UNIVERSITY OF WISCONSIN – SUPERIOR
POSITION DESCRIPTION
Student Services Specialist

Working Title: Transfer Student Services Specialist
Hayes Hill Title/Level: Student Services Specialist/100% 12 month appointment
Position Reports To: Registrar

Position Summary:
This position, which serves approximately 1700 new, reentry and currently enrolled transfer students, is the lead person for the entire Transfer Credit Evaluation process for the University who serves as the institutional expert on the determination of acceptance of credit from other institutions; evaluating transfer courses to determine UW-Superior course equivalency and entering the equivalency into the PeopleSoft (PS) system. This position provides advising for new and potential transfer students, as well as continuing students seeking to enroll in coursework outside the University as well as assists advisors with understanding transfer course equivalencies and graduation requirements. This individual uses discretionary judgment (as well as assistance from academic professionals) in the evaluation of student transfer credit.

This position will create, and maintain an accurate course equivalency database in the PS system as well as create documented procedures to efficiently use the PS system to standardize and automate the entire transfer process at UWS. This position ensures that courses, for institutions that UWS establishes new articulation agreements with, are evaluated and entered in PS in a timely manner. The position serves as the UW-System Transfer Information System (TIS) equivalency liaison; coordinating the collection, analysis and maintenance for submission to the UW-System, as well as represent UWS at designated UW-System Transfer meetings. The incumbent will research and prepare an annual report showing where transfer applicants (who do not enroll) actually attend.

Duties and Responsibilities:
A. Transcript Evaluation/Transfer Records—Domestic
   1. Evaluate, and determine course equivalency for post-secondary education history for all new transfer applicants, reentry and currently enrolled students and enter course equivalencies into the PS system.
   2. Determine if transfer institutions are properly accredited according to UWS and System guidelines.
   3. Research academic programs and curriculum at transfer institutions, compare transfer courses to UWS curriculum and establish transfer course equivalencies.
   4. Translate quarter to semester credits as well as international to domestic credits.
   5. Communicate to student and advisor when transfer courses have been entered in PS.
   6. Scan transfer transcripts into ImageNow.
   7. Ensure all course equivalencies are kept current in the transcript matrix and the PS system tables.
   8. Log the number of transcripts evaluated daily.
B. Transcript Evaluation/Transfer Records—International (in addition to the tasks listed above)
   1. Be familiar with country equivalency differences and accreditation of institutions; develop a library of materials & training manuals.
   2. Keep the International Programs Office and the Admissions Office current on international transcript evaluations.
   3. Provide preliminary transcript evaluations for students and agents when requested.
   4. Continue to network with and develop new contacts of transcript evaluator colleagues to exchange questions and answers.
C. Communicate with Prospective, Admitted & Currently Enrolled Transfer Students
   1. Provide accurate detailed information (orally and in writing) regarding transfer admission and transfer credit equivalency to potential and admitted transfers, continuing students and parents.
   2. Create (and keep current) Transfer Guides for the most popular UWS majors for transfer students.
   3. Create (and keep current) a Student Transfer Handbook.
   4. Act as initial advisor on General Education requirements and questions.
   5. Represent the Registrar’s office as a speaker at transfer Orientation sessions, explaining how to read transfer reports (and the importance of doing so early).
   6. Assist students with degree completion (graduation) questions.
   7. Meet with visiting transfer students who have transfer credit questions.
D. Collaborate with UWS Faculty & Staff Regarding Transfer Related Issues
   1. Assist advisors in determining course equivalencies at the point the student is matriculated (prior to registration at UWS).
   2. Work with office staff and Student’s Affairs/Vet’s Club Advisor as needed for military transcripts.
3. Build a network consisting of one transfer contact within each department at UWS who can be relied upon to determine course equivalencies in a timely manner.
4. Continue to follow-up with faculty advisors until each transfer transcript has been fully evaluated.
5. Maintain/update Transfer website (on the Admissions page) in conjunction with Admissions Office.

E. **Test, Study Away, Course Substitutions**
1. Maintain database of equivalencies for test credit and enter the transfer credits based on the test scores for AP, CLEP, Prior Learning, Military, etc.
2. Ensure all Study Away students are de-registered from placeholder course when transfer credits are entered into PS.
3. Ensure Prior Learning Assessment credit is entered correctly and communicated to the student and advisor.
4. Enter changes made to official transcript after course substitutions forms are received from departments; communicate these changes to the student via email.

F. **UW System and UW Superior Policies**
1. Learn the institutions and accrediting agencies the UW System allows transfer credits from.
2. Develop and maintain a database in PS of course equivalency determinations for all UW, Wisconsin Technical Colleges and MnSCU institutions.
3. Ensure TIS is aware of new equivalencies (and that these equivalencies are recorded in the TIS system).
4. Understand, and apply, UWS repeat policy; review transfer transcripts for repeats enacting the appropriate rules to ensure authentic and accurate official transcripts.

G. **Transfer Articulations**
1. At least bi-annually, provide department chairs with catalog/of new courses/majors to be considered for UW-Superior course equivalencies.
2. Work with the Associate Dean of Academic Affairs in initiating new articulation agreements.
3. Coordinate the collection, analysis and maintenance of transfer course equivalencies and articulation agreements and communicate changes/additions to TIS and the System office.

H. **Foster Relationships**
1. With department chairs and department associates to solve questions related to transfer students.
2. With the Admissions Office, as a member of the application processing team, for transfer prospects and applicants.
3. With the Office of International Programs to ensure international transfer student transcripts are evaluated correctly and timely.
4. With transfer coordinators from articulated institutions, to ensure that they accept UWS credits in the same manner as UWS accepts transfer credits.

I. **Registration**
1. Process drop/adds received from students during the first ten days of each term.
2. Be able to answer registration related questions.
3. Gain a thorough understanding of PS screens related to the Registrar’s Office

J. **Miscellaneous**
1. Function as Registrar’s Office manager in the absence of the Registrar
2. Attend bi-weekly staff meetings (chair in Registrar’s absence)
3. Attend local/regional/national training seminars and conferences as requested/needed.
4. Represent UWS in transfer related functions.
5. Serve as the UW-Superior liaison to the UW System Transfer Information System (TIS)
6. Query back data relating to institutions transfer credit accepted from, as well as transfer credit/courses equivalencies granted.
7. Seek professional development opportunities.

K. **Reporting/Analysis**
1. Provide an annual report after the 10th day of each Fall Semester detailing where each transfer applicant (who did not enroll) did attend. Look for patterns and decipher why students chose not to attend UWS.

**Knowledge, Skills and Abilities:**
1. Knowledge of undergraduate admissions and registrars procedures and policies.
2. Skill in operation of modern communication tools, computers, and relevant software, especially related to data entry, such as Microsoft word and Excel.
3. Skill using Student Information Systems, preferably PeopleSoft Student Information System; ability to investigate People Soft functionality and train others on the functionality of the system.
4. Ability to work with and/or advising a variety of racial and ethnic groups and underrepresented populations.
5. Ability to communicate effectively, both orally and in writing, including conducting presentations.
6. Ability to interpret and explain policies for staff, faculty, students, families and administrators.
7. Ability to demonstrate good judgment and analysis in decision-making and problem-solving.
8. Ability to exhibit self-direction and the capacity for independent work.
9. Ability to manage multiple tasks, effectively organize work to meet multiple and impending deadlines while maintaining attention to details.
10. Ability to work in a fast-paced setting as part of a team.
11. Ability to establish and maintain positive interpersonal relationships with students, faculty, staff, and others.
12. Ability to sit for long periods and code data accurately.
13. Ability to work with confidential and sensitive information and records.
14. Ability to commit to the highest ethical standards.

**Minimum Qualifications:**
- Bachelor’s Degree
- One (1) year full-time higher education experience.
- Knowledge of Student Information Systems

**Preferred Qualifications:**
- Knowledge of PeopleSoft Student Information System
- Higher education experience in the Admissions or Registrar’s Office
- Previous data analysis experience