



Center for Learning And Student Success
Undergraduate Studies
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E-SUCCESS ACADEMIC SUPPORT GRADUATE ASSISTANT POSITION

In collaboration with The Center for eLearning, the Center for Learning And Student Success (CLASS) at Florida Atlantic University is seeking a graduate assistant to assist with all aspects of its academic support programs designed to support online students.

CLASS provides academic support (e.g., Supplemental Instruction, tutoring, etc.) for many face-to-face “high-risk” courses and/or courses that may enroll “at-risk” populations. With online enrollment at an all-time high, CLASS is committed to providing a broad array of academic support services for online students. The eSuccess Graduate Assistant will work with the Assistant Director of eSuccess to develop, implement and manage various online academic support initiatives that will foster online student success at FAU.

The eSuccess Graduate Assistant will also help support various aspects of CLASS in-person academic support programs. This additional experience will offer broad exposure to all of the essential areas in a modern college learning center.

Position Details & Requirements:

- (1) Provide eSuccess coaching consultations to support students enrolled in online courses with educational technology, learning strategies, Canvas navigation, etc.
- (2) Assist with the operation and oversight of the eTutoring and Hybrid SI programs, focusing especially on on-going staff training, staff evaluations and session management.
- (3) Assist with the selection, training and management of the CLASS Academic Support Team.
- (4) Collect, monitor and report on student utilization data associated with eTutoring, Hybrid SI and eSuccess.
- (5) Participate in the CLASS social media marketing committee to design and implement social media campaigns.
- (6) Provide additional assistance with overall CLASS office functions, including informational presentations about all CLASS offerings.
- (7) Hold eSuccess office hours on Sundays from 1:00 PM to 5:00 PM during the fall and spring semesters.
- (8) Additionally, all professional and student staff within CLASS assist with the ongoing operations and strong customer service of the department and the learning center.

Applicants must be enrolled, degree-seeking graduate students whose GPA is at least 3.0. Preference is given to those who are enrolled full-time (9 semester hours) in the Higher Educational Leadership Program through the College of Education. The position includes a 100% graduate tuition waiver (not inclusive of fees) plus \$11/hour for 20 hours each week. This position is on a semester-by-semester basis with the possibility of continuation pending performance review and funding.

Skills required: Strong written and verbal communication skills, ability to manage small groups and to provide student assessments and feedback in an effective manner, proficiency in MS Office and Google App Suite, and enthusiasm! Prior experience taking online classes and an expertise in the student-side of Canvas strongly preferred.

Application Process: Please submit Cover Letter/Letter of Interest, resume, and a list of three professional references and your fall class schedule via e-mail to Ronald R. Johnson (rjohnson@fau.edu), Director of Academic Support for the Center for Learning And Student Success. Candidates will be contacted and offered an interview.