Graduate Assistant for Assessment and Staff Development

The Office of Residence Life & Housing embraces continuous improvement through constant efforts to recruit a high quality staff and to equip all levels of personnel with the tools necessary to enhance the residential experience. Continuous improvement is also facilitated through multi-faceted and on-going assessment efforts and data analysis.

The Graduate Assistant for Assessment and Staff Development works closely with department efforts connected to all levels of staff selection and training and with assessment design, analysis, and reporting. Directly assists the Assistant Director for Selection, Professional Development, and Assessment on various elements of staff selection activities in a high-turnover department of over 250 employees. Works with the Associate Directors and Coordinators to assist in the design of qualitative and quantitative assessment instruments. Performs detailed survey result analysis for Associate/Assistant Directors and creates high quality reports. Develops assessment resources and guides for Residence Life & Housing exempt-staff. Conducts literature reviews and analyzes best practices related to student retention/persistence, student satisfaction, and student engagement and develops high-quality formal summaries and presentations. Analyzes pertinent institutional data to develop various reports related to student engagement, student satisfaction, and student retention.

The Graduate Assistant for Assessment and Staff Development is supervised by the Assistant Director of Residence Life & Housing for Selection, Professional Development and Assessment and receives direction from each of the Associate/Assistant Directors. The nature of Residence Life & Housing work involves periodic weekend and evening obligations and the incumbent will be required to occasionally work non-traditional hours.

General Responsibilities:

- Develop annual and longitudinal tracking methods for all levels of staff selection recruitment results. Conduct trend analysis and develop reports and recommendations for improvement.

- Under the direction of the Associate and Assistant Directors, perform detailed analysis of a variety of assessment results including survey, focus group, and interview results. Utilize standard statistical techniques to produce reports on major departmental surveys.

- Conduct site based assessment through focus groups and interviews. Conduct site based program assessment using Campus Labs i-pad platforms to obtain on-the-spot student feedback.

- Assist with qualitative data coding from a variety of information sources utilizing NVivo software.

- Work with Communication Specialists to develop creative and engaging means to share featured assessment results with staff, students, and the University of Delaware community.

- Assist various levels of Residence Life & Housing staff with assessment instrument design. Provide input and assistance with survey, focus group, or interview drafts. Maintain up-to-date knowledge of IRB and Human Subjects policies and protocols and Division of Student Life assessment submission processes.

- Assist in the development of assessment resources and training materials for staff. Help develop manuals, assessment tutorials, and Sakai based assessment module program. Periodically develop best-practices briefs for staff on topics such as mapping, logic modeling, rubrics, etc. Assist in the design and coordination of departmental training and assessment reporting days.

- Conduct literature reviews on topics such as student retention, student engagement, and student satisfaction. Develop concise and informative summaries for presentation to departmental staff.
• Analyze various University and national reports (ex: NSSE, NILOA, College Risk Behavior Study, etc.) to identify components pertinent to Residence Life & Housing staff and develop information summaries.

• Serve as a member of the Fall Floor Feedback and Spring Reflection design and analysis team.

• Maintain 15 scheduled and published office hours per week in the Residence Life & Housing office during regular business hours.

• Assist with opening weekend logistics, major programs, and move in processes.

• Participate in all department-wide staff recruitment, selection, and training activities.

• Other duties as assigned.

Qualifications:
Graduate Assistants must be full-time, matriculated students in a graduate program to be eligible for this, or any graduate assistantship. Additionally, the Graduate Assistant must meet all requirements of the University of Delaware Graduate Student Appointment and must abide by all policies and guidelines specified by the Office of Graduate and Professional Education: http://grad.udel.edu/policies/#fellowship-assistantship.

The Graduate Assistant should have:
- A genuine interest in and willingness to work with students.
- Strong interpersonal, collaboration, and communication skills.
- Demonstrated capacity to develop skills in various software applications with minimal coaching (SPSS, NVivo, Excel, publication tools, etc.).
- Capacity to successfully communicate through public presentations and formal reports.
- Demonstrated ability to work independently and within group settings.
- Demonstrated ability to take the initiative in setting and achieving goals.

Successful candidates will have had experience in one or more of the following areas:
- Residence Life and/or Housing
- Student leadership
- Campus housing
- Volunteer/Service projects
- Student Activities
- Campus Programming

Compensation:
- Graduate tuition for the fall and spring semesters
- Stipend: $17,500 for academic year paid bi-weekly (2015-2016 academic rate; rate would be adjusted for live-on assistantship)

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members, Women, Individuals with Disabilities and Veterans. The University's Notice of Non-Discrimination can be found at: http://www.udel.edu/aboutus/legalnotices.html