

## Job Description

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<b>Job Title:</b>	Quality Assurance Coordinator – New Programs and Research
<b>Department:</b>	Office of the Associate Vice-President, Academic
<b>Reports To:</b>	Director, Academic Quality Assurance and Continuous Improvement
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	January 2023

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### **Primary Purpose**

The Quality Assurance Coordinator — New Programs and Research (QAC-NPR) reports to the Director, Academic Quality Assurance and Continuous Improvement (AQACI). The Coordinator plays three primary roles: (1) providing in-depth support during the development of new program proposals; (2) Carry out research that will allow the University to make effective use of information gathered during its various AQACI activities to inform institution-wide initiatives and Advancement efforts; (3) To play a supporting role in the AQACI Cyclical Review processes, especially with regard to Final Assessment Reports and Two-Year Reports. Because of the Coordinator’s central role supporting new program ideas, it is expected that they will often be the QACI office member providing support to the cross-functional teams providing support to initiatives chosen for support by the Teaching Innovation Incubator.

### **Key Accountabilities**

#### **Communications & Relationship Building**

- The QAC-NPR must develop and nurture effective working relationships. Among others, with respect to the primary roles listed above, these relationships will include:
  - (1) relevant personnel involved in the development and approval of new programs from other support units (e.g., Graduate Studies and Postdoctoral Affairs (GSPA), Institutional Analysis and Planning (IAP), Space Planning Office, the Centre for Teaching Excellence (CTE), the Centre for Extended Learning (CEL), WatSPEED, Cooperative Education and Experiential Education (CEE), the Library, the Registrar’s Office (particularly MUR), the Teaching Innovation Incubator (TII)) and academic leaders (Chairs, Associate Chairs, etc., including from the AFIW);
  - (2) relevant personnel in units relevant to the research that support quality assurance and continuous improvement (e.g., IAP, Teaching Assessment Processes (TAP)) and the rest of the AQACI team (the Director, Coordinator — Program Review, the AVPA and the AVP GSPA).

#### **Support New Program Proposals and Approvals, and Major Modifications**

- Develop intimate familiarity with the Quality Council Quality Assurance Framework and Waterloo’s IQAP and procedures and Waterloo’s procedures for approval and quality assurance of alternative credentials
- Prepare and regularly update proposal templates for new credit programs. In collaboration with the Director and consultation with other support units as appropriate, prepare materials to facilitate the effective preparation of such proposals
- Act as a first point of contact for those preparing proposals for new programs; acting as a “concierge service”, providing expert advice, connecting them with relevant specialists in other ASUs and in academic faculties at relevant points in the process of preparing proposals and having them approved

- Provide periodically updated environmental scans of labour market trends and analyses to new program proponents for inclusion in the new program proposal. Liaise with IAP about required labour market information for new programs submitted to the Ministry
- Participate as part of the new program team (i.e., IAP, GSPA, AQACI) to review, critique and finalize new program proposals for submission to internal governance committees and externally to the Quality Council
- Provide critical feedback on statements of interest, drafts and final versions of proposal briefs, and facilitate feedback from others on campus as appropriate
- Serve as the AQACI Office representative on cross-functional teams established by the Teaching Innovation Incubator to support particular incubation projects, as assigned by the Director
- When a new program approval process requires external reviewers, research and provide preliminary rankings of potential reviewers recommended by the program developers for approval by the relevant Associate Vice-President (AVP) or designate
- Working with the Administrative Manager and Assistant to the AVPA (AMAA) and new program proponent to coordinate site visits when they are required as part of the new program approval process.
- Coordinate and participate in meetings with academic programs, in collaboration with representatives from IAP, to answer any questions programs may have about the new program approval process
- Review Faculty submissions to Senate Undergraduate Council (SUC) and Senate Graduate and Research Council (SGRC) to ensure accuracy of categorizations of changes as new programs or as Major or Minor modifications of existing programs
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### **Monitoring and reporting on New Program and Major Modification activity**

- Update tracking spreadsheets (e.g., Major Modifications) and other tracking documents
- Maintain and update the IQAP internal document sharing websites for new programs (e.g., SharePoint, MS Teams);
- Maintain and updated the Academic Program Review website and the Undergraduate Academic Programming Website in general. In particular, update the new program and major modification portions of the Academic Integrity Website and coordinate with the QAC-PR to ensure that the FAR and 2 Yr Report sections are up to date.
- In collaboration with the QA-PR and the AMAA, maintain records for AQACI activities as required by the IQAP, QAF audit requirements, or other internal University records requirements

### **Coordinate internal approval of Final Assessment Reports and Two-Year Reports**

- Upon receipt of External Assessors' reports for new programs, assist with the preparation and/or revision of the proposal brief
- In a timely way, notify programs of upcoming deadlines for Two-Year Progress Reports; follow up with programs as necessary to ensure completion of Two-Year Progress Reports
- Coordinate the approval processes for Final Assessment Reports and Two-Year Progress Reports, including: Ensuring internal sign-off by Chairs'/Directors, Deans and senior administrators; review by Senate Undergraduate Council (SUC) or Senate Graduate and Research Council (SGRC) and Senate as specified in the IQAP
- Coordinate with programs as final assessment reports and two-year reports go through UWs internal governance, including but not limited to: securing a program rep to speak at SUC/SGRC, preparing programs for questions that may arise at SUC/SGRC, coordinating required revisions; and providing them with the final approved documents.

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- Monitor and record when Final Assessment Reports and Two-Year Progress Reports are approved by Senate
- Upload approved Final Assessment Reports, Two-Year Progress Reports and descriptions of approved new programs to the Academic Program Reviews website.
- Ensure AFIW programs post Final Assessment Reports, Two-Year Progress Reports and descriptions of approved new programs on their own websites.
- Encourage programs to post their Final Assessment Reports, Two-Year Progress Reports on their program website.
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### **QACI Research**

- In collaboration with the Director, determine (and annually update) a research program for the AQACI Office.
- Investigate self-studies, external reviewer reports, Final Assessment Reports and Two-Year Progress Reports to derive information that may be useful to academic decision-makers and senior leaders on campus (e.g., patterns in reviewer recommendations across campus)
- Provide highlights from program self-studies and new program proposals to the Offices of Advancement, Alumni Relations, and the Registrar for use in the creation of materials useful for presentation to potential donors or to the recruitment of students (e.g., with respect to distinctive features or strengths of our academic programs) Prepare research reports for various audiences as assigned by the Director or the AVPA

### **Back-up in the AQACI Team**

- Maintain an understanding of the roles of other members of the AQACI Office. Serve, as appropriate, as delegate for other Office members, as a fill-in during periods of illness, or as a support for other roles when workload imbalances require it.

*\*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, Education, or another discipline requiring superior communication skills and familiarity with relevant research methods) or equivalent experience
- Master's degree is an asset

### **Experience**

- Experience in the post-secondary education sector, and knowledge of the University's academic and support units
- Knowledge of quality assurance processes is an asset.
- Experience managing complex projects that have multiple stakeholders is an asset

### **Knowledge/Skills/Abilities**

- Well-honed communication skills, both written and verbal

- Education in and experience with various qualitative and quantitative research methodologies
- Outstanding attention to detail
- Strong organizational skills, ability to prioritize tasks, and work to internal and external deadlines
- Ability to monitor and follow-up on a large volume of complex tasks
- Excellent interpersonal skills
- Track record of demonstrating tact, diplomacy, and flexibility
- Demonstrated level of competence and professionalism appropriate to represent the AQACI Office to the university community and peers from other institutions.
- Comfort working as a member of cross-functional teams and working on multiple projects
- Ability to work with high level of independence
- High level of technological proficiency and data management using MS Office products, WMCS or website maintenance, SharePoint, and other relevant software (e.g., NVivo)

### **Nature and Scope**

- **Contacts:** Works closely with the Director, Academic Quality Assurance and Continuous Improvement, the Coordinator – Program Reviews, the AVPA and the AVP GSPA, and the AMAA. Maintains strong working relationships with relevant staff members in other ASUs. During preparation of materials for program reviews, serves as first point of contact between the AQACI Office and the leadership and support staff in academic departments. During academic governance meetings (e.g., Senate Undergraduate Council, Senate Graduate and Research Council), interacts with Associate Deans and leadership of student groups.
- **Level of Responsibility:** The academic AQACI processes involve a substantial investment of resources and are recognized as an important mechanism for advancing the strategic goals of the University. Inefficiencies and failures within the AQACI office have real costs. The Coordinator is fundamental to the smooth functioning of AQACI processes
- **Decision-Making Authority:** This position involves substantial independent work and involves many day-to-day decisions and also frequent decisions about novel situations that arise for situations somewhat outside the norms presumed when processes were put in place. The incumbent needs to understand when a situation is sufficiently important to involve the Director (and possibly the AVPs).
- **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. The role involves occasional travel for professional development. Nature of responsibilities will sometimes require work in evenings and weekends. The Office of the AVPA has partial work-from-home options when these are consistent with the requirements of a staff member's job.