**Student Retention and Success Coordinator**

The American University in Dubai invites qualified candidates to apply for the position of Student Retention and Success Coordinator

The fundamental responsibility of this position is to facilitate the preparation, and implementation of Retention and Success Projects lead by the Director and to maintain close follow up to track their success and to monitor improvements, and to provide academic advising to student when needed.

**Principle Responsibilities:**

Specific responsibilities or duties include but are not limited to:

* Aid in the assessment of student academic improvement by the end of each semester
* Follow up on all students who are flagged to be close to academic distress and attend the meeting with Director to maintain follow up based on the discussion with the students. To maintain and follow up on the Tutoring Services being provided across the university. To overlook the implementation of the survey by the end of each semester.
* To aid the Director with her follow up on Course repeaters.
* To aid the Director with her follow up on all student flagged during the early alert assessment.
* To aid the Director in maintaining accurate database on student appeals, dismissal, suspension, retention, attrition.
* Assist the Director in all projects related to Retention and Success.
* Stimulate student – employer contact through the organization of career fairs or other appropriate events / mechanisms
* Maintain membership in appropriate professional association
* Assist in preparing divisional reports as needed
* Other related duties as assigned
* Attend to students’ advising needs through each academic semester or term, both on a walk-in basis during normal working hours and by appointment
* Work with the other Academic Advisors as a team to ensure the efficient and effective implementation of the advising process to all undergraduate students
* Provide academic advising to undergraduate students before and during registration, and assist them in selecting their courses consistently with the completion requirements, course sequencing, prerequisite requirements, and other relevant academic policies
* Approve students’ courses for registration and assist them in completing the registration process
* Approve students’ drop/add requests during the drop/add period
* Assist students in charting a study path that can facilitate successful and timely completion of their program
* Provide guidance and advice to students, especially those who are facing academic difficulties, on course loads, withdrawal from courses, balanced course selections (e.g., quantitative vs. qualitative, theoretical vs. practical) and other academic issues that affect student success
* Approve students’ course withdrawal forms
* Inform the Director of the Office on all matters related to the Registrar’s Office and the Admissions Office and /or under these two offices’ purview that impact the academic advising and registration process and that require clarification or special attention
* Inform the Director of the Office on all matters related to any curriculum issue, course sequencing or course scheduling matters or problems that impact the academic advising and registration process and that require the Chairs’ special attention
* Refer to Director all matters of policy that require his/her intervention or approval to facilitate the academic advising process
* Develop, maintain and update academic advising records on student advisees to ensure advising continuity and consistency, and for purposes of outcomes assessment for the whole office.
* Assist the Director in completing all assessment reports related to the operation of the Advising unit and that will feed into the overall assessment of the Office.

**Competencies and Skills Used:**

* Broad knowledge of the higher educational / professional environment in the UAE
* Strong organizational and time management skills and attention to detail
* Intercultural competence and cultural sensitivity
* Ability to adhere to strict deadlines
* Knowledge of professional job placement process
* Excellent listening and interpersonal skills
* Patience and the ability to work under pressure
* Ability to work collaboratively with various campus constituencies
* Student centered Philosophy
* High Level of Creativity
* Organizational abilities
* Strong public relations and marketing skills
* Quality customer service

**Essential Qualifications:**

* Excellent Computer proficiency
* Bachelor’s degree or above from a recognized, accredited institution
* Excellent written and oral communication (including presentation) skills
* Knowledge of aptitude measurement techniques is considered a plus

**Desired Additional Qualifications:**

* Background in administration, and real hands-on experience
* Demonstrated ability to develop interpret and effectively use statistical data
* Arabic writing and speaking

Applications will be accepted and evaluated until this position is filled.

This position is suitable for those candidates already resident in Dubai.

Interested applicants must submit the following requirements via email to [recruitment@aud.edu](mailto:recruitment@aud.edu).

(Please state the title of the position as the subject of the email)

* Cover letter
* Updated CV
* Contact information of three (3) academic/professional references

Alternatively, applicants can submit their application materials to the following postal address:

***Angele El Khoury***

***Director of Human Resources***

The American University in Dubai

P. O. Box 28282, Dubai, U.A.E.

*No telephone calls please.*

*While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.*