



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

**Salary Level:**  
CCP 21 (Subject to Willis)

**Date Approved/Revised:**  
8/26/22

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**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 environments. The Director of Orientation & Student Onboarding provides system wide leadership in developing 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. The Director of Orientation & Student Onboarding is responsible for developing, implementing, assessing, and maintaining a system-wide student orientation each term in alignment with Guided Pathways practices and principles. In collaboration with campus partners, this position will cultivate strategic partnerships across the CSCU campuses to provide leadership and creation and implementation of inclusive, diverse, and equitable programming, events, resources, and services that impact matriculation, retention, and success of all incoming students. This work 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.

Transcript credit evaluation is another component of this position that supports the onboarding of new, readmit and transfer student populations. The Director of Orientation & Onboarding will be responsible for working collaboratively with academic affairs to develop seamless process to educate students, efficiently evaluate and/or facilitate processes for Advanced Placement exams, International Baccalaureate exams, military service, credit for prior learning, and transcript credit evaluation across all community college campuses.

**SUPERVISORY AND OTHER RELATIONSHIPS:**

The Director of Orientation & Student Onboarding reports to the Associate Vice President of Recruitment, Admissions & Community Outreach. The position typically supervises such professional staff members as Assistant Director of Orientation & Admissions Events Specialist, Senior Transcript Evaluator, Transcript Coordinators, and Assistant Director of Assessment Center/Test Center as well as administrative support staff and student workers.

The position is required to work collaboratively with other CSCC college offices and services and to build and develop partnerships, relationships, and collaborations with all facets of the institution 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.

- **Orientation & Onboarding**
  - Provide direction and leadership for all aspects of student orientation and onboarding sessions for new, readmit, and transfer students across all CSCC campuses. This includes leading and overseeing the program planning, implementation, staffing, evaluation, and assessment as well as creating models and best practices for student orientation.
  - Develop, facilitate, and coordinate the training and professional development related to orientation, onboarding, and new student events.

- Coordinates handoff for the individualized academic advising process and works in collaboration with Guided Pathways Advising leadership to facilitate this process
- Manages all logistics and details for a comprehensive orientation program and onboarding processes to support diverse student population to include new, transfer, readmit, first generation, and adult learners.
- Communicates and presents to the broader CSCC community the goals and structure of new student orientation.
- In collaboration with marketing develops print and digital marketing materials and publications for student onboarding and orientation.
- Manages the budgets that support the student orientation programming and transcript evaluation activities.
- Provides planning and direction in the expansion and growth of orientation programs, transcript evaluation practices as well as improve equitable practices that impact successful student onboarding for underserved student populations.
- Manages the implementation of technology to support orientation programs and transcript, online orientation options, and social media.
- Manages and/or supports the management of any related local or federal grants to support orientation and onboarding programs.
- **Transcript Credit Evaluation**
  - Manages the implementation of technology to support the transcript credit evaluation process including software platforms, websites, registration systems, online options, electronic communication to include Hyland Transcript Capture, TES and Banner.
  - Establishes best practices for the expansion and growth of transcript credit evaluation processes as well as improve equitable practices that impact successful student onboarding for underserved student populations.
  - Facilitates planning and direction to establish new procedures to support the day-to-day activities for transcript credit evaluation for new and continuing students
  - Develops training and professional development for staff regarding transcript credit evaluation processes.
  - Collaborates with academic affairs and faculty to regularly update software systems (ex: Banner) and make determinations about processes regarding credit equivalencies for institution transfer credits, International Baccalaureate examination, Advance Placement examination, military service credit, credit by examination, and credit for prior learning.
  - Serves as primary point person and liaison for all matters regarding admissions related transcript and credit evaluation.
  - Responsible for validating coursework internally and externally against the Banner articulation database and driving regular updates.
- **Compliance**
  - Leads the development of policies and practices in alignment with maintaining compliance and adheres to institution, local, federal policies, regulations and laws regarding software licensing agreements, ADA/accessibility rights, FERPA, and Board policies
  - Adheres to FERPA and other departmental policies, procedures and regulations pertaining to student records.
  - Ensures all student orientation & onboarding and transfer credit evaluation processes observe Guided Pathways guidance and policies.
  - Responsible for leading and coordinating with internal and external stakeholders to maintain compliance in accordance with grant requirements, MOUs and release of proprietary information regarding distribution of student data.
  - Working in unison with academic affairs to update catalog and student handbook language and policies.
- **Reporting & Data Analysis**
  - Develops strategic direction and goals using data to improve and evolve programs and experiences in response to the changing environment, new research, and further developments in the field of student orientation and transition.
  - Lead assessment and improvement processes in alignment with strategic goals to ensure that orientation and onboarding processes meets documented benchmarks.

- Develops statewide reports regarding the online orientation and transfer credit evaluation.
- Develops and implements learning outcomes, assessment and evaluation methods, and data reporting structures for all orientation and onboarding programs.
- Uses data-driven decision making to support the assessment and improvement of transcript evaluation processes.
- **Other Duties**
  - Participates in college recruitment, admissions, and community outreach events including open houses, FAFSA workshops, information sessions, admitted student days as well as other community events.
  - Serve as a project manager leading initiatives or implementations related to student orientation, onboarding, and transfer credit evaluation processes.
  - Serves on divisional and institutional committees and workgroups as needed.
  - Manage any grants or federal/local funding to support access/improvements to student orientation, onboarding, and transcript credit evaluation.
  - Other related duties as assigned.

### **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.

### **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:

- Analyzing data in the admissions and onboarding process to make data informed decisions
- Experience operating within Banner or similar platform to extract data, run reports and input data
- Understand diverse needs of various student populations to include traditional age, adult learners, readmit, transfer, first-generation, and culturally/ethnically diverse student populations
- Developing college/system-wide reports to aid leadership in communicating outcomes
- Knowledge of the transition needs of first-generation, transfer, and readmit students
- Knowledge of software platforms utilized in orientation, admissions, and enrollment processes
- Understanding of structure of student orientation, advising and onboarding programs
- Experience developing and facilitating new student orientation and onboarding programs/events at a college/university
- Understanding and experience with grant and budget management
- Experience maintaining compliance with policies, laws and regulations set forth by higher education governing bodies, local and federal entities or grant requirements.
- Experience working collaboratively across multiple departments, academic affairs and maintaining/developing partnerships with external stakeholders
- Knowledge of the transcript evaluation process inclusive of International Baccalaureate examination, Advance Placement examination, military service credit, credit by examination, and credit for prior learning
- Experience serving as a project manager and leading process changes across multiple campuses or large-scale organizations

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with four to seven years of related experience that includes 2 to 4 years of 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.