



## Peer Assistant Application Information & Process 2022-2023

### Peer Assistant Program Mission:

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

### Peer Assistant positions:

**Admissions and Recruitment:** Peer Assistants (PAs) working within Admissions and Recruitment are still known as Student Ambassadors. Student Ambassadors lead campus tours, prepare materials for off-campus recruitment activities, and communicate with prospective students via email, phone, and mail. They 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, and help new and prospective students navigate the admissions process.

**Advising and Career Services:** Peer Assistants (PAs) working within Advising and Career Services staff the Advising Desk in the Community Center to provide information to students, staff, and community members focused on all student support services that take place in the Community Center. PAs are trained to answer a wide range of general questions for multiple academic support areas (i.e., Academic Advising, Career Services, Graduation Services, etc.) 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:** Peer Assistants (PAs) working as College Navigators 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:** Peer Assistants (PAs) working in the Counseling Department staff the reception desk within the CBO (Community Based Organizations) and Counseling office on the second floor of the Wacheno Welcome Center. PAs answer questions for students, staff, and community members while also providing support services to the staff in the counseling department.

**Disability Resource Center (DRC):** Peer Assistants (PAs) working in the DRC staff the reception desk, answer questions for students and community members, while also providing support services to the office staff.

**Multicultural Center (MCC):** Peer Assistants (PAs) working in the MCC help staff and fellow student leaders plan educational and social events for the college community, serve as a resource and advocate for systemically non-dominant\* 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 (SLL):** Peer Assistants (PAs) working in SLL assist with daily operations and special projects within the department, including the Associated Student Government office, the free food pantry, and the Multicultural Center. PAs engage with other students in-person, by e-mail, and over the phone.

**Wacheno Student Services Hub Welcome Desk:** Peer Assistants (PAs) working in the Wacheno Student Services Hub staff the Welcome Desk and 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, PAs connect them to specific service areas (i.e., Financial Aid, Advising, Career Center, etc.) 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 an interest in becoming familiar with navigating CCC and related websites, processes, etc.
- If selected, Peer Assistants are encouraged to enroll in the 2-credit Student Leadership Course (HD 220, 221, or 222) during each of the Fall, Winter, and Spring terms while 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.
- 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 here: [Student Employment & Leadership Opportunities Application](#)

Questions can be directed by e-mail to [peerprogram@clackamas.edu](mailto:peerprogram@clackamas.edu) or by phone to 503-594-3444.