



## VICE CHANCELLOR OF STUDENT DEVELOPMENT

50 PHELAN AVENUE • CONLAN HALL 207 • SAN FRANCISCO, CA 94112 • 415.452.5100 • FAX 415.452.5223

May 15, 2015

Dr. Ellen Lin  
Director  
Counseling and Psychological Services  
San Jose State University  
One Washington Square  
Administration Building, Room 201  
San Jose, CA 95112

Dear Dr. Lin,

City College of San Francisco is interested in hiring 10 coaches to assist our first time students in our efforts to increase retention and persistence.

We are requesting your help in identifying potential candidates who would be interested in this opportunity.

Attached, please see an at-glance description of duties that is expected of this position.

Please call us at (415) 452-5100 to schedule a meeting with you between April and May to further discuss potential candidates.

Sincerely,

A handwritten signature in cursive script that reads "Michael Poindexter".

Michael Poindexter  
Consultant to the Chancellor

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## **3599 TIA Guidance Aide Student Success and Support Specialist**

Position Description: Under general direction of the Dean of Matriculation and Counseling, the 3599 TIA – Guidance Aide shall assist prospective and continuing students in completing components of the Student Success and Support Program by coaching students through the Student Success and Support process (orientation, assessment, counseling/education planning, and follow up for at-risk population).

### **The 3599 – TIA Guidance Aide—Student Support Specialist will:**

- 1) Review student records, and recommend appropriate core student success services related to enrollment and registration;
- 2) Work with various Student Development and Instructional units to provide support during enrollment and registration periods;
- 3) Assist in the design and creation of informational materials advertising student enrollment/matriculation activities; and
- 4) Travel to other campuses, as needed, to staff Student Success and Support Program (SSSP) activities.

### **Examples of Duties:**

- 1) Recommend appropriate core Student Success and Support services related to a student's enrollment in college.
- 2) Advise prospective and new students encountering difficulties in completing various enrollment activities such as placement testing, orientation, and registration. Correspond and interact with prospective and new students via phone, email and in person.
- 3) Assists in the design and production of informational material such as flyers and brochures, advertising new student enrollment activities; assists in writing reports related to matriculation.
- 4) Assists with course prerequisite enforcement; communicates with students via telephone, email and in person to resolve issues preventing course registration.
- 5) Records and maintains student records related to matriculation, orientation, placement testing, and registration in Banner the College's student information system.
- 6) Assists in the coordination and delivery of assessment and testing services.
- 7) Staff matriculation activities at other CCSF campuses; works extended hours at the start of each semester.
- 8) Provides general assistance to students, faculty and staff.

- 9) Assists with the collection and reporting of MIS data related to orientation, assessment and counseling services.
- 10) Performs general clerical duties as assigned.
- 11) Attend basic skills classes to provide follow-up support to students.
- 12) Provide workshops for students to attend to provide more in-depth information
- 13) Connect students to career services
- 14) Provide information and refer students to other programs and services of the college and if necessary, walk them to the location.
- 15) Follow-up with other programs, services and students on the results of referrals.
- 16) Schedule students for office hours.
- 17) Facilitate access to Counseling if necessary
- 18) Create study groups
- 19) Create sessions to complete BOG and FAFSA