



# DEPAUL UNIVERSITY

## Office of New Student and Family Engagement

2020-2021 Graduate Student Success Coach

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**Position Description:** In order to support the success and retention of our first-year students, the Office of New Student and Family Engagement selects approximately 20 highly driven and caring juniors, seniors, and graduate students to serve as Student Success Coaches. Student Success Coaches will report to the Coordinator of Retention and Student Success Initiatives. Success Coaches play an integral role in supporting the transition and success of first-year students. They will facilitate structured one on one meetings to guide first-year students through thought provoking conversations. Through these meetings, goals and strategies will be established in order to maximize student's personal and professional potential. Success Coaches will check-in regularly to address obstacles, promote resources, provide encouragement, and offer structured accountability. Success Coaching sessions will take place remotely throughout the winter and spring quarters, generally between 9:00am-5:00pm CST Monday-Friday.

### Qualifications:

- Strong interpersonal skills including empathy, communication, problem solving, and leadership skills and the willingness to develop these skills further
- Knowledge of and commitment to the mission of DePaul University and the goals of the Office of New Student and Family Engagement
- High level of time-management skills and flexibility, and ability to motivate self and others
- Willingness to utilize technology to conduct remote outreach (ie. Texting, email, Zoom, etc)
- Available to work from a computer with reliable internet for 15 hours a week between the hours of 9:00am-5:00pm CST Monday-Friday.
- Strong desire to learn about all of the resources, services, opportunities, policies and people at the University
- Enthusiasm for DePaul and the Chicago community
- Currently enrolled full-time graduate students with a minimum of one quarter at DePaul and 3.0 grade point average. Graduate program must have curricular ties to Higher Education and/or college student development. If graduate program has no curricular tie to college student development, applicant must have attended DePaul as an undergraduate and have previous experience as a student mentor or tutor at DePaul University.
- All applicants' student conduct records will be reviewed as part of the selection process. Students who have been found in violation of the Code of Student Responsibility or other DePaul policies through the Student Conduct Process may be required to provide additional information and/or may be removed from the selection process or from the position

### Responsibilities:

1. Meet one-on-one with current first-year students and facilitate guided conversations to identify needs, set goals, learn about resources, and develop/grow student success skills
2. Maintain regular contact with assigned first-year students through 1:1 meetings, phone calls/texts, emails, or group sessions
3. Facilitate quarterly group sessions with assigned first-year students
4. Maintain open communication with Success Coaching staff when further support is needed regarding assigned students
5. Document coaching interactions in an appropriate manner, according to the guidelines provided (reporting necessary information to supervisor or Title IX Coordinator, and refraining from sharing information with fellow coaches)
6. Support the development and facilitation of Success Coaching events and other retention focused initiatives (including a quarterly Unenrolled Calling Initiative and other initiatives as needed)

7. Serve as a positive representative of DePaul University and the Office of New Student and Family Engagement
8. Attend and participate in all required staff training sessions and ongoing staff development

### **Work Schedule and Terms of Employment:**

Student Success Coaches are employed for a minimum of two quarters, beginning on Saturday, January 2<sup>nd</sup>, 2021 and ending on Friday, June 11<sup>th</sup>, 2021. The work schedule includes required training days throughout fall quarter (listed below), remote training assignments during winter intersession, and a 1-day intensive training January 2<sup>nd</sup>.

During the winter quarter, the Success Coaches work 15 hours a week, with 7-8 hours designated for 1:1 Success Coaching sessions with first-year students and 7-8 hours designated as “virtual office hours” where Success Coaches will follow up with students, document student meetings and interactions, reach out to new students, and support the planning and facilitation of Success Coaching events. During the spring quarter, Success Coaches work 5-10 hours a week.

Success Coaches will need to be available for Success Coaching sessions utilizing remote technology like Zoom or digital calling platforms, depending on student need. Success Coaches will work with the Coordinator of Retention and Student Success Initiatives in order to create their Success Coaching schedule with most availability needed during business hours and only occasional evening and weekend hours needed.

Success Coaches will be paid an hourly wage of \$15 and will be responsible for entering hours weekly.

### **Application Process and Deadline:**

To be considered for the position, all new applicants are **required** to:

- Attend an Online Info Session (dates listed below)
- Submit a completed application (including resume) on the campus job board **by 11:59pm on Wednesday, September 30<sup>th</sup>**.
  - Submit current resume and a cover letter explaining their passion for the work this role requires as well as their skills and experience that qualifies them for the position.
  - Provide the name and email address of a faculty or staff member to serve as a recommendation to their application and speak to their abilities in supporting fellow college students.
- If offered, attend a Zoom interview taking place September 28<sup>th</sup> – October 9<sup>th</sup>, 2020.

Offers for the Student Success Coach position will be made by Monday, October 12<sup>th</sup>, 2020 with Acceptance/Decline due by Wednesday, October 14<sup>th</sup>. If you are offered and accept the Student Success Coach position, you will be required to attend all training dates listed below:

### **Required Training Dates**

- Friday, October 23<sup>rd</sup> 1:00-5:00pm CST Fall Training #1
- Friday, October 30<sup>th</sup> 1:00-5:00pm CST Fall Training #2
- Friday, November 6<sup>th</sup> 1:00-5:00pm CST Fall Training #3
- Friday, November 13<sup>th</sup> 1:00-5:00pm CST Fall Training #4
- Friday, November 20<sup>th</sup> 1:00-5:00pm CST Fall Training #5
- Required readings, small group meetings, and responses over Winter Intersession
- Saturday, January 2<sup>nd</sup> 10:00am-4:00pm Winter Training Workshop

### **Information Session Dates**

Wednesday, September 16<sup>th</sup> 1:30-2:30pm CST

Friday, September 18<sup>th</sup> 11:00am-12:00pm CST

Tuesday, September 22<sup>nd</sup> 5:30-6:30pm CST

Thursday, September 24<sup>th</sup> 10:30-11:30am CST

Monday, September 28<sup>th</sup> 1:30-2:30pm CST

Wednesday, September 30<sup>th</sup> 11:00am-12:00pm CST

Wednesday, September 30<sup>th</sup> 5:30-6:30pm CST

Registration for Information Sessions can be found at <https://dehub.campusgroups.com/nsfe/events/>.