

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Student Experience Coordinator, Access and Inclusion Support
DEPARTMENT:	Student Development and Services
CLASSIFICATION:	Coordinator B
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION:	Full-time Support Staff (contract)
SUPERVISOR:	Assistant Vice President (AVP), Students

SUMMARY OF FUNCTIONS:

Reporting to the AVP, Students, the Student Experience Co-ordinator, Access and Inclusion Support is responsible for the implementation of student success and retention programming, including outreach, transition and retention programming directed to students demographically at risk of attrition and students who are the first in their family to attend post-secondary education.

Specifically, this position will work to increase post-secondary education participation and retention among individuals identified as likely to experience greater difficulty accessing post-secondary education: first-generation, rural, racialized, 2SLGBTQ+ new Canadians, people with disabilities, crown wards and fostered/CAS-supported youth individuals with lower high school GPAs or those returning to education.

This position provides outreach to potential students who may not consider post-secondary education to be an option. The position will work closely with guidance counsellors, teachers, community groups and individuals to identify potential students who have been marginalized, and to help increase participation rates among under-represented groups.

Based on established research regarding co-curricular life in higher education, student development and leadership theory and practice, and on a thorough understanding and practice of democratic principles, the Coordinator will develop and implement initiatives that foster civic responsibility and community involvement in support of the University's strategic goal of enhancing the student experience. The Coordinator will execute these duties through reviewing, collecting, and evaluating data, collaboration with staff and faculty across the campus community, creating innovative programming/services for students, and meeting individually and as groups with students.

DUTIES & RESPONSIBILITIES:

Student Support Programs, Initiatives, and Services

70%

- Implements ongoing programs related to student success and retention, with a specific focus on at-risk demographics, notably first-generation students, students with lower entering averages, college transfer students, older students, and students who self-identify as being from marginalized communities and experiences. Hires, trains, and supervises student staff to provide mentorship, programming and outreach to students at risk. Develops and implements peer-support programming to target at-risk students
- Assists with the coordination of student success and retention programs with other units. Works with other student services departments to develop and implement supportive communications and programming for at risk students. Provides leadership in the implementation of current and new strategies for improving student retention

- Works to encourage high levels of participation by at-risk students in Student Development and Services and university programs designed to facilitate transition into university (New Summer Orientation, Lakers Orientation Week), and social and academic integration and skills development such as leadership programming (NU PROMISE), the Co-curricular Record, Peer Support Program, etc. as well as programs/workshops offered by other student support and student services staff including the colleges
- Works to educate at-risk students about academic resources and students services on campus. Develops and implements training programs to assist at-risk students in academic and life skills development
- Provide one-on-one and group support including academic success coaching, goal/future planning, referrals to appropriate campus resources, encouraging participation in campus activities
- Serve as the liaison between transfer student population and the Academic Success Program as co-facilitated by incumbent and the Student Learning Coordinator
- Work with various departments to connect existing programs/services and provide a streamlined transition for transfer students from recruitment through graduation
- Work with staff and faculty to provide training that will facilitate consistent advising of transfer students and transfer initiatives, and how to best serve our transfer student population through reviewing and implementing best practices for transfer students
- Facilitate transition programming for mature and transfer students in order to develop a strong community of learners and build affinity to the institution
- Develop familiarity with issues certain populations may face (non-traditional students, students of colour, first generation students, transfer students) and incorporate this perspective into developmental advising approaches
- Design and implement opportunities to engage students and faculty in mentoring and advising relationships as well as faculty research
- Support department coordinated peer education, transition, and retention programs including the Academic Skills Drop-In Centre, Peer Tutoring Program, Academic Don programming, and Student Success Workshops
- Assists in the development of materials, resources and online tools to assist at-risk students and their parents/families in ensuring student success
- Tracks at-risk student and participation in programming; develops and implements needs assessment, program assessment and outcome assessment tools to gauge programming effectiveness and to revise as needed. With Institutional Research, tracks student retention including data analysis of higher-attrition demographics.
- Provides reports as required to the Ministry of Colleges and Universities for any applicable grants

Department Outreach, Assessment, and Evaluation

30%

- Ensure regular and ongoing assessment of all programs, initiatives, and services offered in association with the role; including consulting with various stakeholders in program development and assessment when feasible
- Works with academic departments and faculty to establish early identification tools to identify students at risk, and to provide communication materials and supportive programming for faculty to encourage students at risk to seek early support
- Establishes and maintains supportive communication with at-risk students, particularly those in first year (pre- and post-arrival) which can include supervising student calling campaigns, online discussion boards, social media, and partnership with recruiting, academic skills, academic departments, and college communications
- Works with Recruitment and Admissions to identify barriers and provide support for outreach and recruitment of under-represented students for admission to the university
- Outreach to campus constituents relevant to transfer students such as: Admissions, Academic Advising, Financial Aid, Office of the Registrar, Student Development and Services, etc., as well as faculty
- Assist in advancing the communication goals of the department 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 learning and transition issues
- Pursue ongoing professional development including conferences and remaining up-to-date about student issues and programs through association membership, journal subscriptions, research, and communication with other student affairs practitioners
- Support proactive outreach initiatives to increase awareness of the various programs, initiatives, and services offered by the Student Learning and Transitions department and Student Development and Services division
- Resource to, the Nipissing University Strategic Enrolment Management Committee. Provides advice and information on best practices related to improving retention
- Assist with the development and implementation of surveys, questionnaires and other tools as they relate to the gathering of key information relevant to both prospect and enrolment management planning
- Research educational markets and schools with under-represented student enrolment including in more rural areas, in support of Nipissing's recruitment and retention strategy for under-represented students.
- Supervises student assistants with calling campaigns and recruitment initiatives.
- Coordinate with the recruitment and student services on the development of communications and marketing materials for under-represented prospects and applicants, including messaging around transition/retention supports and financial aid.
- Maintains a clear and appropriate social media presence
- Work directly with high school teachers, counselors and administration to identify students who have the potential to attend PSE but who may not consider it a viable option
- Work with recruitment on both campuses to invite potential students and their families/supporters to each campus for tours, open house events, workshops, and opportunities to meet with current students, with a focus on demonstrating accessibility and enabling these individuals to see themselves as future students.
- Organize and facilitate various activities targeting the diverse student groups on campus

Any other duties as assigned

QUALIFICATIONS:

Education: University Degree

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

Training, Experience, Knowledge & Skills Required:

- Minimum three (3) years of directly related full-time work experience with university retention programs.
- Deep understanding and experience of systemic and personal barriers that under-represented and at-risk demographics of students face in accessing and pursuing postsecondary education
- Strong familiarity with programs and supports to alleviate these barriers
- Demonstrated experience in hiring, training and supervising peer support student staff/volunteers.
- Demonstrated ability to perform program assessments and outcomes research, familiarity with data management tools and qualitative and quantitative research methodologies
- Demonstrated experience working with academic faculty and student services departments to provide student success communications and supportive programming
- Ability to work flexible hours; must be available to work evenings and weekends as necessary.
- Strong interpersonal skills
- Demonstrated problem solving skills
- Excellent written and verbal communication skills
- Excellent organizational skills
- Ability to work independently with minimal supervision

- Experience working with diverse populations
- Experience creating and managing a program that provides support and assistance to students
- 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
- Familiarity with transfer articulation agreements
- Extensive knowledge in the practical application of student development and learning theory.
- Experience in facilitating partnerships with constituents from a variety of institutional functional areas (students, student leaders, staff, faculty and administration)
- Comfortable working in an unpredictable and sometimes 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.
- Experience in program and event management
- Experience with emerging technologies and effective leveraging of social media. Graphic design skills an asset.
- 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: AVP, Students

Internal Contacts: Faculty, staff, students

External Contacts:

- Students (current and prospective)
- Nipissing University Student Union (NUSU)
- Departments within the division of Student Development and Services
- Academic Departments
- Universities and colleges
- Community partners

MATERIALS UTILIZED:

- Nipissing University and Student Development and Services Strategic Plan
- Student Learning and Transitions Department Policies, Procedures and Expectations
- Nipissing University Academic Calendar
- Computer workstation including various software applications
- NASPA (Student Affairs Administrators in Higher Education)/ACPA (College Student Educators International) Professional Competencies
- ACPA Ethical Principles and Standards
- CACUSS (Canadian Association of College and University Student Services) Statement of Guiding Principles
- CAS (Council for the Advancement of Standards in Higher Education) standards

PHYSICAL / MENTAL DEMANDS & WORKING CONDITIONS:

- Moderate to high demand on visual and mental concentration
- Sitting for long periods, some standing and carrying materials

- Hours of work are frequently irregular and include evenings and weekends, with the expectation that the Coordinator will attend and participate in activities, 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

Human Resources

Date