



POSITION DESCRIPTION

Department: Undergraduate Studies
Position Title: STEM Success Center Coordinator
Job Code: 3079
Time Base: 1.0
Position Number: 00005419
Union/Unit (if applicable): Academic Professionals of California (APC) / Unit 4

Position Reports To: Assistant Dean, Undergraduate Studies
Classification: Student Services Professional
Range Code: I – Range B
Exempt or Non-Exempt: Non-Exempt
Last Update: 7/14/2024

PURPOSE OF POSITION:

Under the direction of the Assistant Dean of Undergraduate Studies and led by the Director of Learning and Tutoring Services (LTS) and Associate Director of LTS for STEM Support, the STEM Success Center (STEM SC) Coordinator assists the Associate Director in administrative and programming activities including hiring and training of instructional student assistants (ISA leaders) and student assistants, creating and organizing schedules for tutoring and programming; and provides oversight to STEM SC student staff and assists the Associate Director with administrative tasks. The incumbent will facilitate collaborations with colleges, faculty, and staff as necessary to apprise them on the STEM SC objectives and operations.

This position requires the ability to work in a fast-paced office environment, excellent problem solving, and interpersonal skills with stakeholders at all levels. The incumbent must have the ability and desire to become proficient in the theoretical principles that underpin the STEM tutoring program such as constructivism, Socratic techniques, and collaborative/cooperative learning. This will require reading and thorough understanding of primary and secondary literature sources. Additionally, the incumbent will understand the unique coursework challenges faced by undergraduate STEM majors.

MAJOR RESPONSIBILITIES:

1. Support and Coordination of STEM Success Center
2. Training and Resource Material Development
3. Assist with Center Assessments (e.g., data collection, evaluation)

% OF TIME

- 70%
20%
10%

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

1. Support and Coordination of STEM Success Center

- Assist in oversight of daily operations for tutoring and support services provided in the STEM SC including facilities maintenance to ensure that the spaces are well-maintained, safe, and secure.
- Assist in leading daily activities of student employees including creating work schedules, tracking absences, ensuring adequate supplies are maintained, and responding to individual requests/needs from student employees.
- Coordinate and reserve campus space(s) (using 25Live) as needed for programming and other needs.
- Oversee and supervise reception area to include the student assistant employees work schedule and assigned duties such as generating student participant attendance reports, monitoring necessary office supplies, ensuring the computerized check-in system is functioning properly.
- Create and update student resource materials (texts, videos, solution manuals, tutorials, etc.) that are designed to be useful to students who participate in tutoring program.
- Assist with time reporting on timesheets and employment paperwork as necessary (authorization forms, confidentiality forms, etc.).
- Serve as a professional representative of the STEM SC in on- or off-campus committees, professional conferences, to faculty and administration.
- Assist in designing and maintaining STEM SC websites.
- Assist in creation of marketing materials (e.g., infographics, flyers, and handbooks) for both faculty and students.

- Assist in developing and delivering marketing materials to ensure that the STEM SC services are well-known to students in courses supported by the Center.
- Participate in ongoing training and professional development programs and activities as appropriate.
- Provide administrative support as determined by the Director of LTS and by the Associate Director of LTS for STEM Support.

2. Training and Resource Material Development

- Assist in developing and delivering training curriculum for peer educators on how to serve as STEM tutors. This curriculum is guided by research on best practices for STEM tutoring.
- Assist in developing and delivering training curriculum for front desk student assistants on effective STEM SC processes and behaviors, safety, customer service, and professionalism.
- Assist in planning and developing specialized workshops on STEM content and to promote good academic habits (e.g., study skills, metacognitive strategies, and time management) for students.
- Assist in developing and delivering ongoing content and tutor training material for STEM SC peer educators.
- Assist in developing and delivering professional development for lead peer educators.

3. Data Collection and Evaluation

- Work in conjunction with the Associate Director of LTS for STEM Support and other coordinator(s) to assist in setting and meeting assessment goals to determine the effectiveness and educational value of the STEM tutoring learning outcomes, etc.
- Perform regular performance observations for STEM student staff and provides constructive feedback in one-on-one meetings.
- Administer and analyze questionnaires to students who participate in STEM tutoring programming.
- Assist in publishing/sharing materials that communicate STEM SC messages for both on- and off-campus audiences, including an annual report.
- Utilize Accudemia to provide reports regularly regarding STEM SC programming in areas of effectiveness, performance, and budget to faculty, department chairs, and administration as needed.

PROVIDES LEAD DIRECTION OF OTHERS:

- Student Assistants
- Instructional Student Assistants

REQUIREMENTS OF POSITION:

1. List certificates, licenses, or education required

- Equivalent to graduation from a four-year college or university in STEM related field, including science-based Psychology; Or an equivalent combination of education and experience
- Minimum of two years of experience in an area of student services and/or support programming

Preferred:

- Master's degree in STEM related field
- Direct working experience in undergraduate science, technology, engineering, and/or math (STEM) areas

2. List additional knowledge, skills, and abilities required for this position

- Ability to recognize and handle sensitive matters and maintain confidentiality.
- Demonstrated ability to comprehend and effectively support the goals and objectives of the Associate Director of LTS for STEM Support, Director of LTS, and the OUGS Dean and Assistant Dean in all interactions and communications.
- Ability to use sound professional judgment and problem solving skills with students, staff, faculty, administrators, and community members.
- Ability to analyze complex situations accurately and adopt effective courses of action.
- Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
- Ability to interpret and evaluation descriptions and explanations of problems brought forward by individuals, analyze and define the problem, draw valid conclusions, and project consequences of various alternative courses of action
- Ability to carry out a variety of professional complex assignments without detailed instructions
- Ability to establish and maintain cooperative working relationships with a variety of individuals.
- Demonstrated computer literacy.
- Ability to establish and maintain a cooperative working relationship with students, faculty, and staff.

- Ability to use negotiation and persuasion skills to achieve results and expedite projects.
- Awareness and appreciation of the cultural diversity of the University community, including the ability to establish and maintain collegial, cooperative and effective relations with all members of the community.
- Ability to independently plan and coordinate multiple assignments, determine the relative importance of each, meet or set respective deadlines, and complete all projects accurately and within the prescribed time.
- Ability to multitask and handle shifting priorities.
- Ability to troubleshoot most office administration problems and respond to all inquiries and requests relative to work area.
- Strong analytical and problem solving skills;
- Demonstrated ability to effectively communicate in both verbal and written formats is required as the position requires constant contact with students, faculty, staff, and administration from multiple departments in requests and reports regarding matters such as student performance evaluations and overall program efficacy.
- Demonstrated knowledge of quantitative and/or statistical reasoning.
- Ability to multitask and handle shifting priorities;
- Proficient use of Microsoft Office is required and additional training required in specialized software such as Accudemia.

2. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- Standard Office and Communication Equipment.

3. Unique working conditions

N/A

4. Other Employment Requirements

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- This position is required to complete Sexual Harassment Prevention training "EDU Supervisor: Anti-Harassment, Discrimination, Retaliation."
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention "EDU: Eliminate Campus Sexual Misconduct".

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Students	Advisory and instructional – Tutor students in STEM courses supported by STEM Success Center	Daily
Tutoring staff	Advisory and instructional – Train and advise tutors in STEM Success Center on content and tutoring pedagogies and strategies.	Weekly
Staff of Office	Informational – Periodically share updates and work progress with members of OUGS of Undergraduate Studies	Monthly

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting			x		
2. Standing		x			
3. Walking		x			
4. Bending (neck)		x			
1. Bending (waist)		x			
6. Twisting (neck)		x			
7. Twisting (waist)		x			
8. Crawling	x				
9. Climbing	x				
10. Reaching (above shoulder)		x			
11. Reaching (below shoulder)		x			
12. Walking on uneven ground	x				
13. Crouching	x				
14. Kneeling	x				
15. Balancing	x				
16. Pushing or pulling	x				

- 17. Fine manipulation
- 18. Simple grasping
- 19. Power grasping
- 20. Lifting or carrying
 - A. 10 lbs or less
 - B. 11 to 25 lbs
 - C. 26 to 50 lbs
 - D. 51 to 75 lbs
 - E. 76 to 100 lbs
 - F. Over 100 lbs
- 21. Keyboard use
- 22. Mouse use
- 23. Repetitive use of hands/arms
- 24. Repetitive use of legs/feet
- 25. Eye/hand coordination

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
		x			
		x			
	x				
		x			
	x				
	x				
	x				
	x				
			x		
			x		
			x		
	x				
	x				

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
	x
	x

MENTAL EFFORT

	Number of hours/day				N/A	1-2
	N/A	1-2	3-4	5-6		
1. Directing others		x				
2. Writing		x				
3. Using math/calculations		x				
4. Talking				x		
5. Working at various tempos				x		
6. Concentrating amid distractions				x		
7. Remembering names				x		
8. Remembering details				x		
9. Making decisions		x				
10. Working rapidly		x				
11. Examining/observing details				x		
12. Discriminating colors	x					

ENVIRONMENTAL FACTORS

	Number of hours/day			
	3-4	5-6	7+	
				x
		x		
	x			
	x			
	x			
	x			
	x			
	x			
	x			
	x			
	x			
	x			
		x		
			x	
			x	
	x			

- 1. Inside
- 2. Outside
- 3. Humid
- 4. Hazards
- 5. High places
- 6. Hot
- 7. Cold
- 8. Dry
- 9. Wet
- 10. Extreme change of temp
- 11. Dirty/dusty
- 12. Exposure to gas, fumes or chemicals
- 13. Odors
- 14. Noisy
- 15. Working w/others
- 16. Working around others
- 17. Working alone

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____