



Connecticut State
Colleges & Universities

Connecticut State Community College
Job Description
Assistant Director of Student Orientation & Onboarding

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
6/23/22

Position Purpose:

Student onboarding and orientation is a key function of the admissions office pivotal to preparing students to transition into college and supporting them in successfully navigating our community college campuses. The Assistant Director of Orientation & Student Onboarding is a critical team member that is responsible for co-developing and co-implementing orientation and onboarding programs for various student populations to include new, first-generation, transfer, readmit, traditional age, adult learners, dual enrollment, ethnically/culturally diverse students, and families each term in alignment with Guided Pathways practices and principles. The Assistant Director of Orientation & Student Onboarding reports directly to the Director of Orientation & Student Onboarding.

The Assistant Director of Orientation & Student Onboarding serves as the primary event manager of orientation for twelve campuses and is responsible for facilitating and leading associated orientation committees, workgroups and process discovery convenings that fall under the area of Orientation & Student Onboarding.

In collaboration with campus partners, this student-centered position will also include maintaining compliance with policies, laws and regulations set by the Board of Regents, CSCC, as well as local, federal, and grant requirements. The Assistant Director must demonstrate a commitment to the values of inclusion, equity, and diversity and support the missions of the Office of Student Orientation and Onboarding.

Supervisory and Other Relationships

The Assistant Director of Orientation & Student Onboarding reports to the Director of Orientation & Student Onboarding or other higher -level administrator. The incumbent maintains direct supervision of Orientation Specialist to manage their day-to-day activities.

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.

- Under the direction of the Director of Orientation & Student Onboarding, responsible for supporting the implementation and maintenance of student orientation each term in alignment with Guided Pathways practices and principles.
- Assists with all technology implementations, software updates including modules related to new student online orientation, reporting software, as well as sign on systems and related software packages.
- Provides technical support in administration of technology related to orientation and onboarding.
- Configure orientation modules with an online platform, applying updates, and regular testing as needed.
- Analyze orientation and onboarding platforms and events for semester-by-semester assessment.
- Manages daily tasks of the Orientation Specialists and assigns key tasks.
- Serves as primary event manager of orientation as it relates to the coordination and planning of an online orientation and best practices developed for on-ground orientation.
- Facilitates training and professional development sessions for online orientation and admissions onboarding events.
- Troubleshoots and resolves online orientation and other onboarding software system issues as they arise.

- Serves as a liaison to technology vendors to support ongoing system improvements, upgrades and updates as needed.
- Collaborates with key staff, including admissions processing staff, recruiters, international student staff, transcript credit evaluators, and other enrollment management staff regarding onboarding and enrollment to coordinate handoff for the individualized academic advising process.
- Management of all logistics and details for a comprehensive orientation program and onboarding processes to support diverse student populations to include new, transfer, readmit, first generation, adult learners and dual enrollment.
- Communicate to the broader CSCC community the goals and structure of new student orientation.
- Collaborate with marketing to develop print and digital marketing materials and publications for student onboarding and orientation.
- Execute planning and direction in the expansion and growth of orientation programs as well as improve equitable practices that impact successful student onboarding for underserved student populations.
- Managing the development and implementation of technology to support orientation programs including websites, registration systems, online orientation options, social media, electronic communication.
- Plan and support college admissions and outreach events including open houses, FAFSA (Free Application for Federal Student Aid) workshops, information sessions, admitted student days as well as other community events.
- Develop the structure and support the facilitation of on-ground campus tours.
- Interviews, selects, and provides directive for student ambassadors to assist with on-ground orientation, campus tours, and other enrollment events.
- Maintains statistical evidence and descriptive records of orientation and onboarding events and technology progress.
- Compiles and disseminates timely progress reports.
- Serve on divisional and institutional committees and workgroups as needed.
- Maintain communication with leadership and provide regular updates on discoveries.
- Adheres to FERPA (Family Educational Rights and Privacy Act) and other departmental policies, procedures, and regulations pertaining to student records.

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, workgroups and task forces.
- Attendance and participation at committee, staff, informational and professional meetings.
- Participates in admissions, recruitment and enrollment events as required.

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:

- Knowledge of software platforms utilized in orientation, admissions, and enrollment processes.
- Prior supervisory experience preferred.
- Strong information technology skills demonstrated through familiarity with college database systems preferred.
- Involvement in the implementation of an orientation or admissions related onboarding events, preferred.
- Knowledge of the transition needs of first-generation, transfer, and readmit students.
- Experience with executing projects and leading processing changes.
- Experience with communication development plans.
- Understanding of structure of student orientation, advising and onboarding programs.
- Experience working in a higher education institution or similar environment.

These skills and abilities are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with 2-5 years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the positions' 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.