

Nipissing University
POSITION DESCRIPTION

POSITION TITLE: Student Accessibility Officer

DEPARTMENT: Student Development and Services,
Student Accessibility Services

SALARY LEVEL: Two (2)

EMPLOYMENT DEFINITION (STATUS): Full-time Administration

SUPERVISOR: Manager, Student Accessibility Services

REVISED DATE: August 2018

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Student Accessibility Services, the Student Accessibility Officer is responsible for the administration, implementation and quality control of disability-related accommodations, including the joint operation of Accommodated Testing Services and the Note-taking Services programs as a member of the services delivery team in Student Accessibility Services. Responsibilities include scheduling accommodated tests, mid-term and final exam requests, communication with students and professors, booking and set up of testing rooms, fee collection and the security and integrity involving the storage, transmittal and administration of all accommodated tests and exams. The Student Accessibility Officer is responsible for the supervision, recruitment, selection, training, and scheduling of note sharers, note takers, proctors, scribes, and academic strategists for students with disabilities. Personnel will be recruited from the local community as well as within the University. Responsibilities also include the distribution of accommodation letters to students, along with the organization of BSWD funding. This position involves a unique job sharing format, flexible hours, including some early morning and evening hours, some week-ends and being available to provide on-call support to scheduled note takers and proctors. Usual hours of work will vary (for example, 8:00 a.m. to 4:00 p.m. or 12:00 p.m. to 8:00 p.m.).

DUTIES & RESPONSIBILITIES:

OPERATIONS OF THE ACCOMMODATED TEST AND EXAMINATION SERVICE OFFICE

(40%)

- Supervise, recruit, select, train, and provide performance feedback for the accommodated test and examination proctors and scribes
- Schedule proctors/scribes according to workload demands, availability, numbers of students and the nature of the exam and accommodations being provided
- Oversee and authorize payroll sheets to confirm hours claimed by proctors and scribes
- Maintain a positive relationship with faculty members through various forms of communication (for ex. email, in person, etc.)
- Maintain, update, and troubleshoot the test booking software and online interface
- Prepare alternate format testing and examination materials
- Photocopy tests, examination and documents, in accessible formats as indicated by the student's accommodation information
- Assist with set up and maintenance of equipment in temporary testing and examination rooms/sites
- Assist in set up and maintenance of remote monitoring system for tests and exams
- Aid in the installation and maintenance of assistive technology available to students in the Office of Student Development and Services and examination rooms, as required
- Facilitate remote monitoring and invigilation of tests and exams

- Determine the appropriate testing location and environment according to each student's accommodation requirements in accordance with accommodation information provided by the designated Accessibility Consultant
- Book exam rooms according to the University's room booking policy and procedures
- Securely collect service fees and late fees and provide receipts before starting an accommodated test or examination
- Maintain records of fee payments and reimbursements
- Maintain the Accommodated Testing Centre in an orderly, safe, distraction-free and odour-free, accessible condition
- Update and maintain effective publications for reminders and notification of policies and procedures concerning test and examination accommodations
- Provide input and draft policies and procedures related to the operation of the Accommodated Testing Services
- Maintain records of students approved for accommodated tests and examinations
- Maintain records of accommodated tests and examinations and produce reports on an annual basis
- Distribute final exam reminders by email according to established policy and procedures
- Produce electronic and back up final examination schedules and update on an ongoing basis
- Communicate with students by telephone and email concerning accommodated tests and exams
- Photocopy and distribute and/or email all exam accommodation requests to designated faculty members as per established procedures
- Arrange for, or assist in, the relief of professors so they can attend Student Accessibility Services exam rooms and answer students' questions
- Organize and/or perform proctor and scribe services for exams, and when necessary cover proctors for breaks and professors for question periods, ensuring the integrity of the exam process at all times
- Label, move or arrange for moving and keep track of chairs and podiums that are required by students in their testing environments
- Ensure adequate supplies are available for the accommodated testing centre and additional examination rooms
- Notify the designated Accessibility Consultant or the professor in the absence of the Accessibility Consultant of any improprieties or extenuating circumstances during a test or examination sitting
- Ensure the integrity and safe-keeping of all tests and examinations during storage and transit of tests and examinations

OVERSEE NOTE SHARING AND NOTE TAKING SERVICES

(25%)

- Supervise, recruit, select, and provide performance feedback to note takers contracted by Student Accessibility Services from within the university, as well as the local community
- Coordinate and provide training and testing of note-takers competencies
- Schedule note takers for approved students
- Oversee and authorize payroll forms to confirm hours claimed by note takers
- Collect note taking fees as per the current fee schedule, often following procedures under the Ontario Student Assistance Program's Bursary for Students with Disabilities
- Provide information for fee recovery costs for students, as needed
- Maintain, update, and troubleshoot the note taking software and online interface
- Respond to complaints and irregularities involving note takers
- Engage in troubleshooting, mediation, and problem solving strategies when dealing with complaints
- Provide emergency back-up paper note taking and laptop note taking services, when required
- Ensure that note taking supplies and technology are available and in good working order (technology)
- Provide materials and files for students such as notes, lecture handouts, etc.

OTHER ADMINISTRATIVE SERVICES

(35%)

- Supervise, recruit, select, train, and provide performance feedback for the Summer Transition Assistant
- Assist in the development of the Summer Transition Program proposal and budget
- Oversee the scheduling and delivery of workshops during the Summer Transition Program
- Outline transition goals before, during, and after the Summer Transition Program
- Recruit student participation for the Summer Transition Program
- Supervise, recruit, select, and provide performance feedback to student mentors volunteering within Summer Transition Program
- Develop marketing strategies to promote the Summer Transition Program
- Liaise with community organizations to support the Summer Transition Program and plan workshops/activities
- Maintain a detailed exchange of information system with second Student Accessibility Officer to ensure uniform sharing of job responsibilities
- Aid in the conversion of text study notes and textbooks to an auditory format to accommodate auditory or auditory/kinesthetic learners
- Supervise, recruit, select, train, and provide performance feedback for Academic Strategists hired to work with students on strategies for academic success
- Gather resources for and assist with the development and maintenance of the Office of Student Development and Services web pages
- Maintain a working knowledge of university academic policies and procedures affecting students with disabilities
- Represent the interests of students with disabilities among other academic and student support service areas
- Provide accurate information about Student Accessibility Services to prospective and current students, faculty, staff, and to the general public
- Ensure that on-going contact with students is maintained to monitor the effectiveness of the accommodations and supports
- Take appropriate action to support students experiencing disability-related difficulties, including liaising with Accessibility Consultants, Counsellors, etc.
- Ensure urgent requests for services are responded to immediately and brought to the attention of the appropriate Accessibility Consultant
- Enter and update student data and other service-tracking information in appropriate databases and perform queries to produce monthly, annual and other reports based on the information from the databases, when required
- Assist the Manager, Student Accessibility Services in other related projects and tasks that contribute to the successful operation of the note sharer/note taking program and the accommodated testing services

QUALIFICATIONS:

Education: An undergraduate degree from a recognized post-secondary institution

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

Training, Experience, Knowledge & Skills Required:

- Three years' experience working with students with disabilities preferably at the post-secondary level
- Experience in taking initiative and working in a team environment
- Training in case management practice

- Experience in planning, implementing and coordinating special events
- Experience in delivering seminars and workshops using strong writing and presentation skills
- Extensive computer skills and knowledge of assistive technology
- Sound judgment and decision-making skills
- Excellent oral, written and interpersonal communication skills
- Proven judgment and discretion in dealing with confidential and sensitive matters
- Ability to organize workload according to various requests in a deadline-oriented environment
- An understanding of assistive technology and study skills is an asset
- An understanding of the results of psychometric testing in application to academic performance
- High degree of accuracy and attention to detail
- Excellent organizational skills with ability to prioritize tasks and juggle competing demands
- Sound knowledge of services available to students from both internal and external sources
- Sound knowledge of assistive technology used by persons with a disability
- Commitment to the objective of empowerment, integration and inclusion; ability to communicate clearly, convincingly and professionally

Software

- ClockWork
- Microsoft Office
- Gmail
- Internet applications
- Note-taking software
- DATATEL including Crystal Reports
- Assistive Technology software (i.e. Dragon Naturally Speaking, Kurzweil, JAWS)
- NetSupport

POSITION RELATIONSHIPS:

Supervised by: Manager, Student Accessibility Services

Positions Supervised: Casual proctors and note takers, students

INTERPERSONAL RELATIONSHIPS/PERSONAL CONTACTS:

Internal: Students, Faculty Staff

External:

- General public
- Community agencies

MATERIALS UTILIZED:

- General Office Equipment
- ClockWork Student Record Management system
- NetSupport Monitoring System
- Specialized computer software (scanner, voice recognition, speech synthesizer, etc.)
- Digital audio recorders
- FM hearing systems
- Dictaphone
- Kurzweil reader/scanner

- Assistive Technology Software
- Tele-Typing devices for the deaf

PHYSICAL DEMANDS:

- Visual and mental concentration
- Light to moderate demands (Sitting, Standing, Walking)

WORKING CONDITIONS:

- Pleasant work surroundings
- Separate work area
- Flexible schedule required (regular evening work)

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