

IOWA STATE UNIVERSITY

Academic Success Center

**Job Title**

Course Support Graduate Assistant

Employer

Academic Success Center

Programs and Services**About Tutoring Services**

Tutoring Services is a centralized academic support program consisting of peer-facilitated group tutoring sessions (2 to 8 students) for undergraduate courses. Each year, Tutoring Services hires around 400 undergraduate tutors to lead more than 1,200 peer-facilitated tutoring groups. The tutors are undergraduate students with strong leadership and facilitation skills. Academic Success Center (ASC) tutors plan group tutoring sessions focusing on *what* to learn and *how* to learn.

About Supplemental Instruction

Supplemental Instruction (SI) is an internationally recognized academic support program consisting of free, voluntary, peer-facilitated group study sessions for select traditionally difficult courses. The session facilitators, known as SI Leaders, are high-ability undergraduate students with strong leadership and facilitation skills. SI Leaders plan study sessions focusing on what to learn and how to learn for 30+ courses at Iowa State.

Position Overview

The Course Support Graduate Assistant works collaboratively with Tutoring Services and Supplemental Instruction staff to manage the day-to-day tasks in the program. This includes hiring, training, supervising, supporting, and evaluating student leaders (tutors and SI leaders). In addition, they also assist with creating professional development, planning networking opportunities, and promoting our course support programs. The course support Graduate Assistant serves in a significant leadership capacity and is provided autonomy to fulfill the responsibilities of their position.

Responsibilities:

- Student Leader Support and Supervision (50%)
 - Co-supervise a team of student leaders each semester and be a source of communication between student leaders and professional staff.
 - Develop meaningful relationships with student staff by serving as a role model through coaching and mentoring.
 - Help organize community-building and professional development events for student leaders.

- Program Support (30%)
 - Interview applicants for student leader positions in a group interview process.
 - Work closely with the course support staff to make decisions about future growth of programs.
 - Represent the Academic Success Center at campus events and programs.
 - Assist with marketing and communication including website design, social media campaigns, and other forms of advertising to help students, staff, and faculty learn about our course support programs.

- Responsible for on-going assessment relating to program trends.
- Administrative (20%)
 - Utilize a homegrown database and assist in the ongoing web development process.
 - Assist with reports that demonstrate program impact.
 - Develop new program assessment initiatives and utilize assessment data for program improvements.

Qualifications:

- Must be enrolled in a graduate degree program at Iowa State University.
- Ability to work as part of a team.
- Ability to work autonomously and take initiative.
- Strong written, oral, and electronic communication skills.
- Ability to interact professionally with students/staff of varying ethnic groups, cultures, backgrounds, learning preferences, and temperaments.
- Implement strong problem-solving abilities.

TERMS OF EMPLOYMENT

This is a half-time appointment (20 hours/week) starting one week before the start of each semester through finals week (with renewal the following year based on satisfactory performance). There is guaranteed time off for university holidays and Fall, Spring, & Winter Break.

Hours are flexible and can be scheduled around classes and within ASC office hours (typically 9am – 5pm with occasional evening events). Hours are in-office only. Time off can be requested for professional events like conferences. Full explanation of Benefits for Graduate Students is in the [Graduate College Handbook in section 3.2.5.](#)

Professional Experience

As a student affairs practitioner, we recognize it is necessary to develop competencies within the field of Higher Education. Below are the ACPA/NASPA competencies that most closely align with the Tutoring Services Graduate Assistantship position:

Advising and Supporting:

- Provide guidance by utilizing challenge and support with student leaders through feedback and goal setting.

Assessment, Evaluation, and Research:

- Continuously collect, analyze, and report on data to better understand features of course support programs.
- Review end-of-the-semester evaluations completed by student utilizing our services.

Law, Policy, & Governance:

- Construct, edit, and enforce policies upheld by course support programs.

Leadership:

- Provide leadership through interactions, training, and mentoring.
- Develop relationships with student leaders and campus constituents, emphasizing students' academic success, retention, and persistence.

Organizational and Human Resources:

- Facilitate interviews, trainings, and professional development for student leaders over the course of an academic year.
- Utilize electronic platforms such as Qualtrics, CyBox, Canvas, Canva, and Microsoft Office Suite to organize aspects of program administration.

Personal & Ethical Foundations:

- Recognize values and areas for growth and development as a professional.

Social Justice and Inclusion:

- Assist student leaders in creating inclusive, welcoming environments.

Student Learning and Development:

- Intentionally apply student development theory and learning theory in all course support programming, training, and conversations
- Collaborate with student leaders and professional staff to discuss questions and concerns to promote the facilitation of learning.

Technology:

- Assist with management of the databases and website development.

Values, Philosophy, & History:

- Find opportunities within the office and on campus to expand understanding of institutional context and work/role within that.

Contact:

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