

# Director, Academic Learning Support

## Position Description

**Position Number** 008867

**Banner Title** Dir Acad Learning Support

**Advertised Title** Director, Academic Learning Support

**Campus Location** Main Campus (Memphis, TN)

**FTE** 1.00

**FTE Status** Full-Time: Benefits Eligible

**FLSA Designation** Exempt

**Category** Staff (Hourly/Monthly)

**EEO Group** 300-Other Professionals

**Type of Appointment** Fiscal Year

**Ecls Code****Physical Demands** AW

**Working Conditions** While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel; and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand; reach with hands and arms; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**Additional Working Conditions** While performing the duties of this job, the employee is regularly required to sit; complete work with a personal computer, using a computer monitor for much of the workday; use hands to handle, or feel; and talk or hear. The employee frequently is required to walk throughout the University campus, indoors and outdoors. Frequently the employee will be required to transport instructional materials and equipment between facilities in various weather conditions, either by walking or by vehicle. The employee is occasionally required to stand; reach with hands and arms; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision.

**Knowledge, Skills, and Abilities** Excellent organizational planning, employee supervision, instructional design, oversight of distance learning technologies and services experience  
Knowledgeable of desktop computing, Microsoft Office, learning management system, accessibility compliance, tutoring, anti-plagiarism, adaptive learning, competency-based education, and instructional media production experience  
Experience with providing consulting services in the design, development, and delivery of blended face-to-face, hybrid, online, and competency-based courses in a university setting

**Additional Position Information**

**Department** University Libraries

**Organization** University Libraries

**Job Summary** Manages the daily operations of UM3D department. Develops program guidelines and policies and may be responsible for the implementation of major programs or projects within UM3D.

<b>Minimum Classification Qualifications</b>	Master's Degree in relevant area and five (5) years of appropriate experience. Relevant experience may substitute for required education.
<b>Minimum Position Qualifications</b>	Master's degree in a related field and five (5) years of digital learning, instructional design, or appropriate experience. An equivalent combination of education, training, and experience may be substituted for the degree requirement.
<b>Preferred Position Qualifications</b>	Doctor's degree in a related field and five years of digital learning or appropriate experience.
<b>Work Schedule</b>	Monday – Friday 8:00am – 4:30pm May require work beyond normal work schedule during peak seasons and otherwise as necessary or assigned.
<b>Reports To</b>	Executive Director/ Dean, University Libraries
<b>Positions Supervised</b>	Assistant Director of Academic Learning Support, UM3D instructional designers, instructional technology trainers, as well as temporary employees, student workers, and graduate assistants assigned to the UM3D unit.
<b>Posting Date</b>	
<b>Closing Date</b>	
<b>Open Until Screening Begins</b>	No
<b>Hiring Range</b>	
<b>Salary</b>	\$86,900

**Special  
Instructions to  
Applicants**

All applications must be submitted online at [workforum.memphis.edu](http://workforum.memphis.edu). Applicants must complete all applicable sections of the online application to be considered for a position. Please upload a cover letter, resume, and reference list after completing your application, if required by the system. Required work experience is based on full time hours. Part time work experience will be prorated as listed.

Candidates who are called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

**Is this posting for  
UofM employees  
only?**

Yes

**Quicklink for  
Posting**

**Post to  
HigherEdJobs.co  
m?**

**Duties &  
Responsibilities**

**Strategic Planning:** Develops annual UM3D strategic plan, budget, and schedule in collaboration with the Executive Director/Dean of University Libraries regarding the design, development, and delivery of the University's online, hybrid, and on-ground academic programs (in that stated order of priority). Develops annual strategic plans in collaboration with Instructional Technology Services division on faculty/staff/student technology training needs for the University.

**Duties &  
Responsibilities**

**Policy Compliance:** Ensures that University online programs comply with accreditation policy and best-practice guidelines at campus (Provost), state (THEC), regional (SACS-COC), and national (Department of Education, Federal copyright law, Americans with Disabilities Act, and NC-SARA) levels in order to strengthen the quality and legality of University programs. Collaborates with the University's ITS, OIR, and other units as needed and other units as needed to ensure compliance with SACS-COC Distance Education policies as noted below. Demonstrates that the student who registers in a distance education course or program is the same student who participates in, completes the course or program, and receives the credit. Has a written procedure for protecting the privacy of students enrolled in distance and correspondence education courses or programs. Has a written procedure distributed at the time of registration or

enrollment that notifies students of any projected additional student charges associated with verification of student identity. Ensures that it reports accurate headcount enrollment on its annual Institutional Profile submitted to the Commission. Ensures that their distance education courses and programs comply with the Principles of Accreditation. This applies to all educational programs and services, wherever located or however delivered.

**Duties & Responsibilities**

**Employee Management:** Ensures that all UM3D employees (staff, student workers, and graduate assistants) are properly hired, trained, resourced, supervised, and evaluated for job satisfaction.

**Duties & Responsibilities**

**Instructional Design Oversight:** Directs the development of effective models and support structures for world-class instructional design (integrated with the Universal Design for Learning framework), course development, and class delivery that enhances online student learning success and program completion.

<b>Duties &amp; Responsibilities</b>	<b>Instructional Design Oversight:</b> Directs the development of effective models and support structures for world-class instructional design (integrated with the Universal Design for Learning framework), course development, and class delivery that enhances online student learning success and program completion.
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**Duties & Responsibilities**

**Academic Collaboration:** Builds healthy, collaborative relationships with academic and administrative leadership to promote quality online academic programs that reflect appropriate rigor for assigned academic credit. Program quality assurance should be implemented through the following control elements. Program proposal, memo of understanding agreement, course proposals and review development payments, copyright licensing agreements, and semester scheduling. Three-year review and renewal process including colleague peer-review of all program courses.

**Duties & Responsibilities**

**Program Approval:** Collaborates with the Executive Dean of UofM Global to implement process for online program approval when appropriate by the University's Board of Trustees and Tennessee Higher Education Commission for online programs.

**Duties & Responsibilities**

**Marketing:** Collaborates with the Marketing and Communications Department to ensure accurate inclusion of all University online programs on related websites.

**Duties & Responsibilities**

**Emerging Technology Research:** Collaborates with academic and related campus units for dynamic research projects for the identification and acquisition of promising emerging technologies and services to enhance student success in online and hybrid instruction.

**Duties & Responsibilities**

**Collaborates with the Office of Information Technology Services (ITS)** to maintain awareness of university technology updates as it relates to online course delivery, including the Learning Management System (LMS); Maintains awareness of current research related to online pedagogy and course design; Seeks strategic technology partnerships to support the development of innovative online pedagogies for the university

**Duties & Responsibilities**

**Monitoring of Strategic Plan:** Monitors the implementation of UM3D strategic plans by observing actual practice, rewarding success with appropriate incentives, and correcting unproductive practice with proper measures.

<b>Duties &amp; Responsibilities</b>	<b>Creating Professional Development Opportunities:</b> Leads creation and development of campus-wide professional development opportunities related to online teaching for university instructors; Recommends, develops, and leads events supporting instructor development; Partners with Department Chairs and Associate Deans to promote development opportunities in online instruction; Manages faculty peer- review processes related to the GOLD rubric and designations; Provides recognition for outstanding online pedagogies exemplified by UofM faculty.
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**Duties & Responsibilities**

**Reporting on Strategic Plan:** Collaborates with the Office of Institutional Research on the accurate reporting of semester and annual trends for online programs in terms of growth (programs and courses offered) and student success (enrollments, retention, withdrawals, grades, SETE ratings, and graduation rates).

**Duties & Responsibilities**

Other duties as assigned.