



DEPAUL UNIVERSITY

Office of New Student and Family Engagement

2020-2021 Undergraduate Student Success Coach

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 undergraduate student with junior or senior standing by January 2021 and a cumulative grade point average of 3.0
- 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 virtual 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 Student Success 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 2nd, 2021 and ending on Friday, June 11th, 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 2nd.

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 10-15 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 Success Coaching professional staff team in order to create their Success Coaching schedule with most availability needed during business hours and the potential for 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 30th**.
 - 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 (ideally at DePaul, but not a requirement) 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 28th – October 9th, 2020.

Offers for the Student Success Coach position will be made by Monday, October 12th, 2020 with Acceptance/Decline due by 11:59pm on Wednesday, October 14th. 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

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

Information Session Dates

Wednesday, September 16th 1:30-2:30pm CST

Friday, September 18th 11:00am-12:00pm CST

Tuesday, September 22nd 5:30-6:30pm CST

Thursday, September 24th 10:30-11:30am CST

Monday, September 28th 1:30-2:30pm CST

Wednesday, September 30th 11:00am-12:00pm CST

Wednesday, September 30th 5:30-6:30pm CST