

Position Description

Position: Associate Registrar, Registration, Records and Systems

Department: Office of the Registrar

Location: Surrey Campus

Date: January 2015

OBJECTIVES:

This position provides leadership and expertise in support of institutional enrolment management goals and for attainment of recruitment and retention objectives in alignment with the mission of KPU. The primary functions of this position are:

- To direct the operations necessary for enrolment of students, including scheduling, registration and respective systems and policies.
- To direct the operations necessary for the academic record keeping of the institution, including grade records, transcripts and academic standing.
- To ensure the integrity of student records under the jurisdiction of the University Registrar; to act as the data steward within Student Services for the University's student information system.
- To provide leadership in the use of systems, business processes, and reporting across the Registrar's Office.
- To provide leadership in the analysis of enrolment patterns and data for evidence based decision-making.
- To oversee the University's calendar.
- To work closely with the other Associate Registrars and other university departments in the attainment of these objectives.

STRUCTURE:

The Associate Registrar reports to the University Registrar. Reporting to the Associate Registrar are the Manager, Records and Registration and the Assistant Registrar, Systems.

NATURE AND SCOPE:

The Associate Registrar has university-wide responsibility and accountability for analyzing and maintaining enrolment systems in support of recruitment, registration, scheduling, curriculum. The Associate Registrar is responsible for ensuring data integrity, exceptional and efficient business practices, and excellent customer service to students, staff, faculty, the University executive and external partners. The Associate Registrar will form part of the University's key strategic enrolment management team and will work with others to ensure the University community has access to enrolment data that will inform better decision-making.

KEY AREAS OF RESPONSIBILITY:

A. Direct student records and registration functions

Establish and support scheduling and registration policies and procedures for the University, work with Faculties and administrators to determine the most effective and efficient practices for the collection, recording and distribution of student records and the coordination and development of relevant and appropriate systems.

B. Ensure student data integrity and quality assurance of data, processes and policies

Uphold the integrity of student data acquisition business processes, data quality evaluations, operational reporting needs analysis and aggregate reporting needs for all student environments. Maintain and optimize current and relevant validations and controls. Ensure strong relationships are maintained with Accounts Receivable, Human Resources, Institutional Analysis and Planning, and Information and Educational Technology to ensure data integrity and quality standards.

C. Student Information Systems

Serve as the data steward for the student information system: provide internal business systems and procedures consultation to the Office of the Registrar and other University departments relating to students; evaluate business processes for efficient use of systems; champion new technologies in the division; and liaise with other departments and external agencies to facilitate data exchanges.

D. Reporting

Support operational reporting from the Office of the Registrar including applicant, enrolment and student records data. Liaise with Institutional Analysis and Planning to facilitate use of student data and support the interpretation and analysis of student data and business processes.

E. Student Communications

Oversee broadcast email messaging to students, including ongoing university communications with students as well as critical or urgent messaging related to emergency or increased-risk situations, to fulfill KPU emergency management protocols. Ensure communication is policy-based and consistent with the vision and mandate of KPU.

F. Associate Registrar Responsibilities

Perform duties of an Associate Registrar including appeal and variance assessment, participation on Senate committees, and policy research and evaluation. The core of this advisory role is on curriculum logistics: those elements of curriculum development and delivery that impact records, registration and scheduling.

G. University Calendar and Curriculum

Manage the production of all versions of the University's calendar, including the development and implementation of policies related to the academic calendar. Develop and maintain the use of the on-line curriculum software and ensure staff are trained appropriately in its use. Manage and support the workflow for the University calendar with the University community and work with the University Secretariat to ensure the timely transfer of Senate-approved documents.

H. Budget and Administration

Manage and monitor the Records and Registration budget. Provide leadership, management and mentoring for staff and ensure that excellent staff are recruited and retained. Develop and model customer service orientation, competencies, and expectations for the department.

SPECIFIC ACCOUNTABILITIES:

1. Provide leadership to the scheduling and registration department. Ensure the efficient, effective, and consistent operation of the scheduling and registration functions. Through the analysis of enrolment trend data, lead the development of a scheduling policy for the University, and influence the scheduling decisions of chairs and deans to better meet students' course and enrolment needs.
2. Aggregate and analyze feedback from students on course needs and influence future course scheduling decisions to best meet students' needs.
3. Consult internally with students, faculty, staff and senior administration and externally with post-secondary institutions, vendors, and consultants in fulfilling their accountabilities. Represent Office of the Registrar with vendors and external organizations to provide project oversight and necessary direction.
4. Provide reporting services using Banner student data to all units. In collaboration with IET and other units within the Registrar's Office customize data mart reports.
5. Analyze and report on a wide variety of learner and other data on such issues as enrolment levels and comparisons, graduate outcomes, educational costs, student achievement indices, attrition rates, student demographic and tuition fees.
6. Provide statistical data on enrolment trends and outcomes. Make recommendations for university wide enrolment management initiatives.
7. Provide regular updates of scheduled management information reports and supervise the preparation of statistical reports for internal and external use.
8. Design and maintain effective systems for the storage, retrieval and distribution of enrolment information.
9. Establish and maintain a departmental climate that supports student-centered service and reflects the mission, vision and values of Student Services and of the University.
10. Hire, develop, evaluate, and discipline staff according to established University policies and consistent with collective agreement provisions.
11. In conjunction with other units at the University, prepare annual enrolment audit reports.
12. Publish the University calendar in a timely fashion, in keeping with established policies and principles.
13. Review business practices to ensure the integrity of the University's student information system is maintained. Implement improvements as needed in cooperation with other University departments.
14. Participate in the establishment of University policy related to the functions of the department and administer and interpret University policies and procedures. Proactively ensure that University policies related to records, registration and scheduling are current.
15. Facilitate, chair and participate in assigned teams and committees as required.
16. Manage the department's staffing plan and operating and capital budgets. Authorize expenditures related to departmental activities and enforce and maintain records and controls.

17. Provide long and short term administrative planning analysis to the Registrar and develop, review and monitor department goals and objectives.
18. Work cooperatively with other Associate Registrars and the Registrar to ensure the Registrar's Office is a great place to work.
19. Assume additional responsibilities and duties assigned by the Registrar.

QUALIFICATIONS:

- Master's degree in a relevant field preferred.
- Minimum of 7-10 years' experience in a Registrar's Office at a college or university.
- Minimum of five years of management/leadership experience and supervision of staff.
- In-depth knowledge of BC and Canadian post-secondary education systems, governance and policies.
- Proven track record of effective team and change management to affect improvements to service quality, staff productivity and systems efficiency.
- Advanced knowledge of Banner or another Student Information System, Structured Query Language (SQL), and statistical software packages such as SPSS and/or SAS and Microsoft Office products.
- Experience working with student records, large-scale databases and other student-facing systems.
- Demonstrated understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Proven ability to exercise tact, diplomacy and conflict resolution skills.
- Experience managing multiple projects within a rapidly changing environment.
- Excellent communication skills, both written and oral. Ability to communicate effectively with a diverse range of people and situations, to establish and maintain effective working relationships.