

Assessment Graduate Assistant Position Description

ASSESSMENT GRADUATE ASSISTANT

DEPARTMENT OF UNIVERSITY HOUSING, THE UNIVERSITY OF TENNESSEE

PURPOSE OF THE POSITION

University Housing conducts ongoing assessment to ensure quality assurance of its programs, services, operations, and the training of Department staff. Assessment is an important process to collect data, evaluate effectiveness, and offer quality enhancement recommendations.

University Housing strives to continue to offer and enhance the quality of services, efficiency, and effectiveness of each functional area. Functional areas of the Department include Academic Initiatives & Assessment, Administrative Services, Facilities, Finance, & Residence Life.

This assistantship is designed to provide continuous assessment preparation, consultation, implementation, evaluation, and recommendations of programs, services, and objectives that fulfill achievement University Housing's strategic plan and the mission, values, and vision of the Department. This assistantship will continuously collaborate with functional areas to streamline assessment results into our annual report throughout the course of the year. The Graduate Assistant for Assessment will review CAS Standards, ACUHO-I best practices, EBI metrics, and investigate practices of peer institutions as part of Top 25 benchmarking. This assistantship will be supervised by the Coordinator for Living & Learning Communities.

PRIMARY RESPONSIBILITIES

The Assessment Graduate Assistant will be responsible for the following duties, completing at least 20 hours per week in direct job-related functions.

1. Assessment

- Become familiar with the role, use, and various types of assessment instruments utilized by the Department of University Housing and Division of Student Life.
- Assist the Coordinator in the design and delivery of assessments appropriate for the collection and analysis of data directed towards quality enhancement of Department programs, services, activities, and staff training.
- Assist in the training and development of RA, GA, and professional staff in the use of assessment instruments and in integrating assessment into the planning, implementation, and evaluation of programs, services, activities, trainings, and professional development of the Department.
- Provide consultation on assessment projects as requested.
- Participate in professional development activities that may include Webinars, conference calls, and other opportunities to enhance assessment skills.

- Become familiar with data management systems utilized by University Housing and the Division of Student Life (ex. HMS, erezlife, schooldude, CampusLabs, GradesFirst, Maxient) to be able to collect data.
- Monitor and record achievements (ex. faculty involvement, students on alert, students participating in tutoring, conduct cases).
- Become proficient with quantitative assessment programs to respond to statistical inquiries that could be answered from the raw data (ex. SPSS).
- Become proficient in methods and tactics for facilitating focus groups.
- Become familiar with how to request reports from the Office of Strategic Enrollment Reporting & Analysis (SERA).
- Collaborate with the Coordinator to conduct Skyfactor (formerly EBI MAP Works, LLC) annual benchmarking survey via paper processes.
- Collaborate with the Coordinator to prepare for/conduct NASPA Assessment & Knowledge Consortium survey for Residence Life.
- Collaborate with Coordinator on other assessment projects as determined.

2. Communication & LLC Support

- Articulate the purpose of assessment to internal and external constituents.
- Collaborate with Coordinator to ensure assessment results are continuously integrated into the Division of Student Life annual reporting process for the Department of University Housing.
- Write summary reports following the completion of assessments.
- Serve as a representative of Academic Initiatives and liaison to academic departments/student life offices/administrative departments in support of the LLCs and other academic initiatives, as needed.
- Assist with LLC programs, meetings, and initiatives as needed.

3. Administrative

- Schedule and maintain at least 15 office hours per week.
- Complete weekly one-on-one meetings with Coordinator.
- Actively attend and participate in Departmental committees as required.
- Actively attend and participate in Division committees as required.

4. Incident Response (As Needed)

- Serve on the Residence Life area coverage duty rotation to provide 24-hour on-call support service within the residence halls.
- Support and enforce all university and departmental policies and regulations.
- Be knowledgeable about appropriate policies, procedures, and protocols relating to incident and crisis response.

- Collaborate with University Housing staff, Office of Student Conduct & Community Standards, University Police, and other stakeholders as needed.

QUALIFICATIONS

The Assessment GA will have previous residence hall living experience, or other student affairs leadership experience. The GA should be admitted into and be making positive progress toward a graduate or professional program at the University of Tennessee and enrolled in no more than 12 credit hours. A GA pursuing a Doctoral Program is preferred for this position. Graduate students are not permitted to be placed as GAs if student teaching and/or co-ops/internships require a staff member to be off-site for more than 2 days/4half-days/or 16 hours a week during regular business hours (Monday through Friday, 9:00am-5:00pm. Graduate students are not permitted to be placed as GAs if they are working toward the following academic degrees: Master of Business Administration, Law, School Counseling, Master of Education Teaching, Social Work, Audiology, or Speech Pathology.

REMUNERATION

Remuneration for the Assessment Graduate Assistant includes a stipend; meal plan; furnished apartment; tuition waiver; access to free laundry facilities; and a health insurance plan.

PERIOD OF APPOINTMENT

The appointment period is for one academic year with the opportunity for summer employment.

The University of Tennessee is an EEO/AA/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.

AIA GRADUATE ASSISTANT EXPECTATIONS

Specific tasks are understood to chance within the scope of responsibilities during the assistantship. These expectations are applicable in all instances in which the GA is dealing with the stated subject matter.

RELATIONSHIPS

- A. Work as a vital and available member within the Department of University Housing.
- B. Develop positive working relationships with department staff, campus partners, and any University and non-University constituents.

C. Anything which poses a threat to the welfare of the Department of University Housing, University of Tennessee, or the students, staff, and guests therein should be communicated to the appropriate department and/or campus representative.

D. Develop and maintain positive relationships with University Housing staff across functional areas to establish an approachable and professional reputation and positive working relationship directed towards quality enhancement in each area.

POLICIES, PROCEDURES, & PROTOCOLS

A. Know and understand policies related to University fiscal guidelines, practices, and expectations for appropriate uses of funds in compliance with University fiscal policy. Apply knowledge of policies in use of funds and communicate and ensure compliance with policies where applicable.

B. Know and understand policies covered within University Housing Guidebook and University of Tennessee Hilltopics.

C. Know and understand the protocol system. Always call and keep the appropriate individuals on the protocol list informed of major situations in assigned building or those that arise during an area coverage response.

D. Confront policy violations in your area and complete appropriate documentation. Complete and forward all conduct documentation within 24 hours of the incident.

COMMUNICATIONS

A. Communicate timely and appropriately with Coordinator as well as the Hall Directors, Resident Assistants, and campus partners, and other assessment stakeholders within the Division of Student Life.

B. Clearly articulate the purposes of assessment, the assessment cycle, and the instruments and means utilized by the Department in the assessment process.

VISIBILITY

A. Be familiar, approachable, and recognizable at committee meetings, trainings, professional development, and other activities within the Department/Division.

B. Maintain 15 office hours each week in University Housing central office, unless fulfillment of assistantship responsibilities merits attendance elsewhere.

C. Complete an internship/co-op/practicum request form in the Area Office for any academic commitments outside the classroom. These should be submitted to the Coordinator the semester prior to the onset of the academic experience whenever possible.

PROFESSIONAL ATTITUDE

A. Display ethical and responsible decision-making in personal and work-related actions and realize that University Housing, residents, and campus partners expect a standard of excellence in the residence halls, on-campus, and in social settings. Graduate Assistants represent the Department of University Housing at all times.

B. Keep the Coordinator and the Central Staff informed of happenings in your area, but do not share confidential information with anyone else unless otherwise instructed.

C. Assessments should be shared with supervisor and relevant stakeholders as appropriate to the charge of an individual project. The purpose of assessment is towards quality assurance and recommending improvements. Judgement should be exercised on who to share assessment results with, in consultation with the Coordinator.

D. Be open to giving and receiving constructive criticism. Follow proper procedures to initiate or propose changes within University Housing.

E. Know and adhere to all university and departmental rules and regulations.

AREA COVERAGE

Area coverage is the protocol response system put in place to ensure 24-hour, seven days a week coverage for the residence halls. All Hall Directors, Assistant Hall Directors, and Graduate Assistants rotate to serve on area coverage. During Fall and Spring academic semesters, campus is split into geographical areas of coverage. An Assistant Director is assigned to oversee each area's scheduling and rotation. Summer and break periods may have modified area coverage responsibilities during those periods for which some buildings are closed.

Area coverage responsibilities, procedures, and designated areas someone on rotation is permitted to be while on area coverage will be covered in training by Residence Life staff