Title: **Associate Dean of Student Success and Enrolment Management**

Department: Office of the Dean, School of Continuing Studies

The McGill University School of Continuing Studies (SCS) invites applications for a full-time Associate Dean of Student Success and Enrolment Management position.

**Overview:**

The McGill University School of Continuing Studies (SCS) seeks an inspirational and collaborative leader to serve as Associate Dean of Student Success and Enrolment Management (ADSEM) with a proven track record in higher education and a demonstrated commitment to equity, diversity, and inclusion. The ADSEM will be responsible for leading an integrated, learner-centred strategy that will allow all learners at the School to thrive and succeed for a lifetime of learning from start to finish.

This is a full-time academic appointment with an administrative stipend. The initial duration is three years, renewable pending performance and budget. The position is open to both tenure-stream and non-tenured academics; however, the School itself does not offer tenure-stream positions. Individuals holding tenure in other faculties of McGill University would retain their tenured faculty status in their home discipline.

The School of Continuing Studies is one of 12 faculties at McGill University, a public institution of advanced learning. The School serves a diverse adult learner population of ca. 6000+ annually, from pre-collegiate to post-retirement age (ca. 18-98+), with an annual budget of approx. (CAD) $25 million. It offers a combined total of 70+ credit and non-credit programs and courses at undergraduate, graduate, and professional levels, of varying duration, delivered through a variety of formats, including online and face-to-face courses and workshops. SCS’s core pedagogic approach centers on experiential and peer learning combined with close collaboration with practitioners, employers, and professional organizations. As a bridge between the University and the local community in and around Montreal, Quebec, Canada, SCS operates in a bilingual (French and English) environment. The School is funded through central budget allocations and self-funding activities, the latter constituting approximately 50% of overall revenues.

Working in very close collaboration with the Associate Dean of Academic and Faculty Affairs, the ADSEM provides critical leadership in ensuring access to best-in-class educational and workforce development opportunities for adult learners from a wide-range of cultural, socio-economic, and linguistic backgrounds. They will lead the ongoing development, implementation, and assessment of programs and initiatives within the Student Services portfolio. Portfolio areas include: all aspects of learner services (student recruitment and information, admissions, registrations/records, academic advisement, orientations, and graduation activities), student equity, diversity and inclusion related issues and training (e.g., harassment prevention), career advising and transition services—including internship support and career fairs, international outreach and engagement operations (international student recruitment, support of international and national academic partnerships), and logistic support for summer studies programs, student wellness and social supports, as well as intergenerational linkages with the McGill Community for Lifelong Learning (MCLL) for senior learners.

The incumbent will lead change in the areas of student success and enrolment management and will collaborate with relevant colleagues in areas of departmental strategic planning, cross-departmental programming, assessment, quality assurance, and development of learner resources. They will provide...
leadership, consultation, and advice to their team and work closely with other stakeholders within SCS and across McGill University to create institutional strategies, help integrate efforts, and align programming in support of the portfolio priorities and to grow enrolments. In collaboration with the Assoc. Dean of Academic and Faculty Affairs and other relevant stakeholders, the ADSEM is responsible for the development and implementation of a holistic learner advising experience based on universal design principles. The incumbent will develop and manage internal and external partnerships related to the portfolio. The ADSEM will perform assessments, synthesize research/data to inform decision making and planning, establish metrics, and provide leadership in quality assurance and evidence-based practice. In addition to driving tuition and fee-based services, they will seek sources of alternative forms of funding (i.e., grants and gifts) to sustain future student success and enrolment plans.

The ADSEM will collaborate closely with the Associate Dean of Academic and Faculty Affairs, Language and Intercultural Communications, the McGill Writing Centre, and the School’s Indigenous Relations Initiative in order to meet essential needs of a learner population that includes a majority of individuals born outside of Canada and/or from underserved and underrepresented communities. The ADSEM plays a critical role in the engagement of learners not only individually but also through key institutional partnerships across Quebec, Canada, and around the world.

As a member of the SCS executive management team and the Dean’s leadership team, the ADSEM serves as the School’s chief enrolment officer, and will collaborate closely with the Associate Dean of Academic Affairs, the Director of Corporate and Professional Education, The McGill Association of Continuing Education Students (MACES), other members of the executive team, School staff, and relevant stakeholders across McGill University to deliver a best-in-class learner experience.

The ADSEM will represent the Dean as needed in relevant University committees and interactions with other faculties and units on campus, including external partnerships and joint ventures.

Representative responsibilities will include, but are not limited to, the following:

- Actively participates in and provides collaborative leadership related to the realization of learner success and enrolment management strategic priorities—meeting strategic and operational commitments; developing more efficient, impactful delivery models; and optimizing SCS’s learner experience;

- Monitors, analyzes, and reports general enrolment trends; has strategic and management accountabilities for portfolio areas; provides leadership in the visioning, ongoing development, delivery, and review/modification of portfolio programs/services to ensure quality, interconnected efforts with other units and faculties, and reflection of emerging needs, technology, demographic influences, etc.;

- Serves as the School’s primary point of contact for all student wellness concerns (working closely with and sometimes as delegate for the School’s Assoc. Dean of Academic Affairs, who serves as primary Disciplinary Officer and guardian of academic integrity).

- Fosters an effective, collaborative, and participative environment for learners, staff, faculty, and administrators in an effort to maximize engagement, leadership, and development; is accountable for engaging the academic community and external partners, as applies to the portfolio;

- Provides leadership in creating and sustaining an organizational culture that enhances learner retention and success; leads and guides managers and their unit staff’s professional success and development;
• Oversees the management of financial and physical resources related to the ADSEM portfolio, including annual budgets and establishment of a new Welcome Centre, and supports the School’s fundraising campaign;

• Represents the Dean and School as needed and appropriate on School and University committees; and establishes strategic external partnerships to support and enhance portfolio areas.

Minimum Qualifications:

• An advanced degree in education, social science, business, law, or humanities, plus significant experience working in an institution of higher education.
• 5+ years of demonstrated relevant progressive leadership experience in post-secondary education a student affairs or client service environment, including strategic planning/direction and operational management of budget and staff.
• A sound understanding of the challenges, emerging trends, and issues affecting student learning and development, student persistence and resilience, and barriers to learning, engagement, leadership, accessibility, and student health and wellness.
• Demonstrated commitment to working successfully with a diverse learner, faculty, and staff population.
• Demonstrated experience with data-driven enrollment management and student success in a post-secondary educational environment.
• A broad understanding of cultural diversity and the needs of special populations, and a commitment to ensuring an environment of education and employment equity and diversity.
• Change leadership skills – to lead and manage change in a post-secondary environment, as well as experience working with a diverse group of stakeholders.
• Experience developing new programs, services, policies, and procedures.
• Proven ability to leverage partnerships, source funding, and write grant proposals.
• Strong research/analytical skills along with experience with metrics and quality assurance processes.
• Demonstrated commitment to academic excellence and student success; attuned to the development of students (including academic and psycho-social development).
• Excellent leadership, relationship building, and interpersonal skills, and a commitment to a collaborative team model of decision-making and operations management.
• Excellent professional verbal and written communication skills in English and French.

Preferred Qualifications:

• Doctoral degree equivalent education and experience, and academic teaching/research experience in post-secondary educational settings.
• Experience with adult-learner life, leadership, and development, student programming, student advising, or other student affairs experience, and co-curricular education are an asset.
• Demonstrated experience in one or more of the following: Student success initiatives, international education, lifelong learning, equity, diversity and inclusion programming, program assessment/evaluation.
• Experience with innovative student success and enrolment growth initiatives, particularly for underserved/underrepresented populations, i.e.: racialized or Indigenous peoples, first-generation, professional adult learners, migrants/international and/or LGBTQIA+ populations.
• International living and/or work experience is a plus.
• Must be able to communicate in English with at least a basic knowledge of French. Other languages are a plus.

Position Details

This is a full-time, non-tenure-track position with an initial appointment of three (3) years, renewable pending performance and funding. The review of applications will begin January 31, 2021 and continue until the position is filled.

Application Procedure

Applications must include the following materials:
• Cover letter summarizing relevant educational background and work experience
• Curriculum vitae tailored to this position