



GRADUATE ASSISTANT JOB DESCRIPTION WRITING & TUTORING CENTERS | 2023-2024

TITLE: CCSD Graduate Assistant - Writing & Tutoring Centers

DEPARTMENT: Writing & Tutoring Centers

SUPERVISOR: Director of the Writing & Tutoring Centers

LOCATION(S):

- East Campus Tutoring & Writing Center, Marshburn Library Room 134
- West Campus Tutoring & Writing Center, Segerstrom 170
- Remote, pending approval

Dedicated GA space? Yes.

Student needs to use a personal laptop? Only if working remotely.

Work Schedule: This is a 10-20 hour per week position with a start date of August 28, 2023 through April 27, 2024 when classes are in session. GAs will not be expected to work during finals week either semester. Please come prepared with your availability for Fall 2023 semester during the interview.

Writing & Tutoring Centers Description:

One-on-one, embedded learning assistants, and group tutoring are available for a variety of undergraduate and graduate academic subjects at APU. General writing and tutoring support is available for all academic levels as well as faculty and staff. Our highly trained staff of undergraduate, graduate and professional peer tutors and writing coaches help empower students to become confident, effective, and independent learners. Tutoring and coaching are provided at no additional cost to APU students, staff or faculty.

General Responsibilities and Expectations:

The Graduate Assistant - Tutoring Center and Writing Center will work closely with the Writing, Speaking, and Tutoring Center Manager operations, engage with faculty, develop student tutors and coaches, and promote student success at APU. The GA does not need to tutor or coach students in specific subjects but opportunities may exist depending on the final candidate.

Specific Duties:

Student Learning & Development

- Participate in interviewing potential tutors, coaches and office assistants.
- Assist in creating and facilitating tutor and coach training during onboarding and monthly meetings.
- Observe and evaluate tutoring and writing sessions and provide feedback in one-on-one sessions.
- Mentor tutors and coaches on personal and professional growth. Check in with tutors and coaches on a regular basis and gather feedback on Tutoring Center and Writing Center practices.
- Engage with and counsel students on studying habits and guide them toward additional campus support as needed.
- Receive training on accessibility and inclusion services and promote greater accessibility inclusion in the centers.
- Support equitable access and outcomes among students by receiving training in diversity, equity and inclusion and mentoring tutors on these values during one-on-one's.
- Assist in the development and implementation of feedback distribution, collection, and analysis.

Leadership and Administration

- Manage multiple online sites (TutorTrac, Google Workspace, Formstack, 25Live, Instagram, Canvas, YouTube, and Canva) to support Writing and Tutoring Center' operations.
- Update and maintain surveys, spreadsheets and the Google Site with term-specific details.
- Plan posts and maintain social media presence on Instagram in collaboration with the Program Manager.
- Collect external research on tutoring, coaching and student success.
- Process internal research on tutoring, coaching, and student success.
- Run reports and record data on student access and the use of Tutoring Center and Writing Center services for internal review and to develop the annual report.
- Attend and participate in Tutoring Center and Writing Center staff meetings. Provide recommendations to the staff based on work experience and feedback from students and tutors and coaches.
- Communicate with students regarding scheduling appointments, troubleshooting technical issues and answering questions regarding tutoring and coaching services.
- Occasionally monitor Tutoring Center and Writing Center communications including emails, phone calls, texts, and video and live chat.
- When in-person appointments are in session, welcome and check-in students.
- Participate in activities with university partners that promote community and academic success.

The GA will gain experience in these CCSD competencies:

- Assessment, Evaluation, and Research
- Advising and Supporting
- Leadership
- Organizational and Human Resources

Qualifications and Expectations:

- Strong communication and organizational skills
- Demonstrates a passion for student success and for supporting student growth
- Demonstrates a desire to serve students through mentoring and support
- Possesses the ability to work well in a team or independently
- Highly motivated and able to take initiative
- Prioritizes tasks and performs responsibilities in a busy environment
- Solves problems and generates solutions
- Demonstrates an aptitude for flexibility
- Proficiency and adaptability with technology

Weekly breakdown of hours*:

- 10 hours per week - meetings with student workers.
- 10 hours per week - working with technology to communicate and manage various online platforms, assessment tools, faculty requests, and student needs.
- Breakdowns will be adjusted in alignment with final candidate competencies and interests.

*Please note that this position has seasons of different duties. This weekly breakdown attempts to average out responsibilities.