RACHEL KIM

STUDENT SUCCESS COORDINATOR

CONTACT

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SUMMARY

Student success coordinator with 5 years running retention programs at a 12,000-student technical college. Coordinates early alerts, peer mentoring and success workshops across 3 campuses, and reports outcomes in Excel dashboards that leadership uses for retention planning. Works collaboratively with faculty, advisors and financial aid staff and manages multiple priorities each term.

SKILLS

- Retention Programs
- Early Alerts
- Peer Mentoring
- Workshop Facilitation
- Excel
- Microsoft Office
- CRM
- Data Reporting
- Attention to Detail
- Organizational Skills

EDUCATION

Master of Education
05/2021
University of Georgia
Athens, GA
College Student Affairs Administration

EXPERIENCE

Student Success Coordinator 07/2023 - Present
Peachtree Technical College Atlanta, GA
Multi-campus technical college with 12,000 students.

- Coordinate early alerts for **3** campuses, routing 2,500 faculty alerts a year to advisors and tutors.
- Run a peer mentoring program of 30 mentors serving 450 first-term students each fall.
- Plan 20 workshops a term on study skills, time management and registration.
- Lead data reporting on term-to-term retention, which rose from 61% to 67% for mentored students.

Retention Specialist 06/2021 - 06/2023
Fulton Metro College Atlanta, GA
Two-year college serving 8,000 commuter students.

- Contacted 1,200 non-returning students a year by phone and email, re-enrolling 18% of them.
- Organized 4 re-enrollment events a year with financial aid and registration staff.
- Updated outreach records in the CRM and Microsoft Office templates for 5 advisors.
- Flagged 300 students a term with registration holds and routed them to financial aid.

Graduate Assistant, Academic Resource Center 08/2019 - 05/2021
University of Georgia Athens, GA
Tutoring and academic skills center with 4,000 visits a year.

- Scheduled 40 peer tutors across 25 courses and logged every visit in Excel.
- Taught 12 study skills workshops a term to students on academic probation.
- Surveyed workshop attendees and lifted average ratings from 4.1 to 4.6 out of 5.