A. IDENTIFICATION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Course Evaluation Systems Specialist</th>
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<tr>
<td>Department:</td>
<td>Teaching and Learning Centre</td>
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<td>Position Reports To (Title):</td>
<td>Manager, Assessment and Course Evaluation</td>
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<tr>
<td>Date:</td>
<td>August 28, 2017</td>
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B. POSITION SUMMARY

Reporting to the Manager, Assessment and Course Evaluation, the Course Evaluation Systems Specialist provides ongoing assistance and backup to the Manager and is responsible for coordinating the configuration and programming of Student Evaluation of Teaching and Courses (SETC) course projects across all Faculties, Schools, and departments. The Course Evaluation Systems Specialist maintains regular communication with all stakeholders; monitors analytics on the current functioning of the system; and manages the online system (i.e., customizes the evaluation forms for departments and divisions; troubleshoots; provides support to instructors; and oversees report generation and helps to run reports, etc.). The incumbent configures and programs course projects across all Faculties, Schools, and departments. The Course Evaluation Systems Specialist verifies and amends course-related data received from student information and other data sources and information from Faculties, Schools, and departments. The incumbent works with the central SETC team to support incoming Faculty, School, and departmental implementation processes and assists with the consultation process for bringing new academic units on to the SETC system.

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>
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<tr>
<th>Description</th>
<th>% of Time</th>
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<tr>
<td>SETC System Administration</td>
<td>60%</td>
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Delivery of the SETC framework involves the management of processes related to the configuration, collection, and release of course evaluation information through the online system (Blue). This includes tasks ranging from the configuration of the core data sources to the programming of the course evaluation project and reporting systems. As the assessment of SFU courses involves a large number of course evaluation projects each term, operations also involves the organization of multiple schedules and the coordination of information, timelines, and deadlines from participating faculties across the institution. Key responsibilities include:

- Monitoring, responding to, or escalating daily support request emails.
- Managing course evaluation instructor-course, course, and student-course information data sources for the assessment of courses by:
  - Extracting, reviewing, and verifying course evaluation information from core data sources for project configuration (integration with SIMS, IRP data sources, Canvas and any other relevant systems)
  - Identifying courses where data source information is non-standard (e.g., team taught courses, labs, and condensed courses)
• Managing course evaluation project information for each Faculty by -  
  o Communicating with Faculty representatives for the collection, review, verification, and organization of course and course-instructor information for each Faculty  
  o Organizing course timetables and coordination of deadlines into course evaluation project schedules  
  o Regularly communicating with Faculty and departmental academic, administrative staff, and TLC staff (e.g., Educational Consultants), with respect to project progress before and during live course evaluation periods  
  o Coordinating and releasing course evaluation procedural memos to academic and administrative staff each term.

• Programming and configuring course evaluation surveys into course evaluation system.
• Programming and configuring course and course-instructor information (per project) into course evaluation system.
• Managing live course evaluation projects during instructor and student sessions (including editing course, course instructor, and student relationships within the system as needed, resending invitations, etc.).
• Managing academic administrator and staff administrator access privileges to course evaluation system and data.
• Configuring and populating course evaluation reports by -  
  o Assessing response rates per course per project for report generation.
  o Configuring report fields, verification of reporting data.
  o Populating appropriate courses based on response rate and type of report.
  o Reviewing, verifying, and importing the “academic report viewer access data source”.
  o Preparing and integrating student report data for authorized access.
• Managing live/published course evaluation reports (including editing course, course-instructor, and course-admin relationships within the system as needed and resending invitations, etc.).
• Overseeing technical upgrades, application administration and configuration.
• Overseeing appropriate security and authentication requirements which meet SFU guidelines and standards.
• Providing technical oversight of workflow and report designs to ensure compatibility with main enterprise systems.
• Developing programs or real-time interfaces to support core information needs.
• Provisioning any mobile applications related to Blue.
• Developing Faculty specific solutions to support the SETC process, in collaboration with others.
• Providing training to others for support and back-up purposes.

Systems Consultancy 40%

Manages and monitors SETC user requirements and user experience; works with the central SETC team to support incoming Faculty, School, and departmental implementation processes. Assists with the consultation process for bringing new academic units on to the SETC system.

Maintains technical currency and participates in in-house technical seminars, workshops, and courses. Participates in soft skills training, mentorship, and coaching programs.

Provides back-up to the TLC Systems Consultant and assists with TLC systems and technical support when needed.

Time permitting, works on other TLC projects requiring the incumbent’s skills.

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?

• Applies SETC policies in one’s own work.
• Acts proactively in working with the SETC team in the event of a critical system failure to ensure that the SETC environment is returned to an operational state. This involves taking the necessary actions to do so in the best interest of the university. These decisions may be reviewed for soundness of judgment but are expected to be technically accurate and feasible.
• With the IT designate to SETC, makes recommendations on strategic architectural, design, implementation, administration and maintenance of software and hardware systems for SETC.
• As system administration lead, makes decisions about timelines, milestones, resource requirements, deliverables and effort estimation for tasks and coordinates changes in a given course evaluation period.

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

• Decisions that contradict established policy or pertain to legal or security issues.
• Disciplinary action against breaches of University policy.
• Decisions which would require staff time from other teams within the department.
• Decisions which would require significant change to SETC’s committed performance standards.

E. SUPERVISION EXERCISED

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

Number of continuing employees reporting directly to the position: 0
Total number of continuing employees for whom the position has direct responsibility: 0

*Hires and supervises temporary staff.

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.

The incumbent works under the general direction of the Manager, Assessment and Course Evaluation. The incumbent must be highly motivated and is expected to take responsibility to establish general work procedures and performance standards to meet objectives. Results are reviewed against objectives and the incumbent is expected to exercise a high level of initiative.

G. UNUSUAL WORKING CONDITIONS

Flexibility around regular work hours may be needed on occasion to meet deadlines or deal with urgent technical issues - in particular during active course evaluation periods.

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?

Undergraduate degree in Computing Science, Statistics, or a related field and three years of related experience including systems administration, technical support, and programming, or an equivalent combination of education, training, and experience.

• Knowledge of assessment and course evaluations (e.g., course evaluation system Blue).
• Excellent online systems administration skills.
• Excellent oral and written communication skills (including technical writing skills).
• Excellent customer service, interpersonal, teamwork, and mentorship skills.
• Excellent project management, analytical reasoning, problem solving, time management, and organizational skills.
• Ability to maintain confidentiality, exercise mature judgment, diplomacy and discretion.
• Ability to understand and apply policies and procedures.
• Ability to maintain attention to detail.
• Ability to work well independently and collaboratively as part of a multidisciplinary team.
• Ability to arrange suitable transportation to various work locations.