameters as negotiated with collective bargaining units. The Vice President will hire and evaluate administrators, faculty, and staff; develop and offer programs; manage budgets; and make staffing recommendations to the President.

The Vice President of Student Services is responsible for planning, directing, administering and evaluating the student support programs and services of the college. The position is also responsible for developing, recommending and implementing policies and procedures that support student success; ensuring compliance with federal, state, local and district regulations; and supervising and evaluating the performance of assigned personnel.

The Vice President of Student Services will have a solid record of leadership and administrative accomplishment and will provide evidence of a collegial and collaborative working style. The position will manage a large organizational unit and major resources, and work with shared governance.

KEY DUTIES and RESPONSIBILITIES:

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

1. Serves as the Chief Student Services Officer of the college and an advisor to the President. Supports the President in providing leadership in the development and coordination of the vision, mission and values of the college. Provides strategic vision, policy analysis, and organizational support to develop and enhance high quality, student-centered support programs and services to advance student successes, innovative and creative approaches to 21st century opportunities, training and services, and community partnerships.
2. Provides leadership and a sense of vision and direction, while working collaboratively with all constituencies, in the development of plans for enhancing the quality of all student-centered support and services (such as Basic Needs, College Life, Counseling, Disability Support Programs and Services, Enrollment Services, Extended Opportunity Programs and Services/CARE/NextUp, Financial Aid, International Student Programs, Mental Health and Wellness, Middle College, Outreach, Student Development, Student Health Services, Veteran Services), the development of new student support programs, the redirection of existing services to best meet the support needs of students, and necessary professional development for faculty, classified staff professionals, and administrators.
3. Develops plans for personnel, facilities and equipment needs of the student support programs, initiating and leading the formulation of long-range planning through the college's Strategic Plan, Educational Master Plan, Facilities Master

Plan, Technology Master Plan, Strategic Enrollment Management Plan, and Student Equity & Achievement Program Plan.

4. Supervises administrators, staff, and faculty to create and maintain a positive working, teaching and learning, and equitable student support environment. Encourages multi-directional communication and orderly collaborative decision making in all student support programs.
5. Collaborates with the Vice President of Instruction, Vice President of Finance and Administrative Services, and other members of the senior leadership team to integrate support services, instruction and operational services to support student success.
6. Develops, coordinates and implements the annual Student Services Program Review, including qualitative as well as quantitative measures, and makes recommendations for program needs and additional faculty to fulfill these needs.
7. Based on program review and the overall mission and priorities of the college, develops college student support goals for the student services programs, allocates personnel resources to attain these goals, and monitors indicators of successful achievement of those goals.
8. Develops and manages the student services budget of the college and leads efforts to procure external resources such as grants.
9. Collaborates with Instruction to provide necessary outreach and student support in the ongoing development of dual enrollment, continuing education (noncredit), programs for currently and formerly incarcerated students, implementation of Guided Pathways through the college's Villages model, and creation of a college-going culture from TK-12 into higher education.
10. Ensures compliance with Education Code, state regulations, accreditation standards, board policies, and administrative procedures. Initiates recommendations of revisions to and provides leadership in the development of policies and procedures related to student support services across the college and district.
11. Works cooperatively and provides leadership in developing partnerships with business, industry, government, schools, colleges, public and private sector agencies, and the community at large in the planning and implementation of student support programs.. Represents the college with distinction in community, state, and national activities.
12. Participates in college and district shared-governance in the promotion of collegial consultation processes through active engagement in college and district-wide committees, task groups, and councils.
13. Participates as needed on district collective bargaining, assists in the preparation of proposals for negotiations and ensures compliance with collective bargaining agreements.
14. Ensures the timely and accurate preparation and submittal of a variety of reports, proposals, recommendations, and planning documents in accordance with federal, state, regional, local, and accreditation standards.
15. Provides problem solving, planning, and communication regarding college goals and policy changes.
16. Serves as advisor to the President on student services related issues including student code of conduct, Title IX, and related matters.
17. Develops and promotes opportunities for innovation, professional growth and staff development.
18. Participates in the selection of all De Anza student services managers and faculty while ensuring the supervision and evaluation of all student services administrative staff.
19. Supports, implements and promotes compliance with the District's Equal Employment Opportunity (EEO) Plan in all aspects of employment and education; encourages cultural and ethnic diversity in staffing, curriculum, programs and services.

20. Assures compliance with the District's Injury and Illness Prevention Program by providing motivation, incentives and direction to assigned staff; maintains a safe work environment, enforcing safe work practices, reporting and investigating accidents, maintaining necessary documentations and requiring employees to receive mandated training.
21. Performs other duties as assigned by the President.

EMPLOYMENT STANDARDS

Knowledge:

1. Applicable laws, guidelines, regulations, and contracts such as Education Code, Title 5, AB 1725, Board policies, administrative procedures, OSHA regulations, federal and state labor laws, and ADA compliance laws.
2. Principles of employment, supervision, and evaluation of faculty, staff and administrators.
3. Collective Bargaining Agreements with the Faculty Association, ACE, CSEA and Teamsters.
4. California Community Colleges Chancellor's Office policies and procedures.
5. Shared governance, teambuilding and collaborative decision-making processes within and across organizational lines.
6. Personnel and fiscal management.
7. Program Review, Administrative Unit Outcomes, and Student Learning Outcomes Assessment for Student Services.
8. Technology and commonly used software and communication media.

Skills and Abilities:

1. Communicate effectively both orally and in writing, including complex proposals and presentations, and other public speaking.
2. Strong supervisory skills.
3. Proven leadership and management.
4. Problem solving and critical thinking skills.
5. Strong interpersonal skills.
6. Computer hardware and software applications.

Education and Experience:

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. A Master's Degree from an accredited institution in a discipline within or related to the division area.
3. One year of administrative experience, formal training, internship, or leadership in a related field.
4. The successful candidate will have one year of direct administrative experience in:
 - a. Planning, implementing, administering, and evaluating student support programs and services;
 - b. Hiring, supervising, developing and evaluating faculty and staff;
 - c. Developing, managing and administering complex budgets; and
 - d. Serving as an active support in diversity.

Preferred Qualifications:

1. Three to five years of progressive administrative responsibility in student services, or a related area preferably in the California Community College system.
2. Experience supervising all levels of employees: administrators, faculty, and staff.
3. Experience in leading institutional change.
4. Experience with student learning outcomes identification and assessment for 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.
7. Resource development experience with grants, foundations, or similar development activities.

WORKING CONDITIONS:

Environment:

1. Typical office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision sufficient to read various materials.
4. Sitting for extending periods of time.
5. Bending at the waist.
6. Lifting and carrying objects up to 20 lbs.

Date Approved; Revised: March 2008, April 2025

Ed Code: H-10

Creditable Service: PERS