Tutoring Services is the centralized academic support program consisting of peer-facilitated group tutoring sessions (2 to 5 students) for undergraduate courses. Each year, Tutoring Services hires around 500 undergraduate tutors to lead more than 1,500 peer-facilitated tutoring groups. The tutors are undergraduate students with strong leadership and facilitation skills. Academic Success Center (ASC) tutors plan group tutoring sessions focusing on what to learn and how to learn.

The Tutoring Services Graduate Assistant is often the first point of contact for tutors and works collaboratively with the Tutoring Services staff to manage the day-to-day tasks in the program. In addition, the Tutoring Services Graduate Assistant facilitates developmental workshops for tutors, plans networking opportunities for tutors, and directly supervises tutor mentors who provide feedback to tutors.

Job Duties:
- Directly supervise 6 tutor mentors and co-supervise around 300 tutors each semester.
- Interview tutor applicants in a group interview process.
- Facilitate group orientations to communicate tutors’ responsibilities.
- Develop the tutor workshop curriculum and facilitate workshops.
- Utilize a homegrown database and assist in the ongoing web development process.
- Regulate conflict resolution within tutoring groups with emphasis on student learning and development.
- Facilitate and manage tutoring observations and reflections.
- Organize tutor community-building events.
- Create promotional materials for the program.
- Develop new program assessment initiatives and utilize assessment data for program improvements.
- Write reports to demonstrate program impact.
- Work closely with the Tutoring Services staff to make decisions about the future growth of the program.
- Represent the Academic Success Center at campus events and programs.
- Facilitate interactive skill development presentations to classes and student organizations.

ACPA/NASPA Competencies

The ACPA/NASPA competencies most frequently intersected with the ASC Graduate Assistantship position are: Advising and Supporting; Assessment, Evaluation, and Research; Organizational and Human Resources; Leadership; and Student Learning and Development. Within all of the competencies, the primary job responsibilities include, but are not limited to the following:
Advising and Supporting:
- Supervise tutor mentors in their position by creating ongoing training and providing feedback and guidance.
- Challenge and support tutors, tutees, and mentors in person and via email.

Assessment, Evaluation, and Research:
- Conduct and oversee on-going tutor observations.
- Review end-of-the-semester tutor evaluations completed by tutees.
- Create and execute an assessment project for Tutoring Services.

Law, Policy, & Governance:
- Construct, edit, and enforce tutor and tutee policies.

Leadership:
- Create leadership opportunities like workshops for tutors in a peer-education setting.
- Provide leadership through interactions, training, and mentoring.
- Develop relationships with tutors and campus constituents, emphasizing students’ academic success, retention, and persistence.

Organizational and Human Resources:
- Facilitate tutor interviews, orientations, trainings, and professional development for approximately 500 tutors over the course of an academic year.
- Assist with daily functionality of Tutoring Services.

Personal & Ethical Foundations:
- Recognize values and areas for growth and development as a professional.

Social Justice and Inclusion:
- Create and facilitate a Diversity and Inclusion training for student leaders in the ASC with co-graduate assistants in the office.

Student Learning and Development:
- Promote student development and learning through presentations and one-on-one meetings with tutors, tutees, and mentors.
- Collaborate with tutors and tutees (students who receive tutoring) to discuss questions and concerns to promote the facilitation of learning.

Technology:
- Assist with management of the Tutoring Services database and website development.

Values, Philosophy, & History:
- Find opportunities within the office and on campus to expand understanding of institutional context and work/role within that.
Qualifications:

- Must be enrolled in a graduate degree program at Iowa State University.
- Ability to work as part of a team.
- Ability to work autonomously and take initiative.
- Strong written, oral, and electronic communication skills.
- Ability to interact professionally with students/staff of varying ethnic groups, cultures, backgrounds, learning preferences, and temperaments.
- Implement strong problem-solving abilities.

Terms of Employment: Mid-August 2020 to Mid-May 2021, 9 months, 20 hours/week

Compensation: Stipend, Health Insurance, Dental Insurance, and Tuition Scholarships

- **Stipend**: For the 2020-2021 academic year, the Division of Student Affairs offers a stipend of $9,414 per semester for a 20 hour-per-week (½-time) assistantship. (Stipend is prorated for ¼-time and ¾-time assistantships).
- **Health Insurance**: Free single student coverage under the ISU Student and Scholar Health Insurance Plan
- **Dental Insurance**: Partially subsidized by the university, available for students and family through Delta Dental of Iowa.
- **Graduate Assistantship Tuition Scholarships**: Tuition will be assessed at resident (in-state) rate; scholarship benefit for Masters students with an assistantship of 20 hours per week or greater is 50% of tuition. Scholarship benefit for Ph.D. students with an assistantship equal to 20 hours per week or greater is 100%. Assistantships more than 10 and less than 20 hours per week receive 25% of tuition for Masters students; 50% for Ph.D. students. Please consult the Graduate College Handbook for details at: [http://www.grad-college.iastate.edu/common/handbook/](http://www.grad-college.iastate.edu/common/handbook/)

Office: Academic Success Center

Mission Statement

The Academic Success Center provides opportunities for students to develop skills that promote success, practice leadership, and become self-directed learners through the delivery of centralized, high-quality academic support services that are responsive to the needs of the campus community.

Values

The work of the ASC is guided by our beliefs in and commitments to:

- Providing opportunities for students to engage in **reflective, self-directed, personalized peer-to-peer learning** that leads to developing skills to become **life-long learners**.
- Supporting and advocating for **student success and retention** efforts that are **inclusive**, **accessible**, and **value difference**.
- Providing **consistent, high-quality** services using the most **efficient** methods of delivery possible.
- **Refining and expanding our skills and knowledge** to enable us to **share our expertise** with students, faculty, and staff and serving as a bridge between Academic Affairs and Student Affairs.
• Valuing **wellness** and a **holistic** approach to success. We recognize that wellbeing plays a key role in academic and personal success and consider the student as a whole when engaging to provide support.

**Programs and Services**

We offer individualized and group-facilitated experiences through course-specific and general academic assistance such as **Academic Coaching**, **Supplemental Instruction**, and **Tutoring Services** as well as Psych 131, an academic skills course. All of our programs and services are designed to help you learn how to learn and become an independent, self-directed, and self-regulated learner. It’s up to you to choose and use those supports that can help you strengthen your learning.

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