

**APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED  
BY UWOSA COLLECTIVE AGREEMENT  
(Reference Collective Agreement Article 44)  
Attention: Job Evaluation Appeals Committee**

**(A) Contact Information:**

Name of person requesting appeal: Shelly Koster  
Title: Graduate Program Assistant SG10  
Phone: x 85354  
Email: skoster@uwo.ca  
Department: Don Wright Faculty of Music

**(B) Position Information:**

Current Incumbent: Shelly Koster  
Current Classification: SG10  
Classification Being Appealed: SG11 (desired classification)  
Date Evaluation Results Letter Received: November 8, 2011

**(C) Information Required For Job Evaluation Appeals Committee**

Reason for the appeal

The Graduate Program Assistant in Music is the administrator for all Graduate Programs in the Don Wright Faculty of Music. While many Graduate Program Assistants at Western seem to be categorized as Salary Grade 10, the position in Music carries responsibilities, a level of complexity and a level of accountability that departs from other positions at the same level in many ways.

The incumbent acts as Graduate Program Assistant for a Faculty with three departments, versus similar positions at Western responsible for graduate programs in a single department. The incumbent must deal with all administrative graduate matters as required by The School of Graduate and Postdoctoral Studies for multiple graduate programs at the Master's, PhD, DMA and Graduate diploma levels (diploma under review), both full year and summer only, bringing a high level of complexity to the position. As part of the administrative duties the incumbent must track and administer all funding for students in all programs, in all three departments, as well as for the Popular Music and Culture (PMC) Master's degree (a graduate program shared between Music and FIMS). A high level of responsibility is required to ensure funding is administered accurately for all graduate students in all programs, including PMC students.

The incumbent is also the Donor award contact for the faculty. The Donor specialist must ensure that awards available to graduate students are allocated, liaising with Department Chairs/Associate Deans as appropriate.

An increase in awareness and incidence of student mental health issues on campus has resulted in more students seeking advice at the Graduate Program Assistant office. The incumbent must be prepared to effectively deal with students experiencing mental health issues and direct students to appropriate resources.

Supporting Information (Optional):

I am writing to support Shelly Koster's appeal for an upgrade in salary grade, based on her expanded and expanding responsibilities as Graduate Program Assistant in Music. The number of graduate students and the programs offered have increased dramatically in size, scope and complexity over the past decade. So too have demands placed on the Graduate Program Assistant in Music. Please consider this case and call on me for further information.

Dr. Kari Veblen, Associate Dean, (Graduate Studies and Research) [kveblen@uwo.ca](mailto:kveblen@uwo.ca), x 85368

**(D) Approvals:**

Signature of Person Appealing: \_\_\_\_\_

Date: November 15, 2011

**The appellant shall send one copy of the material to Human Resources and one copy to JEAC c/o UWOSA.**

2002/05/27

## Background Information for Appeal

Shelly Koster  
Graduate Program Assistant  
Don Wright Faculty of Music

### Changes in Position Description:

This position was last updated in 2009. Recent changes since that update include the appointment of a new Associate Dean (Graduate Studies) in 2010-11, who required some orientation by the incumbent. In January 2012, there will be a new faculty member assuming the Associate Dean's position. Prior to 2010-11, the previous Associate Dean (Graduate Studies) had been in place for 8 years.

The incumbent is now responsible for maintaining the funding spreadsheet, which was previously done by the Associate Dean (Graduate Studies). The funding allocation decisions remain the responsibility of the Associate Dean.

The incumbent now oversees the graduate awards process to ensure that the maximum number of awards is issued each year.

A new program (DMA) was launched in 2011-12 and currently has an enrolment of 3 students, which is expected to expand over the next few years. The incumbent also assists FIMS to administer the joint Popular Music and Culture program, although FIMS currently has responsibility for the program (rotates on a 3 year cycle).

The incumbent has recently attended the Mental Health Awareness session and is equipped to identify and refer students to the appropriate resources across campus.

### Size and Scope:

The Music grad program is similar in size and complexity as some departments in other faculties:

Civil Engineering (5 programs) 42M, 70PhD = 122  
Psychology (7 programs) 33M, 85PhD = 118  
Kinesiology (9 programs) 78M, 51PhD = 129

Music has 3 departments (5 programs) with the following graduate enrollment, and the incumbent provides administrative assistance to graduate students in all programs.

Music Performance Studies:	62 M, 3 DMA = 65
Music Research & Composition:	13 M, 29 PhD = 42
Music Education:	9 M, 12 PhD = 21
TOTAL FOR MUSIC:	128

Please contact us if you require additional information. Thank you.

Carol Down, Director of Administration

Betty Anne Younker, Dean  
Don Wright Faculty of Music

December 8, 2011

**UWOSA JOB EVALUATION RECORDING FORM**

**Office Support Plan**

(APPEAL)

**Dept:** Faculty of Music  
**Dept. Num.** 320100  
**Incumbent:** Shelly Koster  
**Citte Mem.Present:** UWOSA: A. Chant, J. Millette  
 ADMIN: J. Asuncion, L. Brock

**Job Title:** Graduate Affairs Assistar

**Eval. Date:** Dec. 21/11

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Post secondary, degree is preferred only	Educ	4	140			
			Exper.	F				
II	Initiative	Works from generally regulated policies and objectives		4	55			
III	Complexity/Judgement	Varied		4	35			
IV	Contacts	Handles enquiries but the Chair is the decision maker		3	45			
V	Errors	Caught by Graduate Studies, supervisor or Payroll		3	45			
VI	Supervision of Others	Work study students	Char.	2	10			
			Scope	A				
VII	Effort/Demands	Moderate		2	30			
VIII	Physical Environment	Agreeable		1	10			

**CLASSIFICATION ASSIGNED**

**Total Pts: 370**

**Group:** \_\_\_\_\_ **Salary Grade** \_\_\_\_\_

**Level:** \_\_\_\_\_ **10** \_\_\_\_\_

**Co-Chair Signatures:** UWOSA: A. Chant \_\_\_\_\_

ADMIN: J. Asuncion \_\_\_\_\_

**POSITION DESCRIPTION  
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO  
EMPLOYEE RELATIONS**

<b>U.W.O. ID NUMBER</b>	<b>PRESENT INCUMBENT</b>		<b>POSITION IDENTIFICATION</b>	
	<b>SURNAME</b>	<b>INITIALS</b>	<b>DEPT. NO</b>	<b>P.S. JOB CODE</b>
	Koster	S.M.	320100	SA5X25

**BASIC POSITION INFORMATION**

**DEPT. NAME** Don Wright Faculty of Music  
**SECTION NAME** Graduate Studies  
**LOCATION** Talbot College  
**WORK WEEK HRS.** 28  
**SUPERVISOR SURNAME** Vebien **INITIAL** K. **PHONE** 85695

FOR SALARY ADMINISTRATION USE	
CLASS'N	_____
CLASS'D	_____ EFFECT _____
Date	Date
ANALYST	_____

1) PLEASE LIST AND DESCRIBE YOUR MAJOR DUTIES WITH AN APPROXIMATE ANNUAL PERCENTAGE OF TIME SPENT ON EACH. USE SPECIFIC TERMINOLOGY PERTINENT TO THIS POSITION; PROVIDE EXAMPLES (E.G. TESTS, PROCEDURES, ETC.) AND CLARIFY YOUR INVOLVEMENT IN EACH DUTY (RE. SUPERVISE IT, DO IT, PARTICIPATE IN IT, ETC.)

NO.	MAJOR DUTIES	%
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1.	<b>Graduate Program Assistant</b>	<b>90%</b>
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The incumbent is responsible for the overall administrative support of graduate studies in music (enrollment approximately 150), which comprises a Doctoral (PhD) program with four streams, a DMA program and five different Master's degree programs, as well as an interdisciplinary program in Popular Music and Culture.

The incumbent reports directly to the Associate Dean (Graduate Studies and Research). Because these personnel change periodically, the incumbent provides important historical continuity and guidance, on tasks and matters of procedure and deadlines, to the Associate Dean and three Department Chairs.

The incumbent acts as a liaison between staff at the School of Graduate and Postdoctoral Studies (SGPS) and the Associate Dean. The incumbent also acts as the liaison between the Faculty of Information and Media Studies and the Don Wright Faculty of Music to ensure that the administrative needs of the PMC program are met.

In consultation with the Associate Dean, the incumbent oversees and maintains a spreadsheet of graduate student funding. Funding for each individual student is input by the incumbent according to departmental (eligibility and level of funding) and SGPS (eligibility) guidelines, and closely monitored for revisions in light of changes to student enrollment status, citizenship status, eligibility, TA appointments and external scholarship status. The incumbent assists the Associate Dean to assign TA positions, as identified by the Department Chairs, for each academic year. TA contracts and funding letters are produced by the incumbent using data housed in the spreadsheet. Using the Peoplesoft HR on-line appointment process, the incumbent initiates TA appointments and on a monthly basis, reconciles all Faculty of Music and PMC TA's. Based on spreadsheet information, the incumbent processes all Western Graduate Research Scholarships (WGRS) and University and Donor Awards using the Peoplesoft HE "Self-Service Award Nomination" interface.

The incumbent monitors and carries out the adjudication process for all non-thesis writing students to ensure they meet convocation deadlines, and proofs the Order of Ceremony prior to convocation. The incumbent schedules and coordinates all Master's thesis exams, viva voce exams, and PhD and DMA area exams and provides SGPS with the relevant information as required.

The incumbent handles all application inquiries for the Music Graduate Program, including requests for information about the application and admissions process, course requirements, and progression and completion requirements.

The incumbent processes all applications (approximately 150 each year), follows up to ensure completeness of files, matches supplementary material (e.g. audition dvd's or cd's, writing samples) distributes files to committees, acts on recommendations made, electronically recommends applications for admission, and produces letters for applicants regarding outcomes. The incumbent calculates admission averages which ultimately determine funding and admission eligibility for each successful applicant. The Associate Dean is responsible to inform students about any changes in funding.

The incumbent handles inquiries from graduate students regarding funding, office space, degree requirements, complaints, personal matters and refers to the appropriate areas as required (e.g. Associate Dean, SGPS).

The incumbent serves as External Scholarship Coordinator in order to administer OGS and SSHRC competitions as per SGPS guidelines and processes, and serves as Faculty graduate donor award expert, to ensure that all graduate awards are allocated.

For purposes of TA appointments, funding eligibility, student supervision, thesis examination, and other program matters, such as annual reports, the incumbent ensures that all applicant and student information is current, complete, and accurate. The incumbent maintains and updates the Music Graduate Program student database using MS Access, and other student information using Peoplesoft, and refers to Peoplesoft queries to ensure accuracy of student enrollment status/data. Student enrolment data reports are submitted to SGPS, and form the basis for calculations that generate faculty operating dollars. SGPS submits these counts to the Ministry of Colleges, Universities and Training for institutional funding purposes.

The incumbent coordinates the graduate course timetable, schedules classes and makes changes/additions to existing courses using the on-line scheduling program housed in GRADNET. The incumbent administers course evaluations and ensures web information is current and accurate. The incumbent enters instructor data through the Peoplesoft "Maintain Class Instructor" interface prior to each term. The incumbent acts as liaison between the OOR and students to ensure that students enroll for courses on-line, produces final reports of course enrollment to check for accuracy and resolve issues for students if required. Final grade submissions are coordinated and submitted by the incumbent using WebCT, although some faculty members submit grades directly on WebCT.

The incumbent serves as secretary for the Graduate Committee, and carries out administrative tasks such as scheduling meetings, booking rooms, preparing and distributing agenda and minutes.

**2. Computer Support Coordinator** **5%**

Twice per week, the incumbent coordinates, prioritizes and follows up on tasks for the ITS dedicated support person. The incumbent orders new data lines through telecommunications as required, offers hands-on computer support to faculty and staff when possible, coordinates computer purchases (obtains quotes and makes approved purchases) for the Faculty and maintains an inventory of computer equipment. The incumbent must also be available as required for consultation and input on special projects requiring knowledge of ITS and network procedures. The incumbent serves as a member of the Team for Unit Level Microcomputer Support (TUMS) and makes recommendations and relays information to the Faculty as appropriate.

**3. Faculty and Staff Research and Creative Activity** **5%**

On an annual basis, extract data from faculty CV's and staff submissions to populate a database of research and creative activity. Work is controlled by the Dean and/or Associate Dean.

NO.	OTHER DUTIES (less than 10%)
1.	Reception relief and other duties as required.
2.	Assists with convocation and department/faculty receptions as required.
3.	Other duties as assigned.

2) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING STAFF MEMBERS WHO REPORT **DIRECTLY AND FORMALLY** TO YOU.

Classification/Rank (eg. Clerk I)	RF/RP Pos'n No.	For CW or TM Staff-employed		Responsible for (eg. Filing records...)
		From (month)	To (month)	
N/A				

3) PLEASE CHECK THE SUPERVISORY DUTIES WHICH YOU PERFORM REGULARLY.

- Training and guidance for new employees
- Work distribution and/or verification of results (for IT support, software and hardware)
- Performance review and salary recommendations
- Hiring and firing; please describe the degree of your involvement:

4. IF YOU COMPOSE (originate) WRITTEN MATERIAL, PLEASE COMPLETE THE FOLLOWING TABLE:

Type of Composition	Method of Composition	Brief Description of Content
Correspondence: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete Composition <input checked="" type="checkbox"/> Partial composition with general direction (verbal or written) <input checked="" type="checkbox"/> Prescribed format	memos to faculty, students, SGPS, ITS letters to students
Reports: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition <input checked="" type="checkbox"/> Partial composition ... <input checked="" type="checkbox"/> Prescribed format	statistical and funding reports and spreadsheets
Other: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition <input checked="" type="checkbox"/> Partial composition ... <input checked="" type="checkbox"/> Prescribed format	generate and respond to email, graduate course offerings, timetables

5) WHAT ARE THE **MINIMUM** SKILLS, EDUCATION, SPECIAL TRAINING AND/OR EXPERIENCE **REQUIRED** TO PERFORM SUCCESSFULLY THE DUTIES OF THIS POSITION?

**Education**

- Post secondary education in administrative studies or business program, university degree preferred

**Experience**

- Experience (5 years) in academic environment, dealing with faculty, students, staff, and the public
- Proven proficiency in MS Office (Word, Access, Excel, Internet, Email), and familiarity with database management and web pages
- Strong technical/computer skills in a network environment
- Proven experience with Peoplesoft (Higher Education) and Marks Management preferred
- Detailed knowledge of SGPS academic policies, procedures and regulations preferred

**Skills & Expertise**

- Demonstrated computer skills
- Ability to work independently with minimal supervision, ability to take initiative, prioritize workload to meet deadlines and multi-task in an interruptive environment
- Strong time management and organizational skills, ability to balance multiple and competing priorities
- Excellent verbal and written communication skills
- Strong attention to detail
- Excellent interpersonal skills; must deal with faculty and students in a confidential, professional and sensitive manner
- Cooperative attitude, willing to learn and to remain flexible, must be dependable and reliable

6) PLEASE DESCRIBE THE **NATURE** AND **FREQUENCY** OF THE SUPERVISION YOU RECEIVE.

- Informal consultation with Associate Dean (Graduate Studies and Research) and Director of Administration as required

7) WHAT TYPES OF PROBLEMS OR INQUIRIES ARE YOU EXPECTED TO DEAL WITH ON YOUR OWN?

- Inquiries regarding any aspect of Music graduate programs including application status, funding, student inquiries and problems
- Course enrolment issues
- Inquiries regarding SGPS policies and procedures
- Requests for information from SGPS
- Computer support

8) WHAT TYPES OF PROBLEMS OR INQUIRIES MUST BE REFERRED TO ANOTHER SOURCE FOR SOLUTION?

- Final decisions in academic matters and admission decisions
- Determining funding guidelines for graduate students and final financial decisions
- Policy decisions

9) WHAT ACTIVITIES DO YOU PLAN OR ORGANIZE? PLEASE INDICATE THE LENGTH OF TIME INVOLVED (e.g. daily planning of assigned work, monthly ...)

- Monitor and coordinate daily matters related to all deadlines concerning students, funding, exams, completions etc., to ensure deadlines are met and activities are scheduled
- Schedule and carry out course evaluations once per term
- Schedule meetings, distribute agenda (as required)
- Schedule Master's and PhD thesis examinations and viva voce examinations as required
- Coordinate tasks for ITS support twice weekly and as required

10) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING YOUR **MOST IMPORTANT CONTACTS** (in person, by telephone, or in writing). PLEASE EXCLUDE CONTACTS WITH YOUR SUPERVISOR AND YOUR SUBORDINATES. INCLUDE GROUPS AS WELL AS INDIVIDUALS.

CONTACT'S TITLE (e.g. Purchasing Agents)	LOCATION (inside outside) dept dept		FREQUENCY (dly wkly mthly)		PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
	inside	outside	dly	wkly	
Prospective students		x		x	provide application/program information
Students	x		x		provide program information
Faculty	x	x	x	x	provide student, course, meeting information
SGPS		x	x		provide and obtain information re: courses, enrolment, funding, applications, thesis exams, program completion, course set up etc.
ITS		x	x		obtain computer support, requisition data connections

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THIS COMPLETED QUESTIONNAIRE IS AN ACCURATE DESCRIPTION OF THE WORK BEING PERFORMED.

Staff Member:

Present Classification SG10 Signature *Shelly Koster* Date Oct. 11/11

Supervisor:

Signature *Kari Veblen* Date Oct 11/2011

**POSITION DESCRIPTION  
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO  
EMPLOYEE RELATIONS DEPARTMENT**

**A. PURPOSE**

University Personnel Policy requires the maintenance of up-to-date job information on all staff positions for use in job evaluation and other programs (e.g. staffing, orientation, etc.) This form is designed to encourage direct participation by the staff member in providing information about the position. Your co-operation in completing the attached questionnaire is appreciated.

**B. USE**

This Questionnaire **must be used** to describe all staff positions covered under the U.W.O. Staff Association. Should you require assistance in completing this form, contact Salary Administration at extension 82198.

**C. INSTRUCTIONS**

1. The information must be authorized (signed & dated) by both the staff member, the immediate supervisor, and the Dean or Director before it is forwarded to the Salary Administration in Employee Relations Department.
2. The following table may be helpful in determining annual time percentages:  

1 hr/day (14%)	1 day/week (20%)	1 day/year (0.4%)
1 hr/week (3%)	1 day/month (4.5%)	1 week/year (2%)
3. If necessary, please attach an extra page for additional information which you feel is required to provide a complete understanding of your position.

**D. NOTES**

1. A change in duties and/or responsibilities does not automatically imply a change in classification and salary.
2. A job description is not intended to measure an increase in the volume of work; rather it should only reflect the areas of responsibilities and the nature of duties.

**Please complete below and forward with the Questionnaire.**

**Reason(s) for requested review**

Classify new position

Change in responsibilities

Check current classification

Update your records

**Routing approvals: I agree that this review is required**

Immediate supervisor Carol Down

Department Head Karin Vablen

Dean's Office George Samuelson

Date 10/17/14