

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: *Susan Weekes*
Title: *Internship and Co-op Program Assistant*
Phone: *ext. 88495* Email: *sweekes@uwo.ca*
Department: *Faculty of Information and Media Studies*

(B) **Position Information:**

Current Incumbent: *Susan Weekes*
Current Classification: *SG 10*
Classification Being Appealed: *SG10*
Date Evaluation Results Letter Received: *May 13, 2004*

*To outside
referee.*

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

Reason for the appeal

This position's level of complexity, responsibility, autonomy and stress is not reflected by a classification of SG 10, nor is the initiative and experience required to create/promote/administer work-study opportunities. The incumbent is the face and voice of FIMS (and perhaps UWO) to employers who take students for MIT undergraduate internships or hire MLIS co-op students.

MIT interns and employers work solely with the incumbent throughout the work term. (Grades are given based on written reports, pre-screened by the incumbent, and evaluated by the Associate Dean.)

MLIS co-op applicants and employers liaise with the incumbent who administers the hiring process and work term. (Placement, site visits and evaluation of reports are the responsibility of the GPSS Coordinator.)

As a member of the Career Partners group, the incumbent meets with other UWO staff members from the Student Development Centre and most of the faculties to discuss ways to better use and coordinate services provided for students as well as share ideas. In addition, the members who interact with employers on a daily basis through career offices and co-op/internship programs discuss strategies for UWO to provide quality service and easy access to potential industry partners. It appears that this position is classified below most of the other people functioning at this level.

Supporting Information

Over the past year, many positions have been advertised at the SG 11-13 range, which seem to have comparable expectations and require similar qualifications. Some of these are:

<i>S292</i>	<i>Community Placement Coordinator</i>	<i>Faculty of Medicine and Dentistry</i>
<i>S351</i>	<i>Admissions Coordinator</i>	<i>Preservice Office, Education</i>
<i>S349</i>	<i>Career Development Assistant</i>	<i>Faculty of Engineering</i>
<i>S433</i>	<i>Thesis Coordinator</i>	<i>Graduate Studies</i>
<i>S494</i>	<i>Program Coordinator</i>	<i>Family Medicine</i>

(D) **Approvals:**

Signature of Person Appealing: *Susan Weekes* Date: *May 26/04*

TO BE HEARD June 30/04.

UNIVERSITY OF MISSISSIPPI JOB EVALUATION RECORDING FORM

TECHNICAL EVALUATION F

Office support positions

Dept: Faculty of information and Media Studies Dept. ID 290100
 Job Title Internship and Coop Program Assistant Jobcode SA6X21
 Incumbent: Susan Weeks Eval. Date: 10 August 2004

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS
I	Job Knowledge	Education provides problem solving and analytical skills needed.	Educ	4	115
		Experience needed to acquire the organizational skills, and ability to juggle different tasks and be able to work with employers and students.	Expert.	E	
II	Initiative	Independence in interacting with employers and students within objectives of internship program. This includes initiative in identifying internship employers and getting them "on board".		5	75
III	Complexity/Judgement	Involved in two different programs which have separate processes -- each with its own defined objectives.		4	35
IV	Contacts	Contacts with employers and students as the "face" of internship and coop programs. Maintains relationship with employers in addition to initiating contacts to get employers involved in internships. Interaction with students requires getting them to develop appropriate resumes; in addition, provides feedback on midterm and final reports.		4	70
V	Errors	Could miss internship opportunity (though once establish relationship tends to be on-going) or cause embarassment if did not handle relationship appropriately with employers.		3	45
VI	Supervision of Others	No supervision of staff.	Scope	1	5
			Char.	A	
VII	Effort/Demands	Must keep several balls in the air at the same time; critical deadlines. In both internship and coop programs.		2	30
VIII	Physical Environment			1	10

CLASSIFICATION ASSIGNED

Total Pts: 385

Group: Administrative Assistant

Level: Salary Grade 11

Signature: Nan Weiner (by e-mail)

DATE: 10-Aug-04

Student Component - The incumbent:

- Counsels students individually to clarify their needs and desires to find an appropriate internship.
- Assesses students' suitability for available placements or sources one through cold calls or contact with previous employers.
- Teaches resume and cover letter writing skills; reviews drafts before sending approved version to employers.
- Notifies students as to success or failure of their applications (if an open competition).
- Conducts personal orientation sessions with interns to review requirements and discuss expectations.
- Coaches students on the development of strategies to solve problems (real or perceived) in the internship.
- Composes e-mails to students regarding concerns (e.g., missed deadlines, poor evaluations); if necessary arranges a personal meeting..
- Pre-screens mid-term and final reports to ensure that they meet the minimum requirements before forwarding to the Associate Dean; advises students to make necessary changes.
- Reviews and discusses grammar and spelling errors in reports after the Associate Dean assesses them for content.
- Ensures minimum number of hours have been completed.

Administrative Component - The incumbent:

- Develops and implements the administrative process associated with the MIT Internship Program:
 - designs forms (student application, employer placement request, student contract, tracking, evaluation) to streamline process
 - verifies through PeopleSoft that students meet academic eligibility requirements
 - surveys the faculty members and Academic Counsellor regarding each student's *professional readiness* and advises the Associate Dean of any concerns from them or from the incumbent
 - ensures that all the placement paperwork is completed properly (Application Form, Worker/Education Placement Agreement, Risk Waiver, Student Contract, etc.); maintains files
 - composes, signs and sends letters of confirmation of appointment to student and employer as well as thank you letters to employers
 - sets due dates for: applications; students' mid-term and final reports; employers' preliminary and final evaluations
 - posts by e-mail any "open-call" internship opportunities to the MIT students
 - informs MIT student body of the internship opportunity and e-mails updates on the process
- Designs and maintains an Access database of vital internship information to generate letters, forms statistics, and reports including:
 - employer contact information and media sector designation
 - student data on applications and placements made
 - placement rates by type of internship and media sector
 - hours completed
- Co-ordinates the evaluation process (sending/receiving forms); monitors the evaluation of student progress through forms, discussions with employer and/or student; reports to the Associate Dean and MIT Academic Advisor
- Revises and rewrites FAQ for students and information "brochure" for employers that are available on the website and in print; provide Publications and Information Resources Officer with updated versions.
- Professionally represents FIMS; visit employers in off-season to review their needs and to maintain goodwill.
- Represents FIMS on the *All Campus Career Services Group* (connects those on campus who manage career development/co-ops/internships to open the avenues of communication). The group meets 3-4 times per year to share activities and discuss strategies to co-ordinate services and information for students, faculty, alumni and potential employers.

- Creates annual reports regarding MIT contacts and placements, including statistics on placements, employer contacts, success of placements, etc.
- Reports to UAC Subcommittee on Internships and proposes suggestions for changes to the process and documents.
- Assists Academic Counsellor at Fall and Spring Preview Open Houses as well as the Intent to Register sessions.
- Compiles statistics each semester regarding students' unpaid work hours for UWO Human Resources.

LIBRARY AND INFORMATION SCIENCE CO-OP WORK/STUDY PROGRAM

37%

The long-running MLIS co-op work/study program is unique in Canada, offering job opportunities each semester (fall, winter and summer). An average of 25-35 co-op opportunities are received and posted each term with about the same number of applicants.

NB: CGSS is the Co-ordinator, Graduate Student Services

The incumbent:

- Manages the administrative process including: employer contact and placement details; student applications; interview arrangements, evaluation forms, file maintenance; initiates changes to existing documents and form letters and rewrites or redesigns as necessary in conjunction with the CGSS.
- Creates and maintains an Access database of critical information to generate letters, forms, statistics and reports, including:
 - Employer, supervisor and human resources contact information
 - Student applicants and employers by term
 - Interview details; site visit information
 - Ranking information and calculations
 - Student placements: geographic, position, etc.
- Liaises with LIS Co-op employers as necessary to receive, acknowledge and post co-op opportunities for students.
- Determines appropriate deadlines for co-op hiring process in consultation with the CGSS.
- Generates status updates on open positions for the CGSS and applicant list for mid-semester faculty meeting.
- Schedules and makes all arrangements (room booking, notifying students and faculty/staff, agenda, inviting student speakers, etc.) for the general information meeting held for potential applicants at the beginning of each semester; prepares and distributes information package (application form, procedures, availability sheet and checklist for submission); conducts meeting regarding the administrative process, answers questions.
- Compiles student applications by position – up to 300 per semester – and retains copies of the application list and resumes on file.
- Ensures resumes are sent to employers, enclosing: a generated form letter outlining the interview and placement process; a candidate selection fax-back sheet; ranking form; and, the placement protocol with examples.
- Schedules employer interviews with selected student candidates considering the students' availability and employer's preferences and location (on site or by telephone); confirms dates and times (up to 200 interviews per semester); ensures that employers interviewing on-site have appropriate room bookings, directions, parking pass, etc.

- Following the interview process, the incumbent: computes employer rankings of students with student rankings of employers; under the direction of the CGSS, determines the student placements; posts the results; and, informs employers and students.
- Contacts employers who are unsuccessful in hiring a student to consider an unplaced student or to re-post, possibly for an upcoming graduate; contacts students not placed to consider unfilled positions.
- Notifies employers of the successful candidate for each position; collects all data regarding placement (supervisor, location, HR contact, start-end dates, hourly rates, etc.) using generated form.
- Generates confirmation of employment letters to employers and students for CGSS's signature; generates letters of regret to unsuccessful candidates
- Schedules and makes all arrangements (room booking, notifying students, agenda, etc.) for the orientation meeting held each semester for successful candidates prior to their departure for co-op; presents administrative details; with CGSS, explains FIMS' expectations; answers questions;
- Prepares and distributes information packages (confirmation letters, employer/employment details, mid- and end-term report guidelines)
- Receives, acknowledges and tracks the submission of mid-term and final reports; follows up to ensure all reports are received in a timely manner
- Generates thank you letters and student evaluation forms to be mailed towards the end of each co-op.
- Acts as a contact person for standard inquiries regarding co-op from students (current/new/prospective/), employers (current/prospective) concerns; and refers complex issues to the CGSS.
- Arranges site-visit schedule for CGSS; confirms with students and employers; generates itinerary.
- Submits lists of outgoing and returning students to the Publications/Communications Officer for publication in the on-line FIMS bulletin

OTHER (less than 10%)

Job Web Site

5%

- Ensures that advertisement for student job web assistant is posted each semester.
- Receives and acknowledges job openings from external employers; determines whether or not they meet criteria for posting under advice from CGSS.
- Communicates with student job web assistant regarding postings; monitors web site to ensure standards are followed.
- Notifies CGSS in the event of web problems.

Journalism Internship Program (4-week placement – annually)

2%

- Creates and maintains an Access database tracking vital Internship information, including:
 - Employer contact information
 - Geographic location
 - Program type (TV/Radio/Print/New Media, etc.) of placement
- Manages evaluation process ensuring that student and employer evaluations are sent and received; that evaluations are compiled and statistics reported annually.

- 2) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING STAFF MEMBERS WHO REPORT DIRECTLY AND FORMALLY TO YOU. 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
- 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
FOR MIT INTERNSHIP PROGRAM		
<u>Correspondence:</u>		
<input checked="" type="checkbox"/> Complete Composition		Formal letters to employers: placement confirmation and thank you Formal letters to students: confirmation of internship placement E-mail correspondence with employers and students regarding placement E-mail response for program information requests E-mails to Associate Dean to document any concerns or issues
<input type="checkbox"/> Partial composition		Disciplinary letters to students regarding performance Follow-up letters to employers document placement concerns (Drafts prepared for Associate Dean's approval, incumbent's signature)
<input checked="" type="checkbox"/> Prescribed format		
<u>Reports:</u>		
<input checked="" type="checkbox"/> Complete composition		FAQs for employers and students – drafts for approval
<input checked="" type="checkbox"/> Partial composition		
<input checked="" type="checkbox"/> Prescribed format		
<u>Other:</u>		
<input checked="" type="checkbox"/> Complete composition		variety of forms, data reports
<input checked="" type="checkbox"/> Partial composition		
<input checked="" type="checkbox"/> Prescribed format		
FOR MLIS PROGRAM		
<u>Correspondence:</u>		
<input checked="" type="checkbox"/> Complete Composition		response for program information to employers; application and interview information Day-to-day e-mails regarding placements with employers, students and CGSS
<input checked="" type="checkbox"/> Partial composition		Confirmation letters to students and employers; thank you letters to employers for CGSS's signature
<input checked="" type="checkbox"/> Prescribed format		
<u>Reports</u>		
<input checked="" type="checkbox"/> Complete composition		Access Report of term statistics,
<input checked="" type="checkbox"/> Partial composition ...		statistics on co-op and internships, evaluations,
<input checked="" type="checkbox"/> Prescribed format		employers, student eligibility

Other

- Complete composition
 Partial composition ..
 Prescribed format

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

A combination of work-related experience and post-secondary education that demonstrates a capacity to learn the levels of complexity needed to achieve the outcomes of the position.

- Exceptional customer service skills; enthusiasm; ability to relate to students, employers and university contacts in a consistently professional manner that builds confidence and trust; displays sensitivity and tact with a commitment to confidentiality
- Minimum of five (5) years' experience in a service and team-oriented environment
- Ability to work independently, knowing when to consult the Associate Dean regarding MIT internships and the CGSS regarding MLIS co-op
- Strong problem-solving skills and demonstrated initiative to generate and implement changes for ongoing improvements to services and processes
- Outstanding organizational and administrative skills; ability to handle multiple tasks with competing priorities in a fast-paced environment
- Excellent oral and written communication skills: attention to detail and ability to edit material for grammar and spelling
- Proficiency with Microsoft Office (especially Word and Access), e-mail and internet; knowledge of the university computer network, PeopleSoft (Higher Education) and web development are an asset
- Familiarity with co-op and internship programs on and off the UWO campus
- Marketing skills an asset.

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

The incumbent is expected to work independently and will be in contact with supervisors regarding status of postings, applications, and issues arising; meets individually with the program supervisor to discuss special projects.

7 & 8) **PROBLEMS OR INQUIRIES**

MIT Internship Program

7a) Act on own to:

- Identify and contact potential employers
- Decide which placement would be best for each student; which applicants to forward
- Assist students with resumes and decide when they are ready to forward to employers

7b) Act and Report to:

- Decide which job descriptions meet the internship criteria and forward to Associate Dean for final approval
- Inform students that a mid-term or final report does not meet the minimum standard and suggest that they re-write it before submission to the Associate Dean
- Review poor performance evaluations and suggest ways to improve

7c) Act on Consultation

- Consult with Associate Dean when serious issues arise in placement (attitude, performance, attendance) to decide on action plan
- Draft disciplinary memos outlining consequences and action plan
- Revisions to written material (FAQ, Employer Brochure, Student Contracts, etc.)

8) *Refer to Another Source*

- serious issues regarding student performance referred to Associate Dean
- inquires regarding degree requirements, course descriptions, and academic eligibility are referred to the Academic Counsellor
- job descriptions for approval

MLIS Co-op Program

7a) *Act on own to:*

- Administer Co-op and Internship policies and procedures, including: job posting; resume gathering and distribution; scheduling of interviews; scheduling and agenda preparation for Co-op meetings; standard student and employer inquiries.
- Assists students with application process for future co-op/Internship terms.

7b) *Act and Report to:*

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7c) *Act on Consultation*

- Set dates each semester for meetings and deadlines for reports
- Advise employers if a job description does not meet standard

8) *Refer to Another Source*

- Student-employer concerns of a human resource nature, including personal or professional problems are referred to the CGSS
- Inquiries regarding degree requirements, course descriptions and academic eligibility.
- Job descriptions for posting are reviewed by the CGSS

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

The incumbent plans each day's activities to ensure that deadlines are met and the MLIS Co-op Program and the MIT Internship Program both function smoothly according to the proscribed process outlined above. This is very demanding because each term is only four months in length and start-up and term-end must be constantly co-ordinated.

Special projects assigned by the Associate Dean or the CGSS must be completed in a timely fashion

10) **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.

MIT Internship Program

Employers (External)

Researches and initiates contact with potential employers to gain MIT internship placements
 Disseminates information on the program by e-mail or telephone daily;
 Reviews and, if necessary, suggests changes to job descriptions (once a semester)
 Discusses performance appraisals when necessary (up to two times per semester) and develop strategies to make improvements in either the placement or the student's performance
 Visit sites annually, when possible, to review their requirements and to promote goodwill

Students

Meets with students on a daily basis to discuss internship opportunities, write resumes, discuss performance and develop strategies to work-through concerns or problems with the placement

Dean's Office

Submits students' reports and evaluations for grading two times per semester
 Prepares reports (each semester) for the Undergraduate Affairs Committee

Academic Counsellor

Confirms each student applicant's eligibility and discusses *professional readiness*
 Prepares files for signature of approval as well as grade submission to Registrar
 Ensures protocol is followed regarding failures, incompletes, extensions, as needed

Faculty

Seeks to identify potential employers by informal discussion
 Requests feedback regarding students' *professional readiness* each semester and report to Associate Dean
 Meet with the UAC Subcommittee on Internships and to update and present ideas for change (annually)

Student Development Centre

Receive job postings, answer questions regarding MIT internship program by e-mail or telephone as needed;
 refer students to workshops

MLIS Co-op Program

CONTACT'S TITLE (e.g. Purchasing Agents)	LOCATION (inside outside) dept	FREQUENCY (dly wkly mthly)	PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
Department Managers	external companies/ Libraries, institutions	weekly, monthly	Co-op/Internship job requests, postings, Interviews, arranging on-site visits, Standard inquiries
Students	current and prospective	daily	answer standard Co-op inquiries, application process, interviews, etc.

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

Staff Member:

Present Classification SG9 Signature Susan Weeks Date 3 March 04

MLIS Co-op Program Supervisor: Rosanne Greene

Signature Rosanne Greene Date Mar. 5/04

MIT Internship Program Supervisor: Gloria Leckie

Signature Gloria Leckie Date Mar. 5/04

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

MIT Immed. Supervisor

Gloria Leckie
Gloria Leckie, Associate Dean

MLIS Immed. Supervisor

Rosanne Greene
Rosanne Greene, CGSS

Department Head

Catherine Ross, Dean

Dean's Office _____

Date March 5, 2004

to HR Mar 10, 04

Subject: [Fwd: Information for Susan Weekes Appeal for JEAC]
Date: Thu, 03 Jun 2004 16:14:49 -0400
From: Rosanne Greene <rgreene@uwo.ca>
Organization: University of Western Ontario
To: perdec@uwo.ca
CC: Joanna Asuncion <jasuncio@uwo.ca>

----- Original Message -----

Subject: Information for Susan Weekes Appeal for JEAC
Date: Fri, 28 May 2004 13:52:10 -0400
From: "Joanna Asuncion" <jasuncio@uwo.ca>
To: "'Donna Chute-Dolan'" <perdec@uwo.ca>
CC: "'g.j. leckie'" <leckie@uwo.ca>, <rgreene@uwo.ca>

Donna,

I have consulted with Gloria and Rosanne and these are the additional points that they 've provided. Please let me know if you require further information. Gloria will be away the next 2 weeks. Jo

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Susan Weekes has two titles to reflect her dual role - she is Undergraduate Internships Coordinator, and MLIS Co-op Program Assistant. She reports to Gloria Leckie , Associate Dean for the Undergraduate (MIT) portion of her work; and to Rosanne Greene , Coordinator of Graduate Student Services for the MLIS Coop portion.

At least 44% of the position is related to the graduate programs and as such S. Weekes takes care of the day to day running of the co-op office, liaises with employers, and takes care of the paperwork. The major decision-making is the responsibility of the Coordinator of Graduate Student Services. The Coordinator of Graduate Student Services travels to meet the employers and students in the workplace setting and brings back and presents/relays information appropriate committee.

The senior level of responsibility for the co-op program rests with the Coordinator of Graduate Student Services: making the decisions regarding who is eligible for co-op, the suitability of co-op postings, and the evaluation of students and carrying out the site visits.

In the MIT portion, Susan is largely responsible for identifying potential internship opportunities and doing the exploratory contacts. Once there is a tentative job description, the Associate Dean gives the final approval as to whether we will go with it. Susan works exclusively with the students, coaching them and matching them with suitable opportunities. She explains all the requirements and makes sure those are met. Associate Dean reviews all the assessment reports from employers and grade all the student papers/reports for the academic transcript. Susan also does most of the trouble shooting if there is a problem with either a placement or a student, in consultation with the Associate Dean. Susan also occasionally does a PR visit to certain employers within London