

If you would like to be a part of a community that enjoys a beautiful 400-acre campus with park-like settings, supports world-renowned research, teaching, and outreach, or assists students to become successful citizens, consider a career with Oregon State University (OSU).

Oregon State Ecampus is seeking a Student Success Coach. This is a full-time (1.0 FTE) professional faculty position.

[Oregon State Ecampus](#) is a growing, innovative, and collaborative organization with a commitment to providing high-quality online degrees and programs. Ecampus makes OSU's exceptional learning experiences available to students throughout Oregon and around the world. OSU Ecampus is a leader in national online education, our online bachelor's program is currently [ranked #5 in the nation by U.S. News & World Report](#) and has ranked in the top 10 for seven consecutive years. OSU Ecampus includes Oregon State Ecampus (online degrees), Ecampus OER (open educational resources), and the Ecampus Research Unit (which conducts original research).

About the position

The Student Success Coach (SSC) develops and enhances relationships with students, staff and faculty to support student enrollment, persistence and success in Ecampus distance degree programs. The SSC will work with online students throughout the student life cycle (i.e. admission through graduation) by implementing systems and processes to address student success and retention in distance programs and courses and to enhance the online student experience. In addition, this person will contribute to other OSU Ecampus initiatives in collaboration with colleagues across the Ecampus division involved with course development, recruitment and marketing, and related efforts. The purpose of this position is aligned with the Oregon State University mission to achieve student access, persistence and success through graduation and beyond. This position may require occasional travel as part of training, professional development or outreach efforts.

Oregon State University and OSU Ecampus are committed to maintaining and enhancing a collaborative and inclusive community that strives for equity and equal opportunity. All employees of Ecampus are responsible for helping to ensure that these commitments are achieved. The Student Success Coach contributes to these [goals](#) directly by supporting a diverse student population and advocating for online learners through student support and professional partnerships.

Position duties include

- Develop and implement strategies designed to improve academic success of Ecampus undergraduate students.
- Coordinate orientation, coaching interactions, and success and retention efforts with academic advising partners.
- Provide individualized support and success coaching for a diverse population of students in a variety of situations including but not limited to newly admitted, transfer, or experiencing academic difficulty.
- Integrate academic success best practices and strategies as well as specific coaching and academic counseling techniques to provide proactive, one-to-one student conversations.

- Facilitate communication to assigned student populations, respond to individual questions in a timely manner, and promote meaningful student engagement. Communicate via phone, email, video conferencing, etc. and across time zones.
- Collaborate with academic advisors and cross-campus partners on related initiatives.
- Contribute to distance students' sense of belonging and access to success resources using various platforms, including the Ecampus Learning Community.
- Work in collaboration with position supervisor, the Student Success Team and campus colleagues to develop and implement interventions to support the academic success and retention of online students.
- Develop and maintain involvement with appropriate professional organizations to increase knowledge of program development, improve academic coaching and increase Ecampus visibility on a national, regional and state level.
- Maintain up-to-date knowledge of all relevant Ecampus and OSU policies and procedures. Create and present workshops and key information to divisional partners and professional colleagues.
- More information and details about the position duties can be found at:
<https://jobs.oregonstate.edu/postings/114829>

Minimum requirements

- Bachelor's degree from a regionally accredited institution.
- A minimum of one year of professional experience working with students to promote student success or navigate educational systems OR a minimum of three years of experience being an advocate or navigator in a related field.
- Proficiency using online technologies and ability to learn and adapt to new tools and systems.
- Demonstrated excellent verbal, written, and interpersonal communication skills.
- Demonstrated problem-solving skills and the ability to adapt while prioritizing duties in a fast-paced environment.
- A demonstrable commitment to promoting and enhancing diversity and inclusion.

Preferred qualifications

- Master's degree in counseling, student services administration, career counseling, adult education or closely related field, or professional development/education in a similar field.
- Experience with online learning or working with online learners.
- Demonstrated experience working with adult learners or non-traditional students.
- Understanding of adult lifespan development and experience advising/coaching individuals who are facing a variety of life challenges.
- Experience working with active-duty military members or veterans and/or families.
- Experience providing academic advising, motivational interviewing, or strengths-based coaching.
- Experience in student affairs, academic advising, or in higher education.

OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

Benefits

- Medical coverage - Employer contribution toward CORE benefits (medical, vision, dental, employee basic life). Optional spouse/domestic and dependent coverage.
- Vacation leave (15 hours/month), sick leave (8 hours/month), and 11 paid holidays
- Oregon Public Service Retirement Plan (OPSRP) plus additional optional plans
- Health Engagement Model
- Flexible Spending Accounts (FSAs)
- Life insurance. Optional employee & spouse/domestic partner coverage.
- Parental or family medical leaves
- Employee Assistance Program
- Professional development opportunities
- Cell phone provider discounts available at AT&T, Verizon, and T-Mobile/Sprint
- Reduced tuition rates for you or your dependents/spouse/domestic partner
- [And more!](#)

Pay rate: Starting salary will be commensurate with education, skills, experience, and internal equity.

Job type: Full time (1.0 FTE) professional faculty position

Work environment: Typical office environment, Ecampus is currently piloting a hybrid work schedule.

How to apply: If you meet the qualifications and are excited about the opportunity to work with a mission-driven organization please submit an application using the link -

<https://jobs.oregonstate.edu/postings/114829>

Closing date: 3/21/2022