

**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:	Wendy Mandigo
Title:	Academic Counselling Assistant
Phone:	ext. 88361
Email:	wmandigo@uwo.ca
Department:	School of Kinesiology

(B) Position Information:

Current Incumbent:	Wendy Mandigo
Current Classification:	S.G. 10
Classification Being Appealed:	S.G. 10
Date Evaluation Results Letter Received:	August 27, 2012

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal: The role of academic counselling assistant has expanded significantly, with the addition of new duties that require both a greater level of expertise and more attention to detail than previously required.

The consequences of errors in these areas would be dramatic such as: impacting a student's ability to graduate or their ability to progress with the program; affecting budget requirements of the School; affecting course scheduling and workload for professors.

As the School of Kinesiology functions at both the Department and Faculty Level, I am responsible for signing authority at both levels. There is no oversight or verification of my work by my supervisor or academic counsellors.

With the Adjudication process I am equally responsible for the tasks involved as the Academic Counsellors. This consists of evaluating each student entering or progressing with the School of Kinesiology to determine academic eligibility. I am also responsible to perform a program check to ensure the students are meeting graduation requirements.

I have an equal role with the Academic Counsellors during the Summer Academic Orientation process. We each meet with first year students on a one-on-one basis to choose appropriate first year courses and discuss professional goals. This is an extremely important process that includes knowledge of professional program requirements, University course requirements and pre-requisite courses. The impact on the student is crucial as it affects their Undergraduate career choices.

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing: Wendy Mandigo Date: Aug. 30/12

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

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

	PRESENT INCUMBENT		POSITION IDENTIFICATION	
	SURNAME	INITIALS	DEPT. NO	P.S. JOB CODE
	MANDIGO	W.R.	330100	SA5X27

BASIC POSITION INFORMATION

DEPT. NAME School of Kinesiology

SECTION NAME Undergraduate Program

LOCATION Room 2225, 3M Centre

WORK WEEK HRS. 35 hours/week

SUPERVISOR SURNAME Lewis INITIAL M PHONE 82134

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	%
-----	--------------	---

ADMINISTRATIVE DUTIES

- | | | |
|----|--|-----|
| 1. | <p>Academic Support</p> <p>The incumbent, by effective questioning, ascertains the reason for student visits and type of assistance required. Often the incumbent solves student problems directly by providing authoritative information about the University, clarifying Senate regulations, policies and procedures; providing detailed information on programs and courses; investigating and solving registration problems; providing information on appeals process for an individual course, progression or for Grade Point Waivers; providing information on Letters of Permission, Special Permission forms, Recommendation of Special Examinations, and Recommendation for Incompletes, and approves certain requests with signing authority such as approving add/drop, Intent to Register forms, Special Permissions, Recommendation for Special Examination, Recommendation for Incomplete, Grade Revisions, Change of Status and Letters of Permission.</p> | 80% |
| 2. | <p>Provides back-up for Academic Counsellor when on vacation or at extended meetings. Incumbent acts in the capacity of Academic Counsellor, processing academic forms such as approving add/drop, Intent to Register forms, Special Permissions, Recommendation for Special Examination, Recommendation for Incomplete, Grade Revisions, Change of Status. Providing information as required and, when necessary, referring student to Undergraduate Chair or Director as appropriate. The period the incumbent acts on behalf of the Academic Counsellor is in excess of 4 weeks per year.</p> | |
| 3. | <p>Timetable Coordinator</p> <p>The incumbent is responsible for development of the Undergraduate program lecture timetable for the coming academic year. This includes determining which courses will be offered based on Faculty members' workloads; the best day and time for courses to be scheduled; ensuring a proper balance of courses for students to meet their academic requirements. Prepares and submits timetable information to Institutional Planning and Budgeting which includes course and section number, days, times, classroom and audio-visual needs. Proofreads draft timetable and provides changes, corrections as required.</p> <p>Activity Course Timetable – Schedules approximately 100 activity courses. The schedule must accommodate facility availability, instructor workloads, students' schedules and needs. Must ensure enough courses and enough spaces to meet student needs. Reserve facilities – gyms, pools, fields, etc.</p> | |
| 4. | <p>Scholarships and Awards</p> <p>The incumbent determines winners for all Merit and Need-Based Scholarships and Awards given by the School of Kinesiology by reviewing applications and student listings. Updates the application forms for the Memorial Scholarships. Informs students of Scholarship and Awards deadline dates. Maintains electronic listing of all current and past winners; orders name bars and new plaques as required.</p> | |

5. **Summer Academic Orientation**
Is involved with counselling incoming first year students (approximately 350 each year) with regard to course selection. The incumbent along with the Academic Counsellors and Undergraduate Chair meet one-on-one with all 1st year students during the summer. The incumbent also assists the students with scheduling their timetables and enrolling in their courses using the on-line registration system.
6. **Add/Drop**
The incumbent is responsible for planning and conducting the In-person paper add/drop process. The incumbent will prepare for the Add/drop period by updating the add/drop books for approximately 140 courses; will maintain wait lists for filled courses; contact students if/when spots become available; and completes add/drop forms. The incumbent will make decisions on which courses and the number of available spots that will be offered to non-Kinesiology students.
7. **Calendar Copy, UWO View Book, First Year Calendar, Mini Calendar, Flyers and Promotional material.**
Ensures the accuracy of the Kinesiology section of the Academic Calendar. Coordinate Kinesiology calendar updates: including the University academic Calendar, Distance Studies/part-time calendar, First-year calendar, Student Guide. Initiate changes to program content and information as required by consulting with the appropriate faculty/staff person in each of the program areas of Kinesiology, distributing copy to be amended or edited, meeting deadlines for return of copy to Publications area, proofing the final copy pertaining to course/program content and accuracy of information etc. Prepare submissions for UWO Viewbook, Campus Tour Guide Manual, Summer Advising Manual. Responsible for development of other promotional material as required for the School of Kinesiology and as required by the Faculty of Health Sciences.
8. **Exchange programs.**
Coordinator for International exchange programs (Victoria University of Technology (VUT), Australia; Semmelweis University Hungary; German Sports Institute, Germany). Is the contact and liaison person between universities and students, Kinesiology International Exchange Committee Chair and UWO International Exchange Office. Coordinate applications for exchange programs. Prepare all correspondence/paperwork for students going on exchange and for exchange students coming to UWO. Update and maintain the exchange applications, organize the application process, organize information sessions.
9. **Electronic Grade Submission.** Responsible for electronic grade submissions for all Undergraduate theory courses. Provide instructors with electronic class lists; coordinate receipt of electronic grades for approval by Undergraduate Chair for submission to Office of the Registrar; filing of hard copy. Assists professors with WebCT Owl program instruction and difficulties. Review "incomplete" grades to ensure resolution. Responsible for completing and submitting grade revision forms for all Undergraduate courses.
10. **Examinations.** Coordinate examination requirements with Examination Services including: time required, special requests regarding date of examination and supplies required. Inform faculty members of the Office of the Registrar printing deadlines. Assign proctoring responsibilities to TAs; ensure that all final examinations have the required number/gender of proctors as per Senate regulations. Allocate proctors for midterm tests. Coordinate scheduling midterm exam room bookings. Ensure that supplies are available for examinations (exam booklets, Scantron sheets, etc.) Responsible for initiating contract letters for proctors, and arranging for payment when necessary.
11. **Activity Courses/Trips.** Responsible for registration of students, preparation of bank deposits, reconciliation of budgets ranging from \$2,000 - \$20,000.00, verification of registrations and refunds for off-campus activity courses (canoe, sail, downhill ski, snowboarding, cross country ski, curling, golf, France Bike trip). Arrange information sessions and promote the information to students.
12. **Independent Study, Field Experience/Practicum and Internship Courses.** Coordinate applications and approval by Faculty member, Undergraduate Chair and Director for independent studies. Assist professors who offer field experience/practicum and internship courses with the effective delivery of these experiences. Specific tasks include setting up appointments with outside agencies/organizations, liaising with potential and current placement supervisors, coordinating the necessary paperwork (e.g., contracts, legal documentation), ensuring grades are received, filing copies of the completed written projects, and ensuring that the information binders in the student resource area are updated.
13. **Course enrollment.** The incumbent is responsible for enrolling students in courses which must be applied for such as Canoe and Sail activity, Independent Studies, and Athletic Trainer course.
14. **Adjudication.** Works collaboratively with the Academic Counsellor to coordinate the adjudication and registration process. Is responsible for adjudicating returning and graduating students. Ensures that all students have completed First/Aid and CPR and swim requirements. Prepares list of special admits; prepares information for Adjudication Committee for special cases. Sends follow-up letters to students who were allowed to enter on progress under special circumstances.

SUPPORT DUTIES

1. Responsible for fielding inquiries including office counter area and telephone requiring confirmation of program policies and university regulations and, where necessary, making a referral to an Academic Counsellor or Undergraduate Chair. Responsible for scheduling appointments and answering student/faculty inquiries.
2. Adding "special permission comments" to students' records on-line.

15%

3. Coordinate receipt of medical/compassionate information from students. Prepare letters to professors advising of students' absence from classes and/or exams.
4. Provide assistance to limited duties instructors regarding WebCT Owl, assignments, general campus information, etc.
5. Typing correspondence/reports/memoranda, etc. for Undergraduate Chair and Academic Counsellor. Respond to e-mails, requests for information on behalf of the Undergraduate Chair or Academic Counsellor when appropriate, that is, where the information reflects understood program or university policies.
6. Coordinate the student appeal process by organizing paper flow for students who have initiated the appeal process for the Undergraduate Chair, or Director including documentation, previous pertinent information and relevant data obtained from the student, other program offices or computer. Compose letters to students rendering decisions as per Director's instructions. Provide advice to students regarding the appeal procedures.
7. Responsible for prioritizing workload and training/guidance for work-study bursary students.
8. Reserve classrooms for undergraduate theory and activity labs.
9. Assist/back-up to Undergraduate program secretary. This involves: maintaining student records and files for approximately 1,400 students; follow-up with delinquent students regarding First Aid/CPR and swim requirements; incomplete grades for activities; photocopying.
10. Recording secretary for Kinesiology Curriculum and Education Policy (KCEP) committee and preparation of minutes for circulation to committee members.
11. Responsible for the Generic e-mail account for the School of Kinesiology Undergraduate Program by responding to messages, and forwarding messages to the appropriate person for response as required.
12. Post notices and respond to inquiries on the Kinesiology Facebook page.
13. Provides training and on-going guidance to Kinesiology Undergraduate Secretary.

NO. OTHER DUTIES (less than 10%)

- Ensure supplies are available for undergraduate teaching (e.g. overheads, overhead markers, scantron sheets, exam booklets)
- Assist with spring undergraduate convocation reception
- Develop and update a position manual including operational deadline dates that must be met for successful completion of the yearly program
- Various other duties as assigned by the Academic Counsellor, Undergraduate Chair and Director

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)	
Work Study		September May	April August	Filing, photocopying, other duties as as assigned.

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
Corres- pondence: <input checked="" type="checkbox"/>	<u> X </u> Complete Composition <u> X </u> Partial composition with general direction (verbal or written)	medical support letters appeal letters responses to student e-mail enquiries

Prescribed format

Exchange program letters

Reports:

Complete composition
 Partial composition ...
 Prescribed format

financial reports for activity course trips
minutes of meetings for KCEP
Field Experience
Scholarships and awards
other as required

Other:

Complete composition
 Partial composition ...
 Prescribed format

calendar copy
exchange applications
promotional material
Lecture timetable

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

- Community College Diploma in Office Administration (2-3 years) or working towards a degree
- Five years minimum administrative experience. Detailed working knowledge of University policies and procedures
- Highly proficient computer skills (Word, Excel, PeopleSoft, WebCT Owl)
- Good interpersonal, communication and organizational skills and ability to deal with a diverse group of faculty staff and students
- Must be able to make decisions in highly pressured environment with peak periods & work with a positive team approach
- Must be able to work independently, take initiative, prioritize workload to meet deadlines and multi-task in an interruptive environment.

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

- Informal
- As required

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

- Prioritize workload to meet deadlines
- Clarifies program/policy inquiries on an informal basis
 - Appeal policies and procedures queries
 - Arranging exam proctors, rooms, supplies for exams
 - Financial report for activity course trips such as: canoe/sailing/ski/curling
 - Research/assemble information to assist Program Chair/Director of Kinesiology in areas of workload (TA, Faculty)
 - Canoe/Sailing/Ski/Curling activities
 - Faculty requests for information
 - Inquiries regarding final exam scheduling
 - Routine inquiries (appointments, reservations)

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

- Student admission/progression/appeals
- Medical reports to academic Counsellor
- Students in crises to Academic Counsellor
- Faculty concerns i.e. workload, class size to Undergraduate Chair
- Questions concerning Scholar's Electives programs and concurrent degrees
- Unprecedented situations

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

- Add/Drop – September and January
- Academic Timetable – annually
- Prioritize and organize daily workload – daily
- Exams – quarterly
- Calendar copy and promotional material – annually
- Scholarships and Awards - annually

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...)
Students	X		X	schedule appointments, provide information, answer inquiries, adding/dropping courses, academic concerns
Students		X	X	answer inquiries re: Kinesiology program, admissions, tours
Faculty Members	X	X	X	course work, student concerns, exams, evaluations, room bookings, electronic grade submission
Director's Office	X		X	information requests, appeal inquiries, workload/timetable
Parents		X	X	answer inquiries about Kin Program; concerns about students
Registrar's Office		X	X	information requests; follow up with forms that were not processed, change of status for students, electronic grade submissions
Examination Services		X	X	requests for information, pick-up and drop-off of accommodated exams
Central Reservations		X	X	book rooms for classes, meetings, presentations, facilities for activity courses
Kin Graduate Program	X		X	information requests; TAs assignments re: proctoring
FHS Dean's Office		X		X students appeals
International Exchange office		X		X students on exchange
Student Success Centre		X		information requests as required
Institutional Planning		X		submission of academic timetable
Liaison Services		X		High school recruitment and retention; annual University Fair
High School guidance counsellors		X		information requests; clarify program requirements
Victoria University, Australia		X		Exchange students/programs, semi-annually
Semmelweis University, Hungary		X		Exchange students/programs, annually
German Sports University, Germany		X		Exchange students/programs, semi-annually
Strathcraft		X		Order name bars and plaques, annually
Financial Aid Office		X		Scholarships and awards, annually
Campus Recreation		X		Facility bookings, semi-annually

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

Staff Member:

Present Classification S.G. 10 Signature W Mandigo Date Nov. 25, 2011

Supervisor:

Signature Marion Lewis Date Dec. 1/11

**POSITION DESCRIPTION
QUESTIONNAIRE**

The UNIVERSITY of WESTERN ONTARIO
EMPLOYEE RELATIONS DEPARTMENT

COPY

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 Human Resources at extension 82194.

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 the Human Resources 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 Marion Lewis
- Department Head [Signature]
- Dean's Office _____
- Date _____