

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Orientation Coordinator
DEPARTMENT:	Student Learning and Transitions
CLASSIFICATION:	Coordinator C
WAGE GRADE:	WG 70
EMPLOYMENT DEFINITION:	Full-time Support
SUPERVISOR:	Manager, Student Learning and Transitions

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Student Learning and Transitions, the Orientation Coordinator supports the development, coordination, and delivery of university-wide orientation and transition programming to assist new students and their supporters as they transition to Nipissing University. The role uses evidence-informed best practices and assessment data to ensure programs meet key learning objectives related to student success, retention, campus resources, and community standards. The Coordinator also provides support for department-specific orientation initiatives.

In collaboration with the Manager and campus and community partners, the Coordinator assists with planning, implementing, and evaluating orientation activities and events to create a welcoming and engaging campus environment.

The Orientation Coordinator regularly works with campus collaborators to understand and identify first-year student needs at different times in the academic year to ensure orientation programs set students up for success. They will also oversee necessary event risk management for campus-wide orientation programs, events, and initiatives that the role leads.

DUTIES & RESPONSIBILITIES:

Orientation Program Development (70%)

- Develop new student and support curriculum & learning objectives based on data, current research, theory and best practices, for orientation and transition programs
- Ensure that applicable orientation and transition programs have met appropriate risk management and event planning guidelines
- Lead the recruitment, selection, training, and active mentorship to student employees as part of the Orientation and Student Experience team
- 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
- Liaise and manage relationships between internal and external campus partners to create and maintain shared understandings regarding the scope and purpose of orientation programs
- Develop and implement training curriculum for orientation and transition student staff and volunteers (training to include, but not limited to, safety planning and risk management, accessibility, program implementation, inclusion and belonging, team building and communication, among other things)
- Coordinate and lead logistical requirements, including facility scheduling and multi-media requests
- Create, update and maintain 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

- Develop, coordinate and implement a comprehensive assessment plan of Orientation programs.
- Ensure compliance with University policies and regulations
- Coordinate the updating and printing of orientation marketing and promotion materials required to promote the programs

Orientation Programming Partnerships:

- Consult and advise on the 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 (e.g. NUSU - Orientation, 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 to increase student retention, providing oversight for social media and emerging technology platforms
- Coordinate and implement departmental resources and services as needed

Program Assessment and Evaluation

(20%)

- 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
- Maintain secure and fulsome data sets on orientation activities to be reviewed in connection with student outcomes such as grades, persistence, graduation rates, and others.
- 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
- Continue professional development including conferences and remain up-to-date about transition issues and programs through association membership, journal subscriptions, research, and communication with other program administrators

Record of Student Development (RSD)

(10%)

- 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, implement, and assess student learning outcomes for the program
- Liaise with campus and community partners to promote student development opportunities
- Assess and enter submissions into the database and print transcripts as required
- Coordinate a recognition event for students who participate in the RSD program

Any other duties as assigned.

QUALIFICATIONS:

Education:

A Bachelor of Education degree is required. A Master of Education with a focus in education, post-secondary education, student affairs, leadership, or adult learning is preferred.

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, delivery, and event management through a combination of student affairs, campus or community organizations, government or related sector
- Direct experience with orientation and transition programs in post-secondary education setting working with diverse student populations (e.g. mature and transfer, first generation students, and others)
- Knowledge in the practical application of student development theory, learning theory, and other theories
- Experience in facilitating partnerships with constituents from a variety of institutional functional areas (e.g. students, student leaders, staff, faculty, administration, and others)
- Experience with emerging technologies and effective leveraging of social media
- 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
- 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
- Skilled in observing and evaluating the outcomes of a problem to identify the key issues or redirect efforts

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Student Learning and Transitions

Internal Contacts: Students, staff, faculty

External:

- Students (prospective)
- 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, Student information systems softwares

PHYSICAL / MENTAL DEMANDS AND WORKING CONDITIONS:

- Visual and mental concentration
- Sitting for long periods, some standing and carrying materials
- Flexible work schedule, that could include some evenings and weekend hours, in order 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

Human Resources

Date