Job Title: Registrar
Grade: 17
Division/Department: Registrar’s Office
Reports to (title): Vice President Academic and Dean
Date of completion: April 12, 2022

General Accountability:

Ensures the integrity of the administration of academic policies and processes at Renison. Manages the Registrar’s Office, providing service to current and prospective students, faculty, staff, and the community. Oversees admission and registration of students, course scheduling and examinations, student records, institutional data related to degree programs, and student bursaries and awards to support Renison’s degree programs and departments. Provides expertise and contextual information to senior leadership related to the administration of degree programs. Serves as the liaison between registrarial services at Renison University College and The University of Waterloo and works to foster and nurture a collegial working relationship between the two offices. Advocates for the interests of Renison and its students.

Key Accountabilities:

LEADERSHIP, POLICY, AND STRATEGIC PLANNING

- Liaise and develop partnerships with departments at the University of Waterloo and the other federated and affiliated University Colleges on matters related to student registration, academic progression, recruitment, and admissions
- Lead strategic enrollment management initiatives for Renison programs and Renison programs related to the Equity Agreement with the University of Waterloo
- Represent Renison at University of Waterloo committees, including Admissions Policy, Admissions Subcommittee & Admissions Cases and in meetings with the Arts Undergraduate Office and University of Waterloo’s Registrar’s Office
- Ensure the Renison Registrar’s Office functions efficiently with duplication of UW services only when mission-critical
- Advise academic units through the curriculum development and revision process and support curriculum changes through the Renison and University of Waterloo governance processes. (e.g., Renison Curriculum Committee, Academic Council, Arts Undergraduate Affairs Group-UGAG Undergraduate Operations Committee-UOps, Senate Undergraduate Council-SUC)
- Participate as a non-voting member on Renison’s Academic Council, providing contextual information as it relates to academic programs, students, and the Registrar’s Office
- Participate as a member of the Dean’s Advisory Council
• Review, develop, and understand the academic and administrative policy and procedures to ensure the consistent implementation of policies and processes at Renison, both on behalf of Renison and the University of Waterloo
• Create and manage a departmental budget of approximately $400K
• Provide strategic advice, lead, facilitate, and assist with influence activities related to the admission and registration of students, course scheduling and examinations, student records, institutional data related to degree programs, and student bursaries and awards in line with Renison University College’s strategic goals
• Determine implementation strategies, processes and policies within the Registrar’s Office that support an optimal experience for students while preserving the integrity of new and existing programs, plans, and academic requirements
• Define the goals and objectives for the Registrar’s Office team that align with the strategic plan for the Registrar’s Office and Renison. Direct the plans, priorities, and processes to achieve those goals and objectives
• In line with Renison’s core values and strategic priorities, provide supervision in monitoring, developing, and assigning employees to provide the optimal resources required to deliver key mandates of the Registrar’s Office
• Provide direction, advice, and guidance regarding technical problems and/or issues for members of the Registrar’s Office, and other administrative staff across Renison
• Provide feedback, mentoring, training, and development opportunities to increase the capabilities of employees of the Registrar’s Office
• Communicate and monitor performance expectations on an ongoing basis.
• Prepare and conduct performance reviews, identify gaps in performance and/or behaviour and apply any required action
• Represent Renison in provincial (OURA) and national (ARRUC) Registrar leadership organizations
• Stay informed of provincial and national trends related to post-secondary registrarial services

CURRICULUM CHANGE RESOURCE AND ADMINISTRATIVE SUPPORT
• Maintain up to date knowledge on policies and practices to provide guidance and act as the primary resource to the Registrar, VP Academic and Dean, academic unit Chairs and Directors, administrators, and staff within Renison regarding curriculum matters (courses and academic program requirements)
• Hold primary responsibility for Renison undergraduate and graduate curriculum submissions; proofread, revise, submit and track curriculum items to ensure they are processed through all appropriate and necessary levels of approval in a timely and accurate manner
• Oversee record keeping of curricular documents and data and related administrative processes; use records for research to support and advise academic units within Renison on matters such as program and course changes, development, new initiatives
• Liaise with Arts Undergraduate office, Graduate Studies and Postdoctoral Affairs, and Undergraduate Calendar staff (University of Waterloo) on behalf of Renison regarding academic calendar matters.
• Maintain editorial responsibility for Renison pages in the Undergraduate Calendar; proofread and edit content after approval to ensure changes are reflected correctly
• Develop and maintain timely communication within Renison regarding curricular matters, such as alerting departments of upcoming submission deadlines, requirements, policies, important information affecting them, global changes requiring action at the department level

DATA AND RECORDS
• Oversee and support the activities of the Renison Registrar’s Office related to student and institutional data and records related to degree programming
• Ensure proper policies and procedures regarding the collection, maintenance, and storage of academic records complying with confidentiality regulations (e.g., FIPPA)
• Oversee student records, including the reporting of grades and eligibility for degrees related to degree programming at Renison
• Manage the process for incomplete grades for Renison courses in compliance with INC grade policies
• Oversee the process for University of Waterloo Institutional Analysis and Planning (IAP) teaching activity report to ensure accuracy in reporting of teaching activity as it relates to the funding agreements between the University of Waterloo and Renison
• Ensure understanding of teaching activity implications related to the funding agreements of the University of Waterloo and Renison, and provide strategic input to department chairs/directors
• Support dissemination of accurate records related to teaching evaluations of faculty
• Direct process related to the records of course outlines, midterms, and exams at Renison
• Provide accurate statistical data to senior administration regarding admissions, enrolment, scholarships, and student success record
• Interpret data as it relates to Renison institutional activity, and strategic goals, and in relation to strategic enrolment management practices
• Respond to evolving needs of the organization, and develop new metrics and reporting mechanisms
• Write reports for Academic Council and the Board of Governors, and other leadership related to admission, enrolment, and student records
• Manage access to student records, and grant appropriate levels of access to Renison employees (e.g., academic advisors)
• Review process and documentation of Renison’s contributions to the University of Waterloo Undergraduate Calendar as approved by Curriculum Committee, Academic Council, UGAG and Senate. Supervise the work of the Administrative Coordinator to ensure the integrity of the administrative process around curriculum changes, and best practices in the publication of materials related to Renison programs

SCHOLARSHIP & FINANCIAL AID
• Chair Renison’s Scholarship & Awards Committee
• Oversee the approval process of yearly scholarships, awards, bursary offerings based on the approved budget and available funds in coordination with the Director of External Relationships & Internal Communication and Renison’s Finance Office
• Understand University of Waterloo Student Award and Financial Aid practice, and assist in developing complementary practices for Renison students
Job Description

- Review and improve Renison policies and processes related to scholarships, awards, and bursaries
- Oversee the dissemination of information regarding financial aid, awards, scholarships, and bursaries
- Manage the scholarship and awards process, including the posting of the various scholarships and awards, receiving applications, verifying data, and making recommendations to the Scholarship and Awards Committee
- Identify larger trends and needs, and make recommendations to the Scholarships & Awards Committee
- Support the Scholarships and Awards Committee and the Scholarship and Award Committee Working Group
- Support the Chair of the Scholarships and Awards Committee to produce an annual report to Academic Council that outlines the state of affairs concerning scholarships and awards
- Confirm recipients of convocation-related awards
- Maintain institutional records related to scholarships & awards
- Keep VPAD informed of the decisions made regarding scholarship awards
- Ensure scholarship budget aligns with scholarships awarded

ADMISSIONS AND ENROLMENT

- Ensure adherence to University of Waterloo admissions policies and policies
- Oversee admissions-related communication to applicants and admitted students, particularly acknowledgement packages, offer packages, and welcome letters and emails. Work in consultation with Marketing and Recruitment to develop communication strategies
- Provide guidance, training and framework for admissions work in the Renison Registrar’s Office. Provide input to the Admissions Coordinator and Marketing and Recruitment as needed
- Communicate with applicants, admitted students, and other stakeholders, as needed
- Confirm readmission decisions as needed
- Understand trends in post-secondary admissions, and keep department stakeholders across Renison informed
- Assist in developing and identifying admission priorities, transfer credit pathways, and other admissions-related initiatives
- Serve on the Faculty of Arts (University of Waterloo) Admissions Committee as a member with voting rights
- Coordinate and continually improve a wide range of activities related to the student enrolment, including processes related to student inquiries and services, language assessment forms, waiting lists, and system troubleshooting
- Understand, interpret, and communicate, as needed, University of Waterloo policies and principles applied to maintain accurate records for modifications to Programs/Plans, course enrolment maintenance, grades updating, academic progression, academic advisement, communication of academic decisions, and petitions to academic regulations on behalf of chairs/directors, faculty, advising and administrative staff
Job Description

- Consult with University of Waterloo Records Coordinator and Manager of Advising (Arts Undergraduate Office) on out of the ordinary cases of student records.
- Oversee and guide the Administrative Coordinator regarding scheduling practices and processes across Renison, including allocating rooms and resources for degree programs.
- Oversee final examination scheduling, proctor hiring, and room allocations, including the process around exam accommodations in consultation with instructors and adherence to University of Waterloo policy.
- Support Events Coordinator to plan and execute Renison's convocation events, for example, provide input into invitations, web information, reception and the conferring of awards and certificates.
- Coordinate new initiatives and projects related to admissions and enrolment by request of the Vice-President, Academic and Dean.

ACADEMIC ADVISING & ORIENTATION

- Understand, interpret, and communicate, as needed, University of Waterloo policies and principles regarding academic advising policy to support academic programs, faculty, and student advisors who are assisting students in fulfilling their academic plans and in ensuring consistency of advising practice across Renison.
- Represent Renison University College in meetings related to advising practice in the Faculty of Arts, and coordinate participation of Renison advisors and staff in relevant conversations and decisions.
- Provide direct academic advising support to incoming first-year Honours Arts and Arts and Business Students, as well as ongoing advising support to Renison Liberal Studies and non-degree and post-degree students.
- Attend UW Arts Advisor meetings and support Renison departmental academic advisors.
- Retain signing authority for the approval of academic program changes, course changes, Petitions for Exception to Academic Regulations, and Recommendations to Graduate.
- Manage course selection process for incoming Renison students, including coordinating with Renison academic advisors, University of Waterloo Arts Undergraduate Office, and Registrar’s Office to coordinate communication and records related to incoming student course selection.
- Coordinate planning of Renison -related Academic Orientation events, including Arts 101 day and Academic Orientation activities for incoming academic students by coordinating communication between stakeholders, arranging meetings, and delegating responsibilities in cooperation with academic units and student life departments.
- Coordinate communication of “Declare your Major” events within the Faculty of Arts and communication related to Renison programs, working alongside all academic departments and advisors.
- Support academic progression from registration to graduation through the review of processes, and support, and communication with Renison leadership.
- Determine academic progression decisions, including failed, required to withdraw decisions across all Renison programs by consulting with student’s academic advisors, determining decisions in ‘gray’ areas, and administrating University of Waterloo policy.
- Support the VPAD with the administration of Policy 71—Student Discipline.
COMMUNICATION

- Contribute to the writing and reviewing of publications/communications, including student handbooks, University of Waterloo undergraduate calendar, Renison website, Annual General Meeting report, and Marketing and Recruitment materials
- Oversee the maintenance of Renison websites related to the Registrar’s Office
- Coordinate communication sent to current students on behalf of faculty, student groups, and departments to ensure accuracy of mailing lists, records, and best practices
- Consult with Renison Communications Manager regarding current student communication to ensure review and improvement of practices
- Plan, develop and send communication to faculty and staff regarding enrolment, admissions, grades, scholarships and awards, and Registrar’s Office related process and policy
- Represent the University of Waterloo and Renison University College, as requested, at recruitment events, including the Ontario University Fair, and major Renison Open Houses, providing advice and information to prospective and admitted students
- Support Director of Marketing and Recruitment and team regarding the tone, accuracy, and content of Marketing and Recruitment materials. Identify recruitment opportunities based on context and information housed in the Registrar’s Office

TRANSFER CREDIT

- Holds in-depth knowledge of all Renison programs and courses and curriculum to assess course equivalency of other post-secondary courses in relation to Renison’s curriculum
- Understands strategic goals of departments regarding transfer students and aligns policies and processes with that mandate
- Oversees (and, when necessary, prepares) course equivalency assessments for Renison’s Transfer Credit Committee’s review of courses for prospective transfer, BSW, and MSW students by reviewing incoming course outlines and preparing detailed and accurate notes for committee review
- Schedules and facilitates regular meetings and vets information for completeness
- Makes recommendations for equivalencies to support the committee’s mandate to make fair and consistent decisions in a timely manner; brings forward special cases for review
- Provides feedback on equivalencies to Renison and UW departments, and students on outgoing exchange or letters of permission
- Communicates transfer credit decisions to University of Waterloo admissions team, School of Social Work, or students going on exchange of Letter of Permission
- Tracks decisions with a high degree of accuracy in database for use in BSW and MSW admissions
- Collaborates with the UW Registrar’s Office, departmental chairs and directors, and Marketing and Undergraduate Recruitment to explore transfer pathways and ways of improving the college transfer student experience
Qualifications:

- Master’s Degree with a focus on Education/Adult Education, Student Affairs, Public Administration, Business Administration, or related fields of study or equivalent combination of education and experience
- Progressive work experience (5+ years) in post-secondary education administration and ideally in a Registrar’s Office. Thorough knowledge of Ontario and Canadian education systems, university policies, procedures, structure, and governance
- Demonstrated management and leadership skills; ability to direct, manage, and motivate teams and individuals (2+ years)
- Budget management experience including the development of departmental budgets

SKILLS

- Knowledge of Ontario and Canadian post-secondary education systems along with university policies, procedures, structure, and governance
- Knowledge of current issues, challenges, and trends within post-secondary education
- Experience leading a team with diverse experiences and expertise
- Ability to lead and manage staff with work-from-home working arrangements
- Superior computer skills, including Microsoft Office Suite, and advanced skills in Microsoft Excel
- Knowledge of university data management systems (e.g., People Soft)
- Experience in project management, strategic planning, and change management
- Knowledge of strategic enrollment management best practices
- Knowledge of regulations supporting student enrollment management related to records management, privacy, and compliance with confidentiality regulations (e.g., FIPPA)
- Highly developed interpersonal and negotiation and conflict resolution skills, and ability to exercise diplomacy
- Preferred experience in student services and success in post-secondary education.
- Highly developed oral and written communication abilities, presentation skills, and marketing and recruitment strategies related to post-secondary education
- Experience advising students through academic program progression
- Demonstrated inclusive leadership

Working conditions:

- **Physical Effort**: Work activities involve alternating positions of light physical activities. The majority of time is spent in a comfortable position with frequent opportunities to move about at will.
- **Physical Environment**: Works in an environment with occasional exposure to mild unpleasant conditions. There may be a remote possibility of risk of accident or health hazards.
- **Sensory Attention**: Work activities involve the need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.
• **Mental Stress:** Work activities are performed in an environment with frequent exposure to mental pressure conditions where the mental stress would be noticeable.