

Graduate Assistant (GA) - Tutoring & Supplemental Instruction

Academic Success Center

The Academic Success Center is seeking two Graduate Assistants to serve as Tutoring & Supplemental Instruction Coordinators. One position begins June 1, 2022 and provides an annual monthly stipend in addition to a tuition waiver for Summer, Fall, and Spring Semesters. This is a 12-month contract position. The second position begins August 1, 2022 and provides an annual monthly stipend in addition to a tuition waiver for Fall and Spring Semesters. This is a 10-month contract position with the option of starting on June 1, 2022 at an hourly rate through August 1, 2022.

The Academic Success Center within the Division of Student Success serves students through a variety of programming including coaching, alerts, workshops, tutoring, Supplemental Instruction, and study space. The graduate assistant serving in this role would be a member of the Academic Success Center with a focus on the Vol Study Center

Responsibilities

The graduate assistants for the Vol Study Center will:

- Assist students in scheduling and attending sessions for tutoring and SI, including answering emails, phone calls, and other inquiries for the Vol Study Center;
- Facilitate outreach events to include tabling, information sessions, Welcome Week events, classroom presentations, and other outreach activities;
- Prepare high quality, effective training materials with an emphasis on academic success, diversity, inclusion, equality, and executive functioning skills;
- Assist with creating outreach materials for digital and print dissemination;
- Train tutors and SI leaders according to best practices in both fields;
- Perform logistics involved with tutoring and SI sessions, including preparing online scheduling, creating training agendas, tracking training hours, and other tasks as assigned;
- Supervise tutors and SI leaders including but not limited to: observation of sessions, feedback, mentoring, providing resources, and assisting with appropriately completing payroll;
- Assist with the hiring cycle and hiring processes for tutors and SI leaders, including reviewing applications and transcripts, scheduling interviews, and assisting with selection;
- Assist with assessment and data efforts on a weekly, monthly, and semesterly basis, including satisfaction survey data, and helping to implement changes based on assessment;
- Benchmark peer and aspirational programs to gain insight into the effectiveness of other academic support programs;
- Provide presentation and content guidance to tutors and SI leaders who are leading in-class success lessons;
- Display initiative and resourcefulness in responding to programmatic needs;
- Attend weekly staff meetings and other staff development activities;
- Perform other duties as assigned.

Job Requirements/Qualifications

The successful candidate should display the following:

- A commitment to diversity, equity, inclusion, and student support;

- Positive attitude and sincere desire to provide academic support to students in need as well as to provide university information to parents, faculty, staff, and other constituents;
- Excellent oral and written communication skills, including attention to detail, accuracy, and presentation skills;
- Ability to relate to and effectively establish rapport with a diverse undergraduate population;
- Professional demeanor and maturity indicative of a leadership position demonstrating the ability to function as a staff member of a university department;
- Flexibility in scheduling work hours (some evenings and weekend hours);
- Proficiency with MS Office application, especially Word, Excel, Outlook, and PowerPoint;
- Willingness to develop a strong working knowledge of UT policy and procedure and campus resources;
- Focus upon the success of the ASC team and willingness to help with all tasks;
- Must be able to work well with supervisors, colleagues, students, and the university community;
- Preferred undergraduate experience in a tutoring and/or leadership role.

To Apply

- Send a letter of interest, a CV/Resume, and three references to Jennifer Hewerdine (jhewerdi@utk.edu)