

University of Tennessee, Knoxville

Academic Inclusive Initiatives

## Student Success Ambassadors

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### Job Description:

Student Success Ambassadors (SSAs) will serve as enthusiastic and encouraging role models, mentors, and peer sources of important information for students at UT with an emphasis on serving students from traditionally underrepresented and marginalized communities including but not limited to, first-generation students, students from low- income backgrounds, and students of color. SSAs will be matched with first-year student populations mentioned above. to meet with during the Fall and Spring semesters. SSAs will provide individualized or group academic, social, and emotional support services to students seeking mentorship. Student Success Ambassadors will take an 8-week FYS 401 training class during the second session of the Spring semester. Additional responsibilities may include outreach, social media, marketing, program planning, and presentations. SSAs will receive a \$500 stipend at the end of the Fall 2021 and Spring 2022 semesters 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 2021
- Full-time student (12 or more credit hours)
- Good academic standing and maintain a 2.75 or higher cumulative GPA
- Committed to working with students from traditionally underrepresented and marginalized communities including but not limited to, first-generation students, students from low-income backgrounds, and students of color.
- 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
- 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 2022

### Duties/Responsibilities:

- Successfully complete the FYS 401 8-week training course offered second session of the Spring semester.
  - FYS 401 - Meets Mondays and Wednesdays, 4:40-6:15pm
- Starting Fall 2021-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 underrepresented students
- Assist with facilitation of programming hosted by the Office of Academic Inclusive Initiatives<sup>[P, SEP]</sup>
- Engage in dialogue facilitation during New Student Orientation
- 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 Vol Academic Connect.
- Inform and update the Academic Inclusive Initiatives Staff of any important emotional, physical, or mental health concerns.
- Promote and demonstrate respect for all students, inclusive of all races, ages, socioeconomic class, ethnicities, gender identity, sexual orientations, religions, abilities, and etc.