# The Graduate School

## Guide for Graduate Assistants and Fellows

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Welcome

Congratulations for being selected as a Graduate Assistant or Graduate Fellow at John Brown University. As a GA, you represent not only your particular program but the Graduate School and John Brown University as a whole. Therefore, it’s important that you put your best foot forward. This guide was prepared for the purpose of helping you do just that.
Graduate Assistantship Goals
The goal of the Graduate Assistantships at JBU is to enrich your graduate education with professional experience and personal development in the context of the university. Assistantships are intended to support students in their pursuit of graduate degrees at John Brown University and further prepare them for careers after graduation.

Types of Graduate Assistants
Graduate Assistants are graduate students who work with faculty and staff in various areas of the university. There are two types of Graduate Assistantships at John Brown University:

- **Graduate Fellowship.** Graduate Fellows function within one of the university’s two endowed centers, the Center for Healthy Relationships and the Soderquist Center for Leadership and Ethics.
- **Graduate Assistantship.** Graduate Assistants participate in various academic and non-academic offices and departments across the university.
- **Graduate Teaching Assistantship:** Graduate Teaching Assistants teach credit-bearing courses, usually at the undergraduate level.

For simplicity of expression, the guide will use the term “graduate assistant” or “GA” to refer equally to graduate fellows and graduate assistants.

Appointment Process
GA’s are selected by the specific department to which they apply for an appointment. Applications and/or information about how to apply are available online at [http://www.jbu.edu/grad/financial_aid/fellowships/](http://www.jbu.edu/grad/financial_aid/fellowships/). All applicants for GA appointment must have completed the Graduate School application process and be officially admitted into graduate studies at JBU.

Students who receive a graduate assistantship will receive a written offer letter detailing the specifics of the award (length of appointment, time commitment, expectations of the department, stipend and other benefits of the award). This serves as an official agreement and acceptance to be signed by the student and returned to the department official offering the award. A sample offer is included in Appendix A.

NOTE: Offers of graduate assistantships are contingent upon the results of a background check.

Reappointment
Reappointment or continuation of graduate assistantships is based on satisfactory performance of duties, satisfactory academic progress and time progress toward degree completion. Other factors may be weighed differently from department to department. Each department should have a clearly defined policy available for students to access and a designated official for questions.

The University reserves the right to withdraw a graduate assistantship award at any time for serious lack of performance or confirmed student misconduct issues. Students who fail to
meet the academic standards required for degree progress or who fail to meet any one of the eligibility requirements, may be denied permission to retain their awards or to be considered for reappointment. This decision may be reached either by the appropriate faculty committee or department and after consultation with the Graduate School. Students who fail to perform their assigned graduate assistant responsibilities satisfactorily may have their awards withdrawn upon departmental recommendation and review by the Graduate School.

**Qualifications**

Although some qualifications will vary from position to position, general qualifications expected of all GA’s at JBU include:

- Ability to create goodwill with staff, faculty and students through a servant attitude
- Strong communication, planning and execution skills
- Ability to work effectively and openly with a variety of people and personalities, which may involve working under stress or against impending deadlines
- Ability to confidently take initiative and make decisions
- Flexibility and effectiveness as a team member
- Ability to set proper priorities and work on multiple tasks
- Professionalism in work and conduct
- Aptitude for on-the-job learning, attention to detail and ability to work independently
- Commitment to the Articles of Faith, Mission, and Objectives of the University; and the desire to be a role model for students and customers by demonstrating an active Christian faith in personal example and in work-related responsibilities.

**Academic Requirements**

- Before being considered for a GA appointment, candidates must have completed the Graduate School application through the JBU Graduate Admissions office. Full award of an appointment will not take place until after student is accepted for admission.
- GA’s must be enrolled as graduate students and be available to work the appointment’s required number of hours. Required hours vary from appointment to appointment. If you drop out of classes for a semester or more, you will not be allowed to work as a GA at that time.
- All GA’s must maintain a GPA of 2.85 (may be higher in some departments)
- All GA’s must make satisfactory academic progress toward completing the degree objective, as defined by the department and time limits for the degree.
- GA’s must maintain appropriate standards of academic integrity.

**Responsibilities**

GA’s are under the direct and assigned supervision of faculty or designated administrative staff members and should regularly report on the conduct and performance of their responsibilities to their supervisor.
Compensation for Graduate Assistants
Graduate Assistants receive a tuition waiver in addition to a financial stipend. Obligations and payment are explicitly explained as part of the assistantship offer agreement. The waiver is paid by the department or office providing the assistantship and the number of hours waived is specific to each appointment. In most cases, the assistantship is awarded for an entire academic year and may be used during fall, spring or summer semesters. Stipends are varied in amounts according to the responsibilities and expectations associated with each appointment.

All costs related to the appointment and work of GA’s are borne by the department(s) where the services are located and the departments notify the financial aid office of the scholarship amount and frequency.

Resignations
A student resigning a GA appointment before the appointment end date must provide a written notice of resignation. An email with a read-receipt request is acceptable or a properly stamped and addressed letter to the recipients. The written notice must contain the following: (1) name; (2) reason for resignation; and (3) the effective date of resignation.

Expectations
The following expectations apply to GA’s regardless of the position or department for which they work.

Attire . . .
- Dress professionally, but wear clothes appropriate to your job (Example, GA’s serving as assistant coaches will dress differently than a Graduate Business GA but both can look professional)
- Stay well groomed.

Office Etiquette . . .
- Be courteous and professional to students, faculty, co-workers and the public.
- Check phone and email messages often and follow-up promptly on messages.
- Spell check and proofread all email and other written correspondence.
- Don’t send anything you don’t want read publicly.
- Be energy conscious.
- Never use foul or offensive language.

Projects . . .
- If you say you are going to do something, do it.
- Stay in communication with your supervisor.

Communication . . .
- Keep supervisor informed about progress or concerns regarding work.
- Inform supervisor of any changes in schedules.
- Communicate your needs and desires related to your work and professional development to your supervisor.
**Human Resources Requirements**

All GA’s must complete paperwork required by the government and university Human Resources Department. This paperwork includes (but may not be limited to):

- **I-9 Form**: this form verifies the identity and employment authorization of each new employee (both citizen and noncitizen*) to work in the US. The form includes three sections with the first section due no later than the first day of employment. The second section requires showing documentation that establishes identity and/or employment authorization. A list of acceptable documents is provided with the I-9 form. It is important that you provide an original of one of the documents listed.

- **W-4 Form**: this form must be completed so that JBU can withhold the correct federal income tax from your pay.

The above forms will be provided to you prior to your first day of work. Upon completion of them, you will receive a “Green to Go” ticket that lets your supervisor know you are eligible to work and be paid. Speaking of pay, if you would like your paychecks to be automatically deposited into your bank account, you will need to complete a “Direct Deposit Authorization” form available from the Human Resources Department.

**NOTE**: Graduate Assistants may be entitled to health insurance benefits depending on the number of hours worked per year. Graduate Assistants are not entitled to paid sick days, holiday pay, vacation pay or other employee benefits.

*Students on an international VISA may be restricted in their availability to fulfill requirements of a Graduate Assistantship. For more information, contact the International Office.*

**Process for Submitting Timecard Online**

GA’s who are paid on a salary basis do not have to complete a time card and are paid on the 15th and last day of each month. GA’s paid on an hourly basis must submit a time card electronically and are paid on a bi-weekly rotation every other Thursday. Instructions for submitting a timecard follow:

- Go to the portal: [https://eaglenet.jbu.edu](https://eaglenet.jbu.edu)
- Click on Time Entry and Approval
- Select “Choose Only One” for the pay period you are submitting
- Click “Submit”
- Enter hours worked for appropriate dates.
- Submit time entered.
Graduate Assistant Summaries

The Graduate School is fortunate to work with several areas of the University for GA placement. What follows are job summaries for some of the various GA appointments. Lists of responsibilities are provided in Appendix B of this guide and other job-related information is provided by supervisors.

GA Positions for Graduate Business Students

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**Department of Graduate Business**
Graduate Business GA: helps develop and implement programs and events for Graduate Business Programs. Work is primarily directed to supporting graduate studies, operations, marketing and recruiting.

**Department of Undergraduate Business**
Division of Business GA: helps develop and support programs and events for the Division of Business. Work is primarily directed to supporting undergraduate studies, operations, marketing and recruitment.

**Soderquist Leadership**
Soderquist Fellow: develops, implements and helps with logistics of the Soderquist Center programs as assigned. Coordinates and develops education programs, marketing, experiential learning, design and delivery and/or business development.

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“As a student and GA, I have had the opportunity to be a part of a dynamic and growing institution. I am not simply an office assistant, rather I am daily empowered to take ownership of projects, develop relationships, and grow the strengths of both the program and myself. The Graduate Assistantship has simultaneously given me professional work experience and grown my understanding of Christian higher education. I am humbled by the opportunity to work for JBU, and this assistantship has positioned me to effectively launch into the world of business.”

- Meridith Stricker, Graduate Business GA, Graduated May 2014
“The experience I gained as a GA for the CARE clinic was invaluable . . .”
- Katie Gudde, CARE Clinic GA, Graduated May 2013
MFA in Collaborative Design students are also invited to apply for a Soderquist Fellow position.
GA Positions for All Graduate Students

GA Positions Open to all Graduate Students

Athletics
Assistant Coach: assist head coach with responsibilities related to players, equipment and facilities.

Resident Life
Graduate Resident Director: supervises and administers activities of a university residence hall. This includes training of the residence hall staff, administering the housing program in the residence hall, managing student conduct and discipline, counseling and housekeeping functions.
# Important Contacts

## Graduate School
- **Dr. Richard Ellis**, Dean
  - Phone: 524-7144
  - Email: REllis@jbu.edu
- **Missy Swyers**, Administrative Assistant
  - Phone: 524-7259
  - Email: MSwyers@jbu.edu

## Graduate Business
- **Gail Edwards**, Administrative Specialist
  - Phone: 524-7370
  - Email: GEdwards@jbu.edu
- **Kai Togami**, Program Director
  - Phone: 524-7289
  - Email: KTogami@jbu.edu

## Graduate Counseling
- **Marena Harmon**, Administrative Assistant
  - Phone: 238-8630
  - Email: MHarmon@jbu.edu
- **Justin Phillips**, Executive Director, CARE Clinic
  - Phone: 524-7474
  - Email: JuPhillips@jbu.edu
- **John Carmack**, Program Director
  - Phone: 524-7460
  - Email: JCarmack@jbu.edu

## Graduate Education
- **Isabel Thoma**, Administrative Assistant
  - Phone: 524-7449
  - Email: IThoma@jbu.edu
- **Connie Matchell**, Program Director
  - Phone: 524-7413
  - Email: CMatchell@jbu.edu

## MFA in Collaborative Design
- **Neal Holland** (interim director – Fall 2016)
  - Phone: 524-7189
  - Email: NHolland@jbu.edu
- **Todd Goehner**, Program Director
  - Phone: 238-8565
  - Email: TGoehner@jbu.edu

## Center for Healthy Relationships
- **Jan Phillips**, Administrative Assistant
  - Phone: 524-7105
  - Email: JPhillips@jbu.edu

## Soderquist Center
- **Sue Axmark**, Executive Assistant
  - Phone: 238-8755
  - Email: SAxmark@jbu.edu
- **Kristy Keith**, Administrative Assistant
  - Phone: 524-7446
  - Email: KKeith@jbu.edu

## Athletic Department
- **Robyn Daugherty**, Athletic Director
  - Phone: 524-7301
  - Email: RDaughterty@jbu.edu

## Student Life
- **Dr. Andre Broquard**, Dean of Students/Director Residence Life
  - Phone: 524-7228
  - Email: ABroquard@jbu.edu

## Office of Spiritual Formation
- **Tracy Balzer**
  - Phone: 524-7461
  - Email: TBalzer@jbu.edu

## Financial Aid
- **Erica Kollman**, Assistant Director, Graduate Financial Aid
  - Phone: 524-7151
  - Email: EKollman@jbu.edu

## Human Resources
- **Amy Fisher**, Human Resources Administrator
  - Phone: 524-7128
  - Email: AFisher@jbu.edu
- **Ashley Estes**, Human Resources/Payroll
  - Phone: 524-7123
  - Email: AEstes@jbu.edu
- **Amanda Sorensen**, Human Resources/Payroll
  - Phone: 524-7125
  - Email: ASorensen@jbu.edu

## International Office
- **Ruby Bowles**, Administrative Assistant
  - Phone: 5234-7108
  - Email: RBowles@jbu.edu
- **Bill Stevenson**, Director of International Programs
  - Phone: 524-7119
  - Email: WStevenson@jbu.edu
APPENDIX A: Sample Offer Letter

The Graduate School
John Brown University
Graduate Assistantship/Fellowship Agreement and Acceptance

Congratulations. This letter is notification of JBU’s offer to you to serve as a Graduate Assistant/Fellow at John Brown University. The letter also serves as an official agreement and acceptance to be signed by you, the student, and returned to the department making the offer.

Legal Name: ____________________________________________________________
(Last) (First) (Middle)

Student ID #: ___________________________ Phone #: ______________________

Department/Office: __________________________________________________________

Immediate Supervisor: _______________________________________________________

Length of Appointment: ______________ Start Month/Year: ___________

Average Hours Per Week: ______________ Weeks Per Year: ___________

Financial Stipend: ___________________________ Tuition Award: _______________

Signature of Supervisor ___________________________________ Date __________

As a Graduate Assistant, I agree to the following requirements:

- I will be enrolled as a graduate student and be available to work the position’s required number of hours. Required hours vary from position to position. If I drop out of classes for a semester or more, I understand I will not be allowed to work as a Graduate Assistant at that time.
- I understand that I must maintain a GPA of 2.85 (may be higher in some departments)
- I will make satisfactory academic progress toward completing my degree objective, as defined by the department and time limits for the degree.
- I will maintain appropriate standards of academic integrity.
- I will complete all required Human Resources requirements including those described in the Graduate Assistant Manual.

My signature below indicates my acceptance of the Graduate Assistant/Fellowship position described above.

Signature of Graduate Assistant/Fellow ____________________________ Date _________

Upon receipt of this form, department will send a copy to the Graduate School office.
APPENDIX B: Graduate Assistantship/Fellowship Job Descriptions

Soderquist College of Business

Graduate Assistant for Graduate Business Programs

**Position Summary:** helps develop and implement programs and events for Graduate Business Programs. Work is primarily directed to supporting graduate studies, operations, marketing, and recruitment.

**Position Responsibilities:**
- Provides direct support for development and deployment of graduate seminars.
- Provides direct support for collaborative efforts between the Graduate Business Programs and the Soderquist Center for Leadership and Ethics.
- May involve extensive work in marketing and communication.
- Works with departmental administrative assistants as needed to carry out the operations of Graduate Business Programs, including outcomes assessment and program analytics.
- Attends departmental meetings as directed.
- Is proactive and takes initiative as appropriate to achieve program goals and advance program initiatives.
- Provides other support, both general and specific, as assigned by the Director of Graduate Business Programs.

Graduate Assistant for Undergraduate Business Programs

**Position Summary:** helps develop and support programs and events for undergraduate business (TUG) as directed by the Chair. Work is primarily directed to supporting undergraduate studies, operations, marketing, and recruitment.

**Position Responsibilities:**
- Provides direct support for the Strategic Management class and Reynolds Cup Competition, under the direction of the Strategic Management instructor.
- Coordinates visitation days and other marketing efforts, including development and maintenance of presentation and marketing materials.
- Serves as liaison with University Communications for the purpose of maintaining current content on JBU website, in promotional materials, and in other media.
- Supports program operation as directed by the Chair, including maintenance of outcomes assessment and program analytics.
- Attends departmental meetings as directed.
- Is proactive and takes initiative as appropriate to achieve program goals and advance program initiatives.
- Provides other support, both general and specific, as assigned by the Chair.
Soderquist Leadership

Soderquist Fellow

**Position Summary:** Assists with development, implementation and logistics of Soderquist Leadership programs as assigned. Responsibilities may include coordination and development of education programs, marketing, experiential learning, design and delivery, and/or business development.

**Position Responsibilities:**
- Conducts research, assessment and evaluation support activities (60%):
  - Monitors research and scholarly sources on leadership, leader development and organizational dynamics for material of relevance and interest to Soderquist Leadership and its customers.
  - Prepares research briefings on a range of leadership and organizational topics, writes summaries of research findings, and condenses research materials into useful forms for Soderquist Leadership and its customers.
  - Conducts basic and guided assessment and analysis of Soderquist Leadership events and customers for the purposes of developing, validating and improving models, content and outcomes associated with Soderquist Leadership programs and products.
  - Conducts background reading and analysis, as well as writing, editing and fact-checking drafts of speeches, presentations, articles, manuscripts and other research, assessment and evaluation-related projects and products.
  - Provides Center-wide support as assigned: Provide PC support for customer projects as assigned by CRM/Facilitator, administrative support as appropriate and required hospitality and BaseCamp service (30%).
- **Springboard (10%)**
Graduate Counseling

CARE Clinic Graduate Assistant

**Position Summary:** Responsible for providing general clerical and operating support to the faculty and students as directed. Provides organization, effective communication, and multitasking; is detail-oriented and a team player.

**Position Responsibilities:**

- Sets objectives and accomplishes them without need for frequent follow-up.
- Maintains information on graduate counseling students who provide services in the CARE Clinic.
- Maintains charts of CARE Clinic clients and ensures their security with strict confidentiality.
- Answers clinic phones in a professional manner, leaving messages for appropriate individuals when indicated.
- Assists faculty with copying, typing, communication, data entry, and CARE clinic operations.
- Assists with organizing day-to-day functions of the CARE clinic and enhances efficiency of operations.
- Receives payments for services, provides clients with receipts, and logs payments on appropriate accounts.
- Manages clinic cash and coordinates reconciliation of payments daily with the clinic Administrative Coordinator.
- Makes deposits for revenues collected according to established guidelines.
- Reconciles services provided with client invoices and bank deposits.
- Tracks clinic trends and submits reports to the clinic director at established intervals.
- Provides clerical assistance to clinic director, graduate chair, and graduate faculty.
- Assists in scheduling clients and contacting graduate counseling students regarding appointments made.
- Assists graduate counseling students in taping sessions.
- Assists with the marketing and development of the CARE clinic including attending local social events, contacting potential referral sources, and/or CHRating marketing materials.
- Assists faculty in research projects as needed.
- Must be available to work a flexible schedule of at least 20 hours per week.
- Other duties as assigned.
**Center for Healthy Relationships**

**Graduate Fellow-I for CHR**

**Position Summary**: responsible for specified duties, as determined by the supervisor, which enable CHR to operate smoothly. Graduate Fellow-I is an entry-level appointment for John Brown University graduate students.

**Position Responsibilities:**
- Performs office tasks as requested by CHR staff.
- Performs research on specified topics as assigned.
- Performs reviews of library literature on specified topics as assigned.
- Assists in the promotion and facilitation of seminars, workshops, and other CHR activities and projects as assigned.
- Assists in maintaining databases and making calls related to CHR projects as assigned.
- Assists CHR professors with classroom activities as needed.
- Performs other duties as assigned.

**Graduate Fellow II for CHR**

**Position Description**: second-year appointment for a John Brown University graduate student who has worked the previous year as a Graduate Fellow-I. The Graduate Fellow-II works under the direct supervision of the CHR staff as assigned. He/She is responsible for specified duties, as determined by the supervisor, which enable CHR to operate smoothly.

**Position Responsibilities:**
- Performs all the specified duties of a Graduate Fellow-I.
- Trains the entry-level Graduate Fellow-I in the responsibilities and duties of that position and in the upcoming assignment as a Graduate Fellow-II.
- Assists in the promotion and facilitation of seminars, workshops, and other events sponsored by The Center for Healthy Relationships.
- Assists in CHR projects as assigned.
- Collects statistical data from community resources and explores research on topics relevant to the mission of The Center for Healthy Relationships.
- Assists CHR staff in teaching & facilitating classes as assigned (may include help with grading, teaching, preparing handouts/power points, etc.).
- Performs other administrative and office tasks that support the activities of CHR.
Student Development

Resident Director

Position Summary: responsible for supervising and administering activities of a University residence hall. Duties include training of residence hall staff, administering housing program in residence hall, managing student conduct and discipline, counseling and housekeeping functions.

Position Responsibilities:

- Invests in the lives of residents on an individual and group basis encouraging holistic growth, shares everyday life with students.
- Assists and advises students; becomes familiar with names and needs of students; and helps provide for health and safety of residents when an illness or injury occurs.
- Sets goals and objectives and manages available resources to achieve objectives, without need for frequent follow up.
- Recruits, selects, trains, supervises, and evaluates student residence hall staff.
- Manages residence hall, including supervising opening and closing of hall, checking students in and out, managing room change requests, processing maintenance requests.
- Promotes Student Life Program in residence hall, including developing a positive Christ-like atmosphere conducive to spiritual and educational development of residents; facilitating development of programs that meet intellectual, spiritual, emotional, occupational, physical, and social needs of students; and providing leadership and guidance for Residence Hall Association.
- Confronts violations of University rules and regulations and takes appropriate disciplinary action, including assessing fines and/or reporting to higher authority.
- Manages allotted budget in conjunction with Dean of Students.
- Coordinates activities with other university departments and offices in a professional manner
- Other duties as assigned.

Assistant Coach

Position Description: assist head coach with responsibilities related to players, equipment and facilities.
MFA in Collaborative Design

Graduate Assistant

Position Description: responsible for helping with linguistics, recruiting, design, and social media management for the MFA in Collaborative Design degree. The assistant position is 12 month part-time position (10 – 20hrs per week.)

Position Responsibilities:
- Linguistics — Assistant will help with organizing and managing events, collecting files, contacting and organizing guest speakers, and generally helping the needs of the MFA program director.
- Recruiting — After initial contact from the director, the assistant will be responsible for follow-up with interested parties, such as sending material, answering questions, invitations to events. The assistant will also help out with designing recruitment material and attending local and regional recruiting events.
- Social Media — The assistant will be responsible for developing and managing social media for the MFA including a Facebook page, Twitter account, and Instagram account. The assistant will share articles, manage updates, and connect with potential students.

Teaching Assistant

Position Summary: The Teaching Assistant will teach an undergraduate class when necessary.