



# Cleveland State University

## Undergraduate Studies *Tutoring & Academic Success Center*

### Success Coach

Position Summary: Success Coaches provide quality academic services to students remotely as a means for integrating effective learning and study strategies. Each coach assists students in developing their knowledge, skills, and confidence to become independent learners and bolster academic performance. This position may work up to 20 hours per week.

#### **Position Accountabilities:**

- Acts as a facilitator in students' development to help move their ideas forward in an effective plan for success
- Actively uses established learning styles and study techniques to aid students in overcoming study skills and test anxiety issues
- Attends mandatory remote bi-weekly meetings with Success Coach Graduate Assistant
- Completes outcomes in Starfish within 24 hours of a success coaching appointment
- Participates in outreach efforts (emails and phone calls) and documents outcomes in Starfish
- Completes job requirements as stated in TASC's Student Employee Policies & Expectations
- Participates in marketing TASC's services and programs
- Facilitates workshops
- Presents overview of TASC services to courses, as needed
- Replies to all emails and calls from TASC, students, and instructors on same business day Models ideal student behaviors while facilitating learning by providing an engaging and pleasant working atmosphere, with strong emphasis on building professional relationships with students and other coaches
- Promotes professionalism and contributes to a friendly and productive learning environment
- Upholds all TASC's policies and expectations
- Completes additional student worker requirements by the due dates specified for that semester. Examples include:
  - One (1) peer observation per position
  - Four (4) TASC discussion boards
  - Responsible Employee online training
  - Student worker Reflection essay
  - Attends remote bi-weekly meetings
- **Position Requirements:**
- Maintains a 3.0 GPA or higher
- Must possess a laptop or pc with camera and audio for Zoom sessions
- Must exhibit knowledge of time management, organizational, and study skills, as well as effective learning habits
- 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 and willing to learn and implement new strategies for learning
- Utilizes Word, Excel, PowerPoint, and internet effectively