

## **Peer Assistant Application Information – 2022-2023**

### **What is the Peer Assistant Program?**

The Peer Assistant Program enhances college-wide efforts and capacity to holistically serve the student body and ensure student success through peer-to-peer support. Peer Assistants develop professional and leadership skills and are provided fair financial compensation commensurate with their service.

### **Peer Assistants will...**

- Develop confidence and autonomy in a professional work environment
- Develop critical thinking and leadership skills transferable to their academic and professional careers
- Learn the skills to provide quality customer service to CCC students through in person and/or virtual settings
- Understand the expectations of professional communication with co-workers, supervisors, and customers both in-person and digitally, applying those skills universally
- Demonstrate knowledge, skills, and proficiency in technology software and hardware used in site positions
- Understand work-shift responsibilities, acknowledge the possibility of change, and learn time management skills.
- Be knowledgeable of CCC resources and have the ability to refer resources and personnel appropriately

### **What are the Peer Assistant positions?**

***Admissions and Recruitment:*** PA's serving as student ambassadors will lead campus tours, prepare materials for off-campus recruitment activities, and communicate with prospective students via email, phone and mail. They will represent CCC at college and career fairs and high school visits, host special events, and staff college information booths. Student Ambassadors may also help staff the Admissions reception desk, helping new and prospective students navigate the admissions process.

***Advising and Career Services:*** PA's will staff the Advising Desk in the Community Center to provide information to students, staff and community members focused around all student support services that take place in the Community Center. PA's will be trained to answer a wide range of general questions for multiple academic support areas (i.e. Academic Advising, Career Services and Graduation Services) and help others access services to support their academic careers at CCC. This position works in a fast paced customer service-oriented environment.

***College Navigator:*** Support CCC's Guided Pathways efforts with helping students "get on a path" by engaging newly admitted, first generation and non-traditional applicants with navigating the systems, policies, and steps necessary to be ready for registering and enrolling in coursework for the identified application term. This includes assisting students with establishing a focused educational plan, creating a clear financial plan, meeting with staff from advising and career services, getting registered and using classroom tools like the library, syllabus, and Moodle.

**Counseling Department:** PA's will staff a reference desk in the Community Center to guide and answer questions for students, staff and community members, while also providing support services to the staff in the counseling department.

**Disability Resource Center (DRC):** PA's will staff the reception desk in the Disability Resource Center. They will serve as a guide to answer questions for students and community members, while also providing support services to the office staff.

**Financial Aid:** Peer assistants will help with general office duties. Duties may include assembling informational packets and mailers, ordering forms, processing mail, light cleaning and organizing of office and lobby, and stocking supplies. Student may also be called on to assist the Federal Work-Study and Scholarship Coordinators.

**Multicultural Center:** Help Multicultural Center staff and work with fellow student leaders to plan educational and social events for the college community; serve as a resource and advocate for underrepresented students. Hold office hours, plan activities, create and share event flyers and promotions on social media, assist with international student events, and help with set-up and breakdown of multicultural events.

**Student Life and Leadership:** Assist daily operations and special projects within the department, including the Associated Student Government (ASG) office, the free food pantry, and the Multicultural Center (MCC). Engage with other students in-person, by e-mail and over the phone.

**Wacheno One Place:** PA's will staff the Wacheno One Place & Welcome Desk to provide direct support to students and guests who need directions, information, and referrals throughout the Wacheno Welcome Center and across campus. In addition to welcoming students and guests, PA's will connect them to specific service areas (i.e. Financial Aid, Advising, Career Center) as well as other resources available to them. This position works in a fast-paced customer service oriented environment that frequently communicates with students in person and via email.

### What is the selection process and time commitment?

To qualify, you must:

- Be in [good academic standing](#) (for students who have been at CCC for at least one term).
- Have familiarity navigating CCC and related websites, processes, etc.
- If selected, Peer Assistants are asked to enroll in the 2-credit Student Leadership Course (HD 220, 221, or 222) during each of the Fall, Winter, and Spring terms serving in the Peer Program. There is no cost for this course for Peer Assistants. The 2 credits for this class do not count toward the hour-per-hour waiver for hours worked. *Students who are already taking 18 credits, have a class conflict, or other concerns can seek an exception to taking the class.*
- It is preferred for Peer Assistants to serve at least two consecutive terms.

### Compensation

Students in the Peer Program receive a tuition waiver each term. The tuition waiver covers resident tuition only, and does not cover fees. If you are a non-resident or an international student, you will need to pay the difference between resident and non-resident tuition.

The amount of the waiver is valued at the number of credits multiplied by the current tuition rate. An agreement is arranged with the Site Leader as to how many weeks those hours will span (i.e. if break weeks are included).

**For 22-23:**

- **You will need to work 8 (eight) hours over the course of the term for each credit you receive as a waiver.**
- **You may receive up to 15 credits waived**

<b>#Credits waived</b>	<b>#Term Hours</b>	<b>Approx. # Hours/week in an 11-week term*</b>
5	40	3.5
6	48	4
7	56	5
8	64	6
9	72	6.5
10	80	7
11	88	8
12	96	9
13	104	9.5
14	112	10
15	120	11

\*Actual schedule may vary. To be confirmed each term between Site Leader and student.

Complete the online application on the [Peer Program website](#). Questions can be directed by e-mail to [peerprogram@clackamas.edu](mailto:peerprogram@clackamas.edu) or by phone to 503-594-3444.