

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Student Experience Coordinator, Access and Inclusion
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 Coordinator, Access and Inclusion is responsible for the implementation of student success and retention projects, including outreach, transition and retention programming directed to students demographically underrepresented and 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 collaborates with the Registrar's office to provide outreach to potential students who may not consider post-secondary education to be an option. The position will work closely with Nipissing University's Recruitment and Marketing teams to develop and implement projects and materials 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 events and initiatives that foster equity, diversity, and inclusion for all students at Nipissing University including distance and on-campus learners. The Coordinator will execute these duties through planning, implementation, and evaluation of events, programs, materials, and initiatives. The Coordinator will also serve as a resource for other faculty and staff on campus to help ensure inclusion and support throughout the student experience.

The hours of work may rotate and be flexible depending on the needs of the department. The Coordinator will be notified in advance of any changes to the regularly scheduled shifts as outlined in Article 22.02 of the collective agreement.

DUTIES & RESPONSIBILITIES:

Student Support Events, Programs, Initiatives, and Materials

70%

- Implements events and initiatives related to student success and retention, with a specific focus on underrepresented 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
- Implements events and initiatives to celebrate diversity, increasing inclusion, and promoting equity across

the institution

- Assist with hiring, training, and coordinating student staff and volunteers to provide mentorship, programming and outreach to students at risk.
- Develop and implements peer-support programming to target at-risk students
- Assist with the coordination of student success and retention programs with other units
- Work with other student services departments to develop and implement supportive communications and programming for underrepresented students.
- Provide input in the evaluation of current and implementation of new strategies for improving student retention
- Work to encourage high levels of participation by underrepresented 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 Career Development and Support, the Co-curricular Record, Peer Support Program, etc. as well as programs/workshops offered by other student support and student services staff
- Work to educate underrepresented students about academic resources and students services on campus. underrepresented
- Provide one-on-one and group support aimed at facilitating access to, and confidence in, campus resources and activities. The coordinator will liaise actively with other university departments and offices to connect and support students as needed.
- Work with various departments to connect existing programs/services and provide a streamlined transition for students from recruitment through graduation
- Work with staff and faculty to provide training that will facilitate consistent practices of equity, diversity and inclusion through reviewing and implementing best practices for students
- Develop familiarity with issues certain populations may face (non-traditional students, students of colour, first generation students, transfer students) and take steps to understand these issues in the context of Nipissing University as a smaller, Northern, Ontario Institution. The Coordinator will strive to be a resource to other departments, advising on intersectional student needs in our unique institutional situation.
- Work with colleagues to promote 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
- Assist in the development of materials, resources and online tools to assist underrepresented students and their supporters/parents/families in ensuring student success underrepresented

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 collaborators in program development and assessment when feasible
- Work with academic departments, Student Success Coordinator, Student Intervention Specialist, 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
- Establish and maintain supportive communication with underrepresented 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
- Work with Recruitment and Admissions to identify barriers and provide support for outreach and recruitment of under-represented students for admission to the university
- Assist in advancing the communication goals of the department by disseminating crucial information and resources through online, written, and verbal communications
- Compile data to inform and support development of various strategic initiatives
- With Institutional Research, tracks student retention including data analysis of higher-attrition demographics
- Work with other departments and offices (e.g. Athletics, Residence, Registrar, and others) to develop a needs

assessment reviewing the student experience of underrepresented groups across campus and ways that it could be improved

- Conduct qualitative and quantitative evaluation of student experience and outcomes from all initiatives and events including but not limited to surveys, focus groups, semi-structured interviews, comparisons or pre- and post- performance on relevant measures, and other methods as needed
- Support in the writing of reports as required to the Ministry of Colleges and Universities for any applicable grants
- Participate in committees and working groups to assist the development of projects through knowledge of, and by presenting information about, student learning, transition, and retention issues
- 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
- 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
- Coordinate student assistants with calling campaigns and other initiatives
- Coordinate with recruitment, marketing, 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
- 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 underrepresented 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
- 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, and Nipissing University Student Union (NUSU)

External Contacts:

- Students (prospective)
- Universities and colleges
- Community partners

MATERIALS UTILIZED:

- Nipissing University and Student Development and Services Strategic Plan
- Student Development and Services 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:

- May require periods of intense visual and mental concentration
- Variety of sitting, standing and may be required to carry materials
- Hours of work may be irregular and include some 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