

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

VICE PRESIDENT, STUDENT SERVICES

Las Positas College
Management Class Specification

MANAGEMENT RESPONSIBILITY

The Vice President, Student Services is a management position designated by the Board of Trustees for the Chabot-Las Positas Community College District. The incumbent is responsible for the leadership, administration, coordination, supervision, evaluation, and continuous improvement of assigned College programs, services, personnel, and resources. The incumbent is charged by the Board of Trustees with the effective implementation of Board policies and District administrative procedures applicable to the position and participates in the development and continuous improvement of District and College policies, procedures, practices, and systems.

The Vice President serves as a member of the College executive leadership team and provides strategic counsel to the College President regarding matters affecting students, enrollment, student success, institutional effectiveness, organizational climate, and the overall student experience.

GENERAL DESCRIPTION

The Vice President, Student Services serves as the College's Chief Student Services Officer and provides executive leadership for a comprehensive, integrated, student-centered Student Services division. The Vice President is responsible for the overall leadership, design, organization, delivery, supervision, evaluation, continuous improvement, and fiscal management of assigned Student Services programs and functions, including, but not limited to, admissions, records, and enrollment services, counseling and advising, outreach, recruitment, onboarding, and student entry services, financial aid, disability programs and services, veterans services, Extended Opportunity Programs and Services (EOPS), CARE, CalWORKs, and other categorical and special programs, student equity and achievement programs, transfer and career services, student health and wellness, basic needs and holistic student supports, student life, leadership, government, clubs, and activities, cultural, identity-based, and community-building programs, international student services where assigned, student conduct, student concerns, grievances, and due process, scholarships and other assigned student support programs, and other Student Services programs and functions assigned by the College President.

The Vice President works collaboratively with the College President, Vice President of Academic Services, Vice President of Administrative Services, District leadership, faculty, classified professionals, students, and other stakeholders to create an integrated and effective student experience.

This position reports directly to the College President.

DUTIES AND RESPONSIBILITIES

The Vice President, Student Services shall:

1. provide executive leadership, direction, supervision, and evaluation for assigned Student Services programs, personnel, operations, and activities, ensuring compliance with District policies and procedures and applicable laws and regulations;
2. directly supervise, develop, and evaluate Student Services administrators; establish clear priorities, decision-making authority, accountability, and effective communication throughout the division;
3. provide leadership for the recruitment, selection, orientation, professional development, and retention of Student Services employees in accordance with District policies, collective bargaining agreements, equal employment opportunity principles, and applicable laws;
4. provide executive leadership for strategic enrollment management across the student lifecycle, including outreach, recruitment, application, onboarding, registration, persistence, retention, re-engagement, transfer, and completion;
5. establish and monitor measurable goals for access, enrollment, persistence, retention, transfer, completion, and student engagement; use disaggregated quantitative and qualitative data to identify barriers, assess effectiveness, and improve student outcomes;
6. provide leadership for integrated student support models, including Guided Pathways, Student Success Teams, proactive interventions, counseling, career and transfer support, and collaboration with Academic Services to help students achieve their educational goals;
7. advance equity, inclusion, belonging, accessibility, and culturally responsive practices throughout Student Services and lead efforts to eliminate institutional barriers and disproportionate student outcomes;
8. provide leadership for holistic student support, including basic needs, health and wellness, disability access, financial wellness, student life, and opportunities for student voice and leadership;
9. lead the effective use of technology, digital services, automation, data systems, and emerging technologies, including responsible use of artificial intelligence, to improve student access, service delivery, and the student experience;
10. lead continuous improvement of student-facing policies, processes, systems, and communications to reduce unnecessary administrative barriers and create clear, accessible, efficient, and student-centered experiences;
11. lead and participate in College strategic and educational planning, enrollment planning, program review, accreditation, facilities planning, and institutional effectiveness activities in collaboration with Institutional Research and other College units;
12. develop, administer, and monitor budgets for assigned Student Services programs; ensure responsible stewardship, compliance with categorical and restricted funding requirements, timely reporting, and appropriate oversight of grants and externally funded initiatives;
13. provide executive oversight for student conduct, due process, complaints, grievances, behavioral concerns, crises, and assigned compliance responsibilities in accordance with applicable laws, regulations, Board policies, and District procedures;

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14. maintain collaborative relationships with K-12 schools, colleges and universities, community-based organizations, governmental agencies, and other partners that support student access, transition, persistence, transfer, and completion;
15. work collaboratively with the Academic Senate, Classified Senate, Student Government, collective bargaining representatives, governance committees, and other constituent groups consistent with participatory governance;
16. collaborate with the counterpart Chief Student Services Officer at Chabot College and District leadership to improve coordination and effectiveness of Districtwide student services, systems, and initiatives;
17. represent the College and District, as appropriate, in regional, State, and national organizations, partnerships, committees, councils, and initiatives related to student services, enrollment, and student success;
18. provide executive leadership and coordination for commencement, student recognition, and other major College activities assigned to Student Services;
19. serve as an administrative associate to the College President; assume responsibility for College operations when designated; and participate in evening, weekend, emergency, and administrator-on-duty responsibilities as assigned;
20. ensure equitable access to Student Services across instructional locations and modalities;
21. perform other duties and responsibilities as assigned by the College President.

MINIMUM QUALIFICATIONS

Education: Master's degree from an accredited institution of higher education. An earned doctorate from an accredited institution is preferred.

Experience: Progressively responsible administrative leadership experience in comprehensive student services or a closely related area in postsecondary education, including significant responsibility for personnel supervision and evaluation, budgets, planning, program administration, regulatory compliance, and student success initiatives. Experience demonstrating the knowledge, leadership abilities, and skills necessary to successfully perform the responsibilities of the position. Community college administrative experience is highly desirable.

Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, including those with physical and/or learning disabilities.

Desirable Qualifications:

1. A record of student-centered executive leadership focused on improving access, enrollment, belonging, persistence, transfer, completion, and the overall student experience.
2. Demonstrated leadership in strategic enrollment management and the use of disaggregated data and evidence to establish priorities, evaluate effectiveness, and improve student outcomes.
3. Demonstrated commitment to advancing equity, inclusion, belonging, accessibility, and culturally responsive practices and reducing disparities in student outcomes.

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4. Knowledge of comprehensive community college Student Services programs and applicable Federal and California laws, regulations, policies, budgets, categorical programs, accreditation, and accountability requirements.
5. Demonstrated ability to work effectively with faculty, classified professionals, administrators, students, unions, governance groups, District leadership, and community partners, with strong communication and conflict-management skills.
6. Experience using technology, digital services, data systems, automation, and emerging technologies to improve student access, service delivery, and institutional effectiveness.
7. An approachable, visible, collaborative leader who demonstrates integrity, sound judgment, accountability, consistency, and a commitment to developing others.

APPOINTMENT

The Vice President, Student Services shall be appointed by the Governing Board upon the recommendation of the College President and the District Chancellor.

NOTE: This class specification is not necessarily all-inclusive in terms of the duties and responsibilities.

Adopted by the Board of Trustees 5/17/94
Revised: 4/7/98; 6/25/02; 9/15/26
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Board Designation: Administrative