

Job Description

Graduate Teaching Assistant for University Tutorial Services - General Tutoring and/or LEAD

University Tutorial Services, as part of the Student Learning Center, aims to provide support for a diverse population of students at Appalachian State University. Through the resources of Tutoring Services, the Student Learning Center matches the foundation of knowledge each student possesses, strengthens their ability and levels of confidence, and assists students in navigating learning in higher education. Through appointment-based (one on one), small-group (up to three students), and drop-in tutoring sessions, University Tutorial Services provides an array of tutoring opportunities for students to utilize and empower themselves.

University Tutorial Services is seeking graduate students for two assistantships for the 2023-2024 academic year (with potential for a second year). This position requires 10 or 20 hours per week of primarily on-site work.

Responsibilities and Duties:

This graduate position reports directly to the Tutoring Coordinator of University Tutorial Services.

The **Graduate Assistant** would assist with the following duties:

Tutoring Operations and Procedures 30%

- Assists the Tutoring Coordinator in coordinating the day-to-day operations of tutoring in selected subject areas; ensures the services run smoothly, meeting the needs of face-to-face and online students in a timely and professional manner.
- Assist in the management and implementation of tutor and front desk assistant schedules; ensure staffing is appropriate to meet student needs and call in or send home tutors and front desk assistants from shifts, based on the demand of tutoring at each given time.
- Fix any time-clock issues on a given shift, examples: tutors forget to clock in or out for a shift.
- Maintain a log of absences and schedule changes for each tutor and front desk assistant and document those.
- Ensure tutors complete and submit online timesheets by the due date by sending out bi-weekly reminders.
- Utilize platforms such as TracCloud and WebCheckout in order to assist Tutors and Front Desk Assistants.
- Assist the Tutoring Coordinator with “closing” shifts for drop-in tutoring.
 - Unlock/Lock the building when Tutoring Coordinator is not available.

Supervision and Quality Maintenance 35%

- Assist the Tutoring Coordinator in training and interviewing qualified tutors.
- Assist the Tutoring Coordinator with monthly Tutor Observations.

- Assist with supervising tutors; provide ongoing guidance and support to ensure quality in tutoring sessions when Tutoring Coordinator is not present.

Student and Customer Service 30%

- Promote and create a welcoming, inclusive, and collegial learning environment at the tutoring center; assist tutors and students as needed.
- Respond in a timely manner to inquiries from tutors, front desk assistants, and peer tutoring coordinators. Record concerns as required, and seek an informal resolution satisfactory to all parties; escalate concerns to the supervisor when appropriate.

Other 5%

- Represent the Student Learning Center at events to advertise services.
- Actively participate in Student Learning Center staff meetings and professional development opportunities.
- Perform other related duties as assigned.

Compensation and hours:

- 20 hours/week Assistantship, 15 weeks during Fall semester & 15 weeks Spring semester
 - \$5000/semester (~\$16.67/hr)
- 10 hours/week of Assistantship, 15 weeks during Fall semester & 15 weeks during Spring Semester.
 - \$2500/semester (~\$16.67/hr)
- Second-year GAs- eligible for a \$300 stipend for a professional conference related to their graduate programs.

Preferred Qualifications & Skills:

- Enrolled in a graduate degree program at Appalachian State University.
- Prefer work experience related to Tutoring Services and Operational Management.
- Excellent interpersonal skills and ability to relate to various personality types, learning styles, and diverse groups of people.
- Highly organized and motivated individual passionate about supporting students and helping others.
- Ability to work independently and within a team environment.
- Experience directly supervising and delegating.

How to Apply:

Email resumes to Libby Clary, claryln@appstate.edu, or apply through Handshake.

The initial review of applications and interviews will begin in early June 2023.

Office of Disability Resources Accommodations: Appalachian State University is committed to providing an inclusive experience, accessible learning [and working] environments, and equal opportunity to individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Individuals needing reasonable accommodations should contact the Office of Disability Resources (828.262.3056 or odr.appstate.edu)

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