



CONNECTICUT STATE COMMUNITY COLLEGE

JOB DESCRIPTION

Director of Registration & Academic History

Salary Level:
CCP 20 (Subject to Willis)

Date Approved/Revised:
2/2/2022

POSITION PURPOSE:

Under the direction of the Associate Vice President of Enrollment & Retention Services, the Director of Registration & Academic History is responsible for maintaining the integrity of student records at Connecticut State Community College. This position is responsible for the institution's registration cycle, including grading, appeals, and overall academic history of each student.

The Director of Registration & Academic History provides leadership and collaborates with other members of the Student Information Services team to ensure consistency in executing the enrollment vision of Connecticut State Community College and plays a critical role in ensuring the delivery of a high-quality student information services that meets the diverse needs of all students.

The Director of Registration & Academic History collects and analyzes data to establish benchmarks and leads continuous improvement efforts for statewide enrollment efforts as well as maintains compliance with FERPA and all applicable policies and laws.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Associate Vice President of Enrollment & Retention Services. This position supervises the Registration Specialists for Connecticut State Community college, and other administrative and/or clerical staff as needed.

The position is required to work collaboratively with other offices and services within Connecticut State Community College, and to develop enrollment goals, build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to students.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Key member of the Associate Vice President of Enrollment & Retention Services' staff; collaborates with other Directors and Managers to ensure consistency in executing the enrollment vision of Connecticut State Community College.
- Reviews current processes, evaluates and implements changes for improvement.
- Engages in strategic planning activities to ensure student information system platforms are leveraged to support strategic goals and objectives of Enrollment & Retention Services.
- Oversees term setup in Banner for each academic year for all full-term and abbreviated terms, including pre-requisite checking and course repeat limits.
- In collaboration with the AVP, establishes common registration dates across Connecticut State Community College for each registration term.
- In partnership with Academic Operations, oversees the course waitlist process in banner; uses data to help forecast enrollment goals and determine the number of sections needed for courses.
- Implements and administers online grading including the collection of "Never Participated" (NP) students for each term (and part of term).

- Responsible for end of term processing for Connecticut State Community College.
- Manages retroactive student record changes, including student appeals for late adds or withdrawals and other irregular changes to student records.
- Process academic suspension report and perform suspension of students at the end of each term.
- Supervises the resolution of all grade discrepancies, omissions, petitions, and other student record processes.
- Coordinates the student registration appeals process; serves as chairperson of the appeals committee; maintains all records related to student registration appeals.
- Oversees the Refund and Course Withdrawal Policy; serves as Chairperson for the Refund Appeals Committee and is the primary point of communication with students regarding their appeal.
- Monitors and documents curricular changes through collaboration with Academic Affairs; represents the Office of Enrollment & Retention Services on CSCC Curriculum Committees and projects related to curricula.
- Works with the Director of Degree Audit Technology to ensure that curriculum changes are updated appropriately in the degree audit platform
- Administers the college academic amnesty process and academic standing.
- Provides faculty members and other staff with pertinent information about policies and procedures relating to student grading and the student registration appeals process.
- Maintains the college website, catalog and other materials as they pertain to grading and appeals processes.
- Oversees student requests, transcript requests and all requests related to enrollment or academic status, and degree completion or enrollment verification for current and former students at Connecticut State Community College.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- Serves on committees as assigned. Represents CT State Community College interests at professional organizations at the state and national level.
- May involve occasional evening or weekend work, within contractual limitations.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at, committee, staff, informational, and professional meetings at the college and regional level.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.)

Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Demonstrated understanding of a comprehensive community college.
- Demonstrated ability to exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Demonstrated ability to develop and implement complex projects and programs in support of college objectives.
- Experience with student information systems, including term setup, end of term processing, and generating reports.
- Experience in using enrollment management, content management, and project management software.
- Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural and ethnic backgrounds of members of the College community, including those with disabilities.
- Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in education, counseling, student development, social work, enrollment management or an appropriately related field together with three to six years of related experience that includes one to three years supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT:

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences. Reasonable accommodation will be made for incumbents and candidates with physical limitations.