

Job Description

Job Title:	Software Engineering Program Manager
Department:	Electrical & Computer Engineering and School of Computer Science
Reports To:	Director, Software Engineering Program
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	September 2022

Primary Purpose

Software Engineering is a VPA (Vice-President Academic) program offered jointly by the Department of Electrical and Computing Engineering and the David R. Cheriton School of Computer Science. Outside of the program manager, there is no additional support staff dedicated to the Software Engineering program, and as a result, a large number and range of responsibilities are delegated to this position.

The program manager enhances the quality of students' experience and is essential in their success, retention, and persistence. They are additionally responsible for the day-to-day operation of the Software Engineering program including budgeting and financing related to student society, scheduling of courses and exams, and program administration.

Because Software Engineering is a joint program, the program manager must coordinate and collaborate with instructors and staff from various programs and units across campus

Key Accountabilities

Program Management

- Support the director in overall management of the undergraduate program by providing background information, research, advice, administrative support and reporting anomalies
- Collaborate with director and associate director to determine admissions criteria for students being readmitted to the program
- Monitor enrollment to ensure students are in the correct courses each term to meet degree requirements
- Verify students have met degree requirements and approve graduation eligibility
- Plan and implement retention initiatives and activities to improve retention outcomes and the student experience
- Analyze students' academic progression and academic standing at the start of each term and generate academic decision codes for the Registrar's Office along with transcript text
- Identify students who qualify to write supplemental exams; approve their registration form; monitor their performance; notify the registrar's office if they pass/fail and any updates to their academic standing
- Collect and archive Verification of Illness Forms and notify instructors of receipt
- Reference letters for students and alumni: gather, organize, and fact-check information; prepare draft for director's review and signature.
- Analyze midterm grades for first year students and reach out to those in jeopardy of failing the term to discuss options and resources
- Assess students' academic record to determine if they meet the criteria to participate in UW Exchange and endorse their applications in Passport

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- Arrange course evaluations, and communicate with Math Undergraduate Office to ensure they are critiquing the correct courses
- Monitor the submission of grades to the Registrar's Office and follow-up as appropriate
- Organize events for students, including but not limited to "What I wish I knew in 1B", graduation reception, and Fourth Year Design Symposium
- Reference letters for students and alumni: gather, organize, and fact-check information; prepare draft for director's review and signature.
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Student Advising

- Identify students in crisis and advise on available academic options to help manage workload and personal support services (e.g. Counselling Services, Cooperative Education and Career Action, Accessibility Services)
- Interpret and apply regulations, procedures, and policies for students to provide advice on more complex program and advising related problems
- Advise students about alternatives, limitations, and possible consequences of academic decisions pertaining to course selection or program decisions
- Authorize course substitutions in consultation with the director and associate director
- Monitor students' academic progress and provide outreach/academic counselling to students who are in jeopardy of failing
- Summarize and document advice given to each student to ensure continuity and consistency

SE Society Advisor

- Act as an advisor to the recently formed SE Society, which is a representative body for approximately 500 students
- Maintain clear, transparent communication with the student body regarding funding allocations and procedures
- Advise and contributes to the strategic development, implementation, and oversight of services and programs in support of the Society's mission, values, vision, and long range plan
- Advise on the feasibility and implications of implementing members ideas, initiatives, and decisions

Student and Alumni Engagement, Communications and Outreach

- Create and maintain information on the Software Engineering website
- Consult with the ECE wellness coordinator to organize student-focused wellness events
- Create a consolidated calendar in LEARN showing due dates for the graded components of all courses each term
- Note decline in students' performance and conduct wellness check in
- Create and post Class Prof Hour schedule and encourage students to attend
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- Foster ongoing relationship with graduating students and alumni to support current students through alumni mentorship, particularly for minority groups
- Plan alumni specific events as well as engage their participation in current student events such as the Fourth Year Design Symposium, orientation lunch, and the annual SE BBQ

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Scheduling Courses/Exams and Enrollment

- Create the undergraduate course timetable for Software Engineering including classroom assignments according to Registrar guidelines
- Collect and maintain data on scheduling constraints, build course combinations and manage accordingly

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- Monitor and adjust enrolment reserves and capacity for Software Engineering core courses which may be taught by various departments across campus
- Forecast course demands and communicate with departments across campus to create course combinations
- Communicate with the English Department and the Communication Studies department to ensure they reserve enough space for Software Engineering students in their courses and to that the courses will be conflict free
- Manage block enrollment process
- Represent Software Engineering at the University Timetabling Committee and report back to the Director
- Coordinate the midterm and final examination schedule with Electrical & Computer Engineering, Computer Science, Statistics, the Math Undergraduate Office, and the First Year Engineering Office, etc. to avoid time conflicts
- Liaise with Registrar's office on an ongoing basis in relation to the construction of the master university timetable

Coordinate Calendar Revisions

- Coordinate and compile information related to program requirements and course descriptions for reporting to the SE Curriculum Committee
- Communicate and consult with Software Engineering Director to facilitate coordination among relevant academic units
- Update Software Engineering course catalog and program section of the Undergraduate Calendar
- Prepare department submissions for approval by FUGS and UAC
- Attend and participate in Undergraduate Curriculum Committee meetings
- Update class webpages to reflect relevant calendar revisions
- Determine which cohorts will be impacted by the changes and update the appropriate academic advisement templates

Special Projects

- Manage or participate in special projects as they arise
- Participate in the preparation of accreditation reports, such as for CEAB or IQAP.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent combination of education and experience will be considered

Experience

- 3 to 5 years of progressive experience performing duties related to the above-mentioned key accountabilities, including demonstrated experience providing sound academic advice and interpreting academic policy
- Experience using Quest, OAT, EngAdvisor, DCU, and LEARN preferred

Knowledge/Skills/Abilities

- Demonstrated skill in providing outstanding student services and promoting student success and wellness
- Demonstrated ability to interpret policies and regulations

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- Strong communications skills, including discretion, judgement and diplomacy
- Ability to successfully collaborate with a variety of diverse professionals and students
- Excellent planning, logistical and organizational skills
- Ability to manage competing priorities
- Self-motivated, takes initiative with a proactive approach to problem-solving
- Knowledge of post-secondary curriculum, academic requirements and admission regulations; knowledge of the Software Engineering curriculum, academic requirements, and admission regulations is preferred
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Nature and Scope

- **Contacts:** School of Computer Science, Electrical and Computer Engineering, Registrar's Office, Engineering First Year Office, Cooperative Education and Career Action, AccessAbility Services, Student Success Office, Counselling Services, Scheduling Office, Math Undergraduate Office, of Statistics, English Department, Communication Studies, Student Finances, Marketing and Undergrad Recruitment, Engineering Exchange Coordinator, Marketing and Communications, ECE Wellness Coordinator, Engineering Teaching and Learning, Creative Services, and Catering and Event Services. Externally, this position interacts with future students, parents of current and future students, alumni, and industry.
- **Level of Responsibility:** Multi-faceted role that engages a lot of support units on campus. Must have strong understanding of academic rules/regulations and strong understanding of integrated marketing and communication strategies to support day-to-day decision making.
- **Decision-Making Authority:** The incumbent's decisions directly impact the quality of advising and student services and requires the incumbent to make important decisions on short notice in order to solve urgent matters of varying complexity. The incumbent must be able to assess situations to make decision, envision consequences beyond immediate issues, and make discretionary judgments that fall outside the scope of established academic rules/regulations. Evaluates effectiveness, recommends improvements or changes to operational procedures. Uses forecasting skills, versatility and initiative in proposing and reacting to policy and procedural changes. Recommends changes to student affairs practices.
- **Physical and Sensory Demands:** Exposure to a fast-paced service-oriented environment with constant interruptions, the need to juggle competing priorities, and changing needs. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele.
- **Working Environment:** Flex position with regular working hours, some evening work and occasionally weekend work. Possible exposure to disagreeable situations and people who are upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact.