



## Innovation Hub Design Researcher for the Arts & Science University of Toronto Quality Assurance Process (UTQAP)

### About the Innovation Hub

The Innovation Hub seeks to discover the University of Toronto campus story, with a particular focus on student experiences. Who are our students, and how is the world changing for them? The modern university community is diverse, including people from all over the world, with their own backgrounds, needs, personalities, and quirks. Understanding the stories of each person will help us design a more human-centered campus environment that works for all.

We work with partners from U of T, learning about their students, staff and faculty by leading group discussions, hosting interactive events, and interviewing with empathy. We then take this data to produce insights and design solutions to better meet their needs.

### Working at the Innovation Hub

The Innovation Hub works because of the students who work here! The most important thing to us is your experience - and the experience you gain while working here. We seek to design with students, rather than for students. Working at the Innovation Hub, you will have the opportunity to join a cross-functional, cross-disciplinary team of passionate people. You'll learn valuable skills that can be applied across a variety of career contexts.

### Anti-Oppression Commitment

The Innovation Hub is committed to being equitable, anti-oppressive and to prioritizing the lived experiences of marginalized students. As such, any forms of discrimination will not be tolerated, including but not limited to racism, sexism, islamophobia, homophobia, transphobia, ableism, and anti-Semitism.



## Innovation Hub Design Researcher for the Arts & Science University of Toronto Quality Assurance Process (UTQAP)

### Description

The University of Toronto Quality Assurance Process (UTQAP) cyclical review ensures that academic programming at the University meets the highest standards of excellence. The cyclical review allows for maintenance and improvement through regular appraisal of undergraduate and graduate programs in academic units or those that involve more than one unit.

The Design Researcher works as part of a team that gathers feedback from students related to a particular program or unit in the Faculty of Arts & Science. Using an empathy-based approach, the design research team focuses on understanding students' experiences within the program or unit in four key areas: academics, student support, community building and extracurricular activities. The team works together to plan and carry out data collection and analysis, preparing a report and presenting findings to the program or unit's senior academic team. This design research process results in a presentation of data to senior academic leaders at UofT which can directly impact future change in an Arts & Science program.

### Job duties include the following:

- Working closely with Academic leadership in the unit to plan the survey and feedback process
- Carrying out project plan deadlines for the student feedback portion of the unit's QAP self-study
- Creating interview guides & other resources
- Recruiting students to participate in interviews and/or feedback sessions
- Collecting feedback from students using ethnographic & empathy-based methods
- Coding interview and journal data on a qualitative data coding software (Dedoose)
- Analyzing new & existing data (e.g., interviews, focus groups, surveys & email feedback)
- Uncovering trends in the data & distilling the key themes/insights (e.g., values/needs)
- Writing reports on the findings & presenting them to the partner organization in an interactive presentation

### Qualifications

- Qualitative research skills & skills in ethnographic/empathy-based interviewing
- Data analysis, insight formation & knowledge translation skills
- Exceptional written and oral communication skills
- Patience & conversational skills



- Ability to work on a team & integrate diverse perspectives
- Creativity & innovative thinking
- Desire to enhance the student experience at UofT
- Reliability and accountability

## How to Apply

To apply to the Innovation Hub, students can submit their application through this Microsoft Form: <https://forms.office.com/r/V6W2D1ggMH>

Job applications are accepted on a rolling basis, with interviews to follow. The application deadline is **Tuesday, August 20<sup>th</sup>, 2024 at 11:59pm.**

## Questions

If you have questions about the role, email [innovationhub@utoronto.ca](mailto:innovationhub@utoronto.ca) for more information.