

ESP Academic Coaching Program, Enriched Support Program, Centre for Initiatives in Education

ESP Academic Coach Qualifications and Job Description 2026-2027

The [Enriched Support Program \(ESP\)](https://carleton.ca/esp) (<https://carleton.ca/esp>) at Carleton University supports first-year students:

- whose high school grades and performance do not represent their academic potential;
- who would like more academic support as they begin their studies; and/or,
- who have taken time away from school and wish to start university in a supported environment.

ESP students enrol in university credit courses, while benefiting from learning supports. One of these supports is Academic Coaching, which is based on a model of students supporting students while they learn. Coaches meet with students one-on-one for tutoring.

Coach Role

- To tutor at-risk, first-year students one-on-one with academic tasks, such as reading, writing, lab reports, math solutions, etc. in-person and/or in a virtual setting, using video conferencing (Zoom), telephone and email:
 - guiding individual students as they learn how to learn, while integrating relevant and practical study skills.
 - working collaboratively with students in coaching sessions, while keeping the onus for learning on the student to work through challenges and find answers.
 - referring students to a variety of resources across the university.
 - providing an encouraging and positive environment for learning, scaffolding tasks and celebrating successes.
- **To act as a program ambassador** throughout the year by recruiting ESP students to use coaching regularly.
- To serve as an academic role model for students.

Duties

- **Attend pre-service Academic Coach training sessions Sept. 2, Sept. 3, and Sept. 8, 2026.**
- **Participate in regular in-person, mandatory training sessions (Fridays 3-4:30 pm).***
- *Note: religious accommodations are possible.
- Coach ESP students one-on-one in-person or occasionally using video conferencing software, telephone or email.
- Hold outreach information sessions on coaching in first-year university classes.
- Ongoing communication with students to encourage uptake of coaching.
- Maintain contact with ESP course instructors as required.
- Collaborate with the Coaching Coordinator, coaches, mentors and facilitators, as required.
- Maintain detailed coaching and attendance records using Excel.
- Use the online booking calendar (Acuity) to set hours and check for appointments.
- Submit timesheets bi-monthly using Excel.
- Write reports as required.

Qualifications and Qualities

- Strong interpersonal and communication skills.
- Initiative and self-motivation.
- Discretion and tact in handling sensitive student information.
- Attention to detail and accuracy.
- Thorough academic content knowledge.
- Good knowledge of Carleton University student life, student resources, and processes for things like student bursaries, student aid applications, tech support, exam deferrals, etc.

Other Job Requirements

- An overall GPA of 9.0 (B+) or higher on a 12.0 scale.
- Experience with coaching, tutoring, and/or mentoring youth is an asset.
- Tutoring of writing or experience assessing writing (e.g. a TAship) is an asset for Coach writing positions.
- A minimum of third year standing or above in Carleton undergraduate studies.
- Completion of at least one year's study at Carleton University.
- Full-time student status throughout the 2026-2027 academic year.

Hours

- Approximately 5-6 hours per week.
- Hours may be reduced during academic breaks and exam periods.

Remuneration

- Pay starts at \$23.00/hour (plus 4% vacation pay), including all time spent in pre-service and in-service training.

How to Apply

- Prepare the following application pieces:
 - Your resumé** (one to two pages).
 - Cover letter** (one to two pages), making sure to include the following information:
 - What experiences have you had helping others learn (both academically and non-academically). Be specific.
 - What personal qualities and skills do you have that would make you a strong academic coach?
 - How could this position support your future academic and career goals?
 - Contact information** for one academic reference and one employment reference (former ESP students: please include non-ESP references only).
 - An unofficial transcript or academic record** from Carleton Central.
- Complete our [online application form](https://carleton.ca/esp/academic-coach-application-form/) (https://carleton.ca/esp/academic-coach-application-form/) by **March 4, 2026 @ 11:59 pm EST**.
- Please [let us know](mailto:academic.coaching@carleton.ca) (academic.coaching@carleton.ca) if you require **accommodations** for any of the application pieces.

Additional Notes

- Only those candidates selected for an interview will be contacted. Interviews will take place starting in late March 2026.
- Applicants who are [Work Study eligible](https://carleton.ca/awards/work-study/) (https://carleton.ca/awards/work-study/) should indicate this on their application form.

- Applicants who are [ACT to Employ eligible](https://carleton.ca/act/students/) (https://carleton.ca/act/students/) should indicate this on their application form. For more information on ACT to Employ, please contact [Jenna Lambert](mailto:JennaLambert@cunet.carleton.ca) (JennaLambert@cunet.carleton.ca).
- Applicants who are [IESP eligible](https://carleton.ca/career/get-experience/international-student-employment-program/) (https://carleton.ca/career/get-experience/international-student-employment-program/) should indicate this on their application form. For more information on ISEP, please contact [ISEP](mailto:ISEP@cunet.carleton.ca) (ISEP@cunet.carleton.ca).
- Questions? Email Academic.Coaching@carleton.ca to reach:
 - Beth Hughes, Program Coordinator - Academic Coaching.
 - Natalie McInnis, Program Administrator - Academic Coaching.

About ESP

The ESP was founded to foster university access for everyone, including those from under-represented groups. As part of our commitment to a more equitable, diverse, and inclusive campus community, we actively encourage applications from racialized and Indigenous students, 2SLGBTQIA+ students, neurodivergent students, students with disabilities, students of all ethnicities, and students from working-class backgrounds.