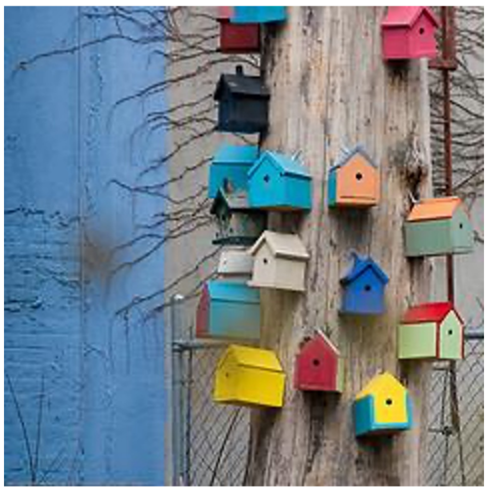


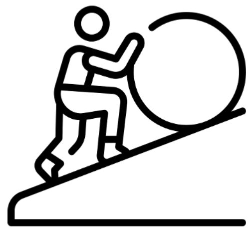
TA Training CoP: Turnover

Session Workbook

April 2023

The Most Important Thing for New Coordinator to Know

- What a “TA training coordinator” is
- What does the job entail and how to manage time
- Who you can ask for help
- An overview of the role/job description
- Finance
- Time commitment
- Or key contacts to know for the role e.g., finance
- Overview of documents (reporting etc.) from past years
- Key goals/objectives for the year



TA Training Coordinator Challenges

Challenges and Difficulties	Strategies to Address them
Ambiguity in role	Clear tasks and expectations of coordinator
Writing the report	Shaya provides feedback on reports, using last year’s report as template (if available)
Don’t know where/how to start	Ask the previous coordinator/department/CTLT for help
Introduction to role - a lot of information, difficult to process OR to relay effectively	Standard operating procedure document
What are the objectives of the year?	Clear timelines and examples of past events/responsibility along with if there is room for more creative freedom
Who to ask what from	Clear guidelines on which faculty/staff at UBC are a party of the role and for what related tasks
Scared you are missing something/overwhelming	Experience/time and knowing who to reach out to, having a clear system in place for transfer of responsibility (e.g. here are the things you are not supposed to miss), good documentation, at least one person returning (if possible) or being available to next person
Knowing what your job is not (i.e., what you aren’t suppose to actually do within your hours)	Clear description of the role/tasks
Meeting/interacting with so many different people (often just introduced over email)	Short meetings with important individuals to ‘meet’ in order to make more familiar
Updates on funding sometimes triggle down slowly to coordinators actually spending it	Clear channels of communication for coordinators, finance etc.
Contacting TAs (up to date contact info)	Updated email lists, other channels of communication outside of an email list of current TAs
Knowledge of task timeline (e.g., when grant is due)	Clear description of tasks with some tiem bound
Contacting/motivating faculty members (and knowing if that is possible/part of your job)	Clarifying your role at department meetings

Checklist for New Coordinators (when there are overlapping graduate student coordinators)

Access: (to materials, info, archives; templates; worksheets etc.); Where to store information - google drive? What format should information be stored in

- ❑ Clear places to store and how to store (instructions, location)
- ❑ Timeline for when to expect to use hours over the course of the year, and potentially also mini-timelines for workshop-specific milestones (e.g., RSVP reminders etc.)

Context: (ie: Your TA Population needs; What has been done to support TAs in the past; Disciplinary teaching context; Buy-in, etc)

- ❑ Store data on TA needs and feedback (e.g., stated needs, addressment over time)
- ❑ Engagement trends over time (stored/accessible to coordinators to refer back to)

Communication (with TAs, faculty, etc):

- ❑ Email templates (e.g., reminders, feedback surveys etc).
- ❑ Meeting with key folks in the program (Zoom or face to face) at the start (i.e., face to name)
- ❑ Discussion about both sides contribution to the role

Skills: skills needed to do this job

- ❑ Clear descriptions in job description/hiring form of tasks/skills
- ❑ Budget-making/-balancing
- ❑ When multiple coordinators, discuss who's skills speak to which roles to help divide tasks

Key contacts:

- ❑ Updated running list for admin, finance, HR, Faculty, CTLT, CUPE, previous coordinator(s)
- ❑ Optional list: Catering, UBC merchandise, room booking/venue, other department coordinators

Getting paid as a coordinator & Getting support from the department (ie: financial and otherwise**)**

- ❑ How to use Workday (input hours, access pay stubs etc.)
- ❑ Clear instructions that hours need to be submitted and approved before payment
- ❑ Knowing who to contact for personal finances issues/HR
- ❑ How to submit expense reports for any incurred costs for events

Other things a TA Training Coordinator needs to know

- ❑ How to contact TAs. Email lists, newsletters, displayed channels in buildings etc.
- ❑ Transfer of information (turnover itself)
- ❑ What to do if a coordinator cannot fulfill their whole term (procedures)

Checklist for New Coordinators (when there is a faculty member overseeing the program)

Access: (to materials, info, archives; templates; worksheets etc.); Where to store information - google drive? What format should information be stored in

- ❑ Materials stored on shared online database (UBC approved)
- ❑ Folders divided by year
- ❑ Schedule

Context: (ie: Your TA Population needs; What has been done to support TAs in the past; Disciplinary teaching context; Buy-in, etc)

- ❑ Needs assessment survey run each year and attempt to address those needs in report
- ❑ Buy in: offer CIRTL associate status

Communication (with TAs, faculty, etc):

- ❑ Contact everyone early, get emails out early (emails will get ignored)
- ❑ Official way of presenting coordinator to department (rather than just through email introduction) (easy to ignore emails from person you don't really know)
- ❑ Department meeting/orientation to introduce the TA coordinator may be helpful

Skills: skills needed to do this job

- ❑ Organizational skills
- ❑ Communication skills

Key contacts:

- ❑ Finance
- ❑ Associate head, Department heads
- ❑ Other coordinators (faculty, grad students, etc.)

Getting Support from the department (ie: financial and otherwise) **& Supporting the graduate student coordinator (if position exists):**

- ❑ Senior TAs in the department (with prior experience)
- ❑ Admin staff

Other things a TA Training Coordinator needs to know

- ❑

Checklist for New Coordinators (when there are not overlapping coordinators and not faculty members or staff overseeing the program)

Access: (to materials, info, archives; templates; worksheets etc.); Where to store information - google drive? What format should information be stored in

- ❑ Dropbox (but following the UBC privacy guidance)
- ❑ Canvas page where people can upload relevant resources from past years

Context: (ie: Your TA Population needs; What has been done to support TAs in the past; Disciplinary teaching context; Buy-in, etc)

- ❑ Department-specific teaching context (e.g., some departments may have labs/tutorials, some departments may be more like grading-oriented)
- ❑ There is a faculty supervisor (on paper) but not much involvement
- ❑ The coordinators are also TAs
- ❑ Whether or not your department also has UTAs

Communication (with TAs, faculty, etc):

- ❑ UBC email for communication with on-campus partners/program/other coordinators
- ❑ Teams/Whatsapp chat for informal discussions

Skills: skills needed to do this job

- ❑ Time management and self-motivation, being proactive about reaching out for support
- ❑ Budgeting wisdom and record-keeping
- ❑ Multitasking, facilitation, and communication (writing and speaking)
- ❑ Project management, networking, team building

Key contacts:

- ❑ Department supervisor (if there is one), department coordinator/assistant/administrator/
- ❑ Person responsible for finances in the department
- ❑ Senior TAs who can facilitate training
- ❑ CTLT, other coordinators, other campus partners (who may help you run some workshops, e.g., the CTLT Indigenous Initiatives), TA institute, ISW

Getting the support you need as a TA Training Coordinator (ie: financial and otherwise**)**

- ❑ How to submit hours on Workday, get reimbursed for catering costs, getting other TAs that support the program paid
- ❑ How to book venues and other logistics issues

Other things a TA Training Coordinator needs to know

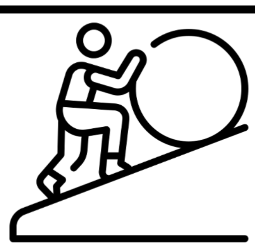
- ❑ How to design feedback surveys (use Qualtrics)
- ❑ Campus partner resources so that you can refer people to (e.g., TA Union, ISA for international TAs, CTLT, SVPRO, advocacy network, Equity Office)

IMPORTANT

Steps you need to take if you are the outgoing Coordinator

- Send emails and introduce the in-coming coordinator to internal and external collaborating partners
- A snapshot of what's coming, and a micro timeline specific to each workshop
- Create a timeline for the position (note: template is available on page 17 of this document)

Icon Attributions

	Difficult icons created by Freepik - Flaticon
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