



Job/Position Description

Student Success Coach (Graduate Teaching Assistant)

APPLICATION AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a [KWU Employment Application](#), cover letter, resume/curriculum vitae, and three references. Please email your application materials to hr@kwu.edu.

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Job Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:

- Applications will be taken until the job is filled.
- Interviews will begin as soon as qualified applicants are identified, and continue until a hiring decision is made.
- Position is to be filled as soon as possible.
- Position begins as soon as possible.

POSITION'S SALARY AND BENEFITS: Salary to be determined at hiring based on the applicant's qualifications and experience. Benefits are NOT available for part-time employees.

ADMINISTRATIVE INFORMATION

POSITION TITLE: STUDENT SUCCESS COACH (Graduate Teaching Assistant Position) - **Important note: This position is funded as a Graduate Assistant position, and only Graduate Assistant-qualified applicants may apply or be hired. See the Graduate Assistant Program Addendum attached to this Job/Position Description.**

POSITION'S MAJOR OFFICE: Provost

MAJOR OFFICE RESPONSIBILITIES: The Office of the Provost is responsible for the development and delivery of the entire academic program at KWU. This includes the determination and selection of all faculty, the design and delivery of all academic curriculum, the design and delivery of all academic co-curricular programs and activities, and the design and delivery of all support and information services required to maintain university accreditation and increase student success in all academic areas of the university.

POSITION'S DEPARTMENT: Albert Nelson Student Success Center

POSITION'S DEPARTMENT RESPONSIBILITIES: The Albert Nelson Student Success Center provides tutoring and other assistance to students to enable them to successfully complete their courses and improve their learning skills, particularly in English/writing skills and math. In addition, the center offers study skills, testing, handouts and Internet resources. An important initiative led by the center is the Student Success Coaching program, which provides one-on-one support to first-time-in-college students throughout their first year at KWU.

POSITION'S DIRECT SUPERVISOR: Director of the Albert Nelson Student Success Center.

DATE POSITION LAST REVIEWED OR ANALYZED: October 2022; Revised by: J.D. Koons, Director; Reviewed by Damon Kraft, Provost.

POSITION'S EMPLOYMENT STATUS: Part-Time, Staff, Exempt, At-will (Teaching Assistant)

POSITION'S SALARY OR SALARY RANGE AND BENEFITS: See the GA Program Addendum which follows this job description.

POSITION INFORMATION

POSITION'S SUMMARY: The position is responsible for assisting the Student Success Center with the Student Success Coaching program, supporting academic coaching for the strategies for success course, supervising tutors working in the center in the evening, and providing other support to the director as needed to maintain operations.

POSITION WORKS WITH: Students, faculty, staff, tutors, the general public, and other similar university communities.

POSITION'S STAFF AUTHORITY: None

POSITION'S BUDGET AUTHORITY: None

POSITION'S PHYSICAL WORKING CONDITIONS: 98% Climate controlled office and 2% travel environment on a local scale. Standing, sitting, stooping, walking, talking, seeing, hearing, keyboarding, filing, planning, executing plans, and other similar physical motions and activities are a usual part of the job.

POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS: Position may be required to carry stacks of books, reams of paper, or other materials up to 25 pounds needed to support Student Success Center operations and services.

POSITION'S EQUIPMENT: University phone, Windows desktop computer, printer/copier/scanner, and other similar equipment.

POSITION'S WORK SCHEDULE: Typically, 5 pm-9 pm Sunday through Thursday to ensure evening coverage and maximum accessibility for students seeking services; as well as extended library hours for final exam preparations. Otherwise, flexible part-time schedule (total maximum of 1350 hours/year, averaging less than 30 hours/week), primarily during the afternoon/evening, yet arranged around GA studies and classes and other student requirements. The day-to-day work schedule may change based on the Center's needs and requirements, particularly during finals week and breaks.

POSITION'S TRAVEL REQUIREMENTS: Little travel is expected.

POSITION DUTIES AND PERFORMANCE STANDARDS

POSITION'S ESSENTIAL DUTIES (90%):

- Guide individual Student Success Coaching (a form of life coaching) sessions for a caseload of approximately 20 first-time-in-college students through weekly face-to-face, text, email, or phone contact (45%)
 - Develop professional, trusting relationships with students
 - Monitor and discuss students' academic performance through Dropout Detective
 - Ensure each student contact and coaching session is documented, not only in terms of time, but also topics covered with the student and any additional or follow-up services the student needs
 - Collaborate with faculty, staff, activity directors, and athletic coaches to ensure students participate in this mandatory program for first-time-in-college students
 - Report information about students at risk of failing out or dropping out of the university at least weekly with context (not attending class, lost motivation, self-reports not having friends on campus or family, etc.)
- Lead, in the director's absence or on request, individual face-to-face Academic Coaching sessions for at-risk sophomore, junior, and senior-level students (especially those enrolled in INTD090) whether scheduled, online, or walk-in on topics such as time management, study skills, test skills, and learning styles (15%)
 - Ensure each coaching session is documented, not only in terms of time, but also topics covered with student and any additional or follow-up services the student needs
 - Maintain library of coaching materials on the center's Google Drive
 - Replenish paper copies of coaching materials within the center as needed
 - Work with athletic coaches, activity leaders and/or advisors as needed
- Assist with the tutoring program (15%)
 - Provide tutoring, as needed, in at least one subject offered at KWU
 - Provide feedback to students on quality and content of papers and presentations
- Monitor the Student Success Center's check-in system (5%)
 - Maintain/input information on tutoring and other services or service providers tracked by the system

- Extract reports about services provided by the Student Success Center
- Assist the director in managing the folders in the secure file cabinet (5%)
- Supervise the Student Success Center during evening and/or weekend hours (key holder) (5%)

POSITION'S OTHER DUTIES (10%):

- Performs other duties as assigned by the position's supervisor.

POSITION'S PERFORMANCE MEASURES AND STANDARDS: This section lists the specific performance measures upon which this position's performance will be evaluated. Actual performance standards (goals) for each performance measure will be set in consultation with the position holder and their direct supervisor.

- Meets quality goals and objectives as assigned by the position's supervisor.
- Maintains confidentiality of student records, academic performance, disabilities and accommodations, etc.

POSITION QUALIFICATIONS

EDUCATION:

- **MINIMUM REQUIRED:** Admission to the KWU MBA program (i.e., bachelor's degree and minimum 3.00 GPA)
- **PREFERRED:** Undergraduate major or minor in an area offered at KWU and admission to the KWU MBA program

CERTIFICATIONS/LICENSES:

- **MINIMUM REQUIRED:** None
- **PREFERRED:** Valid driver's license

WORK EXPERIENCE:

- **MINIMUM REQUIRED:** None
- **PREFERRED:** Experience as a coach, tutor, or mentor

KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA'S:

- **MINIMUM REQUIRED:**
 - Ability to develop professional, trusting relationships with students
 - Utilization of Microsoft Office software
 - Ability to provide accurate feedback on college-level papers and presentations, including grammar and content flow
- **PREFERRED:** Familiarity with Life Coaching concepts and methods

NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of Kansas Wesleyan University, all employees of Kansas Wesleyan are to be considered as an "at-will" employee.
3. All employees of Kansas Wesleyan University are considered to be "responsible employees" pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. In order to fulfill its mission as a Christian institution, preference in hiring shall be given to persons who can affirm the Institution's mission.
5. All "offers of employment" are subject to a criminal background check prior to employment.

**ADDENDUM TO THE
EMPLOYMENT OFFER LETTER (GRADUATE ASSISTANT)**

1. The purpose of the Graduate Assistant Program is to employ qualified students in Kansas Wesleyan University's (KWU) Master level programs in order to provide those students with relevant, real-life work experience as they pursue their Master's degree. The Graduate Assistant Program funds one course per 8-week term during the fall and spring semesters (two eight-week terms each), and one course during the eight-week summer semester. The GA/student is responsible for progressing toward successful completion of the Master's degree by being enrolled in one course during each eight-week each term.
2. To be, and remain eligible for employment in the Graduate Assistant Program as a GA at KWU, the person must be **enrolled in**, and be **successfully completing** a Master's program at KWU. **This addendum is not a contract. If you resign at any time within the 24-month time frame that is established to complete the MBA program, compensation will stop at date of resignation, and tuition remission benefits will stop at the end of current course section.**
3. The GA will be required to accomplish the following with respect to his or her Master's Program (Program) at KWU:
 1. Attend classes regularly, unless an "excused absence" is obtained in compliance with university standards;
 2. Comport themselves in the Program and in their employment as a positive example to, and role model for, undergraduate students, athletes and activity participants;
 3. Receive no final grade lower than a C in any course, remain in "good standing" at the university pursuant to its published policies, maintain at all times the required GPA for continuing graduate students at the university, and otherwise remain in compliance with all university requirements for graduation;
 4. Be enrolled in one course during each eight-week term during the year.
4. No courses in the Program where a grade of C or better has been earned, may be retaken for a better grade; any course retaken pursuant to the appeals provisions of section 5 below will be at the sole cost and expense of the GA.
5. Receiving a final grade lower than a C in any course during the Program, will result in immediate notice of dismissal as a GA by your department supervisor.

Within fifteen (15) days of receipt of such notice, the GA may submit a written appeal of the dismissal for extenuating and extraordinary circumstances to their department supervisor who will consider the appeal and communicate a decision regarding reinstatement, in writing to the GA and the Provost, within thirty (30) days of their receipt of the appeal, subject to review by the Provost, as described below.

If a decision is made by the department supervisor to reinstate the GA in the GA Program, this decision will be communicated to the Provost within the required thirty (30) day period. The Provost has the authority to override the decision if they determine that the GA is not making satisfactory progress toward a Master's Degree or is not likely to succeed academically in completing the Program as required in this Addendum; any such reversal by the Provost will be final and non-appealable, and will be communicated in writing to the GA within fifteen (15) days of the Provost's receipt of the department supervisor's reinstatement decision. With the written approval of the Provost, in their sole discretion, a GA may be dismissed from the Graduate Assistant Program but still remain in the Program, at the GA's own expense. GA's will continue to be employed at KWU pending the final disposition of any authorized appeal.

Time is of the essence of all matters in this section 5. Failure to act within a required time period will be construed against the non-acting party and in favor of the party not required to act within that period.

6. The Graduate Assistant as a student employee:

1. Will reside in Salina while employed in the Graduate Assistant Program. The GA may reside either on or off-campus.
2. All GA's (domestic or international student) are required to carry qualifying medical insurance. If the GA does not have medical insurance, they are required to purchase this insurance through the university at the current rate of \$2,776.00. This rate is current for the 2022-2023 academic year, August 1, 2022, through July 31, 2023. Since this is a mandatory fee student aid may be used to cover this expense (domestic GA students).
3. Will be provided with a job description and be expected to perform the duties and responsibilities as outlined in that job description, including additional duties and responsibilities as assigned by their department supervisor.
4. Will be assigned office space for the performance of their duties and responsibilities.
5. Will have at least two weeks of time-off annually and their department supervisor will determine and schedule time-off in accordance with university and GA needs. In addition, the summer can be a time for the GA to get a more substantial job in Salina, but the GA must plan to spend at least 20 hours each week working for the university. If the student does take an extended leave during the summer months, it must be approved by the GA's department supervisor and the monthly stipend is suspended for that time period. The department supervisor is responsible for reporting that information to the CFO. It is preferred that the student stay in Salina and fulfill his or her obligations.