Title: **Graduate Administrative and Research Assistant, Chatbot Project**

Hours per week: 15-20 hours (40-50% time or 2-2.5 appointments)  
Must be available during normal business hours, preferably 3-4 days/week

Term: Fall 2018 (Potential for Spring and Summer extension)

Office Location: TBD - Most positions will be on downtown campus, 1 position will be housed at Lakeside Offices (Tucker)

Supervisor(s): Cheri Kersey

Salary: FULL tuition waiver (must be registered as full-time) and Stipend (approximately $3,200 per semester or $800 monthly)

**Description**

Georgia State University is a national leader in student success and the only public university in the U.S. to have eliminated all achievement gaps based on race, ethnicity and income level. To address these gaps, Georgia State has leveraged technology to identify barriers to progression and graduation; pilot and test the efficacy of innovative interventions; and rapidly scale interventions that demonstrate a positive impact on students’ success. In 2016, Georgia State became the first university in the nation to pilot the use of a chatbot (an artificial-intelligence smart-texting platform) conducted with over 7,000 incoming freshmen, of which 3,745 students received chatbot outreach. The pilot, though successful, concentrated entirely on newly-admitted students. The next phase of Georgia State’s use of chatbot technology will be to scale the platform to all students at every stage in the undergraduate experience. The Chatbot Project Team currently consists of the following enrollment services offices – Advising, Admissions, Financial Aid, Career Services, Student Success, Office of the Registrar, and International Student and Scholar Services. As chatbot expands, additional departments and offices across campus will participate.

The Graduate Administrative and Research Assistant (GARA) will be tasked with off-loading administrative tasks of the Chatbot Project Team, while also providing overall support to the Chatbot project. There are six positions available and each GARA will work directly with one or more enrollment services offices to provide assistance. Administrative tasks may vary by office but all GARAs will be working with their offices to identify and address common undergraduate questions to add to the texting-platform knowledge base.

GARA should be highly-motivated, dependable, and able to work in a high-functioning office setting. Applicants should have an interest in enrollment management, student retention, and student success initiatives. Prior experience with enrollment services or financial aid preferred, but not required. Position requires strong computer, organizational and communication skills, preferably with a background in digital learning platforms.

**Primary Responsibilities:**

- Support the Chatbot Project Team in general office operations, including front-line services, records and filing, meeting attendance, notetaking, presentation development, event planning, and general office correspondence
- Provide instructional technology support for chatbot project development
- Assist in the coordination of information to be seeded in chatbot knowledge base
- Identify gaps in questions and answers included in chatbot knowledge base
• Provide support to Project Director in identification, coordination and communication of campus stakeholders
• Research best practices for effective communication through texting platforms
• Serve as liaison for Chatbot Project when needed, for communication and data informatics
• Contribute feedback via assessment and evaluations of chatbot project development
• Provide general support to chatbot project team and other duties as required

Qualifications:
• Applicants must be a GSU graduate or professional student in good academic standing pursuing a master’s or doctoral degree. Preferred areas include: education or instructional technology, higher education, education administration, computer science, business, or closely related field.

Required Skills:
• Detail-oriented and have strong organizational skills
• Highly effective computer literacy skills, preferably in instructional technologies
• Proficiency in Microsoft Office (i.e. Excel, Word, PowerPoint, etc.)
• Task-oriented and able to handle multiple projects
• Effective time management
• Solid presentation experience
• Ability to work collaboratively as part of a team

To Apply:
Applicants should submit a resume/CV, cover letter which speaks to the applicants’ experience and qualifications, and 2 references (faculty/staff) including name, title, phone number, and email. Applications will be accepted on a rolling basis until all positions are filled.

Please submit applications at https://gsu.qualtrics.com/jfe/form/SV_26xAwlArl4pKmkB.

Contact Information:
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