

**University of Wisconsin-Whitewater**  
**College of Letters and Science**  
**Position Description**

Working Title:Coordinator for Adult/Non-traditional Student Services

Official Title: Student Services Coordinator

Supervisor: Assistant Dean, College of Letters and Sciences

**TYPE OF APPOINTMENT**

This position is a fixed-term academic staff appointment in the University of Wisconsin-Whitewater's College of Letters and Sciences. The position is eligible for benefits provided to State of Wisconsin employees and is subject to UW-W personnel rules. Fixed-term academic staff appointments are made on an annual basis, with renewal possible depending on performance and availability of funding.

**DUTIES AND RESPONSIBILITIES:**

This position provides support to adult/non-traditional undergraduate students from all four colleges at the University as well as coordinates the support services available for these students from other campus offices. This position functions as an information clearinghouse for the campus on issues and programs relevant to this population of students, and works closely with academic advising offices and other student service providers to ensure that adult/non-traditional students receive appropriate assistance. The coordinator participates in the planning, implementation, and assessment of programs and services that address the special needs of both prospective and continuing older-than-traditional age students at UW-W and participates in campus and community initiatives aimed at increasing adult/non-traditional student enrollment and degree completion.

Specific job duties:

- 55% Provide direct support services and advising to prospective, entering, and continuing adult/non-traditional students.
- ◆ Meet with prospective adult/non-traditional students, including re-admitted students, to provide information about admission criteria, academic programs, support available at UW-Whitewater, basic financial aid information, etc.
  - ◆ Participate in on-campus days and orientation/registration programs for transfers and new freshmen as well as attendance at transfer fairs at area two year colleges.
  - ◆ Communicate with newly admitted adult/non-traditional students to let them know about campus services and provide individualized orientation information and assistance.
  - ◆ Serve as an "ombudsman" for continuing adult/non-traditional students, providing ongoing support services for these students and referring them to appropriate academic advising and other student services as needed.
  - ◆ Communicate with enrolled adult/nontraditional students via electronic mail on a regular basis to keep them informed of upcoming events, important announcements, and other information of potential interest to them.

- 30% Coordinate, develop, and implement special programming and informational resources for adult/non-traditional students.
- ◆ Participate in the planning, implementation, and assessment of programs and services for adult/non-traditional students, including collaboration with the Adult Resource Center.
  - ◆ Serve as an advisor to the adult student organization (Adult Student Connection).
  - ◆ Coordinate the “Back to Your Future” learning community for adult/nontraditional students and teach the associated New Student Seminar course each semester.
  - ◆ Revise and keep current the adult/non-traditional student services web-site. Coordinate the development and production of adult/nontraditional student services publications.
  - ◆ Serve as a clearinghouse of information about adult/non-traditional student services and programs on campus.
- 15% Participate in campus and community initiatives to improve the recruitment, retention, and success of adult/non-traditional students at UW-Whitewater
- ◆ Provide the campus community with information about the characteristics and needs of the adult/non-traditional student.
  - ◆ Assist the Registrar’s Office in contacting former UWW students about options for returning to finish a degree.
  - ◆ Serve on the Degree Completion Action Team and other appropriate campus committees dedicated to improving the campus climate for adult/non-traditional students.
  - ◆ Participate in campus recruitment and outreach activities aimed at prospective adult/non-traditional students.
  - ◆ Participate in other College of Letters and Sciences initiatives aimed at adult/nontraditional and underrepresented students, including the development of outreach activities aimed at promoting degree completion programs in the college.

#### **QUALIFICATIONS:**

- Master’s degree in an academic subject, student personnel, higher education administration, or other related field preferred; candidates with a bachelor’s degree with significant experience will also be considered.
- Minimum of two years of experience in advising, career development, or student outreach is required, preferably in a higher education setting.
- Experience working with adult students is preferred.
- Excellent interpersonal, organizational, communication, and collaboration skills are required.
- Experience working with relevant computer programs and systems, including spreadsheets and student records systems.
- Ability to work on multiple projects and tasks with minimal supervision; demonstrated energy, creativity and ability to take personal initiative.