



Connecticut State
Colleges & Universities

CONNECTICUT STATE COMMUNITY COLLEGE

Job Description

Student Success Management (SSM) Director of Training and Professional Learning

Salary Level:
CCP 20 (Subject to Willis)

Date Approved/Revised:
May 3, 2021

POSITION PURPOSE:

The Student Success Management (SSM) Director of Training and Professional Learning is responsible for leading the design, delivery, assessment and iterative revisions of training and professional learning programs, identifying emerging training needs, and implementing best practices for instructional design for the SSM division of Connecticut State Community College.

SUPERVISORY AND OTHER RELATIONSHIPS:

Position reports to the Associate Vice President of Student Success and Management

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.

- Lead the design, delivery, assessment, and iterative revisions of training and professional learning programs within the Student Success Management (SSM) division;
- Identify and institute best practices for instructional design using multiple modalities and pedagogical approaches;
- Serve as liaison and coordinate training partners and training vendors to ensure high-quality content is delivered including the development of evaluation reports;
- Facilitate synchronous and asynchronous workshops and training sessions;
- Develop assessments that accurately measure participant learning;
- Collect, review and analyze quantitative and qualitative program data and produce summative and descriptive statistical reports;
- Partner with the AVP Student Success Management and divisional leadership to establish responsive design principles that engage stakeholders, collect feedback, and shape program content to match emerging needs;
- Collaborate with Associate Director of Student Success Technology to develop solutions to support the creation, storage, and revision of the GPA professional learning plans;
- Ensure programs are designed using best practices in diversity, equity, and inclusion (cultural proficiency continuum) and delivered in a culturally responsive and affirming manner;
- Review program data, identify trends, and develop (or engage content experts) to develop training content to address deficiencies;

- Partner to support new hire onboarding and training process in the Student Support Management division;
- Develop structure for knowledge management system for cataloging and maintaining training content in an accessible and clearly designed format;
- Maintain compliance with CSCU, state, and federal policies, laws, and regulations;
- May support other training and professional learning initiatives within Enrollment Management and Student Affairs.

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/or abilities in the following areas:

- Must possess experience in professional training; classroom instruction; assessment of learning; data collection and analysis, technology platforms for training, student success best practices, academic advising, digital cataloging and portfolio development.
- In addition to the above, must possess experience with current educational technologies such as content authoring tools and LMS systems.
- Most possess experience moderating and facilitating group training and utilizing effective training practices.

These skills and abilities typically are acquired through a combination of education, training and experience which would include Master's degree in an appropriately related field together with 3 to 5 years of related experience that includes 1-3 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.