Job Description

**Job Title:** Quality Assurance Coordinator

**Department:** Office of the Associate Vice-President, Academic

**Reports To:** Director, Quality Assurance (Academic Programs)

**Jobs Reporting:** None

**Salary Grade:** USG 7

**Effective Date:** January 2018

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**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 development (planning, execution and reporting) of new academic programs (degree and non-degree), the scheduled cyclical review of existing academic (degree and non-degree) programs, and major modifications to existing programs.

**Key Accountabilities**

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**Quality Assurance Communications**
- Establish and maintain communication with the Chair/Director and their administrative staff for each academic program undergoing cyclical review
- 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 website (i.e., SharePoint)
- Maintain and update the Academic Program Review website
- 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

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**Support Cyclical Program Reviews, New Program Proposals and Major Modifications**
- Liaise with academic support units supporting quality assurance work (e.g., IAP, Space planning, CTE, Cooperative Education and Career Action, Library, Centre for Extended Learning)
- Assist programs with completion of the necessary templates/reports for the cyclical review process (i.e., Self-Study Volumes I,II, III)
- Provide critical feedback on drafts and final versions of Self-Study reports
- Research and suggest ranking of potential external reviewers to be invited to participate in site visits to evaluate our academic programs, and assist with logistics of site visits as may be necessary
- Assist with the preparation and/or revision of Final Assessment Reports, as needed
- Attend meetings with representatives from IAP to answer any questions academic programs may have concerning the cyclical review process

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**Monitoring and Reporting on Quality Assurance Activity**
# Job Description

- Update tracking spreadsheets and other tracking documents as needed
- Ensure documentation that is required annually by the Quality Council (QC) is collated and submitted to the QC (i.e., list of major modifications and Final Assessment Reports)
- Maintain records for all QA activities referred to in the Institutional Quality Assurance Process (IQAP)

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<tr>
<th>Coordinate and Liaise with Internal Reviewers (and/or internal review committee) for Two-Year Progress Reports and Final Assessment Reports</th>
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<tbody>
<tr>
<td>Maintain a list of potential internal reviewers from Senate Undergraduate Council and Senate Graduate and Research Council (and/or review committee)</td>
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<td>Recruit internal reviewers</td>
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<tr>
<td>Coordinate revisions of reports with the internal reviewers, the program and the secretaries of Senate Undergraduate Council or Senate Graduate and Research Council</td>
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<th>Tracking Final Assessment Reports and Two-Year Progress Reports</th>
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<tr>
<td>Notify academic programs of up-coming Two-Year Progress Report deadline</td>
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<td>Follow-up with programs to complete Two-Year Progress Report</td>
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<tr>
<td>Ensure internal sign-off by Chairs/Directors, Deans and senior administrators on Final Assessment Reports and Two-Year Progress Reports</td>
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<tr>
<td>Support the passage of Final Assessment Reports, Two-Year Progress Reports and new program proposals through Senate Undergraduate Council or Senate Graduate and Research Council and Senate</td>
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## Required Qualifications

### Education
- University degree in Political Science, Public Administration, Rhetoric and Communication or similar disciplines, or equivalent combination of education and 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 tasks
- Excellent interpersonal skills
- Comfortable with engaging in cross-functional teams and working on multiple projects

## 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.
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- **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.