

First-Generation Programs

2025-2026 Graduate Assistantship **Student Support Services (SSS)**

OVERVIEW:

[Student Support Services \(SSS\)](#) is a federally funded TRIO program within the [Office of First-Generation Programs \(FGP\)](#) at Northern Arizona University. The FGP department offers a collection of student-centered programs that serve various identities such as students who are first-generation, income-eligible, have experienced time in foster care, and/or have a disability. As a team, FGP is dedicated to increasing student access, engagement, persistence, and degree completion for first-generation college students at Northern Arizona University by creating an institutional climate that supports the unique needs of students we partner with.

SSS provides academic support and educational services for NAU undergraduate students who are first-generation college students, income-eligible, and/or identify as having a disability with eligibility through Disability Resources on NAU's Flagstaff Mountain campus. Services include peer and professional mentorship, academic support, financial aid resources, as well as counseling and tutoring referrals. SSS strives to be a positive and engaging community to help students navigate college, build their sense of belonging and confidence, and strengthen their self-efficacy.

The SSS *Graduate Assistant* works in a dynamic role in mentoring first-generation college students, developing social and academic programming for student participants, supervising Peer Mentor undergraduate employees, and ensuring an inclusive and welcoming environment in all student interactions. Additionally, the *Graduate Assistant* assists in the promotion of the department/office with prospective students and families through various university events. The *Graduate Assistant* position offers a chance to develop in professional competencies, while engaging in active graduate studies to apply theory-to-practice through schooling and work, where applicable.

STATUS:

During the 2025-2026 academic year the *Graduate Assistant* is responsible for the following time commitments:

- A working schedule of 20 hours per week during the fall 2025 and spring 2026 semesters
- Attending and completing all required trainings prior to the start of the fall/spring semesters ([August/January Dates TBD](#))
- Completing occasional evening and weekend work outside of typical working hours
- Adjusting to peak times in the academic semesters, where work hours may exceed 20-hours per week

DUTIES & RESPONSIBILITIES:

Under the direction of Assistant Director, the Graduate Assistant will primarily support the Student Support Services program. The following sections include, but are not limited to, the essential job functions of the Graduate Assistant:

- Support participants in their first year transition to NAU by helping them to navigate university processes (enrollment, advising, housing, etc.), interpret college and university policies and procedures

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- Present programmatic information to potential participants and parents at various recruitment opportunities, including Discover NAU, NAU Said Yes, Transfer Visit Day and other Multicultural student recruitment events
- Provide direct services to SSS first-year participants so that they progress, are retained, and graduate. These include developing coping skills and study habits necessary for academic retention and graduation.
- Monitor participants' academic status: analyze progress reports, identify current and potential areas to be addressed (i.e., study skills, tutoring, time management) and refer participants to appropriate campus resources, if needed.
- Assess participants' holistic development (academic, career and personal) and promote participant growth by determining suitable developmental tasks; assist participants in establishing realistic and attainable academic, career and personal goals.
- Assist in the planning and coordination of SSS programs, activities, workshops (First-Generation Programs Welcome Event, undergraduate student employee training, cultural and recognition events).
- Supervise and assess performance of 3-5 undergraduate Peer Mentors to ensure services are delivered to participants.
- Maintain accurate and complete files on participants, documenting all services, contacts, and activities in computerized databases.
- Serve as liaison between participants and campus partners (i.e. Office of Scholarships and Financial Aid, Disability Resources, Gateway First Year Advising, Counseling Services) in order to clarify various campus policies and procedures; assist participants in completion of complex documents; refer participants to the Weekly Tutoring Program and Counseling Services.

QUALIFICATIONS:

- Bachelor's degree and enrolled in a graduate program at Northern Arizona University or an equivalent combination of experience, training and/or education.
- One-year experience or equivalent combination of related experiences training and or education.
- Maintain strong interpersonal, public relations, and oral/written communication skills.
- Experience working with people from a variety of culturally diverse backgrounds and ages and a demonstrated appreciation for diversity.
- Computer competency including Microsoft Office Suite and database experience.
- Priority will be given to individuals who can work for a full academic year.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Skills in interviewing, advising, coaching and educating students.
- Ability to communicate effectively with students, co-workers, supervisor, and the general public.
- Demonstrated ability to work as a contributing member of a team.
- Skill in planning and organizing workshops and presenting to groups of various sizes.

TERMS OF EMPLOYMENT

ENROLLMENT:

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Employment is contingent upon admission to the NAU Graduate College AND acceptance into a graduate program at NAU, preferably the M.Ed. Counseling-Student Affairs program. According to the Graduate College “To be awarded a graduate assistantship, students must be full-time, graduate degree-seeking students, with a GPA of 3.0 or higher. Students that are conditionally admitted to a graduate program due to a GPA below 3.0 upon admission are not eligible to receive a graduate assistantship.” ([Graduate Assistantship](#))

BACKGROUND CHECK:

All employment offers are contingent upon a criminal background investigation, employment history verification, and a fingerprint check.

PERIOD OF EMPLOYMENT:

- It is *encouraged* that Graduate Assistant candidates view the assistantship as a two-year commitment (2025-2026 & 2026-2027 academic years). Graduate Assistant contracts are on a yearly basis, and the second year of employment will be contingent on a review of the candidates work in the first year.
- Employment begins approximately two weeks prior to the start of the Fall 2025 semester and runs through the end of the Spring 2026 semester of the same academic year
- Graduate Assistants are released for the semester at 5pm the Friday of finals week in December and at 5pm the Friday of finals week in May
- Graduate Assistants are expected to return to work in January by the Monday before the start of classes.
- Graduate Assistants are off contract during specific dates for university closures such as Labor Day, Veterans Day, November holiday, Winter Break, and Spring Break.
- Graduate Assistants may not accept other on-campus employment during the contracted period
 - Off-campus employment *may be* considered with PRIOR discussion with professional staff

REMUNERATION:

- \$16,000 for 20 hours/week for academic year.
- 100% Tuition waiver
 - Please note that student fees and parking permits are not included. Please review the [Graduate Assistantships & Tuition Waivers Webpage](#) for more information.
- Student health insurance plan subsidy

HOW TO APPLY:

Applications may be emailed to: Vidal.Mendoza@nau.edu with Subject: FGP SSS GA App 25-26

Application Deadline: Friday, February 14, 2025

If you have questions or need further information, please contact:

Vidal Mendoza, M.Ed.

Assistant Director, First-Generation Programs

928-523-1489

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COMPLETE APPLICATION INCLUDES:

- Cover Letter, including the following:
 - Introduction including your background and undergraduate experience
 - Answers to the following questions:
 - What qualities and/or traits will you bring to this position?
 - What is your experience or familiarity working with first-generation college students?
 - How would this assistantship benefit your graduate experience and professional career?
- Resume
- Three References (Name and basic contact information)

EQUAL EMPLOYMENT OPPORTUNITY

Northern Arizona University is a committed Equal Opportunity/Affirmative Action Institution. Women, minorities, veterans, and individuals with disabilities are encouraged to apply. NAU is responsive to the needs of dual career couples. EEO Law Poster NAU is an Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.