

## Job Description

### Graduate Assistant (GA) for University Tutorial Services - LEAD/SI

University Tutorial Services, as part of the Student Learning Center, aims to provide academic 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.

LEAD Tutoring a form of supplemental instruction for Physics and Chemistry courses, where tutors are assigned to class sections rather than subjects. Tutors are expected to hold large group review sessions twice a week specific to material that has been covered in their assigned section.

**University Tutorial Services is seeking a graduate student for one assistantship for the 2024-2025 academic year (with potential for a second year). This position requires 20 hours per week of primarily on-site work.**

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#### Professional Development Outcomes:

- Gain hands-on supervisory skills, including providing feedback to undergraduate employees and training new employees
- Opportunity to assess program efficacy and advocate for improvements
- Interact with different departments to help coordinate space and services

This position can be flexible to suit personal professional goals as needed.

#### Preferred Qualifications & Skills:

- Enrolled in a graduate degree program at Appalachian State University.
- 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.
- Ability to work some evenings
- Experience directly supervising and delegating.

**Responsibilities and Duties:**

This graduate position reports directly to the Tutoring Coordinator (SI/LEAD) of University Tutorial Services.

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

**Tutoring Operations and Procedures (30%)**

- Assists the Tutoring Coordinator in overseeing the day-to-day operations of LEAD Tutoring
- Assists in management and implementation of tutor schedules
- Fix any time-clock issues for tutors (i.e. tutor forgot to clock out of a shift)
- Maintain a log of absences and schedule changes
- Utilize platforms such as TracCloud and WebCheckout in order to assist Tutors and Front Desk Assistants

**Supervision and Quality Maintenance (35%)**

- Assist the Tutoring Coordinator in tutor interviews and trainings
- Assist the Tutoring Coordinator with tutor observations and provide ongoing guidance
- Assist with supervising Peer Tutoring Coordinators (PTCs) and conduct regular check-ins

**Provide Excellent Academic Service to Undergraduate Students 30%**

- Promote and create a welcoming, inclusive, and collegial learning environment at the tutoring center
- Act as a role model for effective subject-area tutoring by assisting tutors and supporting students requesting tutoring
- Respond in a timely manner to inquiries from tutors
- Record concerns as required and seek an informal resolution satisfactory to all parties; escalate concerns to the supervisor when appropriate

**Additional Duties 5%**

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

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**Compensation and Hours:**

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