

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

TITLE: NURSING STUDENT SUCCESS COORDINATOR

RANGE: 28

DISTRICT VALUES

Southwestern College is committed to meeting the educational goals of its students in an inclusive environment that promotes intellectual growth and develops human potential. We are the leader in equitable education that transforms the lives of students and communities.

SWC employees are collegial and collaborative. They demonstrate the highest degree of professionalism, integrity and respect when interacting with students, colleagues, leadership, and members of the Jaguar community. Our employees actively honor and respect diversity to foster a safe and welcoming community where all are inspired to participate and realize a sense of belonging.

Incumbents in District positions exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the general direction of the Senior Program Director, collaborates with the nursing faculty and staff to facilitate student success for all students enrolled in the nursing program. Serves as the main point of contact for the nursing program in providing a pathway to support nursing students, including removing barriers to student success. Provide case management and referral services to students enrolled in the nursing field of study/meta major. The coordinator will collaborate and coordinate with administrators, faculty, staff, and outside agencies to support nursing student success and equity.

DISTINGUISHING CHARACTERISTICS

This position provides broad knowledge and understanding of student success center operations, community outreach, case management models, cohort-based experiences, student & academic support services and works independently to provide information and assistance and to troubleshoot and resolve problems or issues related to the nursing program(s). The coordinator is distinguished from other classifications by the breadth and depth of knowledge in a wide range of student services areas and a clear understanding of instructional support services related to providing individual case management for each nursing student, ensuring completion of the program.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Identify resources necessary to assist nursing students in successfully completing their educational plan. **E**
2. Maintain a comprehensive system of early identification of at-risk nursing students, and ongoing support and mentoring in the areas of academic success, professionalism, and accountability. **E**
3. Coordinate and present informational workshops for students on nursing and allied health professions,

helping to organize new nursing student orientation. *E*

4. Provide on-going monitoring of student progress and partner with students who are at-risk and faculty to set goals that help them overcome challenges. *E*
5. Meet regularly with the nursing program administrators, faculty, and academic/student services staff to plan and coordinate program orientation, current and potential student engagement activities, and nursing career path activities. *E*
6. Monitor nursing student data related to student success, retention, risk factors, and equity gaps. Prepare, analyze, and submit reports regarding nursing student progress and completion. *E*
7. Work closely with nursing and counseling faculty to track student progress and design interventions to support student success and address equity gaps. *E*
8. Perform individual case management and recording of nursing student preparedness, progress, success, and retention. Implement measures and take action to reduce and remove barriers to nursing student success and completion of program. *E*
9. Provide outreach services to current and future nursing students to remove barriers to nursing program eligibility and retention. Participate in career fairs and other outreach activities.
10. Maintain the college's nursing program website. *E*
11. Review admissions and records information in accordance with District policies and procedures; provide application status and related forms; provide information and explain District policies, procedures, rules, and regulations. *E*
12. Provide information to students applying for financial aid; assist applicants and recipients in completing the various forms and applications for loans, scholarships, and fee waivers; schedule appointments for Financial Aid/SAP workshops. *E*
13. Serve on appropriate college committees and attend a variety of meetings. *E*
14. Perform job-related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Student centered and equity minded case management
- District organizational structure, operations, policies, and objectives
- Student services program and activities
- Instructional support programs and services
- Pertinent state, federal, and program area policies, rules, and regulations services
- Principles and procedures of financial and statistical record-keeping
- Conflict mediation
- Modern office procedures, methods, and equipment and applicable software applications
- Interpersonal skills using respect, patience, and courtesy

- Methods and techniques of report preparation
- Oral and written communication skills

Ability to:

- Perform a variety of clerical and technical work in supporting the nursing program
- Organize and manage multiple tasks
- Understand, explain, and apply laws, rules, regulations, and policies related to nursing programs
- Operate office equipment and database applications
- Learn and adapt to changing technology and equipment used in the performance of assigned duties
- Maintain accurate and complete records and prepare reports
- Work independently or in a group with limited direction
- Plan and organize work to meet schedules and deadlines
- Problem solve and handle conflict
- Work with and exhibit sensitivity to understanding the needs of a diverse student population
- Communicate clearly and concisely, both orally and in writing

MINIMUM QUALIFICATIONS:

Bachelor's degree in nursing, business, psychology, or other related field **AND** two (2) years of experience in a higher education setting or case management involving frequent student contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with frequent interruptions and distractions, extended periods of time viewing a computer monitor, and possible exposure to dissatisfied individuals. Moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach overhead, above shoulders or horizontally, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and dexterity of hands and fingers and fine coordination including use of a computer keyboard and audio visual equipment; and hearing and speaking to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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Cambridge West Partnership

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Southwestern Community College District