WTCIS Student Success Coach
Innovation and Technology Center
Position # 26-033

WVU Parkersburg is a Community and Technical College located in Parkersburg, WV, with a branch in Ripley, WV, and Vienna, WV. We are not a branch of West Virginia University. We are dedicated to teaching and are accredited by the Higher Learning Commission to offer certificates, associate and bachelor's degrees.

Benefits
- Retirement plan with 6% mandatory every pay (biweekly) that is matched 100%
- Free $10,000 life insurance policy
- Your choice of 7 different Health Insurance plans through www.peia.wv.gov and flexible benefits such as Accident Insurance, Hospital Indemnity Insurance, Critical Illness Insurance, Flexible Spending Accounts (Healthcare & Dependent Care), Health Savings Account, Dental, Vision, Short-Term Disability, Long-Term Disability, Group Legal Plan, and Hearing
- Annual and Sick leave for full time non-exempt staff, exempt staff, and 12-month faculty
- Minimum 12 paid holidays per year
- WVU Parkersburg tuition waiver (if eligible) for an employee, employee's spouse or dependent of a full-time benefits eligible employee who is 24 years of age or younger

To Apply
- Submit an Employment Application packet available at www.wvup.edu/jobs
- If the position requires a degree, attach a scanned copy of your unofficial college transcripts with the Employment Application packet.

Posted
02/13/2026 with an application deadline of 02/27/2026.

Employment Status
Non-Exempt/Classified/Hourly Staff, full-time regular, temporary grant funded, benefits eligible position.

Shift
Variable. Standard hours (8:00 am – 4:00 pm). Full time is considered 37.50 hours a week.

Other Essential Job Requirements:
- This is an on-site position.
- Regular, predictable, and reliable attendance and punctuality are expected to ensure performance of the essential function of the job, including scheduled meetings and shifts.
- This is a 37.5 hour per week position.
- May require working alternate hours or alternate locations upon request to support campus mission.

Primary Location
Innovation and Technology Center – 1961 Innovation Drive, Vienna WV 26105

Pay Grade
04 (Salary is commensurate with education and experience)

Function/Summary
The Student Success Coach for the new Cloud Computing associate degree provides personalized advising, mentorship, and structured peer support to help students navigate their academic pathways and overcome barriers to success. This position plays a critical role in increasing student retention, persistence, and program completion. The Student Success Coach will develop individualized success plans, monitor academic progress, and maintain regular communication with students to foster engagement and accountability. The coach will coordinate peer-to-peer learning opportunities, connect students with campus and community resources, and collaborate with faculty to support early intervention strategies. By building strong relationships and offering proactive, student-centered guidance, the Student Success Coach enhances the overall student experience and contributes to the long-term success of the Cloud Computing program.

Minimum Qualifications
Education:
- Preferred: Bachelor's degree in counseling, or an academic field directly related to the Advisor's specific responsibilities, or equivalent combination education and experience.

Experience:
- Required: 6 months progressively responsible experience in advising or related academic functions within higher education

Licensure: N/A

Knowledge, Skills & Abilities
- Proficient computer skills
- Excellent interpersonal communications skills.
- Ability to effectively work with and provide information, assistance and related services to students, faculty, and staff.
- Ability to handle varied and often complex problems requiring analysis and interpretation of the situation.
- Ability to prioritize a varied workload
- Ability to communicate with a diverse audience.
- Ability to manage confidential and sensitive material.
- Ability to maintain and welcoming environment.
- Ability to multi-task and work cooperatively with others.

Duties/Responsibilities
- Develop individualized academic plans outlining required courses, recommended sequencing, and anticipated milestones from enrollment through completion.
- Integrate Learn and Earn opportunities in collaboration with the Learn and Earn
- Coordinator to provide hands-on, work-based learning tailored to each student's goals.

- Guide students toward relevant industry certifications (AWS, CompTIA, etc.) and incorporate certification pathways into their academic plan.
- Conduct regular plan reviews to monitor progress and ensure students remain on track for timely completion.
- Hold recurring advising sessions with students to review academic progress, address challenges, and adjust plans as needed.
- Utilize early-alert and student progress monitoring systems to identify at-risk students and coordinate timely, proactive interventions.
- Maintain accurate and thorough documentation of advising sessions, academic plans, referrals, and interventions. Tracking data for NSF/ATE Grant.
- Support cohort scheduling where possible by organizing grouped schedules for core Cloud Computing courses to promote peer learning, collaboration, and a sense of belonging.
- Encourage participation in peer support activities, study groups, and mentoring opportunities within the program.
- Connect students with appropriate academic and non-academic support services, including tutoring, financial aid counseling, academic coaching, disability services, and mental health resources.
- Ensure students understand how to access available campus and community resources to support both academic and personal success.
- Tracking data for NSF/ATE grant