**Scholastic Performance Specialist II Standard Job Description**

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**Scholastic Performance Specialist II University-Wide Standard Job Description**

**Classification Title:** Scholastic Performance Specialist II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 8

**Job Description Summary:**

The Scholastic Performance Specialist II (Academic Coach) is responsible for providing professional and specialized skills for planning, developing, implementing, and managing student scholastic performance programs and activities utilizing maximum campus and community resources and opportunities. Provides scholastic direction, offers services to students in individual and group formats, and directs students to resources that will assist students in becoming academically successful. Monitors student progress, maintains records, analyzes data, and prepares reports.

**Essential Duties and Tasks:**

**35% Monitors Academic Progress & Coaching**

* Meeting, referring, and following up with students regarding general scholastic questions, concerns, and needs.
* Providing scholastic direction and advice to students, both individually and in groups, and fostering retention of identified groups of students through coaching, mentoring, monitoring of student grades, and other support activities.

**15% Coordinate Programs**

* Developing and revising informational materials for students, departments, colleges, and the university.
* Assisting with the development of programs and overseeing their implementation to achieve specific objectives or outcomes.

**15% Student Records & Records**

* Maintaining an individual caseload of students to monitor academic progress and progress to degree.
* Maintaining records, administering and interpreting assessment inventories, making referrals as required, and managing organizational and administrative aspects of individual student cases.

**10% Resource Referral**

* Making referrals to counseling, academic enhancement services, instructor assistance, and academic departments.
* Referring students to University and other resources for improving student success.

**5% Collaboration**

* This involves responding to inquiries from students and referring to appropriate University and college policies and procedures stakeholders.
* It also includes interacting with college offices regarding academic progress of students related to student probationary terms and/or general academic progress.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* Two years of related experience in advising, recruiting, counseling, teaching, coaching, Student Affairs or other related area.

**Required Licenses and Certifications:**

* None.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing, spreadsheet, and presentation software programs.
* Knowledge of degree requirements and student records maintenance.

**Machines and Equipment:**

* Multiline phone system
* Computer
* Fax
* Copier

**Physical Requirements:**

* None.

**Other Requirements and Factors:**

* Ability to adhere to FERPA. May require extended or weekend hours during peak season.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**

**Scholastic Performance Specialist I Standard Job Description for the Academic Success Center**

**Job Description Summary:**

The Scholastic Performance Specialist II (Success Coach II) is responsible for providing professional and specialized skills for planning, developing, implementing, and managing student success performance programs and activities utilizing maximum campus and community resources and opportunities. Provides scholastic success direction, offers services to students in individual and group, presentation, and workshop formats, and directs students to resources that will assist students in becoming scholastically successful. Monitors student progress, maintains records, analyzes data, and prepares reports.

**Essential Duties/Tasks**

**65%: Coaching**

* Maintains an individual case load of students.
* Meets, refers, and follows up with students regarding general scholastic questions, concerns, and needs.
* Fosters retention of identified groups of students through coaching, mentoring, monitoring of student grades, and other support activities.
* Provides scholastic direction and advice to students, both individually and in groups.

**15%: Records**

* Maintains records, making referrals as required, and manages organizational and administrative aspects of individual student cases.
* Develops and supervises systems for maintaining records of student contacts.
* Supports the development of academic coaching projects and their implementation to achieve specific objectives or outcomes.
* Maintains student information in appropriate record systems and maintains records of student contacts and achievements.
* Interprets data and prepares reports as requested.

**15%: Collaboration**

* Responds to inquiries from students and refers to appropriate University and college policies and procedures stakeholders.
* Interacts with college offices regarding scholastic progress of students related to student probationary terms and/or general academic progress.

**5%: Professional Training**

* Completes professional success coach internal & external training.

**Other Duties**

* Performs other duties as assigned.

**Qualifications**

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* Two years of related experience in advising, recruiting, counseling, teaching, coaching, Student Affairs, or other related area.

**Required Licenses and Certifications:**

* None.

**Preferred Qualifications:**

* Master’s degree in applicable field or equivalent combination of education and experience.
* One year of experience in advising, recruiting, counseling, teaching, coaching, Student Affairs, or other related area.
* Advanced technical experience in word processing, spreadsheets, PowerPoint.
* Ability to multi-task and work cooperatively with others.
* Ability to facilitate competent public speaking.
* Knowledge of student development in higher education.
* Ability to lead students in developing education and personal goals.
* Knowledge of Texas A&M University’s history, mission, vision, values, and culture.
* Knowledge of the history and role of success coaching in higher education and at Texas A&M University.
* Knowledge of Texas A&M University policies, procedures, rules, and regulations relevant to success coaching.
* Knowledge of or experience with FERPA.
* Knowledge of the characteristics, needs, and experiences of emerging student populations.
* Knowledge of how welcoming environments are created and maintained in success coaching interactions for emerging student populations.
* Knowledge of resources and effective, appropriate responses to address the well-being of students.
* Ability to use Information technology applicable to relevant success coaching roles.
* Knowledge of training methods and techniques for planning, designing, developing and delivering success coaching content that is engaging, effective, relevant, and applicable to achieve desired learning outcomes.

**Required Special Knowledge, Skills, and Abilities:**

* Technical experience in word processing, spreadsheets, PowerPoint.
* Ability to multi-task and work cooperatively with others.

**Proficiency level: Novice/Beginner/Competent**

(Using the novice to expert model (i.e., novice, advanced beginner, competent, proficient, expert):

Displays **Novice** proficiency level with success coaching skills:

* Discussing and referring students to appropriate campus resources for advising, mental health, general support issues.
* Informal supervision of student employees to assist with administrative coaching duties and programming.

Displays **Beginner** proficiency level with success coaching skills:

* Articulating a personal philosophy of success coaching in alignment with ASC models, strategies, and approaches.
* Communicating in a respectful, and confidential manner using various communication approaches and modalities.
* Promoting student understanding of the purpose and underlying rationale for success coaching.
* Facilitating problem-solving, decision-making, and meaning making for students through the success coaching process.
* Engaging in ongoing assessment and development of self and the success coaching practice.
* Planning and/or delivering various department related student success, retention, and workshop events.

Displays **Competent** proficiency level with success coaching skills:

* Creating rapport and building relationships, to include: Guiding, coaching, and/or mentoring students & collaborating with critical partners. Planning and conducting coaching interactions to achieve student learning and student success outcomes, operating within your scope of authority, and connecting students to resources.
* Demonstrating high ethical standards in success coaching.
* Facilitating planning and goal setting, both short-term and long-term, to achieve individual success targets and enable future readiness for students through the coaching process.
* Observing and identifying trends in the impact of success coaching on student learning outcomes through data review.
* Using appropriate success coaching technologies to support students, including providing reports for coaching initiatives and special populations.

**Additional Information**

**Machines or equipment used in the performance of essential duties:**

* Computer: 25 hrs.
* Telephone: 5 hrs.

**Physical Requirements**

* None

**Other Requirements or Other Factors:**

* Occasional evening/weekend work will be required.
* Attends meetings and conferences concerning students and with student groups at times beyond usual working hours.
* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements