



## University of Waterloo Position Description

<b>Position Title:</b>	Director, Scheduling, Examinations & Convocation
<b>Position Grade:</b>	USG 11
<b>Department:</b>	Registrar's Office
<b>Reports to:</b>	Associate Registrar, Records & Systems
<b>Jobs Reporting:</b>	Examinations & Scheduling Specialist; Scheduling Specialist; Scheduling Specialist & Examinations Assistants (2)
<b>Date:</b>	May 31, 2006
<b>Position No:</b>	00002269

### General Accountability

The Director, Scheduling, Examinations & Convocation, reports to the Associate Registrar, Records & Systems. In this capacity, the incumbent is expected to apply her/his business area expertise to analysis of computerized student information software as well as the development of business processes to accommodate the University's requirements for administering policies and procedures managed by these systems. S/he takes a leadership role in systems development related to the scheduling of classes and examinations as well as the management of room assignment. The incumbent supervises and manages the staff that support scheduling and examination activities, directing analysis of room requirements to support reports of classroom needs to the Associate Registrar, Records & Systems as well as to the Registrar and Associate Provost, Academic and Student Affairs. S/he also administers examinations as well as the physical arrangements for convocation ceremonies.

### Nature and Scope

The Registrar's Office provides academic support services for a number of functions on behalf of the University. These include student recruitment, publications, undergraduate admissions, student registration, course and examination scheduling, student financial assistance programs and scholarships, academic records, examinations, grade reporting, transcript production.

This position is one of five positions reporting directly to the Associate Registrar, Records & Systems. The incumbent must maintain a close working relationship with all management personnel in the Registrar's Office, and those members of the academic community who are responsible for class and examination scheduling, and management of space utilization.

Creating the Schedule of Classes, managing room assignment and scheduling final examinations are highly complex and campus-wide activities. Direction of these complex tasks require particular interpersonal talents in addition to a thorough understanding of all the interactive components of the computer systems involved in order to assist a large contingent of academic representatives who oversee these functions for their various departments. The incumbent must also maintain a working relationship with the undergraduate Associate Deans and Timetable Representatives to provide solutions to problems related to creation of the Schedule of Classes, room assignment and examination scheduling. Responsibilities also include event management, administration of the university's centralized examination schedule as well as administration of the physical arrangement and staffing for Convocation.

Reporting directly to the Director, Scheduling, Examinations & Convocation are the:

- Scheduling & Examinations Specialist, responsible for all aspects of course scheduling, classroom booking, examination administration and maintenance of such information on appropriate university and Registrar's Office websites. S/he also provides functional analysis of scheduling-related applications on the Student Information System Project (SISP) team. The incumbent also provides functional supervision of the Scheduling & Examinations Assistant and assistance at convocation.
- Scheduling & Examinations Assistant, responsible for all aspects of course scheduling and academic event management.

The incumbent may spend approximately 20% of her time as a member of the SISP team. In this capacity, s/he will participate in a wide range of activities related to the collection of user requirements at departmental, faculty and institutional levels, the development of operational procedures, functional design documentation and the testing of application software. The Director, Scheduling, Examinations & Convocation is expected to apply her expertise in scheduling, room assignment and event management to evaluate new software, analyze upgrades, fixes and patches of the application software. The incumbent will participate in the development of business processes to accommodate the University's requirements for administering policies and procedures managed by computerized student information systems.

The incumbent is responsible for the ongoing overall coordination and maintenance of the Schedule of Classes which requires regular communication with faculty Timetable Representatives and the coordination of large amounts of data to support this process including student requests for courses, enrolment, times and rooms. These data provide the basis for the university's fixed timetable as well as the AdAstra room booking software. In order to manage these activities, the incumbent must have an in-depth understanding of the Schedule of Classes, of time-tabling policies and procedures, Instructor/Advisor tables and AdAstra room assignment system as well as the online procedures used to accurately maintain these data.

The online enrolment processes are put into operation once the course timetable has been finalized. Approximately 20% of enrolment activity is handled by staff in the Registrar's Office. However, enrolment activity for roughly 12,000 students is handled via the interactive web facility, Quest. Because the student client base is accessing the Schedule of Classes data from remote sites, it is imperative that the complex nuances of class scheduling are accurately reflected in the Schedule of Classes.

The Director, Scheduling, Examinations & Convocation is responsible for the assignment of graduate and undergraduate classes into all rooms allocated to the Registrar's Office known as generalized classroom space. The Director, Scheduling, Examinations & Convocation is required to have a sound familiarity with the Registrar's Classroom Inventory in order to work effectively with the management- and decision-making tools provided by the online AdAstra Scheduling system to achieve optimal use of available space and provide statistics, special reports and other activities necessary to support space utilization and planning functions. Coordinating the classroom requirements for both undergraduate and graduate classes requires a high degree of organization and tact to meet the requirements of each sector while keeping to the tight schedule demanded for integration of this activity. In this capacity, the incumbent chairs

both the Graduate and Undergraduate Timetabling Committees to decide on the optimal allocation of large classes into suitable home rooms prior to running the classroom assignment optimization application.

The Director, Scheduling, Examinations & Convocation works closely with the Associate Provost, Academic and Student Affairs and the Associate Vice-President, Learning Resources & Innovation to ensure that appropriate support is available to provide the equipment and facilities necessary to maintain the University's high teaching standards. S/he must have a keen awareness of teaching developments and needs, space utilization standards and enrollment trends in order to provide a sound strategic basis for the decisions she affects with regard to current space-related issues such as classroom upgrades/renovations/additions to the classroom inventory.

Final examinations occur at the end of each four-month academic term. The Director, Scheduling, Examinations & Convocation is responsible for recommending examination policies and for the direction of the development of a final examination schedule for each term using the complex Syllabus Plus software system. This involves overseeing the collection and integration of pre-slotting requests from academic units before the computerized examination-scheduling program is run. S/he must also maintain an effective working relationship with associate deans in resolving university-wide problems related to examination scheduling.

Once the examination schedule is produced, the Director, Scheduling, Examinations & Convocation manages all aspects of proctor duties for relief examinations and administers the process whereby scheduled examination proctors and presiding officers are assigned and examination masters are collected and prepared for printing. The incumbent is responsible for the administration of final examinations including overseeing staffing arrangements, training, examination facility preparedness (i.e. Physical Activity Complex, Math and Computer, Ron Coutts Hall, Davis Centre), **secure** examination printing and delivery.

The Director, Scheduling, Examinations & Convocation, initiates, either directly or indirectly, all necessary communications prior to and following each term's exams. Any procedural changes will be made by the incumbent and communicated to those affected by the change. Arrangements must be made prior to the exam period with Athletics, Plant Operations and Central Stores to ensure the proper physical set-up and tear-down of each exam location. ~~S/he ensures that all signs and supplies have been properly placed at each exam location.~~ Subsequent communication with Associate Deans may be required to rectify problems that occur during examinations.

The incumbent is responsible for the co-ordination of all physical arrangements and staffing related to the Spring and Fall Convocation ceremonies. The arrangements include liaison with staff in the President's Office, the Secretariat, Plant Operations, Central Stores, The UW Shop, the UW Police, the Registrar's Office, the Graduate Studies Office, faculty members and professional musicians. These public events are highly profiled and require critical attention to timing to ensure that students and their families enjoy the celebration of their graduation from the University of Waterloo.

The Director, Scheduling, Examinations & Convocation is responsible for ensuring the timely and accurate update of scheduling information on the web which includes the Schedule of Classes and the Final Examination Schedule including important information pertaining to conflicts, cancellations etc.

The incumbent interacts with Central Stores and Plant Operations personnel to initiate a per term review of furnishings in the Registrar's classrooms inventory. Based on a review of the resulting reports, the Director, Scheduling, Examinations & Convocation ensures that furniture is repaired or replaced as required so that classroom facilities match their description on the electronic room booking system. As a component of this work, the incumbent maintains an accurate online inventory of surplus furniture that is used to accommodate deficiencies. The Director, Scheduling, Examinations & Convocation initiates work requests to estimate replacement furniture costs where there are no surpluses in the furniture inventory. It is necessary for the incumbent to be aware of budget considerations when seeking approval for acquisitions to ensure that budget allocations for the current year are not exceeded. S/he must also respond to specific issues with regard to classroom complaints and take the necessary action to rectify the situation.

The relatively high volume and recurring deadlines of Scheduling activities necessitate a high degree of planning and coordination skill. In addition, strong interpersonal skills are required in order to integrate and prioritize competing jobs that are received from a variety of users. For instance, the incumbent works closely with the Manager, Records & Systems to ensure that the Scheduling and Examination cycle of activities is fully supported by the development group. S/he directs and participates in the preparation of up-to-date guidelines and procedures for Scheduling staff for effective use of the complex computerized systems that support the management of class scheduling, room assignment and examination scheduling.

### **Specific Accountabilities**

- functional analysis of scheduling-related applications on the Student Information System Project (SISP) team
- direction of all aspects in the assignment of generalized classroom space to undergraduate and graduate classes
- direction of all aspects in the development of the university's final undergraduate examination schedule and administration of final examinations
- administration of all physical arrangements for Convocation ceremonies as well as staffing and preparation of detailed instructions for all Registrar-staffed positions
- supervision of staff related to preparation, establishment and maintenance of necessary web- and hard copy-based communication with faculty timetable representatives and departmental academic advisors regarding preparation of the university's Schedule of Classes
- administration of the Schedule of Classes and Instructor/Advisor tables in the university's Student Administration System which serves several other departments such as Institutional Analysis and Planning in addition to the timetable and online enrolment functions
- coordination of Scheduling jobs with the Manager, Records & Systems to support timetable and examination scheduling activities
- direction and participation in the preparation of up-to-date guidelines and procedures for using the related computerized systems which support the management of scheduling of courses, rooms and exams
- direction for the general maintenance of generally-assigned classrooms and administration of the furniture inventory for generally assigned classrooms
- space utilization analysis including modeling changes in classroom requirements due to changing enrolments and facilities, input to the planning of classroom construction, upgrades, renovations, and utilization as well as analysis pertaining to current or proposed time tabling or exam scheduling issues

The Director, Scheduling, Examinations & Convocation is called upon from time to time by the Associate Registrar, Records & Systems to undertake special projects and tasks.