



**Connecticut State Community College
Job Description
Student Orientation & Onboarding Coordinator**

Salary Level:
CCP 16 (Subject to Willis)

Date Approved/Revised:
6/23/22

Position Purpose:

The Student Orientation & Onboarding Coordinator assists with facilitating orientation and onboarding in coordination with the Director of Orientation and Onboarding and the Assistant Director of Orientation and Onboarding across all twelve campuses. The position serves as a functional support to college end users of the online orientation, Banner, and onboarding technologies.

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 Student Orientation & Onboarding Coordinator 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 Student Orientation & Onboarding Coordinator reports to the Director of Orientation & Student Onboarding or other higher -level administrator. The incumbent is directly supervised by the Assistant Director of Orientation and Onboarding.

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.

- Provides technical support for the online orientation platform and other related onboarding technologies.
- Coordinates college admissions and outreach events including open houses, information sessions, admitted student days as well as other community events in collaboration with admissions recruiters, student activities and other CSCC student support offices.
- Works collaboratively with the financial aid office to implement FAFSA (Free Application for Federal Student Aid) workshops.
- Maintains and updates Admissions presentations to ensure all information provided in virtual presentations are unified and utilized by all admissions staff accurately and consistently.
- Reviews and maintains all admissions webpages to ensure accurate information is displayed for successful onboarding of new, transfer, readmit and dual enrollment student populations.
- Works collaboratively with student activities office to support on-ground new student orientation.
- Analyzes survey responses and reviews best practices to continually assess and enhance the student experience.
- Collaborate with marketing to design event program/content, schedule, and event speakers, develop communication and marketing materials, and event follow-up.
- Maintain outreach via telephone, email, text, or other technology to accepted students.
- Assess participants' level of preparedness for college.
- Explain the enrollment process and provide follow-up to applicants.
- Maintains communication plan of online orientation and support onboarding events.
- Updates online orientation content information, universal videos, and in-house videos on a semester-by-semester basis.
- Compiles statistical reports which reflect participants engagement in orientation and onboarding events or technologies.

- Provides customer service training to student ambassadors in collaboration with the Office of Student Activities to provide on-ground campus tours.
- Facilitates on-ground campus tours.
- Reviews and provides recommendations on orientation and onboarding technology such as online orientation, and related software packages.
- Analyze orientation and onboarding platforms and events for semester-by-semester assessment.
- Provide input and maintain databases of online orientation participants' progress.
- 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.
- 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.
- 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.
- Understanding of structure of student orientation, advising and onboarding programs.
- Experience working in a higher education environment 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 1-4 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.