



Success Coach

Position Summary: Success Coaches provide personalized, collaborative academic coaching to students, helping them move toward achieving their academic and personal goals. Coaches assist students in developing their knowledge, skills, and confidence to become independent learners and bolster academic performance. This position works an average between 5-10 hours per week, and may work up to 20 hours per week.

Position Accountabilities:

- Acts as a facilitator in students' development, co-creating learning goals and helping students to achieve them
- Actively uses established and innovative learning styles and study techniques to aid students in overcoming learning challenges and test anxiety issues
- Builds and maintains knowledge about academic skills and resources
- Builds knowledge about campus resources and refers students to them, as appropriate
- Attends mandatory bi-weekly meetings with Success Coach Graduate Assistant
- Completes outcomes in Starfish within 24 hours of a success coaching appointment
- Sends a reminder email to all students 24 hours before each upcoming session
- Sends an email to students when they miss a success coaching session within 24 hours of missed session time
- Participates and completes Starfish referral outreach calls
- Completes job requirements as stated in Hub's Student Employee Policies & Expectations
- Participates in marketing Hub's services and programs
- Facilitates workshops, as needed
- Gives presentations covering Hub services and skills for academic success to course sections, as needed
- Replies to all emails and calls from Hub, students, and instructors on same business day
- Models ideal student behaviors while facilitating learning by providing an engaging and pleasant working atmosphere, with a strong emphasis on building professional relationships with students and other coaches
- Promotes professionalism and contributes to a friendly and productive learning environment
- Upholds all of Hub's policies and expectations
- Completes all of the following additional student worker requirements by the due dates specified for that semester.
Examples can include:
 - One (1) peer observation per position
 - Marketing events and team committees
 - Four (4) TASC discussion boards
 - Responsible Employee online training
 - Student worker Reflection essay
 - Attends bi-weekly meetings

Position Requirements:

- Maintains a 3.0 GPA cumulative or higher
- Registered for 6 credit hours or more
- Must possess a laptop or pc with camera and audio for Zoom sessions, if necessary
- Must exhibit knowledge of time management, organizational, and study skills, as well as effective learning habits
- Must show effective communication skills and the ability to communicate difficult concepts
- Able to utilize strong critical thinking skills and the creativity to teach others to develop critical thinking skills
- Highly adaptable; willing to learn and implement new strategies for learning
- Utilizes Word, Excel, PowerPoint, and internet effectively