A. IDENTIFICATION

Position Title: Program Coordinator, FIC-SFU  
Department: Student Services – Student Engagement and Retention  
Position Reports To (Title): Director, Student Engagement and Retention  
Date: September 13, 2017

B. POSITION SUMMARY

Reporting to the Director, Student Engagement and Retention and working in collaboration with Student Recruitment and Transition and International Services for Students, the Program Coordinator, FIC-SFU is responsible for developing, implementing and coordinating integrated transition and retention programs and services for students transitioning to the university from Fraser International College (FIC). The incumbent participates in the development of both university-wide FIC-SFU student programs and Student Services division-wide services and infrastructure planning. The Program Coordinator, FIC-SFU manages the evaluation, assessment, integration and administration of SFU’s FIC student academic support and transition programs.

C. DUTIES AND RESPONSIBILITIES

Develops and implements integrated FIC-SFU student academic support and transition programs and services under the general direction of the Director, Student Engagement and Retention, Director, Student Recruitment and Transition, and Director, International Services for Students.

Liaises with Fraser International College (FIC) to coordinate, develop and implement student academic and intercultural pre-arrival transition programming from FIC to SFU.

Works in collaboration with the members of the Student Success and Strategic Support (SSSSS) management team and ensures strategies are aligned with the goals and objectives of the Student Success Strategic Plan. Provides leadership for the Student Success unit team members (i.e., Academic Advisors, Student Advisors) regarding academic transition and retention programming for FIC-SFU students.

Plans, coordinates, implements and evaluates all pre-arrival programming for all new FIC-SFU student transition in collaboration with stakeholders and partners including Faculties and Student Services.

Participates and assists with Student Recruitment and Transition, Student Engagement and Retention and International Services for Students programs/initiatives that target prospective, new, and continuing FIC-SFU students including participating in various committees, researching best practices, and liaising with various internal and external stakeholders.

Coordinates the evaluation and assessment of pre-arrival, transition, and retention programs, by working collaboratively with the Director, Student Engagement and Retention, Director, Student Recruitment and Transition as well as the Director, International Services for Students to establish metrics, manual, and technology-based measurement and reporting systems.

Develops and oversees both an early alert and academic progress systems that monitor FIC-SFU students in their first year. Liaises with academic departments and units within Student Services along with other groups on campus. Participates in relevant university, provincial, and national work groups and committees when required.

Provides advice to the Student Services Directors in the development and recommendation of policies, strategies, and procedures in support of FIC-SFU student retention objectives.
Recommends an annual budget plan and financial metrics to the Student Engagement and Retention, Student Recruitment and Transition, and International Services for Students management teams, which is aligned with the objectives and unit goals related to FIC-SFU student academic and transition support.

Works collaboratively with stakeholders across the university and within Fraser International College; in particular with other academic units, as well as the Student Learning Commons to facilitate and coordinate partnerships and cooperation with FIC-SFU student academic programming

Participates in the development of Student Services division-wide program, service and infrastructure plans through membership on intercultural cross-functional committees and English as an Additional Language (EAL) working groups. Contributes to short and long range planning by undertaking best practice and needs-based research, as well as conducting evaluation assessments on FIC-SFU academic support and transition programs.

Collaboratively participates in the review and development of new and revised FIC-SFU student support and retention practices, policies and procedures within Student Services and the Faculties to improve efficiencies in the delivery of programs and services.


In collaboration with Communication Services in Student Services, develops, implements and evaluates communication strategies and activities that are distributed across the university to staff; including the creation of appropriate and relevant print materials and web communications to inform, guide and support the University’s FIC student retention objectives university wide.

Analyses and forecasts new and revised budget implications for program and service changes and funding sources, and reviews financial activities to ensure internal and external accounting policies, procedures and agreements are followed and are consistent with the financial practices of SFU.

**D. DECISION MAKING**

1. 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?

   - Decisions regarding new and revised policies and procedures related to the academic programs and services FIC-SFU Students.
   - Decisions regarding programming, service planning and delivery for pre-arrival programming at FIC.
   - Decisions regarding academic and transition programming related to FIC-SFU students, as well as for metrics and measurement methodologies to assess student performance.
   - Providing advice related to the safety and well-being of international students and determines if students are at immediate risk.

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

   - Decisions involving hiring, approval of training and/or professional development plans, performance management, approval of leaves and serious staff performance issues.
   - Decisions of a political or diplomatic nature that could negatively affect the University’s reputation, nationally or internationally.
   - Major changes to existing FIC-SFU programs and services.
   - Decisions regarding crisis management, where it has been deemed the safety of students is at risk.
   - Decisions having significant budgetary impact on Student Success or on the reputation of Student Success.

**E. SUPERVISION EXERCISED**

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

F. SUPERVISION RECEIVED

Works under the administrative direction of the Director, Student Retention and Engagement, to achieve strategic objectives.

Meets with the supervisor to discuss difficult or serious situations not governed by established policies and procedures.

G. UNUSUAL WORKING CONDITIONS

Requires special appreciation of political and diplomatic protocol, exceptional collaborative and interpersonal communication skills, and the experience and presence to represent the University both provincially and nationally.

Providing incomplete or inaccurate information to students can have a devastating impact on SFU’s ability to recruit/retain students and damage SFU’s reputation. Inaccurate information or a lack of persistence in dealing with cases may lead to serious situations that impact a student’s academic success.

Requires occasional evening and weekend work, travel, and availability as an emergency resource person.

H. ENTRANCE QUALIFICATIONS

Bachelor’s degree in Arts and four years of related intercultural and/or international experience in international student engagement, retention including experience in the management of student academic retention programs and services or an equivalent combination of education, training, and experience.

Excellent knowledge of best practices and approaches to international student retention and transition.

Good knowledge of the needs of a diverse student body, including the needs of students with disabilities.

Good knowledge of the cultural and academic transition process and experience dealing with students in distress.

Excellent program, event planning and administrative skills.

Excellent interpersonal, intercultural and communication skills (oral, written, and presentation).

Excellent collaboration skills

Excellent leadership, supervisory, and coaching skills.

Excellent organizational and project management skills.

Excellent human resource management skills.

Excellent analytical, problem solving, and conflict resolution skills.

Excellent budget and financial administration skills.

Excellent understanding of interculturalism.

Ability to adjust to multiple cultural and linguistic environments.

Ability to exercise a high level of diplomacy, tact, discretion, professionalism and intercultural competence.

Ability to provide training, guidance and advice to various stakeholders across the University.

Proficient in the use of standard office applications and enterprise-level information systems (e.g., MS Office, PeopleSoft)

Ability to arrange suitable transportation to various work locations.