UNIVERSITY OF WISCONSIN-SUPERIOR
POSITION DESCRIPTION

Working Title: Graduate Student Services Coordinator
Hays Hill Title: Associate Student Services Coordinator
Reports to: Department of Education Chair
Position Details: Academic Staff, 100%, Annual, Renewable

Position Summary: The Graduate Student Services Coordinator advises and assists master's and postmaster's level graduate students and coordinates clinical experiences for graduate programs. Working closely with the Assistant Dean of Education, Department of Education Chair, Graduate Office, and technology personnel, they advise students on course selection, degree paths, retention issues, graduation, and certification requirements. In cooperation with the Teacher Education Field Experiences Coordinator, this position also assists students with registration for required coursework and navigating school contacts and practices.

Duties and Responsibilities:

Advising

- Communicate with interested and participating students online, by telephone, and/or video conferencing
- Maintain student records, track students’ program choices and persistence in the programs, track completion of program requirements, and provide the department chair with scheduling updates as appropriate
- Complete program audit using Degree Audit to manage graduation completion
- Coordinate recruitment activities with third party recruitment team (Academic Partners) to encourage prospective students to apply to and enroll in the university's online graduate programs
- Serve as the program’s primary point with members of the third-party enrollment team on the student's or applicant's behalf
- Initiate, as required, contact with potential online students and responds to potential student inquiries via phone or email to encourage enrollment at the university
- Keep current of the graduate education online academic program offerings and certification requirements in order to share relevant and accurate program information with advisee
- Prepare (includes creating advisement files), maintains, and advises students regarding academic records, degree requirements, test requirements, grades, and course work selection, practicum or internship to meet academic standards
- On-board new students with an individualized plan of study; introduces online learning platform; provides textbook and course material information
- Establish and maintain collaborative and cooperative relationships with various internal constituencies to resolve student issues, questions and concerns related to admissions and initial enrollment in online programs
- Maintain the Graduate Education Online handbook by updating policies and procedures related to student activities such as curriculum, testing, orientation, enrollment procedures
- Maintain and update online orientation videos
- Assist students with academic problems such as those on academic probation
- Be a resource for students needing Graduate level writing assistance
- Develop and maintain Graduate Education Online Programs social media sites
- Participate in recruitment events, as needed
Clinical Experiences:

- Maintain updated graduate education clinical experiences handbook(s) in coordination with graduate education faculty
- Upload graduate education clinical experience handbook(s) and forms to the Graduate Education Resource Center
- Maintain a contact list of “trained university supervisors” for each graduate education program
- Maintain a clinical experience file for each graduate education student
- Assist graduate education students in finding clinical experiences (if needed)
- Ensure affiliation agreements are completed by cooperating schools
- Work in cooperation with the Teacher Education Field Experience Coordinator regarding school contacts and school practices

Other Duties:

- Complete all mandatory training and professional development as assigned
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Ability to communicate effectively with diverse populations
- Skills in and ability to use technology such as Excel and other spreadsheet applications, data systems, and record keeping software
- Ability to work independently and collaborate effectively within a team
- Advanced organizational skills
- Ability to take initiative and follow through in a timely manner
- Ability to make sound decisions
- Skilled in problem solving
- Ability to maintain confidentiality and navigate sensitive subject matter/situations
- Ability to participate in occasional evening and weekend events

Required Qualifications:

- Bachelor’s Degree in Education or related field
- Two years’ experience in related position/field

Preferred Qualifications:

- Master’s Degree in Education or related field
- Experience in educational settings, advising, and using technology applications for student data management
- Knowledge of People-Soft.