



WEST VIRGINIA STATE UNIVERSITY

Program Coordinator for Student Success Institute, West Virginia

West Virginia State University

Founded in 1891, West Virginia State University (WVSU) is a public-land grant institution, which was originally founded as a historically black university, but which has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 2,600 students.

WVSU offers 23 undergraduate and 6 graduate degrees, along with one doctoral degree. WVSU competes in athletics at the NCAA Division II level in 7 men's sports and 8 women's sports.

WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 200,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

Position Description

Under the direction of the Executive Director of Student Success, the Program Coordinator plans, organizes, coordinates, and evaluates assigned academic-support and student-outreach activities within the Office of Student Success. The coordinator independently manages daily operations using established University policies, office procedures, and leadership-approved goals. The position develops operational materials, supervises assigned student employees, assesses program effectiveness, and recommends improvements. Matters requiring policy changes, additional resources, or significant program expansion are referred to the Executive Director for approval.

Responsibilities for the Program Coordinator for Student Success

Tutoring Program Management

- Manage the day-to-day operation of the University's tutoring program, including individual, group, embedded, and online tutoring services.
- Assess course and student needs; establish tutoring schedules and delivery formats; and coordinate services across academic terms and locations.
- Recruit, interview, hire, onboard, train, schedule, supervise, and evaluate peer tutors and other assigned student staff.
- Monitor tutor timekeeping, payroll documentation, program expenditures, and assigned budgets in accordance with University policies.
- Maintain current tutoring procedures, training resources, schedules, forms, and program manuals.
- Promote tutoring services in collaboration with faculty, advisors, and other student-facing offices.

Academic Coaching and Early Alerts

- Coordinate and provide individualized academic coaching for students on conditional admission, academic probation, financial aid probation, or other populations identified for additional support.
- Assist with outreach to students reported through the University's early alert process; document contact attempts and student responses; connect students with appropriate academic and campus resources; and communicate relevant follow-up or outcomes in accordance with office procedures.
- Help students assess academic barriers, establish achievable goals, develop action plans, strengthen study and time-management practices, and connect with appropriate campus resources.
- Review relevant academic information, document student meetings and referrals, and monitor student progress throughout the semester.
- Collaborate with advisors, faculty, Financial Aid, Counseling and Wellness, Disability and Accessibility Resources, and other offices to provide coordinated student support while maintaining appropriate confidentiality.

EdSights Stinger AI and Student Outreach

- Manage the day-to-day administration and use of the EdSights Stinger AI student outreach program for the Office of Student Success.
- Develop, schedule, and maintain proactive outreach campaigns aligned with the academic calendar and institutional priorities, including campaigns focused on student engagement, academic progress, registration, persistence, and degree progression.
- Monitor student responses, concerns, and platform-generated alerts; coordinate timely follow-up; and connect students with appropriate campus resources and services.
- Collaborate with campus partners to develop campaign content, establish outreach timelines, coordinate referrals, and ensure consistent and accurate student communications.
- Maintain campaign records, contact information, user access, and platform documentation; coordinate basic troubleshooting and communication with the platform provider as needed.
- Review engagement data, response trends, and campaign outcomes; prepare reports and recommendations to support continuous improvement and institutional efforts related to retention, progression, and persistence.

Supplemental Instruction Program

- Develop, implement, and coordinate a sustainable Supplemental Instruction program in collaboration with Academic Affairs, academic deans, department chairs, and course faculty.
- Use enrollment, course-performance, and student-success data to identify high-impact courses and prioritize SI support.
- Recruit, train, assign, supervise, and evaluate SI leaders and establish expectations for faculty partnership and session delivery.
- Develop SI procedures, training materials, communication plans, participation tracking, and assessment practices.
- Evaluate the effect of SI participation on course outcomes and recommend improvements or expansion based on findings.

Workshops Programming and Classroom Presentations

- Plan and deliver student-success workshops and programs on topics such as study skills, time management, organization, note-taking, test preparation, goal setting, academic resilience, and effective use of campus resources.
- Coordinate classroom presentations and outreach requests for the Office of Student Success, including scheduling, presenter assignments, materials, communications, and follow-up.
- Partner with Career Services staff to coordinate or deliver presentations on resumes, interviewing, internship and job-search preparation, professional communication, career exploration, and other career-readiness topics.
- Develop a coordinated annual calendar of workshops, classroom presentations, outreach activities, and targeted programming aligned with the academic cycle and identified student needs.
- Create and maintain presentation materials, workshop curricula, participant resources, and promotional content that can be used consistently across the office.
- Build partnerships with faculty, staff, student organizations, and campus departments to increase participation and avoid duplication of programming.

Assessment Administration and Continuous Improvement

- Maintain accurate records of tutoring, SI, coaching, early-alert outreach, EdSights campaigns, workshops, and classroom presentations, including participation, utilization, referrals, engagement, and outcomes.
- Establish program goals and performance measures; prepare regular reports and summaries for the Executive Director of Student Success and other institutional stakeholders.
- Gather and analyze participant feedback and student-success data to assess program effectiveness and guide continuous improvement.
- Support Office of Student Success events, strategic initiatives, communications, and cross-functional projects.
- Perform other duties as assigned.

Requirements for the Program Coordinator for Student Success

Minimum Qualifications

- Bachelor's degree from an accredited institution in education, counseling, student affairs, social sciences, business, communications, or a closely related field.
- At least two years of professional related experience in program coordination, student support, education, training, coaching, workforce development, community services, or a related area.
- Experience supporting or coordinating programs, services, workshops, training, tutoring, coaching, or comparable initiatives.

Preferred Qualifications

- Experience working in a college or university setting, particularly in student success, academic support, enrollment management, student affairs, or a related functional area.
- Experience administering a student outreach, engagement, texting, early-alert, or customer relationship management platform.
- Supervisory experience in a college or university setting, including supervision of student employees.

- Experience developing or coordinating a Supplemental Instruction program or other peer-led academic support model.
- Experience designing and facilitating workshops, classroom presentations, or training programs for college students.
- Experience assessing student-success programs and using data to improve services and student outcomes.
- Experience with career-readiness programming or collaboration between academic support and career services.

Knowledge Skills and Abilities

- Demonstrated ability to manage multiple programs, projects, priorities, and deadlines while producing timely results.
- Strong written, oral, interpersonal, facilitation, and group-presentation skills, with the ability to work effectively with diverse students and campus constituencies.
- Ability to use student information systems, customer relationship management systems, learning platforms, or comparable technology to document services, monitor participation, compile data, and prepare reports.
- Ability to develop clear, accurate, student-centered outreach messages and coordinate campaigns with multiple campus partners.
- Demonstrated commitment to student-centered service, collaboration, confidentiality, and inclusive practices.

Salary Statement

Salary will be commensurate with education and experience.

Benefits of Full-Time Employment

West Virginia State University offers a comprehensive benefits package designed to support the health, financial security, and work-life balance of its employees. Benefits include employer-sponsored health insurance through PEIA with prescription coverage, access to wellness programs, and the option to enroll in dental, vision, hearing, and other supplemental insurance plans. Employees may also participate in health savings accounts and flexible spending accounts.

The university provides employer-paid basic life insurance and offers optional additional coverage. Retirement benefits are provided through the TIAA retirement plan with a **6% employer match for employees contributing 6% of their salary.**

Full-time employees accrue **two days of annual leave and one and a half days of sick leave per month**, along with eligibility for family medical leave, military leave, workers' compensation, and unemployment coverage. Additional benefits include educational assistance opportunities, access to the university's Employee Assistance Program, and other university amenities.

To Apply:

First consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references by October 19, 2026. The position will remain open until filled. All requested information must be submitted for the application to be considered.

Please submit application materials via email to jobs@wvstateu.edu or mail to:

West Virginia State University Department of
Human Resources
P. O. Box 1000, 324 Ferrell Hall
Institute, WV 25112

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.

West Virginia State University is an equal opportunity employer committed to providing access, equal opportunity, and reasonable accommodation in employment and in its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, or disability. Individuals who require reasonable accommodation to participate in the job application or interview process should contact the Disability and Accessibility Resources unit at 304-766-3083 or ada@wvstateu.edu