

Wisconsin Technical College System
Education Consultant
Director of Student Success

POSITION SUMMARY

Under general supervision, this position provides statewide leadership, coordination and professional technical assistance as an Education Consultant. This role provides strategic leadership for student success across the full learner lifecycle, including post-completion outcomes such as successful transfer to four-year institutions, workforce entry and career advancement. The position ensures alignment between academic programming, career advising, employer engagement and transfer pathways to support equitable outcomes for all students across the system.

Responsibilities include planning and implementing effective strategies and initiatives technical colleges can use to support and engage their students in their learning and maximize their educational success; fostering collaboration and cooperation with other state agencies, local service agencies, community-based organizations and other educational entities nationwide; engage with relevant state and national organizations, businesses and industry to provide comprehensive and effective support services; and ensure the colleges are following policies outlined by the Wisconsin Technical College System Board including state and federal guidelines. This position provides recommendations to develop and implement support services for WTCS students through funding sources including, but not limited to, Perkins, GPR, HEA, federal and state funding and other sources. This position also focuses on Perkins special populations of students, namely disabled, veterans and foster youth.

GOALS AND WORKER ACTIVITIES

40% A. Provide statewide leadership in planning and developing improvements in student support in order to maximize transfer success and workforce entry.

A1. Lead systemwide strategy to strengthen transfer pathways from technical colleges to four-year institutions.

A2. Partner with universities to expand articulation agreements, dual/admission pathways, and program-to-program transfer maps.

A3. Ensure advising systems integrate clear transfer guidance beginning at entry and continuing post-completion by partnering with WTCS transfer out staff.

A4. Monitor and improve transfer rates, credit applicability, and Bachelor's completion outcomes.

A5. Oversee initiatives that connect students to high-demand careers aligned with regional and state workforce needs.

A6. Consult with WTCS colleges to design, develop and support the implementation of comprehensive student support services designed to ensure transition and/or career placement for the student population.

A7. Provide leadership and professional development opportunities for student services professionals emphasizing, data informed decision making, ethics, educational laws, and the sharing of best and promising practices.

A8. Convene and/or serve on workgroups as needed to provide more in-depth discussion, research, and analysis of issues of concern to the WTCS.

A9. Serve on teams to monitor the effectiveness of services within the WTCS colleges as well as compliance with federal and state educational laws.

A10. Serve as a key agency contact with WTCS Student Service groups as assigned by Associate Vice President of Student Success.

A11. Provide peer-to-peer access for various student service professional groups to address questions, shared best and promising practices and shared resources.

30% B. Manage WTCS grant categories in student support.

B1. Review, score, and monitor, competitive and allocation-based grant applications.

B2. Provide technical assistance to grantees regarding compliance with grant guidelines, project implementation, and necessary revisions, and compliance with federal and state education laws.

B3. Collaborate with System and college level grants representatives to ensure grants process is clear and effective.

B4. Continuously incorporate and encourage the use of promising practices regarding student support in grant applications.

20% C. Possess and maintain expert-level knowledge with regard to career advising and navigation services throughout the Wisconsin Technical College System. Share knowledge and professional development resources via a variety of forums.

C1. Stay current on trends and issues affecting the higher education community with special emphasis on issues related to career advising and navigation support.

C2. Participate in professional development webinars, workshops, and conferences in varying roles as facilitator, presenter, and participant.

C3. Promote research and evidence-based practices which support outcomes.

C4. Provide leadership related to the interests, concerns, and perspectives of student support services in cross-functional discussion and forums to improve the quality of academic and career advising services.

C5. Actively participate on state level interagency teams and in statewide student services related professional organizations representing the technical college system. Represent the WTCS on interagency teams related to student services in higher education.

C6. Consult with, support, and work collaboratively with state and national professional associations.

10% D. Specialized Agency assignments: perform assignments related to State Board requirements and System Office functions.

D1. Provide leadership and/or participation in state committees and task forces.

D2. Lead and work effectively on System Office teams.

D3. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of state and federal laws, rules and funding processes in the Wisconsin Technical College System, Perkins, GPR, HEA, and technical college districts.
- Skill in organizing and conducting workshops and system-called meetings.
- Knowledge of guided pathways, stackable credentials, and transfer articulation agreements.
- Skill in program evaluation, review and monitoring, and effective service delivery techniques including performance measures and standards techniques.

- Knowledge of techniques of establishing, coordinating and participating on committees and working with state agencies, professional organizations and other groups to improve support services for students and professional development of WTCS staff.
- Knowledge of curriculum design and program development related to student success and workforce alignment.
- Skill in the request for proposal funding process, grant management and evaluation.
- Knowledge of appropriate strategies for assessing institutional effectiveness.
- Ability to communicate effectively, both orally and in writing.
- Ability to use personal computers including word processing, accessing e-mail and working with spreadsheets and databases.
- Ability to provide technical assistance and coordinate activities of districts.
- Ability to interact effectively with State Board staff, district administration, other agencies/organizations and individuals.
- Skill in providing leadership in the planning and delivery of support services.
- Ability to handle and document formal complaints in a professional and confidential manner.
- Skill in researching, organizing and retrieving information.
- Ability to represent WTCS in a professional and positive manner.

SPECIAL REQUIREMENTS

- Possession of a valid driver's license including personal automobile insurance, or the ability to provide one's own transportation for work purposes, is required.
- Travel is required for up to 20% of this position's duties.