

Position Description

POSITION PROFILE

Position Title: Learning Center/ Disability Services Office Student Worker

EOU Department/College: Learning Center / Disability Services

EOU Supervisor Title: Accommodations Specialist/ Disability Services Coordinator

Typical Job Duration: Academic year

Job Level: Level 1

Type of Schedule/Typical Hours: Flexible; hours are determined by the needs of the Learning Center and Disability Services Office and the student's class schedule.

Typical Number of Hours Per Week: 5-10 hours

POSITION INFORMATION

Student Position Description Summary:

The Learning Center Lab Aid / DSO Student Worker provides essential support services in both the Learning Center and the Disability Services Office. This dual role includes assisting students with computer lab resources, proctoring exams, maintaining facilities, and supporting the Accommodations Specialist.

Job Duties/Responsibilities/Essential Functions:

Learning Center Computer Lab Aide Duties:

- Greet and assist students entering the Learning Center and Disability Services Office
- Answer inquiries related to campus resources and direct students appropriately
- Perform basic computer troubleshooting, maintain printer operations, and manage course-specific software

- Assist students with scheduling tutoring appointments through the WC Online portal
- Manage inventory of paper, USB drives, and office supplies, ensuring adequate stock, tracking sales, and performing end-of-shift inventory counts
- Maintain a clean and organized facility by wiping down desks and keyboards
- Abide by confidentiality rules and procedures
- Perform other related duties as assigned by the Learning Center staff

Disability Services Office Student Worker Duties:

- Assist the Accommodations Specialist in hiring Note Takers, Study Partners, and Tutors
- Train DSO students on using accommodation-specific programs (Kurzweil 3000, DragonSpeak, AIM)
- Contact publishers for alternative text files and assist with administration of accommodations
- Proctor exams, send testing notifications, and manage exam delivery
- Maintain a clean and organized facility by wiping down desks and keyboards
- Abide by confidentiality rules and procedures
- Perform other related duties as assigned by the Accommodations Specialist and DSO Coordinator

HIRING CRITERIA

Minimum Qualifications:

- Good interpersonal communication skills and comfort with people from various educational, cultural, and social backgrounds
- High level of responsibility, reliability, and punctuality
- Professional behavior at all times
- Proficiency with office equipment and software
- Enrolled in at least six credit hours per term, in good academic standing, with a GPA of 2.00 or higher

Preferred Qualifications:

- Previous experience in a lab, library, or educational support setting
- Familiarity with computer hardware and software troubleshooting
- Proficiency with office productivity software like Microsoft Office and Google Suite
- Strong organizational and time management skills
- Experience in customer service
- Knowledge of or experience with disability accommodations and related software

Desired Knowledge, Skills & Abilities:

Learning Center Computer Lab Aid Duties:

- Prior customer service experience
- Ability to prioritize a variety of tasks into completion

Disability Services Office Student Worker Duties:

- Experience in an educational support setting
- Familiarity with computer hardware and software troubleshooting
- Excellent communication and interpersonal skills
- Ability to maintain confidentiality and adhere to privacy rules

STUDENT LEARNING OUTCOMES

As a result of employment in this position, the student will:

Technical Learning Outcomes:

- Enhance skills in administrative support, technology troubleshooting, and customer service
- Practice effective strategies for managing a computer lab and supporting disability accommodations

Industry Learning Outcomes:

- Gain practical experience in educational support services and disability accommodations
- Develop an understanding of the commitment to EOU's mission and vision

Career-Readiness Learning Outcomes:

- Develop professional skills, including reliability, problem-solving, and teamwork
- Enhance communication and organizational skills

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- Safecolleges-Americans with Disabilities Act Overview
- Safecolleges- FERPA Confidentiality of Records
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework