CLARK ATLANTA UNIVERSITY
Job Description

Position Title: Director, CAU Online
Department: Office of Online Learning and Continuing Education
Reports To: Associate Provost for Online Learning and Continuing Education

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):
The Director of CAU will provide academic leadership for the development, implementation, and delivery of online education programs at Clark Atlanta University. Reporting to the Associate Provost, OLCE, the Director ensures compliance with regulatory and accreditation standards and supervises the Instructional Design Team. The director will bring expertise in online pedagogy, educational technology, and digital accessibility to enhance online programs and courses. The Director ensures high-quality instructional design, course delivery, and student support services for a supportive and engaging online learning environment while overseeing day-to-day operations and manage key partnerships.

Examples of Duties and Responsibilities:
The responsibilities of the Director for Online learning include, but are not limited to four general categories: Program Development, Instructional Design, Quality Assurance, and Student Support.

Program Development
• Develop partnerships with academic departments and other functional units to design process that support faculty and students to build a thriving culture of online learning; and
• Lead development of processes to support program design committees to extend the CAU Online portfolio;
• Represent the University as a member of UNCF’s HBCUv academic policies workstream and other relevant institutional committees.

Instructional Design
• Supervise CAU Online Instructional Designers to ensure high performance in all areas;
• Monitor consultation, support, and design services provided for faculty to enrich the design and delivery of learning experiences including effective approaches to ensure accessibility;
• Manage key processes and procedures to regularly assess the quality of instructional design in online courses, including monitoring the Quality Matter peer review efforts and other peer-review materials;

Quality Assurance and Compliance
• Collaborate and support OITC’s management of Canvas and provide direction to ensure appropriate utilization of CAU’s Learning Management System (Canvas);
• Collaborate with Deans and other university leaders to ensure online programs meet accreditation standards and requirements, and provide guidance for accreditation reports;
• Facilitate collaborative engagement with the CAU Distance Education Committee to update handbooks regularly and submit substantive changes and notices to accrediting bodies as needed; and
• Lead efforts to gather and analyze data related to online learning outcomes, providing input and guidance for accreditation reports.
Student Support

- Establish and monitor an online tutorial that provides student orientation to the LMS platform and to online learning, and ensures a minimum level of technological hardware, software, connectivity, skill, and attitudes.
- Collaborate with OITC and external providers to ensure consistent, reliable, and accessible student support;
- Collaborate with other student academic support services (Library, CASS, Admissions, Registrar, Bookstore, and external vendors) to resolve technical issues in timely manner and coordinate support for online faculty, students, and potential students in an attempt to make the entire online learning experience more user-friendly, effective, and seamless.

Knowledge, Skills and Abilities:

The ideal candidate will possess the following:

- Graduate degree in instructional technology, online learning or a related area, in instructional design, education, curriculum/instructional development, instructional technology or related field, AND at least 5 years of related experience in higher education, or Ph.D./Ed.D. in related field and at least 3 years of higher education related experience.
- Demonstrated ability to:
  - Support a diverse faculty with varied technological skill levels;
  - Effectively manage multiple projects;
  - Work collaboratively with a team as well as independently on projects;
  - Apply understanding of accreditation and regulatory standards related to distance education;
  - Demonstrate a high level of professionalism and commitment to achieving excellence;
  - Adapt to changing priorities and short deadlines;
  - Pay strong attention to detail and data accuracy; and
  - Provide problem solving and decision-making skills required for responding to issues and concerns;

Also, the candidate must possess advanced skilled proficiency in using the following:

- Canvas Learning Management System or other LMS platform;
- SIS and ERP platforms (Ellucian /Banner preferred)
- Digital Learning Platforms/courseware
- PCs (Windows 10) preferred; Knowledge of Apple OS devices is acceptable
- Microsoft Office 365 applications and systems for collaboration;
- Online survey development and project management software;
- Graphics software;
- Various web tools and applications; and
- Instructional media equipment.

Exceptional organizational, interpersonal and written communication, and team performance skills are required.

Minimum Hiring Standards:

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<tr>
<th>Education</th>
<th>-Master’s degree required; Doctoral degree preferred</th>
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<td>Years of Experience</td>
<td>-Three or more years of successful experience in relevant work in an educational setting.</td>
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<tr>
<td>Years of Management/Supervisor Experience</td>
<td>Two</td>
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