

Job Description

Job Title:	Student Information Specialist
Department:	Science Undergraduate Office
Reports To:	Manager, Academic Advising – Science Undergraduate Office Functionally reports to Associate Dean of Science, Undergraduate Studies
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	May 2018

Primary Purpose

This position is primarily responsible for tracking and analyzing information related to Science students, including admissions, matriculation, academic progression, and graduation for the purpose of teaching, learning, and administrative strategic planning for undergraduate studies in the Faculty of Science. Information projects will be initiated in consultation with senior Faculty of Science administrators. Student focused activities will include Policy 71 administration, midterm and test scheduling support, production of web and student communications, and information support to Science academic advisors.

Key Accountabilities

Science Information Analytics (approximately 50% of position)

- Works with the associate deans, undergraduate studies, student relations, international programs, and computing/co-op to track and analyze Science undergraduate information, including:
 - Policy 71 Science data
 - Science enrolment and student performance data
 - Admissions information (e.g. Ontario Secondary School (OSS) grades)
 - Faculty-relevant survey data (e.g., National Survey of Student Engagement) from Institutional Analysis and Planning (IAP) and Marketing and Undergraduate Recruitment (MUR)
 - Academic review data for Dean of Science Office programs
 - Course evaluation data
 - Special data requests as capacity permits (e.g. CTE grant proposals)

Policy 71 Data Management (approximately 35% of position)

- Administers Policy 71 activity:
 - Initiate and maintain an individual file for Science students involved in a Policy 71 allegation
 - Liaise with Registrar's Office (RO) to issue and remove UR (under review) grades and suspension notes as required
 - Liaise with the associate dean, undergraduate studies, and the associate dean, student relations, to prepare, issue and distribute allegation letters and discipline summaries
 - Collect investigation information, including conducting some interviews
 - Update the Campus Incident System (CIS) database with all case details, and maintain a secure internal database
 - Co-ordinate registration of students into academic integrity workshops
 - Maintain up-to-date allegation and summary letter templates
 - Distribute files to other Faculties when cases involve students from other departments or when Science students with files move into other Faculties
 - Follow-up on outstanding resolution items (each term)

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- Compile term and annual statistics related to Policy 71
- Maintains records on Policy 33 (Ethical Behaviour) and Policy 42 (Prevention and response to Sexual Violence) allegations, Policy 70 (Student Petitions and Grievances) grievances, and Policy 72 (Student Appeals) appeals of grievance and discipline decisions
- Works with the Office for Academic Integrity to educate Science students on plagiarism, cheating, and other academic integrity topics with a goal of decreasing the number of Policy 71 infractions over time

Support to SUO academic activities (approximately 15% of position)

- Maintains in-depth and current knowledge of Science, regarding:
 - undergraduate curriculum and academic requirements for all programs
 - admissions regulations and practices
 - student relevant regulations and University policies
 - disciplines relevant to Science students
 - support resources available to students, both within and outside the Faculty/University
- Applies institutional record keeping practices to SUO electronic and paper records (e.g., verification of illness forms [VIFs] and ASIS [(Advising Student Information System)], or equivalent notes)
- Co-ordinates Science midterm and test scheduling with departmental contacts and associate chairs, employing analogous methods used for final exam scheduling
- Assists with new student block enrolment activity
- Maintains accurate program advisement templates with Science academic advisors and RO staff, updating and verifying each year
- Confirms and updates academic progression rules for all Science programs
- Helps develop content for 'Current Students' webpages with Student Engagement Officer
- Evaluates student engagement and satisfaction through the development and implementation of an annual survey
- Maintains SUO manuals and documentation
- Participates and votes in Science Undergraduate Studies Committee (SUSC) meetings

Required Qualifications

Education

- Undergraduate degree, Bachelor of Science an asset, or related educational background in study design and quantitative analysis, qualitative analysis background an asset

Experience

- Three to five years of experience in data analysis and report writing, university, post-secondary education sector experience an asset

Knowledge/Skills/Abilities

- Proven ability to deliver timely, accurate, comprehensible, professional-quality data analytical reports
- Aptitude for presenting data analytics in an efficient, effective and easily understandable way to a wide variety of audiences and users and with the use of numerous reporting formats and web technologies
- Highly proficient with MS Word and PowerPoint, with advanced proficiency in Excel with the ability to use complex data functions, e.g. pivot tables, vlookup
- Excellent strategic thinking, sound judgement, tact, diplomacy, ability to manage confidential and sensitive issues, interpersonal, organizational, and communication skills
- Demonstrated ability to make independent decisions and solve problems
- Knowledge of research-related post-secondary issues, such as student success; student satisfaction, retention, and engagement; and student enrollment patterns and trends

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- Proven ability to manage a large volume of work, conflicting priorities, and deadlines
- Proficient with University and Science rules and regulations, undergraduate curriculum, and admissions requirements
- Proficient with student needs and concerns and committed to student engagement and success

Nature and Scope

- **Contacts:** Communicates with Science students, staff, faculty, associate deans, and colleagues in the SUO, and academic support units such as RO, Co-operative Education and Career Action, Student Success Office, Student Service Centre, and AccessAbility Services. Uses strong communication skills (written and oral), which are required, including clarity, diplomacy, and tact. Possesses ability to work independently and as part of a team.
- **Level of Responsibility:** The position has defined duties and responsibilities, is expected to work both as part of a team and with minimal supervision, and provide guidance to others, including academic advice to students.
- **Decision-Making Authority:** Makes independent decisions regarding data analysis and student advice. Has signing authority for approval of academic program changes, course changes, and petitions.
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment with deadlines, changing priorities, and large volumes at various times throughout the year.
- **Working Environment:** Exposure to conditions typical of office work and meetings. Minimal exposure to disagreeable conditions typical of an academic advisor and one where it is necessary to convey negative or unwelcome information to students. Interactions with people who are upset or angry; with people who have mental health conditions.