

University of Tennessee, Knoxville

Student Success Center

Student Success Ambassadors

Job Description:

Student Success Ambassadors (SSA's) will serve as enthusiastic and encouraging role models, mentors, and peer sources of important information for incoming first-year students identifying as first-generation. SSA's will be matched with first-year UT LEAD students to meet with during the Fall and Spring semesters, including students on academic probation. SSA's will provide individualized or group academic, social, and emotional support services to students seeking mentorship. Student Success Ambassadors will take an 8-week COUN 205 training class during the second session of the Spring semester. Additional responsibilities may include outreach, social media, marketing, program planning, and presentations. SSA's will receive a \$500 stipend at the end of the Fall 2019 and Spring 2020 semester for their work during that semester.

Eligibility Requirements:

- Priority will be given to applicants who have participated in UT LEAD Programs (UTLSI, UT LEAD LLC, General UT LEAD)
- Must be Sophomore standing or higher by Fall 2019
- Full-time student (12 or more credit hours)
- Good academic standing and maintain a 2.75 or higher cumulative GPA
- Committed to working with first-generation, first-year students, and students on academic probation
- Passionate about helping students acclimate socially, academically, and emotionally
- Personality traits: embraces diversity, outgoing, friendly, resourceful, empathetic, eager to learn, applies new skills, and self-motivated
- Takes pride in the university and demonstrates school spirit
- Knowledgeable about university resources
- Actively listen and possess strong communication skills
- Provides sound feedback and guidance to peers
- Strong interpersonal skills
- Commitment expected through Spring 2020

Duties/Responsibilities:

- Successfully complete the COUN 205 8-week training course offered second session of the Spring semester.
- Starting Fall 2019-work a total of 5 hours per week, meeting with students and/or holding regular and consistent office hours for students to attend.
- Provide mentorship to UT LEAD students and students on academic probation.
- Attend bi-weekly staff/training meetings to receive ongoing training and implement changes as needed.

- Listen to students' concerns, struggles, and successes and work to recognize and assist in remediation of those challenges.
- Work hand-in-hand with students to develop an action plan for success that utilizes campus resources and support services.
- Initiate and maintain regular contact with assigned students throughout each semester in order to develop positive and meaningful relationships.
- Follow-up with students after interactions to see what additional support may be needed and to encourage follow-through on action plans.
- Report attendance, meeting content, and student action plans after each meeting with a student via Grades First.
- Inform and update the Student Success Center Staff of any important emotional, physical, or mental health concerns.
- Create, plan, promote, execute, and assess student success related campus-wide events and programs for the UT LEAD Living Learning Community based on student needs and trends.
- Assist with Student Success Center and UT LEAD Program outreach events.
- Promote and demonstrate respect for all students, inclusive of all races, ages, socioeconomic class, ethnicities, gender identity, sexual orientations, religions, abilities, and etc.