



## OPPORTUNITY PROFILE

**Associate Registrar, Student Records &  
Services**

## ABOUT MACEWAN UNIVERSITY

*Founded in 1971, MacEwan University inspires its students with a powerful combination of academic excellence and personal learning experiences. We provide a transformative education in a creative, collaborative, and supportive learning environment.*

*We are an engaged university at the heart of the city where creativity and innovation thrive, and a unique student experience opens up diverse pathways for achievement and growth.*

*Creativity thrives here – through research and innovation that engages students, faculty, and the community. We are focused on our students – providing them with choice and opportunities for success with a dynamic mix of undergraduate degrees, certificates, diplomas, and degree transfer programming.*

MacEwan's main focus is on providing stellar undergraduate education for students, focusing on four primary types of programming:

- ◆ Baccalaureate degrees that prepare learners for employment and for graduate studies.
- ◆ Certificate, diploma, and applied degree programs that prepare learners for entry to careers and employment, and for continued study in other credential areas.
- ◆ University transfer programs that prepare learners for degree completion at other degree-granting institutions.
- ◆ Preparatory programming that prepares learners for success in further post-secondary studies.

MacEwan University serves a diversity of learners in the following major areas of study: liberal arts, business/commerce, communications, education, engineering, health and human services, performing and visual arts, physical education, and science. The University's innovative approaches to program delivery are designed to maximize graduates' opportunities to advance their careers and further their education.

MacEwan University emphasizes a learner-centred approach to the provision of its programs and services. The University fosters student success through a focus on teaching excellence, interaction among faculty and students, flexible learning delivery, and high-quality student support. From prospective learners to alumni, students are provided with a wide range of services and support systems, residence and campus life activities, and intercollegiate and intramural sports programs. The University's inclusive governance structure provides many opportunities for leadership development that enable learners to develop skills to enhance their careers and future post-secondary endeavours.

MacEwan University supports a culture of research, scholarship, and creative activity to inform pedagogy, support economic and community development, enhance learning, create opportunities for innovation, and foster the application and creation of new knowledge. By incorporating a global focus in its research and teaching, serving a diverse range of Canadian and international faculty and students, and providing opportunities for knowledge dissemination and study abroad, the University aims to provide all researchers and learners with opportunities to develop the skills and attitudes to function successfully in an interconnected world economy and society.

MacEwan University serves primarily the greater Edmonton region and northern Alberta by responding to the learning needs of business, industry, government, and communities. Through distributed education, the University extends educational access across Canada and internationally. MacEwan University collaborates with stakeholders and partners to advance student mobility, conduct applied research, develop shared services, and deliver continuing professional education and customized training.

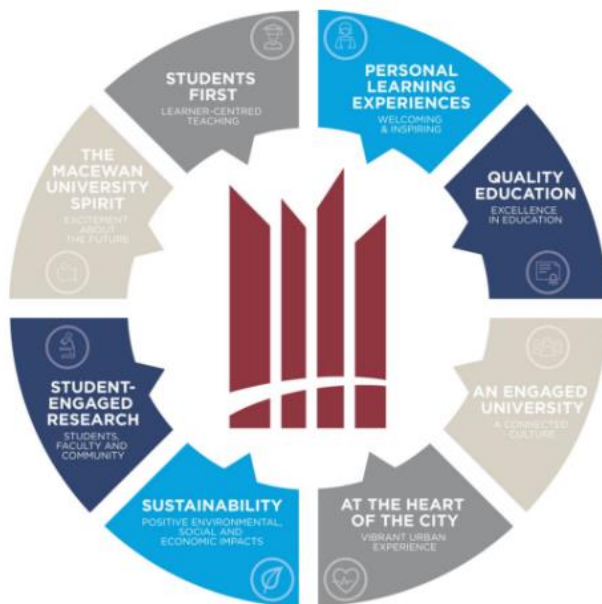
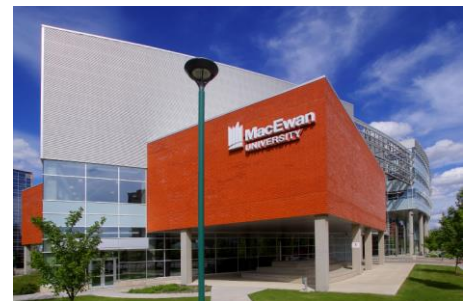
## MACEWAN FACTS AND FIGURES

### Operations

- ◆ Budget: \$230.4 million
- ◆ Full and part-time staff: 2,864
- ◆ Library holdings: 1,117,527 (books, periodical volumes, e-journals, and a/v materials)
- ◆ Residence capacity: 865
- ◆ New Centre for Arts and Culture to open in the fall of 2017.

### Student Body

MacEwan serves a total of 19,606 students enrolled in full and part-time programs, with 11,387 of them enrolled in full-time credit programs. In the '2014 Canadian University Report' released by The Globe and Mail, our students gave us top marks – awarding us a “A” grades for the quality of our teaching and student-faculty interaction, and “A+” grades for class size and teaching style.



### MacEwan University Pillars

Each of the pillars statements represent both a commitment that all of us at MacEwan University can support and take pride in, and a guide for making critical decisions as we move forward.

### Looking Ahead

MacEwan will continue to grow and evolve as an undergraduate university. By 2019, MacEwan will have transformed into a recognized undergraduate university with a distinctive place in the Canadian higher-education sector. A new School of Continuing Education will be fully functional, growth in international education will be strong, and eLearning will have moved from innovative to mainstream to become an essential part of student access and enrolment growth. Campus

consolidation in downtown Edmonton will continue with the opening of the state of art Centre for Arts and Culture in the Fall of 2017.

A key component of supporting MacEwan's strategic objectives is leveraging ERP enhancement to provide delivered functionality and embed best-practice business processes. This overall ERP commitment and automation of business practices will be strategic to meeting its administrative and academic goals. MacEwan will have a mature, agile, and sustainable model of systems governance, development, and support.



eLearning at MacEwan will be established as a mainstream activity and modalities across the distributed education spectrum will represent a significant share of enrolment. MacEwan will offer an expanded selection of fully online courses and credentials based on sound pedagogy and with a highly trained faculty.

MacEwan will develop and deploy a mobile architecture that provides access to its information and communities, enhancing the student experience, strengthening the campus community, facilitating faculty communication, improving alumni engagement, and increasing employee efficiencies. Standards will be in place to ensure that content and services, including learning resources, are designed and provisioned with mobile devices as the primary delivery mechanism.

An ITM Control Framework will be fully implemented with best-practices established in security, privacy, IT risk management, EIM and technology management.

To extend the academic reach and enable student access, MacEwan will deploy class room virtualization, instructional software virtualization, shared instances of synchronous delivery tools, and cloud-based classroom services. Virtual collaboration requirements and more effective digital communication internal to MacEwan, between institutions and to a more distributed learning community will be supported through an integration strategy.

For more information about MacEwan, please visit [www.macewan.ca](http://www.macewan.ca)

## THE OPPORTUNITY ASSOCIATE REGISTRAR, STUDENT RECORDS & SERVICES

Along with two other Associate Registrars, the Associate Registrar Student Records and Services reports to the University Registrar and forms part of the leadership team in the Office of the University Registrar (OUR). The Associate Registrar Student Records and Services is responsible and accountable for leading and managing 18 staff, including senior staff and supervisors, who collectively provide the following: information services, university switchboard operations, general advising, issues resolution, fee cashing, records and transcripts services, degree audit services, and files & mail services.

On matters related to the broad range of services provided in this portfolio, the Associate Registrar acts both as an experienced resource, providing leadership and guidance to the university community and, at the same time, evolves and adapts the range and depth of the services to meet changing circumstances.

The Associate Registrar will work closely with administration in all university faculties, schools, and service departments. A focus on student success, collaboration, efficient administration, and friendly and effective service are important aspects of this role. In conjunction with the other Associate Registrars and Assistant Registrars, this position is responsible for the daily operations of the Office of the University Registrar.

### Key Roles & Responsibilities

**1.) Ensures the provision of friendly, accurate, and effective advice, information, and fee cashing services at the front counter and over the phone, and provides future students, students, staff, and faculty helpful information or direction.**

- ♦ From 8:30 am to 4:30 p.m. on weekdays, staff in this portfolio provide in-person information to about 400 individuals weekly and provide over the phone general advising, information, and appropriate referral.
- ♦ Fosters friendly, accurate, and effective advice and information provision, which enhances the future student, student, staff and faculty experience, creating positive attitudes and outcomes.
- ♦ Enable staff to provide appropriate answers and solutions to questions and issues brought to the Office of the University Registrar, referring to faculties and other offices only when necessary.

- ♦ When registration, fees, and administrative issues arise, encourage a comprehensive perspective by maintaining mechanisms, processes, and communications. Review initial administrative resolutions if challenged, helping mentor in issues resolution, and balance compassion and accountability to determine appropriate remedies.
- ♦ Provide and Oversee Fee Configuration and Cashiering Services for the almost 70 million dollars in student fees assessed and collected annually.

**2.) As designate for the University Registrar, ensures primary custodian of all MacEwan University student records and related processes, the integrity of student records, and university credentials.**

- ♦ Acts as the University's primary contact on matters related to MacEwan University student records and transcripts.
- ♦ Ensures the occurrence of term-based academic standings and annual academic jeopardy evaluations, and that faculties, schools, and students are informed appropriately.
- ♦ Work with the Academic Integrity Office and work with the outcome of academic conduct and discipline hearings to ensure the record appropriately reflects the outcome of decisions.
- ♦ Contributes to the development and implementation of university policies (both academic and student).
- ♦ Liaises with Deans, Associate Deans, Directors, and Chairs regarding degree, applied degree, diploma, and certificate program requirements as they intersect with student records.
- ♦ Works with the University's Freedom of Information & Privacy (FOIP) Coordinator & Records Management Advisor to ensure the appropriate handling of student records and files that are dispersed throughout the institution.
- ♦ Develops, implements, monitors, and evaluates procedures and policies for student records, transcripts, and degree audit.
- ♦ Liaises with the University's FOIP head and FOIP coordinator when dealing with FOIP breaches involving students and/or student records, or law or legal requests for access to student records and information.
- ♦ Maintains all student forms for the Office of the University Registrar.
- ♦ Interprets academic policies for day-to-day operations.
- ♦ Acts as a resource person to the MacEwan University Committees, as required.

**3.) Working with the faculties and schools of the university, the Associate Registrar oversees the degree audit process which culminates in providing a list of candidates for convocation to our highest academic governing body.**

- ♦ Manages the processes by which students apply to graduate, are evaluated, are reviewed by faculty administration, and are listed as candidates to be brought before our highest academic governing body which recommends convocation.
- ♦ Manages issues that arise with the application-to-graduation processes, as well as manage issues related to omissions from the list coming before academic governance, or requests for removal from the list, preparing information briefs for committees as appropriate.
- ♦ Ensures that after convocation, the record reflects graduation and that interim documentation is made available as required.

- ◆ Ensures the documentation of processes and the establishment of training for records and transcript processes as appropriate.

**4.) *Together with the other Associate Registrars, this position is responsible for all daily operations of the Office of the Registrar to facilitate seamless quality services to our diverse student population and community.***

- ◆ Provides senior-level leadership in the Office of the Registrar by working with senior office staff.
- ◆ Along with the other Associate Registrars, acts as the official back-up to the Registrar. The incumbent will assist in managing the overall workload of the Registrar, including performance issues and employee and labour relations, up to and including progressive disciplinary processes.
- ◆ Responds to customer service issues escalated from managers, academic areas, and/or Executive Officers.
- ◆ Responsible for the research and analysis of higher education norms related to special projects assigned by the University Registrar.
- ◆ Acts as signing authority on all Office of the University Registrar Office accounts.

**5.) *Serves as a key point of contact for students and/or their families.***

- ◆ Dealing with highly sensitive and complex personal issues that may impact a student's performance.
- ◆ Responsible for reviewing certain student issues as they may arise.
- ◆ Handles each situation with sensitivity and objectivity, liaising with the Deans, Associate Deans, and Program Chairs as required to determine a course of action.
- ◆ Interacts with families and community resources to support student success.

## THE PERSON

### Qualifications & Experience

The ideal candidate will have a graduate degree and several years of progressively related experience within a recognized university setting, or a bachelor's degree with five or more years of directly related leadership experience within a registrar's office.

The following experience and personal qualities are seen to be highly desirable and will be sought in candidates for the position.

- ◆ Significant work experience in a recognized post-secondary institution with increasing levels of responsibility.
- ◆ Strong relevant experience working in the area of student records and convocation or senior level leadership in registrarial affairs in a related portfolio.
- ◆ Previous experience in staff supervision.

- ♦ Experience in working with large committees and participating in academic governance.
- ♦ Ability to work positively in a very collaborative environment.
- ♦ Experience with FOIP, information management, and records management.
- ♦ Experience with policy research, development, and implementation.

## Knowledge, Skills & Abilities

**Leadership Skills:** Has strong leadership and management skills; can lead through change and adapt to change; is able to contribute to the strategic planning process; is a team leader and a team player; leads by example; shares and articulates a vision.

**Communication Skills:** Possesses excellent verbal and written communication skills; presents ideas in a clear and concise manner.

**Interpersonal Skills:** Can deal effectively with a diverse group of individuals including academics, academic program areas, and students; can develop and cultivate strong relationships with a variety of stakeholders.

**Management Skills:** Values and promotes an open, communicative, and collaborative management style; empowers staff while providing guidance and direction; takes an entrepreneurial approach to their role and responsibilities.

**Customer Service Orientation:** Is focused on providing superior customer service; understands and appreciates the effectiveness of working synergistically with others in the University.

**Organizational Skills:** Has strong organization and process skills; meets deadlines; can prioritize a diverse workload.

**Project Management Skills:** Ability to plan, manage, facilitate, and participate in several projects at once.

**Decision-Making:** Can assess situations objectively and make sound decisions; is adept at problem solving; is decisive and accountable.

**Results Oriented:** Is proactive and responsive; approaches responsibilities with a high degree of energy and passion; is creative and innovative.

**Professional:** Has a high degree of integrity both personal and professional; is honest, sincere, dependable, and trustworthy.

## COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

## ABOUT CITY OF EDMONTON

As the capital of the Province of Alberta and North America's "Gateway to the North," Edmonton has emerged as one of the world's most vibrant and competitive economies. Dubbed "Festival City," Edmonton teems with culture and arts events year-round. Residents celebrate the sunny, warm summer

with the second largest Fringe Theatre Festival in the world, the world-renowned Folk Music Festival, and Heritage Days, an outdoor feast honouring the city's multicultural community.

Edmontonians also enjoy dozens of fitness and sport training facilities, and the city is known for its professional sport franchises, including hockey, football, baseball and lacrosse teams.

With an excellent public health and education system, a river valley that constitutes North America's largest urban park, and a four-hour drive to the Rocky Mountains, Edmonton offers an outstanding quality of life.

For more information, please visit [www.edmonton.ca](http://www.edmonton.ca)

## FOR INFORMATION PLEASE CONTACT:

**Ardyce Kouri, Partner or Samantha Chiu, Consultant**

Suite 501

10226 104 Street NW

Edmonton, AB T5J 1B8

Phone: 780-420-9900

Email: [Edmonton@daviespark.com](mailto:Edmonton@daviespark.com)