



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION: Associate Vice President, Enrolment Services and Registrar

DEPARTMENT: Office of the Registrar

DIVISION/FACULTY: Student Services

DATE REVISED: August 2023

ORGANIZATIONAL STRUCTURE

This role reports to the Vice President, Students. Reporting directly to this position are the Confidential Assistant, the Divisional Business Manager, and the Associate Registrars overseeing Recruitment, Admissions, Transfer Credit, Student Records, Registration, Scheduling, Curriculum, Graduation, Student Enrolment Services, and Student Systems.

PRIMARY FUNCTION

The Associate Vice President (AVP), Enrolment Services and Registrar is responsible for advancing the University's strategic and academic plans and champions services, processes, policies and systems that support the recruitment, admission, enrolment and success of a diverse student body. The AVP ensures the integrity of student academic records and compliance with relevant legislation, standards and policies. They also work collaboratively with constituents across KPU's campuses and external bodies to implement systems, policies and procedures that support a high- quality educational experience for all of KPU's preparatory, vocational, undergraduate and graduate students.

Under BC's University Act, the Associate Vice President, Enrolment Services & Registrar serves as the Senate Secretary and Secretary of the Convocation as well as the University's Chief Returning Officer, providing oversight for the University Senate and Board of Governors elections.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Provides leadership for ensuring effective generation of leads, the tracking of and communication with prospects and applicants, assessment of transfer credit and admissibility, and offer management practices for the admission of students in alignment with KPU policy.



4. Ensures KPU has effective enterprise systems for the support of recruitment and admission through an effective constituent relationship management (CRM) system, online application service, and transfer articulation database.
5. Oversees the annual recruitment and admissions cycle from point of lead generation through to application and admission and ensures a high level of customer service by making timely adjustments as required.
6. In consultation with Faculties and academic units, develops effective procedures to implement admission, conversion and retention policies.
7. Provides leadership and oversight for effective transfer credit and prior learning operations and processes including evaluation of transcripts, posting of credit, and maintenance of KPU's transfer credit database.
8. Provides leadership for the development and deployment of quality student enrolment service functions, providing coordinated university-wide front-line services related to student recruitment and application, registration and payments, records and transcripts, KPU's student inquiries call centre as well as a variety of other enrolment-related supports.
9. Oversees the production of the Academic Schedule and Course Timetables, including final exam schedules.
10. Oversees management of classroom instructional space in accordance with University policy.
11. Oversees all operations in the registration process including term/instructional cycle setup, student record creation and student enrolment and wait listing processes.
12. Ensures effective systems for the storage, retrieval and distribution of student information, including both paper and electronic records. Ensures personnel receive appropriate training to maintain the accuracy and integrity of students' academic records in compliance with provincial legislation and University Policy.
13. Accountable for the end-of-term processing including generation of grade point averages, course repeat oversight, Pathway progression, and academic standing processes. Provides oversight to grade processing, transcript issuance, and student enrolment verification.
14. Responsible for enrolment and graduation reporting to the Provincial Central Data Warehouse (CDW) in support of the Ministry's Data Quality Management Plan as well as the Post-Secondary Student Information System (PSIS) national data warehouse.
15. Provides technical leadership for the governance of KPU's Student Information System as well as evaluation of third-party software solutions to ensure efficiency and integration across University systems and functions.
16. In partnership with IT and other university stakeholders, oversees the functional needs analysis within the office, participates in enterprise software selection or local software development decisions and ensures that qualified staff are continuously deployed for functional user analysis, testing, implementation, and training.



17. Provides regular updates of scheduled management information reports and supervises the preparation of statistical operational reports for internal and external use for the tracking of recruitment, admission, registration, retention, and graduation rates.
18. Develops and implements enhancements to student and client service by monitoring and evaluating student and client satisfaction.
19. Works with Faculties and senior leaders to align academic programs with the strategic mission of the University, as well as Senate and Board policies.
20. Responsible for the publication, archival and integrity of KPU's University Calendars. Ensures the set up and maintenance of course curriculum in KPU's student information system.
21. Ensures compliance with Senate approved curricular requirements as part of graduation assessment, auditing and confirmation. Presents the verified list of graduates to the University Senate for credential conferral.
22. Oversees the maintenance of curricular requirements and regulations within KPU's credential audit system.
23. Oversees the secure production and distribution of credentials for graduates and award recipients. Ensures reports are available to Faculties and the President's Office to facilitate the planning and execution of Convocation.
24. Serves as the University's Marshall of Convocation, the Senate Secretary and an ex-officio non-voting member of the University Senate, contributing to the effective functioning of Senate and its various committees and councils.
25. Responsible for conducting elections to the University Board and Senate in accordance with the provisions of the University Act.
26. Serves as policy developer for University policies related to the functions of the Office of the Registrar. Administers and interprets University and departmental policies and procedures.
27. Provides oversight for the Student appeals process.
28. Responsible for developing and maintaining an organizational structure that reflects the university's culture and supports its mission, vision and strategic priorities.
29. Develops and administers the department's long and short-term business plan including the staffing plan, and the operating, capital equipment, capital computing, and capital renovation budgets. Authorizes expenditures, develops and maintains records and controls according to acceptable accounting practices.
30. Represents the University on various internal and external committees as required.
31. Responsible for developing and maintaining effective working relationships and liaising with academic leaders.



32. Collaborates on the development and implementation of communication activities and publications for prospects, applicants, students and candidates for graduation.
33. Relates professionally among Registrars and Enrolment Management administrators across Canada and the US.
34. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
35. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

EDUCATION & EXPERIENCE

- Master's degree required in a related field.
- A minimum of 5 years' experience in a registrarial capacity at an accredited university.
- A minimum of 5 years managerial experience in progressively more senior positions.
- Or an equivalent combination of education and experience.
- In-depth knowledge of University policies and procedures.

QUALIFICATIONS

- Successful track record in developing and implementing successful admissions, records and registration programs and services.
- Experience in administration of international application processing is preferred.
- Sound understanding of strategic enrolment management concepts, academic policies and processes that contribute to a quality undergraduate experience.
- Familiarity with the Banner Student System is strongly preferred.
- Demonstrated experience in gathering data, conducting program assessments, compiling information, and preparing and presenting reports.
- Demonstrated ability to establish and maintain effective working relationships with all levels within the institution and with students.
- Experience developing, planning and administering complex and diverse projects.
- Demonstrated leadership style that is creative, collaborative, productive, outcome oriented, and effective in leading teams.
- Ability to solve complex problems.
- Ability to communicate effectively, both orally and in writing with a wide range of constituencies in a diverse community.
- Demonstrated understanding and leadership in support of UNDRIP and the Truth and Reconciliation Commission's calls to action.
- Ability to plan and manage at both the strategic and operational levels and successfully lead and manage change in a multi-union, complex environment.
- Proven ability to exercise tact, diplomacy, and conflict resolution skills
- Proven track record of effective team management and implementing change resulting in service quality, staff productivity and systems effectiveness and efficiency.
- Ability to travel between campuses is required.