Position: Academic Support, Graduate Assistant – Study Partners peer tutoring program

About the Academic Support program: Study Partners is a one-on-one and small group peer tutoring service offering support for a variety of undergraduate core courses at no charge to AU students.

Type: Graduate Assistantship; students must be enrolled in a graduate program at Auburn University

Hours: Either 13.5 or 20 hours/week assistantship; weekly schedule to be mutually agreed upon

Pay: Eligible for tuition waiver; Paid at an hourly rate that will be discussed at the time of offer and confirmed upon acceptance of the position

Dates of Employment: Annual position (fall-spring, summer dependent upon need and fit)

Supervisor: Tamara Miller Bowden, M.Ed. – Coordinator, Study Partners

POSITION RESPONSIBILITIES:

• Support student learning by contributing to the effectiveness and efficiency of Study Partners.
• Support all aspects of CRLA International Tutor Training Program Certification (ITTC) requirements and adherence to Level I guidelines, and future Level II/III submissions.
• Assist coordinator to maintain Advise Assist use & improvements (i.e. entering and adjusting tutoring schedules; working to identify and implement changes to streamline and improve efficiency and cost reduction, serve as program contact with campus contacts, etc.)
• Assist with tutor training including working with undergraduate students to design and implement New Tutor Orientation, Monthly All-Staff Trainings, and Tutor Mentor training offerings.
• Track tutor attendance/participation in staff trainings, orientations, observations & shadowing.
• Serve as tutor on-boarding contact for all new tutors including issuing Tutor Essentials codes.
• Facilitate tutor supervision components including working with undergraduate tutor supervisor to complete ongoing tutor performance evaluations (tutor observations), compiling fill-rate reviews, responding to staff performance issues as they arise, and confirming completion and review of all post appointment Tutor Reports (submitted in Advise Assist).
• Supervise undergraduate tutor supervisor in providing leadership and direction to “Tutor Mentors.”
• Serve as “No-Show” point of contact (when applicable) responding in a timely manner to clients, assessing fees accordingly, and regularly evaluating policies, procedures and practices.
• Contribute to overall program development (satellite locations, workshops, outreach, etc.)
• Use of/familiarity with a variety of technological platforms and/or programs (i.e. Zoom, Go Board, Box, SharePoint, ShareDrive, Excel, Qualtrics, Doodle, etc.)
• Participate in overall program recruiting, hiring, training, evaluations, reporting, and assessment.
• Participate in professional learning opportunities at the program, office, and institutional level.
• Serve as professional representative and member of Academic Support team.
• Assist as requested with website development, maintenance, and improvements.
• Other duties as assigned.

QUALITIES/SKILLS:

Required: Bachelor’s degree; enrollment in an AU graduate program of study aligned with the work of Academic Support; demonstrated strengths in communication; a commitment to inclusion and diversity in education

Desired: background knowledge in education theory, best practices, and research; experience in training, tutoring, and/or supervision; ability to work both independently and collaboratively, manage multiple tasks and take initiative, and previous experience in training initiatives and execution.