# Graduate Assistant – Student Support Specialist

# College of Education

**Division of Student Success and Academic Support**

# Nature of Work

The College of Education takes great pride in preparing teachers, leaders, and counselors who embrace equity, inquiry, and innovation. The College of Education’s Division Student Success and Academic Support works to enhance the educational experience of all students by facilitating personal growth, leadership, and career- related opportunities for all College of Education students. The division’s five focus areas outlined in its strategic plan are as followed: *Engagement and Belonging*; *Learning and Academic Collaboration; Diversity and Global Consciousness*; *Branding and Marketing*; and *Financial Stewardship and Organizational Resiliency.*

The Graduate Assistant for Event Planning and Logistics within the College of Education will serve as a para- profession for the Division of Academic Support and Student Success. This position will require 20-25 hours of work per week. At least 50% of the hours will be staffing the Student Resource Office. The other 50% of allocated hours may be off site. Remote work will be assessed on a case-by-case basis. The Graduate Assistant will report directly to the Assistant Dean/Director of Student Affairs and work collaboratively to establish priorities and develop processes to achieve established goals in line with the College of Education's strategic plan for academic support and student success.

She/Ze/They/He is responsible for assisting in the development, implementation, administration, and evaluation of all student-related events. Primary emphasis of responsibilities centers around engaging in continuous efforts to improve students' experience, to identify needs for additional resources or interventions, and to work with others to assess the effectiveness of student success efforts.

# Supervision Received

This position reports to the Assistant Dean. Additionally, this position will be evaluated annually at minimum, typically at the conclusion of each semester, to determine the quality and effectiveness of the work accomplished and progress in achieving learning outcomes.

**Position Responsibilities:**

* Initiate proactive, regular, and consistent contact with College of Education students (in person, postal mail, phone, email, text, social media), build rapport with students, serve as the assigned students' designated student success coach over the course of their academic life cycle.
* Provide academic support for students and assists in providing academic enrichment sessions.
* Manage assigned caseload of students to provide support and guidance from enrollment to graduation.
* Meet with College of Education students regularly throughout the term to assist with holistic success planning including development of academic skills, learning strategies and adjustment to collegiate experience, such as time management, organization, note-taking, reading strategies, study skills, exam preparation & test taking strategies, motivation & attitude, and goal setting.
* Increasing student retention by outreach via text, phone, and email campaigns. Encouraging retention and student success by mentoring students via specific coaching methods/strategies designed to promote growth mindset.
* Collaborate cross departmentally to promote and support student needs, progression, and success. Refer students to appropriate academic and non-academic resources and supports.
* Proactively outreach, communicate, and engage with assigned students on important needs, and deadlines during the academic term including course registration, add/drop period, withdraw periods, and other administrative needs.
* Develop workshops, demonstrations, seminars, group sessions targeted towards specific department initiatives and programs.
* Build strong and positive relationships with College of Education faculty and various stakeholders across UCCS (ex: MOSAIC, Dean of Students, Sustainability, Recreation and Wellness, Career Center, etc.).
* Remain current with college and statewide initiatives, relevant technology, and coaching/advising pedagogy
* The above represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

**Miscellaneous duties**

* + Provide Student Resource Office support by answering phone calls, e-mails, livechats, and assisting in-person faculty and student drop-ins.
  + Contribute, attend, and actively participate in meetings, trainings, retreats and other related functions. In the event of an absence, a minimum of 24 hours’ notice must be given.
  + Set and maintain office/functional hours as agreed upon by the Assistant Dean
  + Return inquiries and/or requests via phone, email, or fax within 24 hours.

## Minimum Qualifications

* + Bachelor’s degree from accredited college or university is required
  + Must be enrolled in a UCCS graduate program
  + Ability to work independently and self-start; identifying needs of an office and carry out those functions
  + experience in event planning, coordination, and oversight of both large and small-scale events
  + Strong organization skills
  + Excellent communication and interpersonal skills
  + Energy, creativity, individual focus, leadership, and team development

## Preferred Knowledge, Skills, and Abilities

* + Tolerance for ambiguity, critical thinking skills, ability to work irregular hours, and serve as a member of the team
  + Ability to work independently and self-start; identifying needs of an office and carry out those functions
  + Experience in event planning, coordination, and oversight of both large and small-scale events
  + Supervisory experience of students, peers, or other related co-workers
  + Meeting and conference organization, administration, and agenda crafting
  + Student conflict management skills
  + Demonstrated experience working with college students, university administrators, and student organizations
  + Data collection, evaluation, and assessment experience
  + Competent with Microsoft Office products (Word, Outlook, Excel, PowerPoint, Publisher, etc.)
  + Strong reading and writing skills

## Compensation

Compensation for this position is comprised of the following:

* Position will begin on or after June 1st 2023
* This position starts at a wage of $17.00/hour
* This position also receives $8000 in tuition assistance ($4000/semester) as funds are available
* Compensation for this position does not include benefits, and the student selected for this position works on average 20 hours a week. This position may not hold any other paid employment on any University of Colorado campus, including UCCS. Additional off-campus employment must receive prior approval.
* This position requires, at minimum, a year-long commitment.

## Background Check

Successful candidate must pass a background check to include license and educational verification, prior employment verification, sex-offender registry check, criminal and driving history.

## Academics

Academic success is extremely important to the department. All students working for the College of Education must maintain a minimum of a 3.0 cumulative grade point average, as per UCCS Graduate School Policy. Probationary periods may be implemented if grade point averages fall below a 3.0. The college has full description to evaluate your academic success based on college standards. All employees will be required to submit your grades to the Assistant Dean at the end of each semester.

## How to Apply

Submit a cover letter explaining your interest in the position, a detailed resume listing your experiences, and three professional references to Dr. Sarah Long ( [slong4@uccs.edu](mailto:slong4@uccs.edu) ), Assistant Dean and Director of Student Affairs.

* *This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act*
* *The University of Colorado Colorado Springs is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.*
* *UCCS is an equal opportunity and affirmative action employer. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, the University of Colorado does not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age, veteran status, sexual orientation, gender identity or expression, genetic information, political affiliation or political philosophy in its programs or activities, including employment, admissions, and educational program*