

SEARCH PROFILE:

ASSOCIATE DEAN FOR STUDENT
EXPERIENCE AND SUCCESS



CU | **School of**
NY | **Professional Studies**

TABLE OF CONTENTS

ABOUT CITY UNIVERSITY OF NEW YORK – SCHOOL OF PROFESSIONAL STUDIES	3
MISSION AND VISION	3
DIVERSITY, EQUITY, AND INCLUSION	3
FOUNDATION	3
DEGREE OFFERINGS	4
THE OPPORTUNITY	5
REQUIRED AND PREFERRED QUALIFICATIONS	6
COMPENSATION AND BENEFITS	7
APPLICATIONS AND NOMINATIONS	7
EQUAL EMPLOYMENT OPPORTUNITY	7



ABOUT CITY UNIVERSITY OF NEW YORK – SCHOOL OF PROFESSIONAL STUDIES

As a leading online school in New York since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most online bachelor's and master's degree options at the City University of New York and serves as the University's first undergraduate all-transfer college. With 26 degrees and numerous other certificate and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers. Consistently ranked highly by *U.S. News & World Report* for its online offerings, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs ensure that busy working adults may fulfill their educational goals on their own time and schedule. As CUNY SPS moves beyond its 20th year, we dedicate ourselves to engendering an innovative and transformative workplace culture and student-centered experience.

MISSION AND VISION

Mission:

The CUNY School of Professional Studies (CUNY SPS) provides online and customized programs of study that are responsive to the needs of our students and our city, focusing on fields as well as forms of teaching, learning, and scholarship that highlight innovation, personal and social progress, and opportunities for careers and service.

Vision:

The CUNY School of Professional Studies (CUNY SPS), grounded in CUNY's tradition of access and academic excellence, is dedicated to being the University's premier school for adult learners. Adapting to the needs of our diverse students across a growing range of fields

and sectors, we expand CUNY's ability to address the social mobility of our learners and the demands of evolving workplaces and disciplines. With core values of responsiveness and quality, and as the University's leader in online learning, we will continue to introduce new opportunities that expand the possibility and promise of public education, and position our students to grow personally, excel in the workplace, and enrich their communities.

DIVERSITY, EQUITY, AND INCLUSION

The CUNY SPS is committed to a policy of equal opportunity and equal access in its educational programs and activities. We are committed to providing an educational and workplace environment free from any form of unlawful discrimination and sexual misconduct.

CUNY SPS promotes and supports a diverse culture of excellence, mutual respect, inclusion, and professionalism and are committed to enhancing and facilitating our commitment to equity, diversity, and inclusion by providing expert advice and leadership to the School community in their efforts to recruit and retain a diverse workforce, ensuring an environment free from discrimination and harassment, and providing opportunities for reflection, engagement, and learning that aligns to the mission and vision of the School of providing access for residents of NYC and beyond.

FOUNDATION

Incorporated in 2011, the CUNY School of Professional Studies Foundation, Inc. is a 501(c)(3) not-for-profit corporation, eligible to receive tax deductible contributions under section 170 of the Internal Revenue Code, that

ABOUT CITY UNIVERSITY OF NEW YORK – SCHOOL OF PROFESSIONAL STUDIES (CONT.)

operates exclusively for the charitable purpose of supporting the CUNY School of Professional Studies of The City University of New York.

Inspired by CUNY SPS students, the Foundation's Board exists to enhance public understanding and recognition of CUNY SPS, to promote the School's mission, and to champion the dedicated and hard-working students we serve. The Board continuously explores new fundraising opportunities for CUNY SPS that will further the commitment to our students by promoting the educational and charitable purposes of the School.

DEGREE OFFERINGS

Offered primarily via online courses, CUNY SPS programs meet the needs of adults who are looking for a seamless way to finish a bachelor's degree or master's degree program and advance in the workplace or change careers.

UNDERGRADUATE DEGREES:

Undergraduate degree programs include Business, Communication and Media, Disability Studies, Health Information Management, Human Relations, Information Systems, Nursing, Psychology, Sociology, Liberal Studies, and more.

GRADUATE DEGREES:

Graduate degree programs at the CUNY School of Professional Studies (CUNY SPS) include master's degrees in Applied Theatre, Business Management and Leadership, Data Science, Disability Studies, Disability Services in Higher Education, Nursing, Psychology, and Research Administration and Compliance.

[Certificate programs](#) and [Non-degree programs](#) are also offered which afford students the opportunity to obtain specialized skills and professional knowledge in many fields.





THE OPPORTUNITY

CUNY SPS seeks an Associate Dean for Student Experience and Success (AD) to provide leadership that ensures the delivery of an exceptional and transformative online student experience and to support retention and degree attainment across all programs. The Associate Dean serves as the Chief Student Affairs Officer and will lead the student experience and engagement strategy, academic support and advising, student support services, student satisfaction, stakeholder engagement, assessment and reporting, and oversight and development of the Student Affairs team.

Reporting to the School's Dean, Dr. Lisa R. Braverman, who brings a wealth of vision and expertise to the School since joining CUNY SPS in 2023, the AD will serve as a member of the CUNY SPS senior leadership team and will join a dynamic team committed to implementing innovative strategies for advancing an excellent student experience within CUNY's only fully online campus. While the CEO of SPS is titled Dean, s/he functions similarly to a college president within CUNY. The title of Associate Dean at CUNY SPS therefore signifies a senior-level position, unlike at other institutions where it may denote a mid-level role. The Associate Dean demonstrates visionary leadership and strategic planning, and will represent the school at university level councils, committees, task forces, etc. and serve as the primary advocate, directly addressing online student needs and providing resources to assist them in all matters during the course of their education.

The Associate Dean will be joining the School during a time of critical enrollment growth and will have the opportunity to implement holistic, state-of-the-art practices tailored to support CUNY SPS' adult online learners. The preferred candidate will have a strategic mindset and demonstrated ability to lead and inspire high-performing teams, including Student Services, Counseling Services, Academic Advisement, etc., and they will demonstrate the ability to navigate complex organizational structures to drive innovation with data informed approaches. They will be able to deliver on innovative projects to continually raise the bar and enhance online student success and satisfaction.

Key responsibilities of the Associate Dean include, but are not limited to:

- Leads the components of the online student experience including advisement, retention, cocurricular student activities, and all other student support services at the School, creating a comprehensive and cohesive student experience and success plan that supports learner satisfaction and persistence and program completion.
- Develops and implements a best-in-class student online advisement and services model to set new standards in educational support including high-impact strategies designed to enhance the online student experience along the entire student life cycle, from enrollment to graduation, providing scalable and personalized support.
- Develops practices to identify and immediately address student issues and complaints captured through surveys, questionnaires, focus groups, evaluations, and meetings. Integrates and utilizes such tools as predictive analytics to track online student challenges and design prompt responses to, and resolutions for, them.
- Analyzes and assesses student metrics, including feedback and data-driven insights, to optimize current programs and develop innovative approaches that enhance the online student experience and success using predictive analytics.
- Develops and executes comprehensive communication plans across multiple channels to ensure online students are fully informed of available services and resources throughout their academic journey as well as response mechanisms for student feedback.
- Collaborates with the enrollment team and other departments to develop and implement engagement strategies that drive adult online student success, overseeing student outcomes assessments to significantly improve persistence, retention, and overall achievement.
- Leads the Student Services team, which provides services in the areas of counseling, disability support, student life, career services, student conduct, and military and veteran services.
- Develops ongoing communication plans with online students across a variety of channels to assure students are well-informed of the services available to them.
- Collaborates with all colleagues to ensure excellence in all online student support systems throughout the School, and speedy resolution of student issues and complaints in compliance with School and University policies and procedures.



REQUIRED AND PREFERRED QUALIFICATIONS

REQUIRED QUALIFICATIONS:

- Bachelor's degree from an accredited university in a related field.
- Eight years of progressive experience in student services administration with a minimum of seven years of experience in advisement or student services administration in higher education at a senior level.
- Significant experience with an online adult student population.
- Demonstrated leadership in online adult learner success, advisement, and services functions with executive-level experience at a comparable institution and a record of achievement and innovation in the higher education student experience field.
- Ability to leverage technology solutions in their approach to improving student engagement/services.

PREFERRED QUALIFICATIONS:

- Master's degree from an accredited university in a related field.
- Significant experience in leading, designing and delivering high quality online student services utilizing advanced student-facing technologies, with an understanding of current trends and best practices in online education and online student success.
- Ability to utilize analytics to analyze and design highly effective operational systems to support a scalable, high-volume support function that is uniquely customer-service focused.
- Proven expertise in implementing cutting-edge customer service principles and processes, with a commitment to continuous improvement, innovation, and excellence in all online student support endeavors.
- Excellent leadership, staff supervision and mentorship skills.
- Demonstrable written and verbal communication skills to reach broad constituencies.
- Commitment to the University and campus values of equity, diversity, and inclusion.



COMPENSATION AND BENEFITS

Salary commensurate with education and experience between \$155,000 and \$165,000.

CUNY's benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension

benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

APPLICATIONS AND NOMINATIONS

Academic Search is assisting CUNY SPS in this national search. Applications, nominations, and expressions of interest can be submitted electronically, and in confidence, to: CUNYSPS@academicsearch.org.

Confidential discussions about this opportunity may be arranged by contacting senior consultant Jerry Israel (jerry.israel@academicsearch.org).

The position is open until filled with ongoing review, Applications should consist of:

- a detailed letter of interest;
- a complete curriculum vitae (CV);
- the names and contact information (phone and email) of five professional references, none of whom will be contacted without prior notification to the candidate.

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the

basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.

ABOUT ACADEMIC SEARCH

Academic Search is assisting CUNY School of Professional Studies in this work. For more than four decades, Academic Search has offered executive search services to higher education institutions, associations, and related organizations. Academic Search was founded by higher education leaders on the principle that we provide the most value to partner institutions by combining best practices with our deep knowledge and experience. Our mission today is to enhance institutional capacity by providing outstanding executive recruitment services, executive coaching, and transition support, in partnership with our parent organization, the American Academic Leadership Institute.

