



Position Profile

Associate Vice President of Student Services

June 2019

ABOUT SOUTHERN CALIFORNIA UNIVERSITY OF HEALTH SCIENCES

Southern California University of Health Sciences (SCU) is a regionally accredited, nonprofit institution specializing in health care education. SCU is dedicated to its core values of grit, transparency, a sense of humor, and shared respect for a diversity of ideas, beliefs, and cultures.

The Southern California University of Health Sciences was founded in 1911 as the Los Angeles School of Chiropractic. SCU has added multiple programs over the years and is today a comprehensive health sciences university offering certificate, baccalaureate, and graduate level education to students interested in pursuing a career in the health professions. SCU is a leader in educating students to be competent and caring integrative healthcare practitioners. SCU has a history of providing the highest levels of patient care and has gained a reputation for excellence in an evidence-informed curriculum. For more information on SCU: <https://www.scuhs.edu/>

SCU's mission is to educate students as competent, caring, and successful integrative healthcare practitioners. Faculty, staff, and students enjoy a collaborative and engaged community that includes an active student association, staff senate, and faculty senate.

The University is proud of the SCU Health Center, a unique educational health and wellness facility residing in the heart of Whittier, California. The Center has been educating practitioners for 100 years. Skilled and qualified students provide care under the close guidance of expert, licensed SCU Health System practitioners. The SCU Health Center provides chiropractic, acupuncture, Ayurveda, and massage therapy services to address a variety of ailments and medical conditions. Each patient, based on their needs and condition, receives a customized plan that is right for their health and lifestyle.

The University is committed to providing excellence in academics, service, scholarship, and leadership through its four colleges:

- **Los Angeles College of Chiropractic**
 - Doctor of Chiropractic
 - Sports Medicine Residency
 - Diagnostic Imaging Residency
 - Veteran Affairs Residency
- **College of Eastern Medicine**
 - Doctor of Acupuncture & Chinese Medicine
 - Master of Acupuncture & Oriental Medicine
- **College of Science and Integrated Health**
 - Master of Science: Physician Assistant Program
- **School of Professional Studies**
 - Accelerated Science Courses
 - BS in Biological Sciences
 - Ayurveda Certificate Program
 - Clinical Internship for Ayurveda Practitioners
 - Massage Therapy Certificate Program

QUICK FACTS

13:1 Student to Faculty Ratio
6 Continents represented by SCU Alumni
30+ Student Groups and Associations
20 Average Class Size
35,000 Annual patient visits to the SCU Health System allowing students real world experience
12 Affiliated Health Centers
25 Acre Campus

[The Refreshed Institutional Plan to 2023](#) provides a sustainable plan for the success and growth of Southern California University of Health Sciences.



THE OPPORTUNITY

Associate Vice President of Student Services

Southern California University of Health Sciences seeks an Associate Vice President of Student Services to join its team. Reporting directly to the Provost, the AVP of Student Services is a newly created position responsible for the strategic assessment, organization and building of the services, policies, and processes that provide support to students. Areas of oversight include student life, records and registration, academic advising, learning resources, and learning management system/instructional design services. This leader will be charged with continuous improvement in the analysis, development, implementation, and evaluation of all student-facing functions with the goal of enhancing efficiency and effectiveness. This is a career building opportunity for an experienced, driven leader to influence the climate of the student experience and to help set up SCU for long-term sustainability. The AVP will join a team of experienced, collaborative, and talented individuals who are passionate about SCU and its mission. The AVP will manage an overall team of 11; direct reports include an Assistant Dean, the Registrar, and a Director of Online Support Services.

Primary Responsibilities:

- Sets the strategic direction of University student and academic support services.
- Develops and oversees the implementation of student and academic support service-related policies (e.g. add/drop, attendance, grading), processes (e.g. student matriculation and progression), and systems (e.g. Jenzabar student information system).
- Manages the registrar department, including oversight of staff, budget, and continual improvement of processes (e.g. registration, transcript evaluation, degree audits, academic calendar, student records, scheduling).
- Oversees student academic support services including academic advising and learning resource center.
- Ensures the accurate and timely publication of the catalog, student handbook(s), and program handbook(s).
- Develops and oversees the implementation of automated solutions to improve the efficiency and accessibility of resources and services for students and faculty (e.g. automated catalog, online transcript).
- Collaborates with financial aid and admissions to ensure an optimal new student admission and registration experience.
- Responsible for the ongoing support of student life initiatives such as new student orientation, student association, and related student clubs and events.
- Oversees policies and processes to support both faculty and students in utilizing Canvas, the learning management system and MySCU, the University intranet.
- Oversees commencement.
- Oversees student judicial issues.

- Meets regularly with admissions, financial aid, program deans/directors and the provost to collaborate on the continuous improvement of the student experience.
- Provides regular reports including but not limited to student census data.
- Utilizes data to guide decisions and actions.

Qualifications:

- Bachelor's required; master's preferred.
- Five or more years of progressively responsible experience in student services/student affairs related functions.
- Experience overseeing a registrar's office is highly preferred.
- Experience with student information and learning management systems required. Experience with content publishing systems (e.g. Acalog) and scheduling software helpful.
- A mature leader with significant supervisory/management experience.
- Ability to work in a collaborative environment; able to develop productive relationships with colleagues in admissions, financial aid, and academic affairs.
- Strong analytical skills - the ability to use qualitative and quantitative data to inform service strategy and decision-making.
- Evidence of innovative uses of technology to automate and improve services. High level of comfort with technology solutions.
- A service mentality – a desire to work with academic leadership to ensure the needs of the students, faculty, and academic programs are met in an efficient and effective manner.
- Excellent process person – able to set up and monitor the efficiency of policies, processes, and systems.
- Adept at providing reporting to assist college leadership in key decisions (i.e. census and enrollment reports).
- Experience in a “roll up your sleeves” environment helpful.
- A sense of humor – able to have fun while meeting goals.





PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and are welcomed until the position is filled. Click here to apply and be sure to include your resume and cover letter: <https://theapplicantmanager.com/jobs?pos=su157>

For nominations or further information:

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Southern California University of Health Sciences is an equal opportunity employer. Members of underrepresented groups are encouraged to apply.



[Summit Search Solutions, Inc.](#) is a boutique executive search firm dedicated to serving education and nonprofit communities nationwide. Based in Asheville, NC, Summit has a team of experienced recruiting consultants in strategic locations across the country including California, Kansas, New York, North Carolina, and Oregon.





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WHITTIER and SOUTHERN CALIFORNIA

Whittier is a unique combination of community identity, spirit, and cooperation that have helped make it one of the most attractive and desirable residential and business locations in Southern California. Located in Los Angeles County, about 12 miles southeast of the City of Los Angeles, it boasts beautiful year-round weather with temperatures rarely reaching above 90 degrees or below 50 degrees.

Living in Whittier offers residents a small town feel but with the benefits of a large metropolitan area with access to a vast array of cultural and recreational opportunities. In addition to all the attractions offered by the private sector, the County has several world-class facilities including the Music Center, Hollywood Bowl, Museum of Art, the Natural History Museum, the Ford Theatre, and Marina del Rey. The County manages 87 regional and local parks, 344 miles of horse and hiking trails, 19 golf courses, 31 public swimming pools, and 25 miles of beaches.

And there is no end to what Southern California (SoCal) offers in the way of world-renowned restaurants, gallery exhibits, theater, and just about every outdoor activity you can think of.

Southern Californians lead an outdoor lifestyle where family dinners can be served on the patio, an office worker can go for an outdoor run during his lunch hour and weekends can be spent bike riding, hiking, or taking the dogs for a long walk, followed by a stroll through the neighborhood farmers market. This is the life in SoCal year-round.

To learn more about *Whittier* and *Southern California*, visit:

Explore Whittier California: <https://www.explorewhittier.com/>

Whittier Chamber of Commerce: <https://www.whittierchamber.com/>

LA County: <https://www.lacounty.gov/>

Los Angeles Times Arts & Culture: https://www.latimes.com/entertainment/arts/?_lb=1

