

Graduate Assistant Position—Student Success Academic Coach Student Success Center

The Student Success Center-Melrose is seeking a Graduate Assistant for Academic Success. This twelve-month contract position begins June 1 and provides an annual stipend of \$13,000 (\$1,083 per month) in addition to a tuition waiver.

Job Requirements/Qualifications:

- Positive attitude and sincere desire to provide academic support to students in need as well as to provide university information to concerned parents, faculty, staff, and other constituencies;
- Excellent oral communication skills, including effective phone presence and group presentation skills;
- Excellent written communication skills, including attention to detail and accuracy;
- Ability to relate to and effectively establish rapport with a diverse undergraduate student population;
- Professional demeanor, including appropriate attire for a leadership position with significant student contact, as well as maturity to function as a staff member in a university office;
- Flexibility in scheduling of work hours (several Fridays each term, some evening hours, and occasional weekend hours);
- Proficiency with MS Office applications (esp. Word, Excel, Outlook, and PowerPoint);
- Willingness to develop a strong working knowledge of UT policies, procedures, and campus resources;
- Drive to contribute and willingness to roll up your sleeves and help with miscellaneous office tasks;
- Undergraduate experience in a leadership role preferred;
- Must be able to work well with supervisors, co-workers, students, and the university community.

Responsibilities and Tasks include, but not limited to:

Serve as an academic coach for students, parents, and other constituencies seeking advice and information through the Student Success Center (including phone calls, walk-ins, scheduled appointments, and emails):

- Advise students on a range of academic and campus issues, including assisting with the development of time management, goal setting, test taking, and other student success skills.
- Prepare for each student contact by pulling records from AdvisorTrac and/or Banner; take notes regarding nature of contact; maintain electronic student files.
- Provide advice and information about UT policies and resources to parents concerned about their sons'/daughters' performance at UT.
- Initiate contact, meet regularly with and maintain electronic files for assigned student caseload of readmitted/reinstated students to monitor progress and to help students achieve academically.

Assist with the administration of interventions for students experiencing academic difficulty:

- Develop and prepare materials for academic success workshops for students on academic probation and for readmission success workshops for academically dismissed students who have been readmitted to UT.
- Present workshops (to groups and individuals) on academic success, readmission success, and other success topics to help students reposition for academic success.
- Collect, report, and evaluate data on student participation, grade point average, and retention.

Function as a member of the Student Success Center team:

- Market the office to students, parents, and other constituencies (e.g. prospective student events, orientation).
- Display initiative and resourcefulness in responding to programmatic needs.
- Respond verbally and/or electronically to requests from supervisor, staff, or students in a timely manner.
- Attend weekly staff meetings and any related training or staff development activities.
- Assist with the implementation and coordination of other Student Success programs as needed (e.g. learning communities, staff development, research and benchmark reporting).

Benefits Beyond Salary

- Tuition Waiver plus GA stipend; Health insurance

Term

- 20 hours/week; 12 month position at will
- **Prefer candidates who are able to begin June 1 and who will be available for a two year appointment.**