



WHITE EARTH TRIBAL & COMMUNITY COLLEGE

GAAWAABAABIGANIKAAAG GABEGIKENDAASOWIGAMIG

Student Success Coach: Distance Students

Position Description

Student success coaches provide students with proactive academic coaching, success planning, and connection to campus resources, focusing on the student's success and program progress. They work weekly with assigned students to overcome obstacles and understand expectations. They are a primary point of contact for distance students throughout their educational journey, helping them develop skills, confidence, and strategies to succeed in a distant learning environment.

Student success coaches collaborate with the student services team, faculty, and other campus departments to identify and address barriers to student success while promoting persistence, retention, and completion. This position reports to the student service manager.

Duties & Responsibilities

- Serve as the primary success coach for assigned distance students, and on-campus students if needed.
- Communicate with students weekly and document student interactions. Must be flexible in work hours/schedule to accommodate student's needs.
- Guide students on acclimating to being in college, including time management, setting benchmarks, study habits, and building a supportive personal network.
- Provide tutoring services and tutoring resources.
- Monitor student progress, attendance, engagement, and academic performance. Identify students who may be academically at risk and intervene early.
- Participate in the early alert process and other efforts to support student success.
- Connect students with campus resources including career counseling.
- Orient students on the student management system, learning management system, and distance learning expectations.
- Foster a welcoming and supportive learning community through virtual events, workshops, and other engagement opportunities.

- Assist with virtual student services efforts assigned, including recruitment, retention, events, and other activities.
- Participating in college meetings, senates and committees, required training, in-service activities, and professional development opportunities.
- Perform other duties as assigned related to the position.

Work Schedule

Monday-Friday, with variable shifts between the hours of 8:00am-8:00pm. Weekends are sometimes required. This position is virtual. Some travel may be required.

Advertised Salary \$ 21.32

Knowledge, Skills, & Abilities

- Strong coaching and motivational skills.
- Excellent verbal and written communication skills.
- Able to work independently while collaborating interdepartmentally and across campus.
- Problem-solving and critical thinking skills.
- Cultural competency and commitment to student equity and inclusion.
- Able to manage multiple priorities while maintaining attention to detail.
- Knowledge of student retention strategies and ability to implement and follow through.
- Ability to maintain confidentiality and exercise sound judgment
- Able to work long periods on a computer and on the phone.

Certificates, Licenses, & Registrations

- Valid driver's license and insurance to travel as needed.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform the essential duties and responsibilities listed above. The qualifications listed below represent the required education, experience, knowledge, skills, and abilities.

- Associates degree required.
- One to three years of experience in higher education, advising, coaching, student services, counseling, or a related field.
- Experience working with diverse student populations.
- Strong interpersonal, communication, and customer service skills.
- Excellent organizational and time management skills.
- Ability to build positive relationships with students from diverse backgrounds.

- Proficiency with Microsoft Office platforms
- Experience using student management platforms and learning management platforms.

Preferred Qualifications

- Bachelor's degree in education, counseling, student affairs, human services, or a related field.
- Experience supporting distance learners.
- Knowledge of student retention strategies and coaching models.
- Experience with Canvas Learning Management Software platform.

Applicant Materials Required

Cover letter, resume, three professional references, completed WETCC application, and background check consent form. The application and consent form can be found at www.wetcc.edu.

Benefits

WETCC offers a comprehensive benefits package for full-time employees, including company-paid life and disability. Other benefits include health, dental, HSA with company match, additional life insurance, accident, critical illness, hospital indemnity, vision, Legal & ID Shield, and medical and dependent care FSA.

Traditional or Roth 401k with a company match up to 5%, fully vested from day one, the effective date for 401k is the first of the month following 90 days of employment, for full and part-time employees.

WETCC offers annual leave and sick leave, which both start from the date of hire.

WETCC values balance: 19 paid days off per year.

About WETCC

Established as a not-for-profit tribally controlled educational institution of higher learning, the first Charter was approved on February 5, 1998, "...to provide adult education and post-secondary educational services to enrolled members of the White Earth Reservation and to other eligible Indians and non-Indian residents of the area..."

Initial Candidacy for Accreditation by The Higher Learning Commission was granted on October 14, 2004, with full accreditation granted on October 8, 2008.

Purpose Statements

- The college will present learning as a life-long process of discovery of knowledge embedded in the intellectual disciplines and the traditions of the Anishinaabe people.

- The college will support the self-determination of the Anishinaabe people through the preservation and promotion of their history, culture, and language.
- The college will seek to address the social, political, and economic needs of the White Earth Reservation through programs that encourage service to the community.
- The college will promote a philosophy based on the seven teachings of the Anishinaabe.

Mission

White Earth Tribal and Community College is an institution of higher learning dedicated to academic excellence grounded in Anishinaabe culture, values, and traditions.

Vision

Gaa-miinigoowizid Anishinaabe Gibimiwidoomin niigaanakeyaa – “We all are carrying into the future the way the Anishinaabeg was gifted.”

Equal Employment Opportunity Employer

The White Earth Tribal & Community College in accordance with Federal law and U.S. Department of Agriculture policy, this institute is prohibited from discriminating on the basis of race, color, national origin, age, disability, religion, sex, familial status, sexual orientation, and reprisal.