

THE CATHOLIC UNIVERSITY OF AMERICA

Assistant Director of Tutoring Services (full-time, 35 hours/week)

Center for Academic Success

Position 101895

Position Summary: The Assistant Director of Tutoring Services is responsible for the management of the Tutoring Services, including individual and drop-in tutoring, and co-management and collaboration with schools and departments for all other center-based support. Responsibilities include designing, implementing, and evaluating relevant policies; managing the data and operations related to the array of Tutoring Services; providing advising, support, training, and counseling for graduate and undergraduate student workers; working collaboratively with a variety of university offices and departments; working closely with faculty and staff advisers; and planning, implementing and evaluating academic support programs, resources, and tools. The Assistant Director of Tutoring Services supports the Director of Academic Support in developing and implementing, student-centered intervention initiatives that reflect institutional thinking, foster student retention, and promote the holistic development of students. The Assistant Director of Tutoring Services ensures that programs and services are implemented with attention to high standards, quality, collaboration, and fiscal soundness. As a student affairs professional, the Assistant Director contributes to the overall success of undergraduate students; supports and promotes the mission and vision of Undergraduate Studies and CUA; and contributes positively to the CUA community of research, teaching, learning, and service to the Church, the nation, and the world.

The Assistant Director is specifically responsible for the following: Managing and training all tutors and graduate fellows, including facilitating subject-specific training and ongoing pedagogical support, hiring, onboarding, and regular performance reviews of undergraduate student workers and graduate fellows, and logistical support of all tutoring and tutoring related staff. Assisting with the creation, implementation, and development of assessment plans and mechanisms for tutoring and other academic support programs. Supporting the Director by helping with the global coordination and management of all Undergraduate Studies academic support programs and services, with a particular focus on Tutoring Services. Serving as a liaison to affiliated offices (specifically the Writing Center, DSS, the FYE, and the UAC), as well as to CUA schools and departments that represent a significant partnership. Identifying workflow efficiencies and opportunities for effective streamlining of processes and protocols. Designing, implementing, and evaluating relevant policies. Supporting the Division of Undergraduate Studies with the development, execution, and assessment of programs and initiatives. Providing advising, support, training, and counseling for staff members, and graduate and undergraduate student workers. Working collaboratively with a variety of university offices and departments; working closely with faculty and staff advisers; and planning, implementing and evaluating academic support programs, resources, and tools. Assisting in the development of innovative programmatic initiatives that support students in their transition to become successful, independent, self-motivated, engaged learners. Contributing to the development of strong and diverse short-term and long-range goals and objectives related to student retention, engagement, and connectedness utilizing best practices for student success and achievement. Monitoring the budget and resources allotted to tutoring services on an ongoing basis; overseeing the assessment of fees charged to student accounts; managing and tracking the hourly tutoring wages.

Essential Responsibilities Include:

Coordinate, manage, and supervise all aspects of Tutoring Services.

Coordinate, evaluate, and enhance Tutoring Services and all aspects of operation, including the logistics of the Math Center and future center-based initiatives. Ensure outstanding educational and developmental tutoring and learning assistance programs that enhance student success. Supervise and manage graduate fellowship students serving as Tutor Coordinators, and graduate and undergraduate student tutors and office assistants. Coordinate innovative training programs for tutors. Evaluate training programs to ensure the incorporation of university mission and values and the needs of the specific population. Ensure collaboration and input from other offices and staff members. Execute assessments of tutoring and instructional effectiveness and grade impact over semester, academic year, and student's collegiate career. Monitor students' academic progress; confer with the Director of planning and intervention for "at risk" students. Provide direct academic advising assistance to students while actively engaging and mentoring students in the educational process. Confer with individual instructors and professors about struggling students; facilitate reviews of course tests and assignments between tutors and tutees, with the cooperation of faculty and instructors. Confer and exchange information with other

Undergraduate Studies offices, including UAC, FYE, Writing Center, and Honors staff members in order to identify new and better ways to meet student needs. Actively seek new ways to mutually support other university offices, departments, schools, and programs and initiatives. Confer as needed with offices in the Division of Student Life, including DSS and DOS. **Support the Director of Undergraduate Studies in efforts to coordinate interdepartmental work on issues related to workflow, data management, programmatic assessment, interventions, and other academic support initiatives:** Serve as a liaison to other offices, departments, and schools on topics related to academic support. Continuously research best practices and current themes in academic support. Provide educational and developmental opportunities for Tutoring Services staff and employees, and staff in other affiliated offices and departments. Attend committee meetings as necessary as a representative of The Center for Academic Success and Undergraduate Studies. **Collect data and disseminate reports and analyses reflecting progress, trends, and appropriate recommendations for future programs and initiatives:** Utilize database management tools to collect and track student data and measure departmental trends. Work with other university offices, schools, and departments to accurately and proactively identify and address the developing needs of CUA students. Maintain an awareness of the interests, programs, and initiatives developing in the FYE Program and the Office of the Dean of Undergraduate Students in order to better serve the needs of first and second year students in particular. Support recommendations with data and tracking information, and bring data to bear on questions regarding intervention and program development strategy. **Serve as a resource person for students, staff, and faculty:** Stay knowledgeable about departments, courses, and professors on campus and about university policies and procedures. Contribute to and maintain pertinent materials for Tutoring Services and utilize existing communication tools (i.e., online platforms, websites, listserves, etc.) related to core Tutoring Services functions. Work to develop formal, collaborative, working relationships with associated departments, including (but not limited to) Academic Affairs, Academic Departments and Schools, Disability Support Services, Campus Activities, Athletics, and others. Remain actively engaged with appropriate and effective professional organizations. Actively seek opportunities to receive regional and national recognition for departmental innovations and initiatives. **Provide departmental leadership:** Develop and maintain strong working relationships with professional colleagues on and off campus. Maintain a strong working knowledge of the student development, academic advising, and learning assistance fields. Apply and share knowledge to produce fundamentally sound and creative solutions to critical student needs. Participate in and contribute to the divisional strategic and operational planning processes. **Other duties as assigned by the Director of Academic Support and/or the Dean of Undergraduate Studies.**

Minimum Qualifications: Bachelors Degree required. Masters Degree required. Three (3) years experience in student life, academic affairs, and/or student advising required. Specific experience with “at-risk” student populations, managing student interventions, overseeing support of highly “at-risk” students, and developing support protocols strongly preferred. Experience with database development and management preferred.

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to **(salary expectations are considered part of application process):** CUARecruitment@cua.edu. Reference position 101895 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.** Position is open until filled.

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