

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Student Experience Coordinator, Orientation and First Year Programs
DEPARTMENT:	Student Development and Services
CLASSIFICATION:	Coordinator B
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION:	Full-time Support
SUPERVISOR:	Director, Student Success

SUMMARY OF FUNCTIONS:

Reporting to the Director, Student Success, the Student Experience Coordinator, Orientation and First Year Programs will provide guidance and support to the New Student Orientation program, large scale-campus wide events coordinated through the Student Development and Services division, and other first year programs at Nipissing University (NU). Based on current research regarding co-curricular life in higher education, student development and leadership theory and practice, the Coordinator will support the development and implement co-curricular initiatives alongside the Record of Student Development team in support of the University's strategic goal of enhancing the student experience.

The Coordinator will research, plan, market, implement, and evaluate programming and resources that support the transition, retention and success of students at Nipissing University. The Coordinator will work with students, services, faculty, community organizations and partners on initiatives that contribute to and recognize students having a positive university experience.

DUTIES & RESPONSIBILITIES:

First Year Orientation Programming and Support

60%

In collaboration with the Manager, Student Learning and Transitions, and other campus and community partners, plan, direct, implement and evaluate campus-wide new student orientation and transition programs to assist new students and their families/supporters transition to NU. This includes:

- Collaborate with the Manager and stakeholders in the ongoing development and assessment of a comprehensive new student and supporter curriculum which informs all welcome and transition programs
- Support the Manager in ensuring that applicable orientation and first-year programs have met appropriate risk management and event planning guidelines
- Assist in the recruitment, selection, training, and providing active mentorship to student employees as part of the Orientation and Student Experience team
- Support and advising the Ask Me Team in their efforts to provide ongoing programming for first year students and active referrals to campus and community events that enhance the student experience
- Collaborate with the Academic Skills Program in the facilitation of Student Success Workshops which seek to support student success and retention through academic and transition supports
- Foster a collegial atmosphere among the Orientation and First Year programs team and between the staff and various other campus departments and constituents
- Assist with the development of performance and evaluation standards and coordinate professional development opportunities for student staff and volunteers

New Student Orientation:

- Research, design, market, and execute an annual program that meets the needs of NUs diverse first-year students (including off-campus, distance, mature, and transfer students, and direct from high-school) tied to student success and retention
- Develop collegial relationships with various campus partners to help implement the New Student Orientation program
- Coordinate logistical functions including facility scheduling and multi-media requests
- Participate in NSO workgroup meetings, including presenting information, problem solving, and serving as a department liaison to campus partners regarding the event
- Oversee the online registration tool and administrative site that the students, supporters, and campus partners use. Work closely with Technology Services or other vendor(s) to implement ongoing enhancements and modifications
- Coordinate and implement a comprehensive assessment plan of the Orientation program
- Ensure compliance with university policies and regulations
- Coordinate the updating and printing of NSO marketing and promotion materials required to promote the program
- First Year and Orientation Programming Partnerships
- Assist with planning and implementation of campus life and departmental events and activities, such as serving as a representative for the Student Learning and Transitions team on a variety of committees related to first year orientation and transition (i.e. NUSU - FROSH Week, Residence Life - Residence Orientation Weekend, Accessibility Services – Accessibility Transition Program, International Student Services/Education Abroad - International Student Orientation, etc.)
- Support the departments that directly oversee the first year orientation and transition programs including: assisting with staffing of campus life and departmental events as deemed necessary, researching best practices and making recommendations for improvement in an effort to increase student retention, providing oversight for social media and emerging technology platforms
- Coordinate and implement department resources and services as needed

Record of Student Development (RSD)

(20%)

Serve as a member of the Record of Student Development team in supporting the program for Nipissing University students by:

- Develop information packages related to the Record of Student Development for faculty, staff and students
- Promote the program during related orientation and transition programming
- Develop, implementing, and assessing student learning outcomes for the program
- Liaise with campus and community partners to promote student development opportunities
- Assess and entering submissions into the database and print transcripts as required
- Coordinate a recognition event for students who participate in the RSD program

Program Assessment and Evaluation

(20%)

Support the development, delivery, and assessment of the departmental strategy designed to address the diverse needs of Nipissing University students, and to support their successful transition and retention. This includes:

- Ensure regular and ongoing assessment of all programs and services offered in association with the role; including consulting with various stakeholders in program development and assessment when feasible
- Assist in advancing the communication goals of the area by disseminating crucial information and resources through online, written, verbal communications
- Compile data to inform and support development of various strategic initiatives.
- Participate in committees and working groups to assist the development of projects through knowledge of, and by presenting information about, student transition issues

- Ongoing professional development including conferences and remaining up-to-date about transition issues and programs through association membership, journal subscriptions, research, and communication with other program administrators

Any other duties as assigned

QUALIFICATIONS:

Education:

University degree or equivalent combination of education and experience. Formal training and/or education in at least one of the following areas: higher education, student affairs, leadership development, facilitation or conflict resolution is required.

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- One to three years' experience in program development and delivery through a combination of student affairs, campus or community organizations, government or related sector
- Direct experience with orientation and transition programs in a higher education setting working with non-traditional student populations (e.g. mature and transfer, first generation students)
- Experience in facilitating partnerships with constituents from a variety of institutional functional areas (students, student leaders, staff, faculty and administration)
- Experience in program and event management
- Experience with emerging technologies and effective leveraging of social media. Graphic design skills an asset
- Ability to work under independent initiative, energetically, and well with university students
- In-depth understanding of student governments, other campus organizations and University policies and procedures related to student life and activities
- Knowledge in the practical application of student development and learning theory
- Comfortable working in an unpredictable and often stressful environment
- Ability to interact, communicate, and build partnerships with students, parents, university staff, and faculty
- Good organizational, interpersonal, conflict mediation, troubleshooting and problem solving skills.
- Affiliation with National Orientation Directors Association (NODA) is desirable
- Demonstrated knowledge of customer service and information communication standards of practice in accordance with the Accessibility for Ontarians with Disabilities Act (AODA)
- Thorough knowledge of the university's procedures as they relate to the Freedom of Information and Protection of Privacy Act (FIPPA) and management of confidential student information an asset
- Skill in observing and evaluating the outcomes of a problem to identify the key issues or redirect efforts

RELATIONSHIPS/CONTACTS:

Supervised by: Director, Student Success

Internal Contacts: Faculty, Staff, Students

External Contacts:

- Nipissing University Student Union (NUSU)
- Universities and colleges (orientation and transition program administrators)

- National Orientation Directors Association (NODA), College Educators International (ACPA), Canadian Association of College and University Student Services (CACUSS), and Student Affairs Administrators in Higher Education (NASPA)

MATERIALS UTILIZED:

- General office equipment
- Windows and Mac Software, Datatel, and ClockWork

PHYSICAL DEMANDS/WORKING CONDITIONS:

- Visual and mental concentration
- Sitting for long periods, some standing and carrying materials
- Hours of work could include some evenings and weekends since this position is required to attend and participate in orientation and transition activities, including new student programs and events

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please print)

Employee Signature

Date

Approvals

Supervisor

Date

AVP, HR & Equity, Diversity & Inclusion

Date