

Academic Success Center

Writing and Communication Consultations

Communication Consultant

Fall 2023 – Spring 2024

About the Academic Success Center

The Academic Success Center (ASC) provides opportunities for students to develop skills that promote success, practice leadership, and become self-directed learners through the delivery of centralized, high-quality academic support services that are responsive to the needs of the campus community.

About Writing and Communication Consultations

Through the Academic Success Center, communication consultants offer individualized assistance to undergraduate and graduate students across the disciplines working on any form of written, oral, visual, or electronic communication. The goal of these consultations is to provide students with feedback that supports skill development and encourages them to become more confident communicators. We collaborate with the individual student to negotiate their communication goals while embracing their unique communication process and style. In addition to consultations, the team offers workshops and other programming to serve the campus community. These resources are free and available to all students. Writing and Communication services are housed in Hixson-Lied Student Success Center and are also offered online.

Position Overview & Responsibilities

Undergraduate consultants are primarily responsible for consulting, offering individualized assistance to undergraduate and graduate students across the disciplines working on any form of written, oral, visual, and electronic (WOVE) communication. While you are not expected to be an expert on all forms of communication in every discipline or field, as a consultant, you will be expected to support students based on your areas of knowledge and refer them to additional services as appropriate. Undergraduate consultants are also responsible for delivering workshops to classes and student organizations. These workshops are already developed and will be scheduled in advance during your regular work hours (with practice/preparation and travel time included).

All majors are encouraged to apply. Students eligible for College Work-Study are encouraged to apply.

Required Onboarding and Training

- Mandatory onboarding will be provided to assist with your preparation in resource referral, navigating WCC technology platforms, and effective consultation practices.
 - Attend weekly training meetings for new consultants during your first semester. For the first four weeks, meetings will be twice a week. After that point, meetings will be once a week. Meetings will be one hour long and compensated, with an additional hour of compensated time for observations and co-consulting.
- Attend monthly all-consultant meetings on Wednesdays from 4:00-6:00p.

Required Qualifications

- Must be an Iowa State University Sophomore, Junior, or Senior as of Fall 2023.
- Commitment to working with a variety of students with different majors, learning styles, backgrounds, and abilities.
- Willingness to take on the responsibility of being a positive academic role model.
- Self-confidence in oral and written communication skills, including interpersonal communication, and willingness to further develop these skills.

Preferred Qualifications

- Cumulative GPA of 3.0 or above
 - If your GPA is lower, we encourage you to still apply but be prepared to discuss how you can manage this job on top of your ongoing academic success and be a role model for other students.
- Interest in working at as a communication consultant for at least one year.
- One-on-one experience working with students, like tutoring or teaching.

Dates of Employment

- Beginning of the semester through finals week (with renewal the following semester based on satisfactory performance)
- Guaranteed time off for university holidays and breaks, such as Fall and Spring Break; however, there are limited opportunities for work optional over Winter break.

Hours

- Hours are flexible and can be scheduled around classes. Most communication consultants work ten hours per week.
- New consultants will be scheduled for in-person hours in Hixson Lied Student Success, with the possibility of remote hours in later semesters.
- Hours are available Sunday through Friday between 9:00 AM and 9:00 PM.
- Undergraduates can work up to 20 hours/week on campus.

Compensation: \$15/hr

Application Steps

We recommend setting up an appointment with a writing and communication consultant to review your application materials, such as the resume and cover letter.

Please be prepared to complete the following items:

- Application, which includes:
 - Contact and academic information
 - Name and contact information for a professional reference
- Resume
 - Your education, including your current major and GPA, should be clearly listed.
 - Include all job, academic, and/or leadership experiences that may be relevant to this role.
- Cover Letter

- Please be sure to address how you meet all of the required qualifications (commitments and skills) listed above with 1-2 specific examples. Essentially, how will your current experiences be an asset to the ASC and how can the ASC benefit your academic and/or career journey?
- Communication Sample (for example, 5-10 page essay or creative writing piece, a PowerPoint presentation, or a link to a completed website or digital project). This can be a combination of multiple materials.
 - Provide a sample based on something you are confident with, and be prepared to discuss in an interview how this demonstrates your written, oral, visual, and/or electronic skills. We are looking for consultants across majors and backgrounds, so we are interested in what skills you have as well as what you are committed to learning with us.

Deadline: November 3, 2023

We will reach out to selected applicants via email to schedule potential interviews after the applications close. Any questions about application materials should be sent to Coordinator for Writing & Communication Consultations, Rachel Mans McKenny:
rmckenny@iastate.edu