

GRAND VALLEY STATE UNIVERSITY
TRIO Student Support Services Classic
College Student Affairs Leadership (CSAL)
Academic Success Coach

Job Description:

Under the general supervision of the Director for TRIO Student Success Services or designee, the Academic Success Coach (ASC) will assist in the implementation of learning skills and financial literacy services for Grand Valley students. The assistantship position connects the academic experience by applying classroom theoretical and research practices to daily student interactions that consist of advising, counseling, conflict mediation, supervision, training, evaluation and assessment processes. This will include providing individual holistic coaching as well as developing and presenting group workshops on academic success topics. The ASC will also work closely with Student Academic Success Center (SASC) staff to provide skill-based programming. The ASC will also support and provide supervision to the Peer Mentor program and other student employees. Graduate Assistants report directly to a full time, master's level professional staff member.

Responsibilities:

- Provide individual academic coaching for Grand Valley student's which includes assessment of learning needs, development of action plans, and then individual support on techniques and personal learning strategies.
- Establish a rapport and build trusting relationships with assigned students by delivering personalized, engaging, motivating, and informative coaching sessions.
- Present academic and success workshops for students on topics including: financial literacy, study strategies, test taking skills, goal setting, motivation, and time management.
- Direct students to support services according to individual needs as indicated through the Individualized Service Assessment (ISA), Strengths Quest, and other indicators such as HS GPA, ACT scores, etc., and follow through to monitor compliance.
- Utilize databases and other systems to enter, retrieve, and/or research information and maintain student documentation.
- Hire, train, and supervise undergraduate student workers that may include Peer Mentors and Desk Assistants
- Collaborate with other Grand Valley staff in providing optimal services to participants.
- Manage the social media outreach for the TRIO SSS Classic program.
- Contribute to TRIO and TRIO SSS Classic website.
- Attend all TRIO SSS and SASC staff meetings.
- Review and study literature on student development theory, financial literacy, and academic success coaching.
- Participate in all provided research practices, professional development opportunities, and serve on committees as needed.
- Other duties as assigned by the Director of TRIO SSS Classic or designee

Expectations:

- Individuals should demonstrate critical thinking skills and the ability to balance personal, academic, and work life in a healthy fashion.
- Maintain a positive and professional attitude in this position and practice teamwork. Encompass the notion of “we”, “us”, and “our.” Work with other members of our professional staff team to ask questions and cultivate relationships.
- Communicate timely, compassionately, and with all who need the information.
- To not be afraid to ask questions and seek answers.
- Support orientation initiatives and staff training. You will be coordinating activities and/or presenting sessions.
- Build relationships with students, staff, community partners, etc. These relationships will help you to serve as a mentor and collaborator throughout the entire year.
- Be active in supervision when you are in that role. Make sure that you are mentoring, advising, and helping student staff to develop their leadership skills.
- Be familiar with all campus and community resources to assist customers with problems. Act as a referral agent for customers to different campus and community resources.
- Ability to handle multiple tasks, work on an individual level and in a team setting and demonstrate excellent communication skills.

Qualifications:

- Education Requirements: BA/BS required & acceptance to the GVSU Master of Education Program or Counseling program.
- Experience with student support systems, strategies, coaching and/or monitoring.
- Excellent communication skills, with proven ability to communicate via telephone, written, computer and in person.
- Ability to handle confidential information.
- Outstanding customer service skills.
- General understanding of college student development theory and practice.
- Must be available to work some evenings and a flexible schedule.
- Teaching, counseling, presentation skills and understanding of learning theory preferred.

Work Environment:

The ASC will have a designated office within the SASC office suite. The office is equipped with a desk and a complete computer system for the ASC to complete the assigned responsibilities. Any other use of the office will be scheduled around the ASC work schedule. This position will hold primary office hours on the Allendale Campus and may have supplemental office hours on the Pew campus. In order to accommodate this arrangement, a laptop and/or desktop will be provided.

Expected learning outcomes/professional competencies:

The graduate student should expect to gain skills and experiences in the following professional competencies:

- Advising and Helping
- Assessment, Evaluation, and Research
- Equity, Diversity, and Inclusion
- Ethical Professional Practice
- History, Philosophy, and Values
- Human and Organizational Resources
- Law, Policy, and Governance
- Leadership
- Student Development & Learning
- Personal Foundations
- Sustainability
- Technology
- Communication
- Supervision, program/event planning, conflict management, strategic planning, etc.

Supervision/Collaboration with organization:

Under the general supervision of the Director for TRIO SSS, the Academic Success Coach (ASC) will be supervised developmentally. The supervision will occur through regular meetings, formal and informal feedback, while providing a challenging and supportive environment.

The supervisor and the student will work together with a Learning Contract. This self-evaluative process is based on thirteen core competencies established by the National Association of Student Personnel Administrators (NASPA) and the American College Personnel Association (ACPA) which are the two leading organizations for student affairs professionals (see attached document). Graduate Assistants develop an objective for each competency and evaluate their professional experience, educational experience, and professional development. Although a self-evaluation, Graduate Assistants review this with their supervisor for meaningful dialogue at least once each semester. The CSAL Program was founded as a theory to practice curriculum and this document connects classroom learning with the assistantship experience.

Performance Evaluation - this is a tool that has a self-reflective component as well as a supervisor evaluation. The supervisor assigns a rating and provides comments for seven areas as well as evaluates their goals from the prior semester. This tool allows the Graduate Assistant and the supervisor to have ongoing conversations to explore their development and progress as student affairs professionals.

Additional Information:

The assistantship may have opportunities for additional work prior to the fall semester, during the month of July and August. This allows for the ASC to have an opportunity to connect with incoming students during our new student orientation and returning student re-engagement periods.

Terms of appointment:

The position will work 20 hours per week for nine months. This position is open to full-time graduate students in the Adult & Higher Education and/or College Student Affairs Leadership (CSAL) programs.

A tuition waiver covers **18 graduate credit hours per academic year** and includes a stipend of \$9,000. This assistantship will begin Fall of 2022 semester and will conclude at the end of Winter of 2023.

Contact Information:

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For more information on the College of Student Affairs and Leadership master's program and application process visit <http://www.gvsu.edu/csdl/>