

Job Description

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| Job Title: | Administrative Coordinator, Assessment |
| Department: | School of Pharmacy |
| Reports To: | Programmatic Assessment Manager |
| Jobs Reporting: | None |
| Salary Grade: | USG 6 |
| Effective Date: | November 2019 |

Primary Purpose

The Administrative Coordinator, Assessment provides senior administrative support for the School of Pharmacy's Assessment activities which includes supporting the Programmatic Assessment Manager and Officer, the Assessment Committee, and the joint activities of the Assessment and Curriculum committees. The Administrative Coordinator, Assessment is a key individual in managing data for the purposes of quality assurance, accreditation and programmatic assessment within the School of Pharmacy as it relates to the requirements of the Canadian Council for the Accreditation of Pharmacy Programs (CCAPP), the National Association of Pharmacy Regulatory Authorities (NAPRA), and the Association of Faculties of Pharmacy of Canada (AFPC). The incumbent also provides senior administrative support to the Bridging Program, oversees the on-site Pharmacy Resource Centre, and manages the administration of the on-line test-taking platform used in Pharmacy (in 2016, the School became the first unit on campus to use a third-party on-line platform for test taking (ExamSoft/Examplify)). The Administrative Coordinator, Assessment reports to the Programmatic Assessment Manager and takes academic direction from the Programmatic Assessment Manager, the Programmatic Assessment Officer, the Experiential Coordinator, Bridging and the Pharmacy Liaison Librarian.

Key Accountabilities

Assessment

- Provides senior level administrative support to the Programmatic Assessment Manager and Officer and the Assessment Committee which requires a thorough understanding of the mandate of the position and the Committee; in terms of supporting the Assessment Committee, this includes briefing the Committee Chair, coordinating the preparation for and follow-up to meetings, organizing and scheduling the meetings, preparing agendas, minutes and supporting material and reports to School Council
- Manages data collection and generation of regular and customized ad hoc reports for the purposes of quality assurance, accreditation and programmatic assessment
- Coordinates and prepares the annual midpoint assessment
- Provides support for the implementation of the School's Assessment Plan and continuous quality improvement cycle
- Provides support to joint activities of the Assessment and Curriculum committees as needed
- Undertakes work on special projects as requested by Programmatic Assessment Manager and/or Officer
- Maintains the student support data base where at-risk and struggling students are identified
- Other duties, as assigned

Online Exams

Job Description



- Ensures that exams are appropriately developed and implemented
- Monitors student accounts, sets up courses and instructor accounts each term
- Trains and supports students on the use of Exemplify
- Provides in-class support to students as needed during exams
- Responsible for TA and Proctor training on Exemplify through the TA Training Workshop
- Determines instructors' needs re: Exemplify through the development of surveys (Qualtrix)
- Organizes questions per faculty preference
- Supports TAs and faculty in learning and using Exemplify
- Supports faculty in the processing of grades
- Monitors and responds to issues raised via the Exemplify email account
- Addresses Exemplify Update concerns
- Works with Exemplify vendor to troubleshoot advanced level system inquiries, customization, feedback, test launch and modifications
- Develops and maintains expertise with Exemplify
- Reviews test questions after they are entered by the TA/instructor
- Sends reminders/notices to students about Exemplify, as applicable

Course Evaluations

- Sets up evaluations in EVALUATE (and LEARN for bridging courses) each term
- Advises instructors to inform students and give them in-class time to complete
- Reminds students to complete evaluations (or requests the Hallman Director to do so)
- Monitors evaluations while they are open and troubleshoots problems that arise
- Maintains a detailed tracking spreadsheet
- Provides AD, Curriculum and Hallman Director with metrics on a yearly basis (for both EVALUATE and LEARN)

Bridging Program

- Provides administrative support to the Bridging Program
- Supervises TAs in preparing for the Oral Defense exam sessions
- Reviews rubric submissions for errors/ technical problems
- Assists assessors in resolving technical problems.
- Coordinates assessor payroll
- Undertakes work on special projects as directed by the Experiential Coordinator, Bridging
- Other duties as assigned

Library Resource Centre

- Oversees the Library Resource Centre and gives direction to the Office Assistant in terms of the day-to-day operation of the Library Resource Centre
- Library fines
- Collection inventory
- Attends the Annual Meeting on Circulation Services by main campus Library staff
- Provides Library access for Preceptors, Residents, Co-op Supervisors, Bridging Students, RCCs, Assessors, External TAs
 - Adds accounts for those new to the groups and deletes accounts for those who are no longer continuing, using spreadsheets provided by Pharmacy staff
 - Adds accounts for those new to the groups and delete accounts for those who are no longer continuing, using spreadsheets provided by Pharmacy staff

General School Support

Job Description

- Provides administrative support to the School's Residency Program with the Centre for Family Medicine Family Health Team and tracks residents through this program and the other three programs where Pharmacy provides an academic mentor
- Manages the Undergraduate Course Resource process, including number of TAs (internal and external), Guest Lecturers
- Other duties as assigned

**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 education and experience required

Experience

- 3 to 5 years of experience in an administrative position, with some of that experience in the post-secondary sector
- Experience with on-line exams (preferably Exemplify)

Knowledge/Skills/Abilities

- Ability to handle multiple tasks independently and with minimum supervision
- Well organized with sound judgment and attention to detail
- Ability to complete a high volume of work accurately and to establish priorities and meet deadlines effectively
- Demonstrated ability to handle confidential information
- Intermediate to advanced computer proficiency using MS Office and associated applications, Exemplify; Adobe Reader, Adobe Pro, Adobe Connect, SPSS, Survey Monkey, Camtasia, MS SQL Server; SharePoint
- Ability to accept direction and communicate effectively, conveying information both verbally and in writing;
- Demonstrated strong problem-solving skills
- Demonstrated ability to take initiative and work independently or as a team in a fast paced, highly challenging environment

Nature and Scope

- **Contacts:** Administrative Coordinator & Financial Assistant; Programmatic Assessment Officer; Programmatic Assessment Manager; Associate Director, Curriculum; Experiential Coordinator, Bridging; IT Manager, Technical & Project Support Specialist; Academic Advisor, Undergraduate Administrative Coordinator; Pharmacy Liaison Librarian; Main Campus Library Staff; ExamSoft; undergraduate and graduate students.
- **Level of Responsibility:** This position has specialized work with minimal supervision
- **Decision-Making Authority:** Makes decisions regarding the administrative functions of the position
- **Physical and Sensory Demands:** Minimal physical and sensory demands; considerable work conducted at a computer workstation with demands typical of an administrative position operating within an office environment (interruptions)
- **Working Environment:** office based; regular working hours, some evening/weekend work required; provides support to students in a highly-stressed environment (during exams)