DEFINITION:

Under the limited supervision of a staff or faculty employee, a student usually performs all or part of the following duties:

(a) Offers information and assistance regarding UIC regulations.

(b) Responds to routine inquiries in person and over the phone, directing individuals to the appropriate program office for further assistance.

(c) Distributes official and informal bulletins, brochures, etc.

(d) Assists professional counselors/officers with forms and documentation when required.

(e) Carries out additional tasks as needed.

BASIC QUALIFICATIONS:

Completed four (4) semesters of University course work, or one (1) year of related work experience.

QUALIFICATIONS FOR STARTING AT STEP B:

Completed four (4) semesters of University course work and at least one (1) year's previous experience in a decision making capacity in the student personnel area involved.

LEARNING OUTCOMES*:

- Identify areas for continual growth while pursuing and applying feedback.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language, abilities.
- Employ active listening skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Ask appropriate questions for specific information from supervisors, specialists, and others.
- Promptly inform relevant others when needing guidance with assigned tasks.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of others.
- Advocate for inclusion, equitable practices, justice, and empowerment for historically marginalized communities.
- Act equitably with integrity and accountability to self, others, and the organization.
- Demonstrate dependability.
## Student Personnel Aide

- Prioritize and complete tasks to accomplish organizational goals.
- Have attention to detail, resulting in few if any errors in their work.
- Show high level of dedication toward doing a good job.
- Collaborate with others to achieve common goals.
- Navigate change and be open to learning new technologies.

*Learning outcome descriptions from the [National Association of Colleges and Employers (NACE)].*