

Job Description

Job Title:	Programmatic Assessment Manager
Department:	School of Pharmacy
Reports To:	Administrative Officer
Jobs Reporting:	Administrative Coordinator, Assessment
Salary Grade:	USG 10
Effective Date:	March 2019

Primary Purpose

This position is primarily responsible for the development, operationalization and implementation of the School of Pharmacy's Programmatic Assessment Plan, which includes establishing benchmarks and developing tools for assessing outcomes. The Programmatic Assessment Manager is also responsible for managing the Institutional Quality Assurance Process (IQAP) for Pharmacy programs at both the undergraduate and graduate levels. This involves managing the cyclical review of academic programs, proposals for new programs and reporting of program major modifications. Included in the Quality Assurance Process is managing the accreditation of the School's PharmD program through the Canadian Council for the Accreditation of Pharmacy Programs (CCAPP).

The Programmatic Assessment Manager reports to the Administrative Officer and takes academic direction and is accountable to the Programmatic Assessment Officer. The position is supported by the Administrative Coordinator, Assessment.

Key Accountabilities

Oversee the Development, Operationalization and Implementation of the Programmatic Assessment Plan

The Programmatic Assessment Manager will:

- Develop, enhance, finalize and maintain the Programmatic Assessment Plan that includes establishing benchmarks and tools to measure performance against internal and external (e.g. Accreditation) standards
- Using assessment results as a guide, suggest modifications to the Plan that guide continuous improvement processes and ensure continuing compliance with accreditation standards. Excellence in programmatic assessment and ongoing maintenance of the Programmatic Assessment Plan is a requirement for accreditation of the undergraduate PharmD degree.
- Disseminate results that arise from program evaluation and assessment; this requires incumbent to establish and nurture strong partnerships and relationships with faculty and teaching staff in the School of Pharmacy given the sensitivity of the results
- Develop Standard Operating Procedures for maintenance of all aspects of the Plan (e.g. SOP for the yearly evaluation of midpoint assessments)
- Lead the development and implementation of a variety of formative and summative assessments (e.g. graduating student survey, alumni survey, employer survey, relevant focus groups, midpoint exam) including coordinating assessment tool use and analyzing and reporting results

Job Description



- Manage the continuous improvement cycle based on the results of programmatic assessment and Assessment Committee directives
- Develop, maintain and update evaluation databases
- Prepare periodic statistical and analytical reports on curricular outcome measures
- Develop and implement global and curriculum evaluation plans to ensure defined educational and strategic outcomes are met
- Manage the PharmD curricular mapping activities that relate to programmatic assessment and accreditation including ongoing relevant development of the database, reporting and mapping course objectives to NAPRA competencies and AFPC outcomes
- Develop assessment tools and strategies
- Write evaluation questions, select appropriate methods, apply appropriate analytic techniques
- Liaise with individuals in similar positions in other units and institutions (e.g., AFPC's Program Evaluation and Assessment Special Interest Groups)
- Serve as a key member of the Assessment and Curriculum committees

Accreditation

The Programmatic Assessment Manager will:

- Organize, plan and prepare documentation for cyclical reviews of the undergraduate and graduate programs
- Coordinate site visits

Student and Teacher Evaluation

The Programmatic Assessment Manager will support the Programmatic Assessment Officer and the Pharmacy Teaching Fellow to:

- Establish processes for continuous assessment of teaching and learning.
- Develop an algorithm to identify those requiring both peer and student teaching evaluation
- Develop and implement a comprehensive strategy for assessment of teaching
- Oversee the student evaluation process

**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

- Graduate degree in education, psychology or a related field required; equivalent education and experience will be considered
- PhD in Educational Measurement and Evaluation preferred

Experience

- Minimum of three years' experience in programmatic evaluation and assessment required; course and curriculum design experience preferred
- Training and experience with program evaluation, collection and interpretation of qualitative data, the alignment of curriculum/instructional design with assessment methods, and learning theory required

Job Description



- Experience in research methods — quantitative, qualitative, and mixed approaches to facilitate the development of appropriate methods to generate the type of data needed to answer evaluation questions required
- Experience in personnel management, including experience in developing and maintaining senior-level relationships required
- Excellent interpersonal skills to engage and motivate faculty and teaching staff to participate in assessment activities together with experience building and working within collaborative environments required

Knowledge/Skills/Abilities

- Exceptional communication skills with demonstrated judgment, tact and diplomacy, including demonstrated ability to influence without authority
- Exceptional time management and organization skills required
- Ability to proactively anticipate challenges and show initiative in resolving issues
- Advanced knowledge of database management and programming in Microsoft Access, with intermediate knowledge in other Microsoft products
- Survey and focus group design/administration (Google forms, Qualtrics, Survey Monkey) and stats (R, SPSS, etc.) software experience preferred

Nature and Scope

- **Contacts:** The Programmatic Assessment Manager works closely with the Programmatic Assessment Officer, the Associate Director, Curriculum, the Associate Director, Graduate Studies & Research, the Teaching Fellow and the Administrative Officer; Pharmacy Assessment and Curriculum committees; Pharmacy faculty, staff and students
- **Level of Responsibility:** Demonstrated ability to influence without authority; developing and coaching others
- **Decision-Making Authority:** Demonstrated judgment, tact and diplomacy; demonstrated ability to work well independently and in teams in a fast-paced environment that demands superior problem-solving capabilities; ability to proactively anticipate challenges and show initiative in resolving issues
- **Physical and Sensory Demands:** attention to detail
- **Working Environment:** office based, possibly some evening or weekend responsibilities