POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Assistant, Course Delivery and Student Support
DEPARTMENT: Faculty of Arts & Science - Continuing & Distance Studies
POSITION NUMBER: 00501502
GRADE: 5 EFFECTIVE DATE: March 27, 2014

JOB SUMMARY:

Reporting to the Manager, Continuing and Distance Studies, and receiving day-to-day direction from the Coordinator, Course Production and Delivery, the incumbent is a member of the Course Production and Delivery team and will be responsible for setting-up and maintaining a number of courses on Moodle and ensuring all steps are followed from the upload stage to delivery. The incumbent will also provide support with the administration of off-campus exams and support the day to day administrative duties of the CDS office as needed.

KEY RESPONSIBILITIES:

1. Course Production

- Make changes to course materials, upload course components into Moodle (course content, assignments, videos, activities) and set up course sites according to templates as directed. This will involve working closely with the Coordinator, Course Production and Delivery.
- Checking for consistency across the various media where course material is disseminated (i.e. web, Moodle)
- Test and proof all course components, according to checklist and established timelines, in preparation to re-offer online courses; update, change or create HTML and adjust formatting as needed.
- Maintain records of all course information (including revisions) in a shared database for all members of the production team.
- Set up grade books. This will involve checking syllabi for each component and how much each component will contribute to the final mark and following up with instructors for clarifications as necessary.
- Providing efficient and consistent support to instructors as needed while the course is running and issues arise; including responding to instructor requests, student queries, and co-workers needs.

2. Student Support

- Serve as a first point of contact for current and prospective students; encourage recruitment and retention of students by responding promptly and fully to enquiries about programs, admission, enrolment, etc.
- Assist students with the registration process; liaises with Departments for requests to waive prerequisites, enrolment limits, etc.

- Trouble-shoot problems with Moodle access and PeopleSoft. Investigate student concerns/complaints and ensure that they are followed up on; refer serious and/or complex situations to senior staff, and make suggestions for possible improvements.
- Liaise with Admissions Office on behalf of students regarding problems with the application process.

3. Off-campus Exams

- Update Exam Centre data in PeopleSoft (PS).
- Assist with contacting proctors and updating proctor information in exams database; prepare student notification of off-campus exam arrangements.
- Prepare exam packages for courier, record return of written exams and notify instructors for pick up.
- Receive and process proctor payments.

4. Other

- Perform financial duties such as processing invoices and completing deposits.
- Provide general support to the office such as ordering supplies and organizing displays in the reception area.

REQUIRED BACKGROUND:

- Two-year post-secondary education in business administration or graphic design.
- Two years of experience working in an educational, client-centered environment. Demonstrated ability to work independently as well as cooperatively as part of a team.
- Experience with learning management systems (Desire2Learn or, preferably, Moodle).
- Previous experience working in a university environment is considered an asset.
- Experience with PeopleSoft systems is considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Excellent computer skills; ability to learn and adapt to emerging technologies; good knowledge of web technology, HTLM5, various software, experience working within a learning management system (preferably Moodle).
- Must be able to work independently and with minimal supervision.
- Ability to work with many different individuals across the University and outside (students, instructors, proctors). Must be an excellent team player and have the ability to work simultaneously with many individuals and Departments to accomplish tasks. Ability to adhere to strict confidentiality.
- Excellent organizational skills for dealing with multiple demands and meeting deadlines.
- Strong communication skills with emphasis on writing and editing skills -- ability to proofread course content, write emails to students to explain admission and registration procedures, course requirements, etc.
- Good analytical and problem-solving skills.
- An appreciation of distance education and the role of CDS in facilitating access to education.

DECISION MAKING:

- Decide on how to deal with new information at hand. If appropriate, report on data and decide best format for distribution.
- Provide information to students, staff, instructors and others.
- Determine best way to present answers and decide whether questions should be redirected to others.
- Determine priorities; set schedules to ensure timely completion of projects given time constraints; assess progress and adapt priorities as necessary.
- Decide when and to whom a student needs to be referred (e.g. academic advisor, academic department or service unit).
- Recommend suggestions to improve services and processes.
- Decide how to best address a Learning Management System or other technical problems and when to refer a problem to the next level.

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate