



Office of  
Student Financial Aid  
UNIVERSITY OF WISCONSIN-MADISON

## Student Success Coach

### Department Overview:

The Office of Student Financial Aid (OSFA) assists students making college affordable through federal, state, and institutional funding. Our office strives to provide a seamless enrollment experience for students and their families which supports the recruitment, retention, and on-time graduation of students.

Our Success Services aim to support students' experiences so they can achieve their own journey of success. We offer Success Coaching, Basic Needs support, mentorship, and skill development through a Be Engaged Workshop Series. Learn a bit more about Success Services here: <https://financialaid.wisc.edu/success>

### Qualifications:

- Currently enrolled UW-Madison graduate student
- Ability to commit for at least 1 academic year

### Job Duties & Responsibilities:

- **Success Coaching**
  - Meet regularly and develop relationships with UW-Madison Students
  - Maintain accurate meeting records
  - Collaborate with the Student Experience Manager and fellow Student Success Coaches to develop a framework for ongoing mentorship to best support students
- **Success Services Outreach**
  - Develop content and facilitate requested Be Engaged workshops
  - Establish and nurture partnerships within OSFA and across campus to create a strong network for Success Services
  - Participate in Success Services & OSFA outreach events and programs to promote resources and recruiting students to participate in services provided
- **Success Services Special Projects**
  - Update & maintain the online Campus Resource Guide
  - Support the Student Employment Badging Program by reviewing online module completions and facilitating reflection meetings with students

- Support Mentor Collective Program by responding to mentor insight flags, meeting with mentors, and hosting the online program space
- Coordinate and support other special projects as needed
- ***Additional Responsibilities***
  - Meet regularly with Student Experience Manager and with Success Coaching Team

**Knowledge, Skills, & Abilities:**

- Willingness to challenge and support students for the purpose of their own on-going personal and professional development
- Ability to effectively communicate and create relationships with students, professional staff, student organizations, and campus partners
- Gain and share knowledge about campus and community resources
- Ability and desire to work with individuals from diverse backgrounds
- Strong ability to problem-solve, think creatively, and be resourceful
- Ability to prioritize and manage competing priorities
- Strong administrative skills and an ability to document conversations that require confidentiality
- Reliability and adaptability

**Anticipated Schedule:**

Be available for shifts varying between 8:30am - 4:00pm Monday through Friday. Some hours might be outside of normal business hours.

**Anticipated Hours:**

Be available for 15-20 hours/week for shifts varying in time.

**Compensation:**

\$16.00/hour

**Supervisor:**

Kari Temkin, Student Experience Manager