A. IDENTIFICATION

Position Number: 101236

Position Title: Associate Registrar, Information, Records & Registration Services

Department: Student Enrollment

Position Reports To (Title): Registrar & Executive Director, Student Enrollment

Description Prepared by: Registrar & Executive Director, Student Enrollment

Date: February 16, 2017

B. POSITION SUMMARY

Briefly describe the primary function and purpose of the position in one or two sentences.

The Associate Registrar, Information, Records & Registration Services is a senior member of the Registrar & Student Enrollment leadership team and is responsible for providing strategic leadership and direction to the Information, Records & Registration Services unit: Registrar & Information Services (Burnaby, Surrey and Vancouver), Records & Registration, Schedules, SIMS Help, and U-Pass. The Associate Registrar is responsible for the overall conceptualization, development, delivery, and assessment of the unit’s programs and services at all campuses and establishment of relevant policies, practices and standards in support of University strategic priorities, including strategic enrollment management goals. On undergraduate student enrollment-related matters, the position provides policy advice, and, on behalf of the Registrar and relevant Senate committees, provides leadership to policy review, revision, and development. The Associate Registrar contributes to the overall leadership of the Student Enrollment division and Student Services by participating on various University-wide committees; acting as the designate for the Registrar on University and Senate committees; representing SFU on various Registrarial related provincial, national and international committees; and collaborating with key stakeholders and senior administrators across Student Services and the University.

The Associate Registrar is responsible for providing leadership to the development and management of enterprise wide student information systems and other student enrollment-related IT applications and solutions on behalf of Student Services. In keeping with University policies, the position ensures the maintenance, security, and overall integrity of undergraduate student academic records and compliance with external reporting requirements for relevant student enrollment information.

The Associate Registrar oversees training for the University community on administrative systems and policies related to student enrollment; ensures optimization of class and exam schedules and collaborates with stakeholders to manage and enhance classroom resources. The position is responsible for the management of all aspects of the unit’s operations, administration, budget, human resources and for ensuring the effective use of resources and the quality and contributions of staff and associates in alignment with the unit’s objectives. This position also collaborates and consults on budget, initiatives, and service expectations and standards with the Vancouver and Surrey Campus Executive Directors.
C. DUTIES AND RESPONSIBILITIES

Starting with those you consider the most important, list and describe the main duties and responsibilities of the position. For each item start with an action verb and briefly describe WHAT is done, HOW it is done and WHY it is done.

Indicate in the right hand column the percentage of time spent on each particular task.

<table>
<thead>
<tr>
<th>Description</th>
<th>% of Time</th>
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<tr>
<td><strong>Strategic Leadership, Planning and Policy</strong></td>
<td>40%</td>
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<td>Develops the vision and mission for Registrar &amp; Information Services, Records &amp; Registration, Schedules, U-Pass, and SIMS Help, consistent with the University’s strategic goals and priorities, by undertaking strategic planning to provide a framework for student enrollment-related policies, practices, and standards.</td>
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<td>Develops and provides leadership in bringing forward changes, as required, to undergraduate policy, practices, and standards related to student enrollment, by conducting independent research, considering best practices from other institutions, and evaluating the impact of those changes to students, departments, faculties, and the university community and on the unit’s ability to meet the University’s priorities, including SEM goals.</td>
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<td>Provides oversight to the development and implementation of policies, practices, and standards related to Information, Records &amp; Registration Services by developing and promoting a client services model that delivers effective, high quality programs and services aligned with unit goals and objectives and the security and confidentiality of the University’s Student Information System.</td>
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<td>Identifies and articulates the desired outcomes, including service standards, response times, satisfaction rates, etc., for units in Information, Records &amp; Registration Services by anticipating and responding to changing student needs and environmental conditions, and promoting excellent client service in support of University SEM goals.</td>
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<td>Provides leadership for the development, design, delivery, and assessment of programs and services provided by units in Information, Records &amp; Registration Services by ensuring Information, Records &amp; Registration Services managers are achieving goals and key performance indicators stated in unit’s strategic plan.</td>
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<td>Contributes to the overall strategic direction and management of the Student Enrollment division through participation in the division’s Leadership Team to ensure divisional-level objectives are achieved, resources are optimized, and programs and services are integrated and streamlined.</td>
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<td>Collaborates and coordinates with key internal and external stakeholders (i.e. academic programs, departments and faculties, national and international partner institutions) to support the University's SEM plan.</td>
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<td>Oversees the implementation of the Scheduling Policy by developing, monitoring, and reviewing business practices; ensuring departmental adherence to the policy; and chairing the Scheduling Waiver Requests Committee to ensure optimization of classroom resources and achievement of University priorities, such as improved course availability.</td>
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<td>Reviews and initiates relevant research by studying relevant literature, interpreting empirical studies, participating in studies and surveys, and collaborating with other University departments and partner institutions to develop a comprehensive, innovative enrollment management strategy.</td>
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<td>In conjunction with the Registrar, provides leadership to the Classroom Renewal &amp; Technology Committee and participates on the Classroom Renewal &amp; Technology Steering Committee.</td>
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Committee to ensure the university is creating better learning environments for students and faculties.

Participates in the University’s Enrollment Management Coordinating Committee (EMCC), including being a key member on the Standing Committee on Academic Advising, to ensure effective university-wide coordination and collaboration of enrollment management objectives, strategies and activities.

Participates in relevant project oversight and steering committees as projects are initiated.

**Operations**

Provides strategic leadership and oversight of the Information, Records & Registration Services operations at all campuses by supervising administrative management staff responsible for each unit to ensure the provision of integrated, collaborative, effective, timely, and responsive programs and services.

Provides strategic leadership and oversight to front line Information services, including Records & Registration, Admissions, Administrative Services, Academic Advising, Student Accounts, U-Pass ID/Library Card programs and integrated communications services (phone, email, instant messaging, Ask SFU, etc.) at all campuses by coordinating training, staff, resources, and communications to ensure provision of integrated, effective, timely, and responsive services.

Regularly assesses Information, Records & Registration Services business practices in relation to the unit’s and institution’s strategic plans in order to ensure effective resource allocation and timely, responsive, and exceptional delivery of the highest quality professional services.

Interprets and makes strategic decisions related to Information, Records & Registration Services activities by regularly reviewing and analyzing internal and external statistical data, performance outcomes, and other research sources to determine actual progress towards stated mission, goals, and targets.

Provides oversight to a client-focused service philosophy by ensuring relevant training programs; the promotion of service delivery standards; implementation and monitoring of feedback mechanisms from clients; and adherence to University, governmental, and external agency policies and procedures to ensure provision of timely, responsive, and exceptional levels of services at all campuses.

Leads the U-Pass-BC program audit procedures, systems, and financial reporting by following University financial policies and procedures as set out by the Auditor related to fee collections, cash handling, depositing, security, safe keeping, and transmittal to the Financial Services to ensure compliance with internal and external audit requirements for the U-Pass-BC program.

Administers the U-Pass-BC program, in accordance with the contract, by liaising with the Simon Fraser Student Society and Graduate Student Society, Translink, Financial Services, the Ministry of Transportation (MOT) and other academic and service department personnel to develop a communication plan and policies and procedures for the U-Pass-BC Program.

Represents SFU on the UPass-BC Advisory Committee and externally in contract negotiations with Translink and MOT and serves as the Student Services representative on the SFU Transportation Committee to ensure the UPass program and services implementation at SFU aligns with institutional goals, policies and standards.

Authorizes and approves exceptions to policies, practices, and standards related to Registrar Information, Records & Registration Services in extraordinary situations by consulting with relevant department/unit manager(s) and other parties, evaluating impact of exception, coordinating relevant appeals committees, e.g. a key member of the U-Pass-BC subsidy &
chairs the Enrollment Appeals committees, and communicating and implementing committee decisions to ensure compliance with University, government, and external agency policies and provision of timely, responsive, and exceptional service.

Authorizes and approves access to the Student Information System for all University employees by deciding on the appropriate level and type of access and ensuring regular review of authorized users each term to ensure that the integrity of the system access is maintained and compliance with relevant University policies, such as Information Policies.

Develops integrated processes and procedures in collaboration with other Student Services units by leading and participating in committees, such as cross-functional teams, related to Registrar’s and Information, Records & Registration Services to increase capacity for service delivery and ensure strategic objectives are met. Represents SFU externally with provincial projects/committees related to areas of oversight (e.g. BC Campus and electronic transcript exchange).

Oversees the creation, maintenance and retention schedule of student academic records; the scheduling of classes, exams, and classrooms; the execution of all registration activities; student grades; the certification of enrollment, transcripts, verification of degree progress; student academic standings; application of academic regulations; and the collection of basic enrollment data.

Ensures compliance with government legislation regarding Criminal Records Checks (CRC) by establishing effective CRC processes, including management of student records, and acting as the institutional contact/rep with the Ministry of the Solicitor General.

Ensures compliance with government legislation regarding international student enrollment by establishing appropriate reports and effective and accurate monitoring.

Ensures compliance with NCAA Division II requirements for athlete eligibility by establishing appropriate reports and effective and accurate monitoring.

Participates in and/or manages special projects, oversees needs assessments, viability studies and survey, provides administrative guidance, liaises with stakeholders, conducts research, prepares reports, and provides advice to support executive-level decision making.

**Training**

Leads the development of a comprehensive strategy to deliver training on administrative systems and polices to departmental staff, users of the student information system (SIMS) within faculties, departments, and staff in other units providing student advising services.

Provides oversight in the development and implementation of the training plan for units within Information, Records & Registration Services by ensuring relevant topics, related to general customer service and functional items, and training materials, including web-based, print, etc., and delivery of training workshops and sessions to ensure provision of timely, responsive, and exceptional levels of services at all campuses, and to create an environment that increases staff productivity, morale, and retention.

Directs the development and on-going maintenance of training manuals (primarily using the LifeCycle software) by providing leadership and collaborating with content specialists within the unit and other Student Services units to ensure provision of consistent, accurate, and efficient services and information.

**Systems and Technology**

Provides strategic leadership for student information systems by identifying student priorities and enhancements for student enrollment related business in consultation with key stakeholders and maintaining regular communication with IT decision-makers, participating in committees and/or cross functional teams so as to streamline business processes, improve
service to students and support policy implementation.

Provides leadership in fostering collaboration with faculty and academic units, and other end users across campus in the planning of enhancements and developments within student information systems and participates in the Student Information Management System (SIMS) Priority Setting Committee.

Administers and advises on university policies for data access and security.

Oversees the ongoing support of users of the student information system by ensuring effective services, through SIMS Help, and systems training to the University community.

Coordinates the selection, acquisition, and/or maintenance of software, hardware, office equipment that may improve administrative processing, and liaising with computing, purchasing, support services, vendors, etc. to ensure an efficient business environment is maintained.

Recommends systems enhancements and technology requirements for systems that supplement the main student information system, such as U-Pass system and ID Card system, by identifying reporting requirements and business process improvements to optimize resources, deliver improved services to students, and support policy implementation.

Maintains a broad base knowledge of current and emerging industry and technology trends, with a particular focus on those related to student information systems, and service delivery systems.

Communications, Administration and Budget

Leads the development and on-going maintenance of the student information management system’s web-based information portal (“goSFU”) by collaborating with content specialists within the unit and other Student Services units to ensure provision of consistent, accurate, effective and efficient services.

Develops, promotes, and maintains university-wide network of key stakeholders, including Student Service and University departments, by participating in committees, such as cross-functional teams, and proactively seeking input from other departments to ensure provision of integrated, effective, timely, and responsive services.

Develops and implements a communication plans and strategy for the unit by collaborating with relevant Student Services units, including Communications Services, on design and content for website, print, and other forms of communications to ensure clients receive timely, accurate, and relevant information regarding policies and procedures.

Supervises the administrative management team of the Information, Records & Registration Services division by recruiting and hiring for open positions, maintaining current job descriptions, proposing significant responsibility changes and re-evaluations of positions, creating training plans, promoting professional development, and regularly conducting performance evaluations.

Plans and administers the budget of $2.0 million for Information, Records & Registration Services by establishing funding priorities, and developing budget plans for programs and services, including human resources, communications, facilities, training, and technology, to meet stated mission, goals, and objectives.

Monitors and administers the U-Pass program budget of approximately $9.6 million by ensuring the compliance with the legal agreement and internal and external audit requirements, and ensuring financial obligations to Translink are met and overall goals and objectives are met.
D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

- Makes decisions regarding more complex or sensitive issues that may result in dissatisfaction by the recipient of the decision, further escalation, or appeal. This may require interpreting academic and administrative policies, such as U-Pass and Library/ID card, FOI/POP, Grading, Registration etc., consulting with other senior administrators (within and outside Student Services), and making recommendations regarding exceptions to policies and procedures.
- Makes decisions regarding strategies to optimize and integrate services across Student Services and the Faculties.
- Makes decisions regarding budget, including required resources and expenditures.
- Makes decisions regarding high level human resource matters related to all units within Information, Records & Registration Services.
- Makes decisions regarding exceptions to policies, practices, and standards related to all units within Information, Records & Registration Services.
- Makes decisions regarding systems priorities, requirements, and enhancements for student enrollment related business in consultation with key stakeholders.
- Makes decisions regarding the delivery of programs and services offered by the unit in consultation with Registrar & Executive Director, Student Enrollment.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

- Submission of the goals and objectives of the unit requiring the approval of the Registrar & Executive Director, Student Enrollment.
- Major changes in policy
- Major budgetary changes
- Serious staff performance issues and termination
- Approval of new and cancelled programs/activities

E. SUPERVISION EXERCISED

Indicate the number of employees for whom the position is responsible.

Number of employees reporting directly to the position: 9
Total number of employees for whom the position has direct responsibility: 31

Note: In addition, anywhere from 6 to 9 temporary employees are employed at any given time in the unit.

F. SUPERVISION RECEIVED

Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

Works under general direction to meet broad objectives set annually. This position is self-directed for all day-to-day operations.

G. UNUSUAL WORKING CONDITIONS

Travelling between all campuses. May require overnight stays when dealing with outside agencies or professional organizations.

H. ENTRANCE QUALIFICATIONS

What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?
- Master’s degree and eight years of management experience that includes experience in post-secondary Registrar’s Office or equivalent combination of education, training, and experience.
- Excellent planning, organizational and administrative skills.
- Excellent leadership, interpersonal, communication, judgment, and human resource management skills.
- Excellent skills in managing significant budgets
- Excellent analytical, problem solving skills and conflict resolution skills
- Excellent knowledge of, and ability to interpret and apply, complex policies and regulations
- Current knowledge of issues, literature and best practices in the area of strategic enrollment management
- Skilled in engineering business processes and the design, development and delivery of training programs
- Excellent understanding of information systems and technologies related to student enrollment
- Ability to arrange suitable transportation to various work locations

I. ORGANIZATIONAL RELATIONSHIPS

*Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.*

J. APPROVALS

Incumbent's Signature: ___________________________ Date: ___________________________
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<th>Supervisor's Signature:</th>
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