



**Date:** March 25, 2016  
**Title of Position:** Dean of Enrollment Management & Student Success  
**Salary:** Commensurate with experience  
**Effective:** Spring 2016

**Position Summary:**

The Dean of Enrollment Management & Student Success is principally responsible for the development, implementation, and supervision of the college's services and programs that support enrollment and student success. (See attached Position Description for additional information.)

**Qualifications:**

The successful candidate will hold a relevant Master's degree (e.g. Student Services Administration, Educational Leadership, Counseling or related discipline), have significant experience in advising, enrollment management or related student support services with increasing levels of responsibility, and experience working with student information systems (e.g. Colleague). The candidate will demonstrate leadership in campus operations and student services administration working with teams; have experience with strategic enrollment management practices that positively impact recruitment, retention, progression, and completion for a wide range of student demographics; demonstrate cutting-edge knowledge of trends and issues in student activities and student services in higher education; and possess the proven ability to establish and maintain collaborative and effective working relationships with students, faculty, staff, and administration.

The ideal candidate will possess excellent written and oral communication skills, a clear understanding of the unique mission of the community college, and an entrepreneurial spirit and willingness to be a leader within higher education in pioneering creative approaches to improving student outcomes. Additionally, the successful candidate will have experience with direct management of a grant-funded program, including budget oversight.

**Additional Information:**

Source of Funding: 01/AA

Supervisor: Vice President for Student Affairs & Enrollment Services

MCCC  AFSCME  DCE  Non-Unit  Full-time  Part-Time

**Application Procedures:** For consideration, please send cover letter, resume, and names and telephone numbers of three current professional references to Heidi Bailey, Berkshire Community College, 1350 West Street, Pittsfield, MA 01201. [hbailey@berkshirecc.edu](mailto:hbailey@berkshirecc.edu)

**Application review begins on April 11, 2016 and continues until the position is filled.** BCC is committed to providing an inclusive learning and working environment that values the diverse backgrounds of all people and encourages applications from individuals whose experiences and perspectives model the opportunities and success derived from a college education.

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**Berkshire Community College**  
**POSITION DESCRIPTION SPECIFICATIONS**

**POSITION TITLE: Dean of Enrollment Management & Student Success**

**DIVISION: Student Affairs**

**Position Summary**

The Dean of Enrollment Management & Student Success is principally responsible for the development, implementation, and supervision of the college's services and programs that support enrollment and student success.

**Essential Functions**

The Dean works closely with academic deans, faculty, and staff members to facilitate student success and retention efforts. The position oversees and directs the operations of BCC's "One-Stop Hub" including services that support enrollment, student success, and retention to provide outstanding service to prospects, students and alumni, and other key constituencies.

This position includes the role of Title III Activity Director, overseeing the implementation of BCC's Title III Strengthening Institutions project (the Completion Framework), a five-year, \$2 million dollar initiative funded by the U.S. Department of Education, and will be responsible for carrying out the three major goals and activities of the Title III project which are designed to achieve increases in student engagement, retention, and graduation including:

1. Evaluation and redesign of the College's student intake system, including the development of a one-stop enrollment process, more robust orientation programming, and early-alert systems for incoming students.
2. Development of structured pathways to graduation and effective first-year experience courses and programs.
3. Professional development for faculty and staff addressing improved course completion, and related topics such as engaged learning strategies, intensive academic advising, and online faculty resources.

The Dean/Activity Director will manage activities to ensure staff continue to provide superior customer service; developing systems and guidelines for easy-to-navigate enrollment/registration/aid processes and driving the effective use of technology throughout all functions of enrollment services to promote efficiency and ensure integrity of the College's academic and student records. The Dean will also maintain all grant records, oversee grant budget, work collaboratively with staff and project leadership team to develop and coordinate activities and services, and work with an external evaluator to formally assess project activities.

The Dean/Activity Director will be responsible for:

- coordinating the development of and providing leadership to a "one-stop" student center;
- collaborating with Academic Affairs faculty and staff to improve student retention, with an emphasis on underrepresented groups;
- leading enrollment-related areas in implementing and assessing programs and services that improve student retention and success;
- working with responsible personnel to develop and implement a case management approach to advising;

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- working collaboratively with faculty and staff to implement an academic pathways model and to design student success programming (e.g., advising, orientation, and first-year experience courses);
- oversight of implementation of an early alert advising system and working with responsible personnel to coordinate training for faculty and staff advisors;
- proposing and implementing creative solutions to key enrollment and student success challenges;
- collaborating with Director of Center for Teaching and Learning on developing professional development opportunities for faculty and staff;
- working with Institutional Effectiveness Office to evaluate the efficacy of advising and student success initiatives;
- managing a complex federal grant program in an educational environment, monitoring the progress of the grant to ensure compliance with Federal guidelines including reporting and submitting updates to federal award agency;
- articulating and implementing the core concepts of the Title III project completion framework campus-wide;
- coordinating and leading bimonthly meetings and preparing agenda/reports for the Title III Advisory Committee;
- ensuring U.S. Department of Education policies, procedures and schedules are adhered to, including annual performance/financial reports;
- providing overall fiscal management of the Title III Project;
- working with external evaluator to collect, analyze, and maintain project data and communicating the project's progress to internal and external stakeholders;

### **Qualifications**

- Master's degree (e.g. Student Services Administration, Educational Leadership, Counseling or related discipline).
- Significant experience in advising, enrollment management or related student support services with increasing levels of responsibility, and experience working with student information systems (e.g. Colleague).
- Demonstrated leadership in campus operations and student services administration working with teams; experience with strategic enrollment management practices that positively impact recruitment, retention, progression, and completion for a wide range of student demographics; demonstrated cutting-edge knowledge of trends and issues in student activities and student services in higher education;
- Proven ability to establish and maintain collaborative and effective working relationships with students, faculty, staff, and administration.
- Excellent written and oral communication skills.
- Clear understanding of the unique mission of the community college.
- Entrepreneurial spirit and willingness to be a leader within higher education in pioneering creative approaches to improving student outcomes.
- Experience with direct management of a grant-funded program, including budget oversight, preferred.