



BCGEU POSITION DESCRIPTION

POSITION TITLE: Coordinator – Curriculum

JOB NUMBER: 820

REPORTS TO: Assistant Registrar, Records, Curriculum and Graduation

INCUMBENT:

DEPARTMENT: Records, Curriculum and Graduation

DATE CREATED: May 2022

JOB CLASS: 13

PRIMARY FUNCTION

The Coordinator - Curriculum manages and oversees the timely, efficient and accurate maintenance of KPU's courses and programs in the Student Information System (SIS), Degree Audit System and published in the University Calendar. The role oversees the integration of curriculum to the primary Student Information System and other relevant systems, and maintains curriculum controls, rules, and validation tables. The incumbent leads a team that provides functional, technical and operational expertise in the management of curriculum. The role is responsible for overseeing that accurate information, explanation, and clarification is communicated to authorized parties, who inquire about curriculum processes, University policies and procedures.

JOB DUTIES AND TASKS

1. Curriculum Catalog Management
Oversee Senate approved programs and course outline submissions from the curriculum management system (CIM) for accuracy and completeness of data. Oversee the creation and updating of courses and programs in the student information system, based on approved course and/or program submissions. This includes but is not limited to details such as course attributes, equivalencies, fees, prerequisites, variable credits and student program restrictions. Oversee the maintenance of articulation requests to the BC Council on Admissions and Transfer (BCCAT). Liaise between BCCAT, other institutions and the course developer. This is accomplished by auditing data in the catalog and related modules in the appropriate Student Information System and degree audit system (Banner, DegreeWorks). This is done in order to oversee the accurate maintenance of curriculum information and data integrity of course records that impact scheduling course sections, student registration, graduation and the University Calendar.
2. Curriculum Program and Prerequisite Coding
Translate details of approved programs and course prerequisites into the student information system and degree audit system, based on Senate approved submissions. This includes but is not limited to details such as following established algorithms or logic to achieve the approved outcomes and results. This is accomplished by using Boolean logic in the curriculum module in the SIS (Banner) and scripting language in the degree audit system (DegreeWorks). This is done in order to create and maintain curriculum information and data integrity of curriculum records that impact student registration prerequisites and student graduation audits.
3. Problem Solving – Resolving Curriculum Issues
Provide troubleshooting support to Officers to resolve difficult curriculum system issues. Liaise and collaborate with faculty administrative staff to identify and resolve quality control issues. Liaise with the Registration unit on issues related to coding prerequisites that impact registration. Liaise with the Scheduling unit on issues related to course section scheduling. This is accomplished by using audit reports (Banner and FAST for Student) to identify and investigate anomalies. This is done in order to make corrections and/or make recommendations for correction to the Assistant Registrar, in order to resolve course or program creation, registration and/or scheduling issues.
4. Curriculum Customer Service
Oversee and monitor email responses to staff and faculty who inquire about curriculum questions, assisting Officer to clarify policies, procedures, forms or issues. Support Officer in responding to difficult



enquiries and complaints, taking appropriate action as required. Accomplished by primarily responding to individual email inquiries. In order to provide important and accurate curriculum information to various key parties.

5. University Policy, Procedures and Processes

Oversee and uphold curriculum processes and relevant KPU policies and procedures as they pertain to the University Calendar. Oversee system adherence of Senate approved program curriculum. Maintain established deadlines for curriculum submissions and University Calendar publication. Manage revisions to online information. Recommend to the Assistant Registrar, revisions to online information, based on policy or procedure changes and/or feedback from staff and students. This is accomplished by being knowledgeable and communicating information clearly. This is done in order to provide important and accurate policy and procedure information to students, staff, faculty and other key parties.

6. Curriculum Systems

Coordinate and test curriculum and course catalog modules when new, upgraded versions are scheduled throughout year. Test integration of different curriculum systems to the primary SIS (Banner). Ensure curriculum software and Banner catalog are in sync. Assist with the testing and implementation of updated versions of the course curriculum and degree audit software. This is accomplished by following established use cases to test each scenario. This is done in order to prevent major systemic errors during an upgrade to the system.

7. Training & Process Improvement

Providing formal instruction or training to other employees regarding the processes of the unit. Maintain and update curriculum reference and procedure manuals. As directed by the Assistant Registrar, develop and maintain online content. Modify, develop and implement new procedures. This is accomplished by completing self-paced training (written and online) to expand, inform and improve knowledge. This is done in order to knowledge-share and identify opportunities for process improvement.

8. Supervise and assign work to support staff including development/delivery of training, schedule office coverage, approve schedules, leaves and vacations, approve timesheets and overtime, conduct performance evaluations, recommend professional development, and facilitate conflict and issue resolution with staff.

9. Related Duties

Act as an institutional contact for course articulation to bodies such as BCCAT, provincial CATs (Council on Admissions/Articulation and Transfer) and other like bodies, and post-secondary institutions. This is done in order to represent KPU regarding course articulation. Arrange and/or attend meetings with internal and external resources and agencies, including conducting presentations as required. Provides input regarding staffing and resource requirements.

10. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory KPU training programs.



SUPERVISION RECEIVED:

This position reports to the Assistant Registrar, Records, Curriculum and Graduation.

SUPERVISION/DIRECTION EXERCISED:

This position directly supervises a Curriculum Officer. This includes performance appraisals, staff schedules, task assignment, timesheet approval, vacation approval, recommend overtime to the Assistant Registrar and participate in hiring. This position is responsible for providing formal instruction or training to other employees regarding the processes of the unit.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

This position manages course catalog, curricular and degree audit systems, and is ultimately responsible for monitoring data entered, changes made manually and maintenance of these systems.

FINANCIAL RESOURCES:

This role oversees the processing, verification and input of differential tuition fee information when courses are created or updated. Provides input regarding staffing and resource requirements.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Experience as a functional lead using an enterprise student information system, ideally using a student academic history module.
- Advanced level experience using Microsoft Excel. Intermediate level experience with Microsoft Office Suite or productivity software. Microsoft Office certification an asset.
- Intermediate level experience using an enterprise database reporting tool to produce operational and audit reports from a relational database.
- Demonstrated knowledge of Canadian post-secondary education systems as it pertains to academic programs, policies and procedures.
- Excellent oral and written communication skills including the ability to present information in a clear, concise and persuasive manner.
- Ability to interact effectively with a variety of individuals with diverse backgrounds and needs.
- Demonstrated ability to deal with sensitive situations that call for the use of diplomacy, tact and professionalism in the delivery of information and explanations.
- Demonstrated judgment, discretion and the ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills, demonstrated attention to detail.
- Demonstrated ability to take initiative and work independently.
- Proven ability to juggle and prioritize tasks, work to deadlines and demands, make responsible decisions and determine when to seek advice.
- Ability to respond well to working under pressure and resolve complex issues in an effective manner.
- Demonstrated knowledge of business process management and departmental planning and principles.
- Customer service oriented, with the ability to create a positive and meaningful customer experience.



- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities, with a process improvement perspective in mind.
- Demonstrate problem solving, needs analysis and analytical skills.
- Experience with managing mass communication to a defined population.
- Demonstrated team leadership and the ability to engage and motivate employees.
- Demonstrated interpersonal skills to work collaboratively as an effective team player with all levels of the organization.
- Demonstrated ability to provide leadership and direction.
- Proven ability to exercise tact, diplomacy, and conflict resolution.
- Ability to provide guidance, direction, training and education to others.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- A bachelor's degree.
- Minimum of three (3) years recent related experience supporting student records within the Office of the Registrar or post-secondary institution, in progressively responsible positions.
- Minimum one (1) year management or supervisory experience in a post-secondary institution. Formal supervisory training is an asset.
- Or an equivalent combination of education and experience.