

Professional Job Position Description

Section I: Position information

Effective date	2024-09-24	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Coordinator, Transfer Credit Services		
Position number	999919		
Classification level	Professional B		
Position affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location			
Department	Office of the Registrar		
Reports to	Associate Registrar, Transfer Credit Services		

Position summary

Consistent with University policy and the objectives and priorities of the Office of the Registrar, directs and supervises the Articulations and Evaluations Units. Ensures integrity of the articulation and evaluation process, and continuing maintenance/upkeep of the accuracy of student records. Develops, coordinates and implements a variety of articulation efforts promoting cooperation between Athabasca University and external institutions. Responsible for all activities in the Articulations and Evaluations Units including but not limited to:

1. Directs and supervises the Articulations and Evaluations Units by ensuring that all related University policies are translated into the operational objectives, priorities and procedures of the Unit. Coordinating with other AU departments and collaborative partners in the provision of this service.
2. Oversees all services related to the evaluation of previous post-secondary education to determine credit transferability for Athabasca University program students.
3. Interpreting and resolving student problems and concerns. Granting exceptions to these individual concerns falling outside of university policies and procedures where possible. Policies and procedures must be explained and justified to students. Where necessary, forwarding more complex student concerns to. Associate Registrar, Transfer Credit Services.
4. Ensuring that all AU program students with special needs are given assistance and are provided with special consideration for these needs regarding their individual program of study using AU resources. (i.e. recommending extension of degree

- regulations beyond the current end date, due to student presenting justifiable need).
5. Communicating with other professional members in the Office of the Registrar, IT Services and other University departments recommended changes to the Student Information System to reflect new policy and policy changes. Evaluate and recommend improvements to enhance our service to students.
 6. Work with Office of the Registrar Management Team to identify and implement changes to improve processes and streamline areas of work.
 7. Due to the overlap in Admission functions working closely with the Coordinator of Enrolment Services and Academic records will be required.
 8. Directing the Articulations and Evaluations Units by interpreting, summarizing and clarifying new or changing procedures arising from collaborative agreements with other institutions and external agencies in order that the efficient and timely processing of applications to programs and the evaluations of transfer credit are expedited. This involves working cooperatively with internal RO staff including but not limited to: Partnerships, Recruitment staff; Prior Learning Assessment Officer; and the Associate Registrar, Transfer Credit Services.
 9. Work directly with the Coordinator of Enrolment Services and Academic records due to overlap in Admission functions
 10. Manage and assign priorities to workflow in the Articulations unit keeping in mind high volumes, university benchmarks and the need for accuracy for student reviews, collaborative agreements and Alberta Council on Admissions & Transfer (ACAT)/British Columbia Council on Admissions & Transfer (BCCAT) submissions.
 11. Oversees the degree audit process for AU students including the production of all parchments. Determines General Faculty Council award winners. Provides names for display on the web.
 12. Assists in the development of policy and procedures for the Transfer Credit Services area.
 13. Responds to special requests confirming student transfer credit and program information.
 14. Accountable for processes and continuing maintenance/upkeep of the data bases housing articulation reviews and ensuring the integrity of these reviews.
 15. Acts as back-up to the Associate Registrar, Transfer Credit Services.

Duties and responsibilities

Management of Articulations and Evaluations Units 40%

- Ensures that Transfer Credit Services area staff are aware of and practicing current procedure and policy relative to new AU program students. This involves working with the Unit Trainers, Transfer Credit Assistant, Collaborations Assistant and Associate Registrar to ensure that individual evaluators are well informed and always using current policies.
- Ensures that individual evaluators also follow former policy and procedures (relevant to those continuing program students).
- Directly supervises 14 - 16 support staff and two professional staff in the Transfer Credit Services area. Staff scheduling, including all Flex, Vacation and MDA days. All Casual Illness days, family illness days, training days, etc. and ensuring they are entered into the leave management system.
- Runs system reports to interpret and advise the Associate Registrar, Transfer Credit Services of the status of current workload of the Units. Coordinates work assignment (in consultation with Unit Trainers where necessary) to Evaluators, and Articulations Unit staff.
- Productivity reports (weekly and monthly statistics) are provided to Associate Registrar, Transfer Credit Services to ensure those unit objectives are set and maintained. Identifies to Associate Registrar, Transfer Credit Services those areas of concern that take priority for addressing.
- Ensures that all evaluations are completed (according to published benchmarks) and that, letters of permission and additional credits meet relevant program requirements and regulations.
- Responsible for the recruitment process for Units.
- Provides annual performance assessments for members of unit and probationary assessments for new staff members.
- Works directly with other professional members in the Office of the Registrar to interpret, clarify and summarize (in writing) new or changing procedures that arise from: 1. collaboration agreements; and 2. from new and changing program regulations to inform Unit staff of new procedures.
- Oversees the degree audit process for AU students including the production of all parchments. Determines General Faculty Council award winners. Provides names for display on the web.

- Ensures that all levels of staff within the Units are familiar with new procedures and implementing them at all times. Works directly with Unit Trainers to ensure new and amended regulations, are understood and are being followed by all members of the Unit. This involves not only those regulations within the current academic calendar, but also the continual development of program regulations within the calendar year that are not within the current academic calendar.
- Acts as a resource person for all related articulation functions by training, supporting and coaching staff.
- Acts as a resource person for AU Community.

Policies, Procedures, and Systems 20%

- To enhance our service to students, daily interaction is required with the Articulations and Evaluations Unit staff to provide constant input for recommendations for improvements, enhancements, changes, etc. to the Student Information System.
- To keep apprised of continuing and new policies (University, Office of the Registrar, and Unit), by recommending necessary improvements, enhancements, changes, etc. to the Student Information System so that policy can be implemented in the system.
- Works with the Unit Trainers and the Associate Registrar, Transfer Credit Services to develop and maintain procedure manuals for the units (Evaluation manuals and the Articulations procedures manual). The Unit Trainers will provide specific direction relative to that information necessary to new members of the Unit in training and those current members moving to different positions within the Units (also under training process).
- To work jointly with the Articulation Assistant and other relevant AU departments on specific procedure identified, clarified and summarized for inclusion into the appropriate procedure's manuals.
- Liaises with all academic and administrative staff to provide direction, guidance, professional expertise in the development and implementation of transfer articulations and ensures that Athabasca University procedure and policy is followed.
- Actively involved in the ongoing development and maintenance of relevant databases and the related Banner forms used in the Articulations Unit.

- Ensures consistency and integrity of all data held throughout the Articulations & Evaluations Units systems. Keeps abreast, and ensures compliance with, all relevant provincial, federal and international privacy and data warehousing laws, as well as industry best practices (Provincial CATS, ARUCC, etc)

Student Services 20%

- Researches and maintains rulings on unusual assessments for reference for potential precedent setting cases. Provides the first level of appeal to those students who are concerned with the transfer credit granted towards their program of study. This involves communicating with students, via phone and correspondence, to explain and justify the reason(s) for the current assessment as it relates to program regulations. The Coordinator, Transfer Credit Services may consult with Unit Trainers, Articulations Assistant, and relevant Academic staff where necessary for possible resolution.
- Students, who are unsatisfied with the result of the first level of appeal, may be forwarded to the Associate Registrar, Transfer Credit Services for resolution.
- Recommending to Associate Registrar, Transfer Credit Services and/or Academic Program Chair or Director those cases that warrant special consideration relative to program students. The coordinator will be responsible for ensuring that any appeals requests are dealt with in the time and manner according to the Student Academic Appeals Committee Policy. Any new procedure or regulations developed because of an appeal should be communicated to relevant staff and faculty. This will increase their level of understanding of those special consideration(s) made on behalf of students.
- Developing specialized letters for those students who might have specific needs.

External Communication and Coordination 20%

- Along with the Associate Registrar, Transfer Credit Services, this person is the principle point of contact for all articulation requests for the Provincial CAT systems including attending related meetings and conferences.
- Considers new initiatives and opportunities for articulation agreements. Investigates the potential of proposed articulation and its benefits to Athabasca University. Makes recommendations to the Associate Registrar, Transfer Credit Services.
- Identify and prioritize articulation requests from both internal and external requests. Must be able to justify which requests are considered and why others are

not. Relates to proposing institution and relevant internal/external stakeholders' final decision and if denied consideration, will explain why.

- Liaise with academic staff, student and regional office staff relating to Transfer Credit policy.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

The ability to communicate effectively with all levels of staff including other professional staff and administrative staff in the Office of the Registrar; Learning Centre; Information Centre; Academic staff and with individuals from external institutions/agencies.

Excellent oral and written communication is required. The incumbent must negotiate and justify with other departments, institutions and students. For example, in responding to a student concerning an appeal for a re-assessment for additional credit - the incumbent must justify to the student, the policy of the university and/or Office of the Registrar and explain within these contexts, why the student appeal is being denied. This would be completed after exhausting all avenues, via precedent setting files, potential meetings with other professional and academic staff, and discussions with other post-secondary institutions, etc. on behalf of the student.

Supervision

The incumbent will supervise 14-16 support and two professional staff in the Transfer Credit Services area Units and may be called upon as a back up to the Associate Registrar, Transfer Credit Services. This function will include: 1) supervision of the overall unit including the Unit Trainers, 2) performance appraisals and salary recommendations, 3) discipline, 4) managing and motivating staff, 5) recruitment.

Impact of service or product

The incumbent will have a substantial impact on the quality of service to students, other departments, cooperating institutions and other clients/agencies. This position is responsible for several areas of quality of services to students and other clients of the Transfer Credit Services area. A poor decision could result in serious implications for students, staff and the institution. Errors are not always easily identifiable (or correctable), and often result in unnecessary appeals, having a negative impact on the student, the University and potentially with other agencies/ institutions (e.g. Collaborating institutions). Errors in interpreting provincial and federal privacy laws can open the institution's data integrity into question. This could result in legal action against the university.

Independence of action

The incumbent will act independently and determine the priorities of the Articulations and Evaluations Units and will have the authority to make exceptions to policies and procedures, waive or reduce fees and independently resolve conflicts.

Complexity

Responsible for the overall monitoring of and ensuring daily productivity in the Articulations & Evaluation Services Units in an environment where high volumes and shifting priorities are constant, within established benchmarks. Assesses and delegates responsibilities to ensure the maximum use of available resources. The incumbent must:

1. Be a team player who works across units and with areas throughout the university to ensure the broader community is being considered in decisions made within the Transfer Credit Services area.
2. Always be aware, that the nature of service provided and the expectations within the unit require that a high degree of accuracy be maintained. Responsible for ensuring that attention to a high level of detail is present in all aspects of the unit's work.
3. Be responsible for coordination of the evaluation of transfer credit for all program students enrolled at Athabasca University. This is a highly complex process by which educational documents are evaluated in accordance with continuously developing AU transfer credit policies, developing credential programs, diverse regulations, and individual exemptions approved by Academics, and increasing collaborative initiatives.

4. Be responsible for the verification of evaluations to ensure that each is fair and appropriate, and that consistency is maintained in the application of established criteria. This is complicated by the subjective nature of the evaluating process where considerable individual interpretation of data is required, and each evaluation is highly individual in nature.
5. Be responsible for the coordination of issuance of letters of permission authorizing attendance of AU credential students at other institutions.
6. Be responsible for responding to escalated appeals from students relating to admission and evaluation policy.
7. Be responsible for overseeing the Unit Trainers in the training of articulations and evaluations staff. This includes ensuring that all admission policies, transfer credit policies, articulation and collaboration agreements, graduation policies and program regulations are followed.
8. Act as a resource person to other university staff relating to interpretation of admissions/evaluation policy and program regulations.
9. Explain and interpret admissions/evaluation policy to students.

Planning

The incumbent will be expected to adapt to the long-range plans of the University and to develop operational plans for the units, in line with the Office of the Registrar and Athabasca University strategic plans. The incumbent will be expected to initiate proposals for improvement of services and development of or modification to policies and procedures.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

An undergraduate degree or equivalent experience is required to facilitate the understanding of stakeholder groups, work creatively and effectively in the institution, and to motivate staff. A minimum of 2 to 3 years of progressively responsible experience in a complex, online and regulated environment (post-secondary or other) or equivalent combination of experience and education is also required. Other combinations of education and experience may be considered.

A minimum of three years' experience in the evaluation of educational credentials from post-secondary institutions is required.

Excellent supervisory and communication skills are required, as are thorough investigative and problem-solving skills. The ability to absorb and assimilate diversified information and to make quick, well-reasoned, and independent decisions is crucial.

The incumbent must have strong management and leadership skills, excellent organization and planning skills and proven ability to direct and supervise staff in a collaborative, co-operative way. Exceptional service to internal and external customers in a related (regulatory) environment is essential. Experience in managing change is critical to the success of the incumbent.

The incumbent must have a sound understanding of Student Information Systems (preferably Banner) combined with solid process review and development skills. A working knowledge of Document Imaging and Workflow systems would be beneficial. Experience in a fast paced and changing technological environment is essential.

The incumbent will have access to extremely confidential material in performing their duties and responsibilities. The incumbent is required to uphold the utmost degree of confidentiality and to conform to the regulations and guidelines as outlined in legislation and University Policy. Failure to comply with university policies and legislative requirements may result in disciplinary action up to and including discharge.

Signatures for sections I and II

Department Head signature		Date
Executive Officer signature		Date
Human Resources review		Date Select a date.