

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Student Experience Coordinator, Access and Belonging
DEPARTMENT:	Student Development and Services
CLASSIFICATION:	Coordinator C
WAGE GRADE:	WG 70
EMPLOYMENT DEFINITION:	Full-time Support Staff - Contract
SUPERVISOR:	Manager, Access and Belonging

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Access and Belonging, the Student Experience Coordinator, Access and Belonging implements student success and retention initiatives that support students who are demographically underrepresented, at risk of attrition, first in their family to attend post-secondary education, or who may experience barriers to accessing and navigating university. The Coordinator supports outreach, student success, and retention initiatives that increase post-secondary participation among underrepresented students and foster equity, diversity, inclusion, and belonging for all Nipissing University students, including distance and on-campus learners. The role also develops, implements, and evaluates related events, programs, materials, and initiatives, and serves as a resource to faculty and staff to help strengthen 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%

- Implement 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
- Implement events and initiatives to celebrate diversity, increasing inclusion, belonging and promoting equity across the institution
- Assist the Manager, Access and Belonging with advancing key student findings from the institutional EDIA Audit, ensuring their implementation aligns with the University's strategic EDIA priorities.
- Assist with implementation of the Academic Plan and Operational Plan (APOP) as appropriate.
- Assist with hiring, training, and coordinating student staff and volunteers to provide mentorship, programming and outreach to students
- Develop and implement 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 student services on campus
- Provide one-on-one and group support aimed at facilitating access to, and confidence in, campus resources and activities
- Liaise with university departments and offices to connect students with appropriate supports 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
- Serve as a resource to other departments by providing guidance on intersectional student needs and inclusive student support practices
- 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

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 Support Navigator, Student Intervention Specialist, and faculty to establish early identification tools to identify students who may require support and to provide communication materials and supportive programming for faculty to encourage students 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, and 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
- Work with Institutional Research to track student retention and analyze data for student groups with higher attrition rates
- 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
- Assist with preparing reports to the Ministry of Colleges and Universities for 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
- Maintain a clear and appropriate social media presence
- Organize and facilitate activities that support 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 of three (3) years of directly related full-time work experience delivering university retention, transition, student success, or related student support programs, including supporting students from underrepresented and non-traditional backgrounds who may face systemic or personal barriers to accessing, navigating, and continuing in post-secondary education, particularly within the context of a smaller Northern Ontario institution
- Strong familiarity with programs, support and inclusive practices that help reduce barriers and support student success
- Demonstrated experience creating, coordinating, assessing, and evaluating programs, events, or initiatives that provide support and assistance to students
- Demonstrated experience hiring, training, mentoring, or coordinating peer support student staff and/or volunteers
- Demonstrated experience working with academic faculty, student services departments, and other institutional partners to provide student success communications, supportive programming, and coordinated student supports
- Demonstrated experience assessing programs and outcomes using data management tools and qualitative and quantitative research methods
- Knowledge of student development and learning student governments, campus organizations, and university policies and procedures related to student life and activities
- Ability to work independently with minimal supervision and exercise initiative in an unpredictable and sometimes stressful environment
- Ability to interact, communicate, and build partnerships with students, parents, university staff, faculty, and administration
- Experience with program and event coordination
- Experience with emerging technologies and effective use of social media; graphic design skills are considered an asset
- Demonstrated knowledge of customer service and information communication standards under the Accessibility for Ontarians with Disabilities Act (AODA)
- Knowledge of university procedures related to the Freedom of Information and Protection of Privacy Act (FIPPA) and management of confidential student information is considered an asset
- Ability to work flexible hours; must be available to work evenings and weekends as necessary

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Access and Belonging

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
- Academic Plan and Operational Plan (APOP)
- Nipissing University Equity Audit
- Student Development and Services Department Policies, Procedures and Expectations
- Nipissing University Academic Calendar
- Computer workstation and related 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

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Approvals

Supervisor

Date

Human Resources

Date