Job Description

Job Title:	Quality Assurance Coordinator
Department:	Quality Assurance Office
Reports To:	Director of Quality Assurance (Academic Programs)
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	February 2021

Primary Purpose

To implement and support quality assurance initiatives and activities related to the University's Institutional Quality Assurance Process (IQAP) under the Ontario Universities Council on Quality Assurance (Quality Council).

Responsible for supporting the Quality Assurance (QA) Office by assisting with internal processes and communications related to: undergraduate and graduate development (planning, execution and reporting) of new academic programs (degree and non-degree); scheduled cyclical program review (CPR) of existing academic (degree and non-degree) programs; and major modifications to existing programs.

Key Accountabilities

Quality Assurance Communications & Relationship Building
- Establish and maintain communication with the Chair/Director and their administrative staff for each academic program undergoing cyclical review
- Develop and nurture working relationships with the Graduate Studies and Postdoctoral Affairs (GSPA), and academic support units involved with the IQAP (e.g., IAP, CTE, CEE, Library, CEL, Space Planning, RO, HREI, Accessibility, Academic Integrity etc.).
- Organize two annual presentations: 1) for programs about to undergo a cyclical review, and 2) an information session for people preparing to develop new programs
- Coordinate separate, smaller workshops based on key components of the self-study (e.g., data analysis, learning outcomes and curriculum maps, etc.) with Institutional Analysis and Planning (IAP), Centre for Teaching Excellence (CTE), Graduate Studies and Postdoctoral Affairs (GSPA), etc. as required
- Maintain and update the IQAP internal document sharing websites (i.e., SharePoint, MS Teams)
- Maintain and update the Academic Program Review website
- Engage in awareness building and the promotion of IQAP activities to campus, as needed
- Participate in annual Quality Council (QC) Key Contact meetings to network with QA colleagues at other universities and participate in relevant QA information sessions and/or workshops

Support Cyclical Program Reviews, New Program Proposals and Major Modifications
- Liaise academic support units supporting quality assurance work (e.g., IAP, Space planning, CTE, CEE, Library, CEL)
- Prepare and populate the Self-Study template for each CPR with data provided by IAP, and update data in templates after June convocation each year
- Assist programs with completion of the institutional templates/reports for the cyclical review process (i.e., Self-Study Volumes I,II, III) and new program proposals
- Provide critical feedback on drafts and final versions of Self-Study reports

- Based on information provided in Volume III, research and rank potential external reviewers to be invited to participate in site visits to evaluate our academic programs
- Assist with logistics of site visits and liaise with the program and external reviewers, as needed, to prepare the site visit itinerary
- Assist with the preparation and/or revision of Final Assessment Reports
- Coordinate and participate in meetings with academic programs, in collaboration with representatives from IAP, to answer any questions programs may have about the cyclical review process

Monitoring and reporting on Quality Assurance activity
- Regularly update tracking spreadsheets (e.g., CPRs, major modifications) and other tracking documents, as needed
- Ensure documentation required annually by the Quality Council (QC) is collated and submitted to the QC (i.e., list of major modifications and Final Assessment Reports)
- Assist with the preparation and submission of the annual Accountability Status Report to the Board of Governor's
- Update the CPR schedule on the [Academic Program Review website](#)
- Maintain records for all QA activities referred to in the [Institutional Quality Assurance Process (IQAP)](#)

Coordinate internal approval of Final Assessment Reports and Two-Year Progress Reports
- Ensure internal sign-off by Chairs/Directors, Deans and senior administrators on Final Assessment Reports and Two-Year Progress Reports
- Move Final Assessment Reports and Two-Year Progress Reports through Senate Undergraduate Council and Senate Graduate and Research Council (and/or review committee) as appropriate
- Coordinate any required revisions of the reports with the program and the secretaries of Senate Undergraduate Council or Senate Graduate and Research Council
- Monitor and record when Final Assessment Reports and Two-Year Progress Reports are approved by Senate

Communicate CPR and Two-Year Progress Reports cycles
- Notify programs of up-coming cyclical program review (CPR)
- Notify programs of up-coming Two-Year Progress Report deadline for new and existing programs
- Follow-up with programs to complete Two-Year Progress Report

*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 in a relevant discipline (e.g., Public Administration, Rhetoric and Communication, Education or similar disciplines) or equivalent experience.
- Master's degree preferred

Experience
- Experience in the post-secondary education sector, and knowledge of the University's academic and support units

- Minimum 3-5 years in an administrative or project support position

Knowledge/Skills/Abilities
- Well-honed communication skills, both written and verbal, with outstanding attention to detail
- Strong organizational skills, ability to prioritize tasks, and work to internal and external deadlines
- Able to monitor and follow-up on a large volume of complex tasks
- Excellent interpersonal skills
- Comfortable with engaging in cross-functional teams and working on multiple projects
- Able to work with high level of independence
- High level of technological proficiency and data management using MS Office products, WMCS or website maintenance, and SharePoint

Nature and Scope
- **Contacts:** Works closely with the Director, Quality Assurance (Academic Programs), administrative assistants in offices of the Associate Vice-President, Academic and Associate Vice-President Graduate Studies and Postdoctoral Affairs Office, department Chairs and program Directors and with Associate Deans of Undergraduate and/or Graduate Studies in each Faculty
- **Level of Responsibility:** This position supports the quality assurance process for academic programs at the University of Waterloo
- **Decision-Making Authority:** The Coordinator knows when it is appropriate to refer program review decisions to the Director, Quality Assurance (Academic Programs).
- **Physical and Sensory Demands**: Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an administrative position. Will work in an office environment, and conduct meetings across campus as well as occasional travel for professional development. Nature of responsibilities will sometimes require work in evenings and weekends.