
Auburn University Job Description

Job Title: **Asst Dir, Course Support**

Job Family: No Family

Job Code: **AA77**

Grade 35: \$51,900 - \$86,400

FLSA status: Exempt

Job Summary

Reporting to the Director, Student Academic Support, the Assistant Director, Course Support develops, directs, and manages comprehensive course support programs to benefit students' academic achievement at Auburn University. These services include, but are not limited to, peer tutoring, supplemental instruction, and boutique programs rooted in understandings of various student populations.

Supervises a team of Student Program Coordinators and partners with various campus partnerships at the college-level with Associate Deans, Directors of Student Services, Faculty and Instructors, and Academic Advisors, central services via staff in Academic Accessibility, Biggio Center, Academic Assessment, Student Counseling & Psychological Services, to best support student programming outcomes and goals.

Essential Functions

1. Develops, directs, and manages academic peer leader programs. Supervises daily operations, planning, design, development, and implementation of academic course support programs along with associated outreach initiatives, campus partnership efforts with the assistance of direct reports. Directs and supervises the recruitment, selection, hiring, training, ongoing support, and recognition of academic peer leaders. Ensures proper program-level file storage and security to support FERPA-maintained level of student data.
 2. Supervises the design, revision, and implementation of training curriculum and professional development opportunities for student employees (course support peers, including tutors and SI leaders), aligned in national standards including National Association for Continuing Education (NACE), National College Learning Center Association (NCLCA), and College Reading & Learning Association (CRLA).
 3. Maintains the peer leader training and support efforts, including but not limited to initial training, ongoing support, and associated courses.
 4. Leads program evaluation and learning assessment efforts to include quality control and strategic planning efforts with an emphasis on student learning outcomes associated with course support, outreach, and campus partnerships. Develops operating and learning goals and objectives for the unit; recommends, implements, and coordinates methods and procedures to enhance course support processes. Supervises the development of surveys, rubrics, and other data collection tools in support of assessment and strategic planning efforts. Trains and delegates assessment-related processes among office.
 5. Collaborates with the Student Academic Support Director on the vision for course support programs, learning outcomes, outreach initiatives, and campus partnerships, and leads resulting execution and delivery. Interprets data, including budget, relating to student and program needs and devises creative strategies to meet those needs. Ensures course support programs align with budget and resourcing parameters, including student wages, training expenses, outreach and campaigning materials (print, online, non-traditional), and other program expenses.
 6. Provides and offers feedback, perspective, and ideas to support the planning and direction of course support initiatives, relevant outreach efforts, and campus partnerships on behalf of the office. Recommends adjustments and implements to promote student learning, satisfaction, and engagement. Identifies pathways to solve program and office-level dilemmas related to student usage barriers, service limitations, etc.
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7. Serves as a liaison and influencer to support student achievement in courses. Establishes and maintains campus partnerships to enable course support programs and services at the University, including, but not limited to, colleges and schools, faculty, student affairs units, center for teaching & learning, etc.
8. Collaborates with academic units to create and refine course support and outreach initiatives. Supervises and champions the development of customized workshops and presentations or other personalized course support initiatives, informed in the needs of students and campus partners.
9. Supervises and facilitates successful communication among undergraduate, graduate, and professional staff concerning goals and plans of course support and outreach initiative. Evaluates the effectiveness of communications, public relations, and/or marketing efforts. Mobilizes team towards publicity opportunities and campus partnership efforts to increase student usage outcomes.
10. Manages the use of software and technology tools to maximize efforts and refine workflow processes. Manages processes associated with appointment-based technology platform(s) that support program implementation. Maintains contracts with vendors, or works to identify the right vendors for program-level needs.
11. Performs other related duties.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Master's Degree	No Specific Discipline. Degree in Education, Counseling, Business Administration, Psychology, or related fields desired.
Experience (yrs.)	5	Experience in administering and/or coordinating academic course support to include teaching and learning, academic programming, student success programming, college administration and services, or learning centers.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of FERPA standards related to student data and file storage/security. Ability to evaluate student program data and make timely decisions to benefit student achievement and success. Ability to work with diverse populations. Ability to manage and report qualitative and quantitative data. Strong interpersonal skills with the ability to partner and collaborate with a wide-variety of academic leaders, staff, faculty, and students. Demonstrates excellent oral and written communication in daily interactions.

Certification or Licensure Requirements

None required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 7/29/2021
