

# THE CATHOLIC UNIVERSITY OF AMERICA

**Student Success Coach (full-time, 35 hours/week)**

**Office of Online Education**

**Position 101923**

**Position Summary:** Responsible for all interaction with online students, in support of their success in chosen online programs or courses. Must be in close communication with students to ensure high customer satisfaction, measured by retention and completion rates as well as surveys.

**Essential Responsibilities Include:** Create and maintain procedures for ongoing communication with students, including determination of an effective CRM system. Main point of contact for all online students, for any help they may need to successfully complete their course or program. Provide outstanding customer service to students at each interaction. Engage in thorough communication with faculty, schools, and staff in order to provide students with excellent online experience. Creation and implementation of customer satisfaction surveys, to ensure program or course improvements are made when necessary. Provide recommendations to deans, schools, and faculty based on survey results, in order to improve student experience. Research and regular reporting on CUA retention and completion rates. Prepare reports, often financial, as needed by the Associate Provost. Provide direction, oversight, and support to students when reporting any issues, concerns or problems in relation to online courses. Maintaining positive working relationships with all deans and schools across the University, to foster effective online program development and growth.

**Minimum Qualifications:** Bachelor's Degree with at least 5-6 years teaching or working in a customer service related field or a Master's degree with 1 year experience. Experience working at a Catholic high school, college or university highly desired.

**How to apply:** forward application, resume, and cover letter with salary requirements as an attachment to **(salary expectations are considered part of application process):** [CUARecruitment@cua.edu](mailto:CUARecruitment@cua.edu). Reference position 101923 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.** Position open until filled.

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