



Student Success Coaching

POSITION POSTING
Graduate Professional Assistant
Graduate Success Coach (multiple positions)
2024-2025 Academic Year

UNIVERSITY LIFE:

EVERY STUDENT SUCCEEDS

Mission:

University Life cares for the whole student by promoting inclusive well-being and fostering lifelong learning – preparing ethical leaders for the world.

Values:

TOGETHER, we achieve our mission through an unwavering commitment to our **values**:

Inclusion and Equity

- We are committed to cultivating an environment of engagement, connection, and belonging that is respectful and fair for everyone.

Leadership for Positive Change

- We are committed to cultivating leaders who critically examine and understand the potential impact of their decisions and act ethically.

Well-Being

- We are committed to cultivating an environment of understanding and fulfillment of both individual and community well-being that promotes purpose, vitality, engagement, and resilience.

Collaborative Community

- We are committed to cultivating a supportive network of colleagues that shares ideas, learns and creates together, and develops authentic connections.

Strategic Transformation

- We are committed to dynamic action in creating meaningful solutions to anticipate and meet the needs of an ever-changing community.

About the Student Success Coaching unit:

The Division of University Life's Student Success Coaching unit is a hub for student engagement for all new freshman and transfer students. Student success coaching increases the retention rate and academic success of incoming students by helping students set and achieve academic, career, and personal goals and connecting students to campus and community resources. The Student Success Coaching unit provides incoming students access to ongoing mentoring and coaching from professional and student staff that maintain university-wide and college-specific knowledge to ensure the success of Mason's incoming student populations.

Function:

Reporting to an Assistant Director or Sr. Success Coach, the Graduate Success Coach position is a part-time para-professional position that supports success coaching and student success initiatives of the Student Success Coaching unit and University Life.

Required Skills/Qualifications:

A successful candidate for the Graduate Success Coach position at George Mason University will possess prior student leadership and engagement experience in a university setting. The candidate must have earned a bachelor's degree and be enrolled in a graduate program at George Mason University. Candidates must demonstrate leadership, communication, program development, and administrative skills in their previous experience. The successful candidate for this position will:

- Be reliable, responsible, self-motivated, confident, sincere, flexible, dedicated, and considerate;
- Have exceptional interpersonal, oral and written communication skills;
- Have highly developed organizational management and problem-solving skills;
- Work accurately and efficiently in order to meet a multitude of deadlines and responsibilities;
- Work well in a team environment and independently;
- Take initiative and utilize creative thinking skills in order to coordinate programs and initiatives and consider multiple issues, needs, possibilities, etc.;
- Exhibit exceptional professionalism and a strong work ethic;
- Be available and accessible for the time commitment involved.
- Ability to work to meet deadlines, work accurately and quickly with attention to detail and be able to manage multiple complex programs and projects simultaneously
- Ability to work with a culturally and ethnically diverse population of students, faculty, and staff
- Ability to work evening and weekend hours, particularly in the summer

Position Responsibilities:**Success Coaching – 25%**

- Work Tasks & Duties
 - Support of daily operations and student support, reporting, and troubleshooting with stakeholders to ensure holistic coaching is provided by using the university's chosen methodology in the nine focus areas of development (academics and major fit, school community, managing commitments, effectiveness, commitment to graduation, civic engagement, career exploration, finances, and health and support).
 - Coaches assist with students' career exploration and major fit processes to achieve academic and career goals, as well as identify barriers to success and help students implement strategies to overcome them.
 - Maintain university-wide and college-specific knowledge of relevant policies, procedures and resources for first year students.
- Performance Expectations
 - Provide holistic support for their assigned caseload of incoming students in their first year and available for the duration of students' time at Mason as needed; Maintain university-wide and college-specific knowledge of relevant policies, procedures and resources for first year students; Support of daily operations and student support, reporting, and troubleshooting with stakeholders to ensure holistic coaching is provided. Meet and communicate with students in a timely and efficient manner.

Student Impact and Outreach – 15%

- Work Tasks & Duties
 - Monitors student progress and performance, analyzes problem areas, determines solutions and conducts intervention activities and processes for students

- Coaches meet with and provide success strategies to students; manage outreach and support efforts to students with a variety of academic and personal development skills necessary to achieve student success
- Coaches assist and support all retention related efforts within the school/college to support success and retention efforts, while implementing interventions to improve student retention
- Success Coaches collaborate with academic advisors and other university stakeholders to support student success. May manage operation of assigned programming to support students of the school/college and other duties as assigned.
- Provide appropriate, accurate, and timely referrals for students
- Follow-up with at-risk/interventions for students identified in the Patriot Success Survey, and other relevant student surveys
- Coaches must participate in university, divisional, and unit-based events and be on-campus when needed. Events include but are not limited to New Student Orientation, Preamble, UL All-Staff Meetings, I-Team meetings, SSC programs, and other stakeholder-related programs
- Performance Expectations
 - Manage outreach and support efforts to students with a variety of academic and personal development skills necessary to achieve student success timely and efficiently.

Training & Technology – 5%

- Work Tasks & Duties
 - Coaches are required to participate in university wide foundational coaching training and ongoing professional development and receive success coaching certification within 12-15 months
 - Success Coaches are required to utilize the chosen university platform for tracking and reporting student interactions and making referrals
- Performance Expectations
 - Coaches must participate in university-wide foundational coaching training and professional development. Coaches must achieve success coaching certification within 15 months of attending foundational coach training

Additional Responsibilities – 5%

- Work Tasks & Duties
 - Perform various other duties as deemed appropriate by the employee's supervisor or their superiors
 - Provide support to student success initiatives within Student Success Coaching
 - Engage in biweekly 1:1 meeting with the Sr. Success Coach
 - Meet monthly 1:1 with the Director of the Student Success Coaching
 - Attend bi-weekly staff meetings led by Assistant/Associate Director of Success Coaching and bi-weekly unit meetings
 - Serve on committees and other projects as assigned by the direct supervisor.
 - Other duties as deemed appropriate by supervisor

Time Commitments:

The Graduate Professional Assistant position is designed for a 20 hour per week work commitment. At times, the work may require extended hours and/or night and weekend work hours.

Compensation:

- The Graduate Professional Assistant – Success Coach position will be paid a stipend of:
 - \$21,000 will be paid on the 1st and 16th of the month for the duration of employment contract period;
- Other terms for the position contract include:

- Tuition grant up to the 6 graduate credits at the *equivalent* in-state rate, not to exceed \$4,800.00 per semester; master's degree students (with exception of MFA students) who are out-of-state do **not** receive in-state tuition rates;
- Participate in the University Life Graduate Staff Academy each month, as class schedule allows;
- **GPA contract period for this position will be Thursday July 25, 2024 – Friday, May 9, 2025**
- Applicants who have already earned a graduate degree and/or are pursuing a doctoral program may be considered for a higher compensation package.
- Doctoral students may additionally be eligible for health care coverage provided by the Provost's office.
- All information, including rules and regulations, regarding all graduate assistantships can be located on the Provost Graduate Division website: <https://graduate.gmu.edu/financial-support/assistantships-lecturers-oncampusemployment>

To apply:

To apply for this position, please do so by submitting a letter of interest, resume, and three professional references in one (1) PDF file by **the priority deadline of Friday, March 15, 2024 at 12:00pm** to:

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 Student Success Coaching
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