



Administrator Position Description

| | | | |
|---|---|--|------------------------------------|
| Human Resource Office Use Only | | | |
| Approved Job Family | | Effective Date | |
| Overtime Eligible YES NO | | FLSA Test Date | |
| Employee | | Supervisor Bradley Burda | |
| Department Provost's Office | Working Title Director, Online Learning | HRIS Position Number H99390 | Supervisor Title Provost |
| Complete contract dates only if other than a 12 month position | | | |
| Annual Contract Begin Date July 1 | | Annual Contract End Date June 30 | |

A. POSITION SUMMARY

Briefly describe the role of the position within the department and college.

Under the supervision of the Provost, the Director is responsible for development and marketing of online courses and programs for the college. The director collaborates with administration and faculty to develop policies, plans, and systems for increasing enrollment, maintaining academic rigor, and supporting students via online course delivery. The Director supervises staff members who provide faculty and student support services related to online course delivery. The Director works with department chairs and scheduling coordinators to determine online course schedules. The Director manages the Blackboard course management technical team. The Director manages the department budget. The Director serves as a liaison with statewide peers in online education. The Director is responsible for compliance with state authorization requirements nationwide.

B. REQUIRED DEGREES, LICENSES, CERTIFICATES, CREDENTIALS

1. Minimum education level required and the number of years of relevant experience required for the duties of this position.

Master's degree required, doctorate preferred.

Five years of experience managing online programs in a college or university setting.

Teaching experience, preferably online.

Ability to work collaboratively with faculty and senior leadership.

2. List any licenses, certificates, degrees or credentials required by Federal or State Law or college requirements to perform the duties assigned to this position.

C. SUPERVISORY RESPONSIBILITY

| Positions Supervised | Direct Supervision | | Indirect Supervision | |
|----------------------|---------------------|-----|----------------------|-----|
| | Number of Employees | FTE | Number of Employees | FTE |
| 1.Faculty | | | | |
| 2.Classified Staff | 5 | 4.5 | | |

| | | | | |
|----------------------|---|-----|--|--|
| 3.Unclassified Staff | 1 | 1.0 | | |
| 4.Students / Others | | | | |

Coordinating Responsibility

Coordinates the contracted work of program directors for the online programs in Dental Hygiene, Echocardiography, Radiologic Science, Diagnostic Medical Sonography, Respiratory Care, Polysomnographic Technology, Vascular Technology, Operations Management, Information Technology, Technology and Management and Health Care Management.

D. ORGANIZATIONAL RELATIONSHIPS

1. Degree of Direction Received: (e.g., close supervision, moderately high level of supervision, moderate supervision, minimal supervision)

Minimal supervision

2. Decision-making Authority: Extent of authority for making decisions, recommendations, and commitments that would obligate

a)own time and resources

Full authority for own time and resources.

b)departmental resources

Extensive authority for departmental resources, including budget and staff member work assignments.

c)institutional resources

Broad authority to manage online learning revenue and expenses.

What kinds of decisions will the incumbent be expected to make?

Employees: hiring, evaluation, work assignments, work priorities, disciplinary actions.

Budget: authorization of expenditures, faculty contracts.

Office Systems: decisions on scope and type of services to students and faculty.

Policies: decisions on implementation and interpretation of online learning and academic operating and management procedures.

Plans: decisions on growth and development of online courses and programs, including marketing of all online learning education programs, with input from and collaboration with academic departments' and the leadership of both schools (Deans) related to online programs.

3. Budget Authority: Indicate the level of responsibility of the incumbent for development, direction and control of budget. Indicate size of budget.

| | | |
|----------|---|----------------|
| X | Delegated authority to develop and monitor* | \$2,500,000.00 |
| | Develops, monitors* and controls* | \$ |
| | Limited approval authority for purchase | \$ |
| | Purchase only with higher level OK | \$ |

*To monitor means to review and approve expenses. Control means to authorize budget transfers at department level.

E. PURPOSE AND NATURE OF WORK RELATIONSHIPS

| PERSON(S)/POSITION/ AGENCY (e.g., student, staff, faculty, general public, Chancellor's Office) | PURPOSE (e.g., giving or securing information, explaining policies or operations, solving problems, etc.) | HOW OFTEN |
|---|--|------------------|
| Students | Giving or securing information, explaining policies, solving problems, advising, resolving complaints, authorizing refunds. | Weekly |
| Faculty and Deans | Collaboration on online course and program development and delivery, reviewing course development progress, solving problems, leading Advisory Council, policy development and implementation. | Weekly |
| Executive Staff | Maintain established online learning mission and policies, with periodic review. Analyze internal resources, external factors and develop strategic objectives to help meet mission and goals and to drive resource allocation and budgeting decisions, solving problems, sharing information, receiving consultation. | Monthly |
| State directors of distance/continuing education | Giving/sharing information, work on state authorization issues. | Weekly |
| Staff | Solving problems, assigning work, monitoring work progress leading office projects. | As Needed |

F. JOB FUNCTIONS

| REFERENCE ID | JOB FUNCTIONS | FREQUENCY | ANNUAL PERCENT OF TIME |
|-------------------------|--|------------------|---------------------------------------|
| 1 | Chair the Advisory Council for the purpose of developing strategic objectives for delivery of online education courses and programs, developing policies and procedures, seeking consultation with regard to online course and program issues. | Quarterly | 15 |
| 2 | Provide leadership to the campus to develop and deliver online education programs. Collaborate with faculty to plan and develop online programs, including curriculum planning, development of marketing plans and materials, and planning for implementation. Provide for online pedagogical training to faculty. Work directly and collaboratively with academic departments to encourage faculty and departments to participate in online education programs for the purpose of increasing institutional enrollment and providing access to students at a distance. Deliver orientation to the faculty on established Course Standards used in online course development and delivery. Assure that Best Practices are followed in online courses and that student evaluations are part of this practice. | Daily | 25 |

| | | | |
|---|---|-----------|----|
| 3 | Supervise all staff in the office: Student Support Services Coordinator, Student Support Services Assistant, Faculty Support Services Manager, Faculty Support Services Coordinator, Administrative Program Assistant, and Transfer and Retention Assistant. | Daily | 10 |
| 4 | Design and plan all marketing activities and publications related to online programs. Work with academic departments in planning marketing strategy for their departments, work with the Office of Marketing and Public affairs in developing marketing materials, and work with admissions in developing communication plans for follow up on leads. All marketing plans and activities should align with strategic objectives. | Quarterly | 20 |
| 5 | Oversight for all budget actions, contract negotiations for software programs and technology required for effective delivery of online programs and courses. Monitor the department budget. Monitor monthly FIS statements and department records, review spreadsheets and accompanying expense documents. Track revenues and expenses by program. Determine budget needs. Authorize all expenditures and faculty contracts to assure alignment with strategic objectives. | Daily | 15 |
| 6 | Work with and communicate with the Blackboard management team, which includes the Faculty Support Services Manager, the Systems Administrator, and the ITS systems administrator. This team ensures the course management software functions consistently for faculty and student use, that there are adequate backup processes and sufficient security for the information and data, and there are adequate accompanying processes, such as automated instruction emails to students | Monthly | 5 |
| 7 | Serve on related campus wide committees to advance the success of the department, including Curriculum Planning Commission, Banner Users Group, serve on ad hoc committees such as search committees. | Quarterly | 1 |
| 8 | Maintain and monitor online learning enrollment data to determine success of programs and identify problems or concerns in specific programs.. | Quarterly | 1 |
| 9 | Represent the college and serve as liaison on state wide distance education/online committees and task forces. Complete compliance activities and documentation for State Authorization. | Quarterly | 3 |

| | | | |
|----|---|-----------|---|
| 10 | Ensure that all students taking online courses and enrolled in online programs, are provided with all appropriate services including current and accurate advising information, and are assisted with all additional educational, financial aid, and other questions they have. Includes supervision of Student Support Services staff who are directly responsible for these functions and overseeing accuracy and usability of the website. | Regularly | 5 |
|----|---|-----------|---|

G. SKILLS KNOWLEDGE AND ABILITIES

Describe the skills, knowledge, and abilities which are essential for successful performance of this position. List them in descending order of importance.

Next, indicate the function(s) for which each skill, knowledge and ability is required.

| JOB FUNCTION REFERENCE | SKILLS, KNOWLEDGE AND ABILITIES |
|------------------------|---|
| 1-7, 9-10 | Strategic and operational planning skills, including leadership of small groups and teams. Knowledge of distance education best practices, industry standards. Member of Academic Council, Senior Staff and other appropriate strategic planning groups on campus. |
| 1-10 | Knowledge of campus academic and fiscal policies, campus procedures, state regulations. |
| 1-10 | Interpersonal, verbal, written, collaborative and customer service communication skills. |
| 3-10 | Computer literacy, including standard office software, Banner Student Information System, Web for Student/Faculty, Blackboard, web page management, accompanying software and processes. |
| 2-6 | Ability to provide training to staff and faculty. |
| 3-6 | Supervisory skills |
| 1-10 | Knowledge of distance education best practices, industry standards, terminology, technical requirements. |

H. PHYSICAL CHARACTERISTICS/WORK ENVIRONMENT

Only when applicable, please describe the physical characteristics or adverse/hazardous conditions of the essential job functions to be performed.

| JOB FUNCTION REFERENCE | PHYSICAL CHARACTERISTICS |
|------------------------|--------------------------|
|------------------------|--------------------------|

I. ADDITIONAL JOB-RELATED INFORMATION

Please include information on creativity or innovation required for successful completion of job responsibilities and any other comments that would add to an understanding of this position.