#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Graduate Records & Registration Coordinator

**Job Number:** A-173 | VIP: 1348

**Band:** OPSEU- 10

**Department:** Graduate Studies

**Supervisor Title:** Director, Graduate Studies

**Last Reviewed:**  April 26, 2023

#### **Job Purpose:**

Reporting to the Director, Graduate Studies, the Graduate Records & Registration Coordinator is the official custodian of the institution’s graduate academic records, registration, collection and recording of grades, transcripts, and development and publication of the graduate academic calendar.

The Graduate Records & Registration Coordinator takes a lead role in managing the collection and submission of graduate enrolment and graduation data to the Ministry of Advanced Education and Skills Development (MAESD) as a condition of the University’s receipt of operating grant funding.

This position facilitates and implements institutional graduate academic policy as established by the Senate and provides interpretation and enforcement of such policies. This position serves on the Graduate Studies Committee. The incumbent will operate with minimal supervision and latitude for independent judgement.

#### Key Activities:

##### Records & Registration

* Function as the official custodian of the graduate academic records of all enrolled and previously enrolled students. Accountable for the completeness and accuracy of graduate student records data upon which students’ degree eligibility is based, claims for operating funds are made to government and internal planning and analysis are based.
* Serve as functional lead of the student information system by ensuring efficient and user-friendly records management that culminates in accurate registration records, graduation, and audit information for all education activities.
* Ensures the integrity of student enrolment information required to support quality assurance requirements and official government reporting by using diagnostic reports and working with graduate academic areas to reconcile registration data.
* Advises graduate students in their understanding of program requirements, academic regulations, and policies.
* Recognizes situations when students are experiencing significant personal or academic issues and provides appropriate advice and referrals as necessary.
* Provides informed recommendations to the Dean, Graduate Studies, Registrar’s Office, Graduate Departments (Directors) regarding student academic issues.
* Researches, analyzes, and resolves graduate student issues as related to their academic record.
* Conducts registration and financial reviews of student accounts. Applies refunds and adjustments to student accounts based on financial audits as required.
* Contributes to the compilation and distribution of School of Graduate Studies orientation packages, ensuring information is accurate and current.
* Supports Orientation programming on campus for graduate students.
* Ensures that all graduate level grades are submitted and posted to the student record in a timely and accurate manner.
* Monitors incomplete grades, grade appeals and grade changes and notifies Dean and/or Graduate Program Directors of outstanding concerns.
* Responsible for the collection and accuracy of all graduate courses in the student information system. Ensures the course repository is maintained and that the graduate timetable and calendar is accurate as per academic regulations.
* Ensures timely processing and communication of changes to student status (full time, part time, leave of absences, time limit extensions, withdrawals, conversions, and degree completion) and monitors status.
* Collaborates with the Graduate Admissions Coordinator on transition of applicants to enrolled students, including streamlining of processes which impact both units of the School of Graduate Studies.
* Acts as a liaison with internal departments such as Trent International, Registrar’s Office, Financial Services, Financial Aid, Traill College, Student Services, IT, Dean of Arts and Science office, Human Resources, Bata Library, Science Facilities, student groups etc. on matters directly related to this position.
* Provides ongoing support to the graduate programs. Identifies knowledge gaps related to area of responsibility. Provides training to administrative staff as required.
* Develops and maintains standard operating procedures and documentation for areas of graduate record and registration to help ensure consistency for data management. Trains system users as required. Identifies policy deficiencies.
* Serves as a subject matter expert to students, academic departments, faculty, and staff regarding appropriate interpretation of academic regulations as they relate to graduate registration and records.
* Makes recommendations to the Dean, Graduate Studies on academic regulations relating to academic progress, registration, university and graduation requirements.
* Assists the Director, Graduate Studies with ensuring that the activities of records and registration within the unit’s annual work plan are on track.

##### Graduation & Convocation

* Ensure maintenance of accurate student records on which the conferral of degrees and the university’s grant claim are based. Responsible for the accuracy and integrity of degree granting.
* Assess graduate student eligibility for graduation by interpreting complex university and departmental regulations.
* Determines final graduation clearance and is responsible for conferring graduate level degrees, graduate diplomas, and specializations onto student records. Ensures the accurate preparation of the list of eligible graduate students and submits for presentation to Senate for degree conferral.
* Coordinates the preparation of information necessary for the orderly procession at Convocation including, but not limited to, the preparation of eligible student lists and the distribution of original and replacement parchments for graduate students.
* Liaises with the convocation manager in the production of the convocation program for the graduate ceremony. Provides information to alumni for graduating students.
* Assists with convocation ceremonies as required.
* Releases theses and dissertations for publication upon review and approval. Attends to the details of licensing, binding, and distribution matters. Liaises with Bata Library regarding final thesis submission. Coordinates reimbursements and costs related to defence.

##### Reporting & Financials

* Ensures that accurate information is provided, according to university policies, in a timely manner to external agencies, including degree verification services.
* Is a designated graduate level employee who acts as a liaison between the University and the Ministry of Education with regard to the maintenance and administration of the OEN.
* Takes a lead role in managing the collection and submission of graduate enrolment and graduation data to the Ministry of Advanced Education and Skills Development (MAESD) as a condition of the University’s receipt of operating grant funding.
* Oversees graduate data required for provincial counts used for the distribution of government operating grants. Responsible for implementing the minima and maxima provisions as per the Ontario Operating Funds Distribution Manual and ensuring processes are in place that will ensure accurate data is available to Institutional Reporting required for submission by the institution.
* Produces and analyzes, to ensure accuracy and data integrity, graduate data to support graduate program appraisal reviews required by quality assurance.
* Prepares reports for the Dean, programs, and management as required.

##### Curriculum Changes and Publication of Academic Calendar

* Manage the development, updating, and publication of the graduate academic calendar in accordance with Senate approved regulations and requirements.
* Works with the Director, Graduate Studies, to distribute content to contributors, collect edits and collate the required sections of the calendar.
* Proofreads the academic calendar including spelling, grammar, style, and tone, adjusting where necessary.
* Coordinates the posting of the calendar to the web ensuring the online version meets accessibility standards. Arranges for the printing and distribution of hard copy versions of the calendar.
* Creates new courses, program prerequisites, equates, course registration rules within student information system as per academic calendar regulations.
* Provides academic departments with guidance regarding proposed program requirements and regulations as needed.

##### Team Lead

* Trains Records & Registration staff in all aspects of records and registration activities. Provides ongoing leadership and support to the team. Identifies areas of further training required by individual staff members and the team as a whole and works with the Dean and Director, Graduate Studies to ensure the training is provided.
* Develops and maintains process documentation for all areas of records and registration to help ensure consistency for data management.
* Monitors internal processes to ensure adherence to university and records and registration policies and procedures. Ensures that all staff are informed of all changes to procedures, academic policies, and regulations.
* Assists the Director with ensuring that the activities of records and registration within the unit’s annual work plan are on track.
* Hires, trains, and supervises student assistants.
* Lead hand to Records & Registration Administrator(s).

##### Other

* Provides support to the Dean and Director, Graduate Studies, as required.
* Liaises with IT to develop and maintain the Graduate student myTrent portal.
* Leads and/or participates in special projects as required.
* Monitors internal processes to ensure adherence to university and records and registration policies and procedures. Ensures that all staff are informed of all changes to procedures, academic policies, and regulations.
* Makes recommendations to the Dean, Graduate Studies on academic regulations relating to academic progress, registration, university, and graduation requirements.
* Maintains a thorough knowledge and understanding of relevant University regulations, policies and procedures, confidentiality requirements, provincial and federal legislation including freedom of information and privacy legislation.
* Maintains professional development through membership and active participation in relevant organizations (e.g. OURA, CACUSS, CAGS).
* Assists with the training and oversees work of student assistants.
* Other related duties as assigned which do not account for more than 5% of the total duties.

#### Education Required:

* Honours Bachelor’s Degree (4 year).
* Master’s Degree preferred.

#### Experience/Qualifications Required:

* At least five (5) or more years of directly related experience in a registrarial environment, including experience with student records and registration.
* Proven ability to understand IT and work with/utilize student information systems and ability to work with computer programming.
* Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, and Access) Laserfiche and Colleague (or advanced experience with another student information system (Banner or PeopleSoft). Experience with computer networked environments, Internet, and web browsers.
* Thorough knowledge and understanding of Trent University’s academic regulations and procedures particularly as they relate to graduate studies.
* Ability to maintain confidentiality.
* Excellent written, oral, communication skills
* Demonstrated exceptional interpersonal and customer service skills, with the ability to interact effectively with students, faculty, staff, and externals.
* Accuracy and attention to detail.
* Demonstrated communication and interpersonal skills in individual and group settings; active listening skills; presentation skills; strong writing skills are all required.
* Ability to work independently in a busy and challenging environment, with the flexibility to assist others.
* Excellent organizational and ability to prioritize workload in a fast-paced environment.
* Demonstrated strong decision making, analytical and problem-solving skills.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines and changing priorities.
* Willingness and commitment to keep up to date with legislation, best practices, internal policies, procedures, and practices.
* Demonstrated ability to work independently and as a member of a team.

**Job Evaluation Factors:**

##### Analytical Reasoning

This job requires analytical reasoning to apply to responsibilities that are diverse, complex and multifaceted. Judgment is exercised in adapting methods to arrive at solutions. Situations are broad in scope, and lack standard practice to resolve, thus requiring the recognition, analysis and creative definition of practical solutions. Work planning includes others, and occurs within both broad and narrow time frames, and may require adjusting plans and priorities to respond to changing circumstances.

Logical and critical thinking is often required to define problems, develop alternatives, propose, plan and implement solutions.

*Example:*

*The Coordinator must translate complex program and university degree requirements into technical programming inside of the Colleague system. This information is then publicly displayed to students, staff and advisors and must be accurate to the academic calendar and displayed in an easy-to-understand format.*

##### Decision Making

Has authority to make decisions on application of academic regulations and in turn, makes daily decisions on who should and should not be eligible for a Trent degree. Interprets government policy and university regulations and establishes procedures for staff and academic advisors to follow in the administration of the academic regulations and the administration of the registration system.

*Example:*

*The Coordinator is often called upon by faculty, academic advisors, and departmental coordinators to interpret and apply black and white academic regulations to students in grey-area situations. These interpretations are ad-hoc, and the Coordinator must weigh the elements of each student situation to ensure that unwritten precedents are applied fairly and consistently.*

##### Impact

Decisions impact the amount of funding received from the Ministry through the use of enrolment reporting.

Decisions directly impact who does and does not receive a degree.

*Example:*

*The Coordinator regularly makes decisions about registration activities and controls the parameters of allowed registration activity for students and staff directly in Colleague. The Coordinator works with external auditors to explain and defend irregular registration transactions with clear documentation and knowledge of policy and precedent. Registration is directly tied to funding from the government. Inaccurate record keeping and poor administration of the registration system will lead to lost funding for the university as a whole.*

*If prerequisites are incorrect and students can’t register into required courses, or aren’t represented as being in the correct degree program, departments may suffer lower enrolments.*

*Example:*

*As final collaborator of the Academic Calendar, the Coordinator is responsible for the institutions’ published academic contract with the undergraduate student body in regard to requirements, policy and deadlines. Should the university face a lawsuit, the academic calendar serves as our final arbiter as to how policy is applied.*

*Example:*

*The Coordinator role directly impacts the organization by ensuring the quality and integrity of a Trent degree and organizational reputation by ensuring credentials are conferred only upon students who have met university and program requirements in full. Alternatively, the Coordinator must be diligent to ensure that those students who are eligible are granted their credential. As students become more litigious as a way of solving disputes, there is high risk of a lawsuit from a student who has paid and earned a credential but does not receive it.*

##### Communication

The Coordinator communicates both good and bad news to students at multiple points in the year and during their academic careers in regards to their academic standing, eligibility to graduate, and outcomes of academic petition decisions on behalf of the Dean and/or Director. The Coordinator often deals with highly agitated students and escalated situations. As the Dean’s representative, the Coordinator is responsible for telling students (and their families) who may arrive in error to convocation that they are not eligible to graduate. These may be international students whose families have travelled great distances at great cost to see their student convocate and these situations require confidence, diplomacy, tact and sensitivity.

Internal:

* Students – see above
* Staff – Lead contact for all technical registration system questions and issues
* Staff (IT) – works closely with IT to lead system setup and technical implementations for registration and records systems
* Staff – lead contact for Graduate Directors and Academic Administrative Assistants with academic regulation and petition questions and issues
* Staff – develop and maintain training and process documentation for Academic Administrative Assistants regarding records and registration processes and deadlines

External:

* Position requires contact with alumni, auditors, other post-secondary institutions.

##### Effort

Mental:

* High degree of mental effort required.
* Routinely deals with several complex issues at the same time and solves complicated problems as they arise.
* Must be able to make complex decisions in a high volume, busy environment and responds to issues as they arise
* Deal with multiple and competing deadlines and must establish priorities for self and others to ensure all tasks are completed in a timely manner.
* Must be responsive and provide guidance to staff when university or government regulations change.
* Sometimes change is sudden; must respond appropriately and offer guidance to staff.
* Must interpret complex policies and regulations.

##### Responsibility for the Work of Others

Indirect Responsibility

Lead Hand, Training and knowledge transfer to Graduate Studies Administrative Assistants

Direct Responsibility

Hiring, training and supervising student employees