

DIRECTOR, DISTANCE LEARNING AND INSTRUCTIONAL TECHNOLOGY

DEFINITION

Under administrative direction plans, organizes, controls, and provides administrative direction and oversight for all operations, activities, programs, and services for Distance Learning (DL) and related instructional technologies. The position will collaborate with Deans, faculty, and staff to ensure maximum efficiency and effectiveness of Distance Learning services and will serve as the campus resource in this area. Coordinates initiatives promoting affordability and equity of instructional materials, including Open Educational Resource (OER), Zero Textbook Cost (ZTC) and Low Cost Textbook (LTC). Supervises daily operations of the Faculty Center for Learning Technology and manages the design and delivery of training for faculty on distance learning applications and teaching strategies and collaborates to provide cohesive services to support online students.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision of assigned staff.

CLASS CHARACTERISTICS

This is a director classification that oversee, directs, and coordinates all activities related to Distance Learning and Instructional Technology. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the College and related technologies in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of relevant federal and state education policy, knowledge of College functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. This class is distinguished from the Dean, Library & Learning Resources in that the latter has overall management responsibility for all division academic programs, functions, and activities, for accomplishing division planning and operational goals and objectives, and for furthering College goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Directs, manages, and oversees the daily operations of the Faculty Center for Learning Technology in accordance with College policies, legal requirements, and sound educational principles and practices.
2. Designs, recommends, and implements a strategic online education plan through research and data analyses of enrollment issues, trends, and models, designed to support consistent enrollment growth, increased student success, and reduced equity gaps.
3. Compiles, analyses, interprets, and presents data to various stakeholders, including instructional deans, department chairs, and faculty, to support strategic enrollment

management strategies, assist with forecasting, and support achievement of learning outcomes.

4. Designs, develops, and delivers training for faculty that is both current and forward-thinking. Collaborates with Professional & Organizational Development Office to deliver training content.
5. Manages the development and implementation of online and hybrid instructor certification in collaboration with the Academic Senate and the Instruction Office.
6. Develops and markets Zero Textbook Cost and alternative format pathways, in collaboration with instructional deans, department chairs, enrollment services, and instruction.
7. Coordinates initiatives promoting affordability and equity of instructional materials, including Open Educational Resource, Zero Textbook Cost, and Low Cost Textbook.
8. Implements and maintains relevant policies and procedures necessary for compliance with accreditation standards, Title 5, Education Code, and other external requirements pertaining to areas of responsibility. Pro-actively maintains currency with developing external regulations and standards.
9. Maintains currency, and appropriateness of instructional technologies by regularly evaluating user feedback and tool functionality; conducting product and platform reviews, and developing consensus with relevant stakeholders to innovate the delivery of instruction supported by educational technology.
10. Align technology needs of students and faculty; monitors and gives input on the performance of the learning management system and appropriate integration of other instructional technology tools.
11. Advocates for support of distance learning and collaborates with other relevant departments to address the needs of distance learning students and faculty.
12. Develops program plans and budgets, monitors assigned program budgets and pursues grants. Plans, manages, and supervises the implementation of grants.
13. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
14. Coordinates with faculty and staff in providing online learning orientation and training for students to prepare them to be successful in online learning.
15. Actively engages in developing, coordinating, and implementing grant opportunities that promote and expand distance education support services and learning technologies.
16. Attends and participates in professional group meetings and various College committees and advisory boards; stays abreast of new trends and innovations related to the area of assignment. Serves and chairs committees with a mission to introduce, evaluate, and integrate educational technologies in support of excellence in teaching and learning in all delivery formats. Collaborates on relevant issues with the Information Technology (IT) Team and the Academic Senate.
17. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

18. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
20. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
21. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
22. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
23. Performs additional administrative duties and services as requested and assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles, practices, procedures, and techniques involved in development, implementation, and evaluation of instructional services programs, services, plans, strategies, processes, systems, projects, goals, and objectives.
5. Distance Education policies, procedures and internal and governmental laws and regulations.
6. Teaching and learning with technology strategies and experience in evaluation of those strategies.
7. Emerging web technologies that impact training, development, and instruction.
8. Principles and practices of administration, supervision, and training.
9. Accessibility of instructional content and technology functionality for all learners with diverse abilities.
10. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
12. Modern office practices, methods, and computer equipment and applications.
13. Instructional technologies such as: learning management systems; video production and streaming; video- and teleconferencing; graphic media; web development; computer-based multimedia; portals; mobile apps; and audio/visual systems.

14. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Integrate instructional technology solutions to enhance student success both online and in person.
5. Develop and implement, and communicate goals, objectives, policies, procedures, work standards, and internal controls for the departments and assigned program areas.
6. Develop, interpret, and uniformly implement College policies and procedures and the college's bargaining agreements.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
8. Communicate effectively and persuasively orally, in writing, and by using technology.
9. Work with complex regulations and/or compliance programs and to successfully coordinate their implementation among multiple areas.
10. Maintain currency in educational technology, distance learning, and related fields.
11. Work independently with little direction and meet schedules and time lines.
12. Operate and utilize assigned networks, software programs, hardware, and platforms.
13. Evaluate services, technologies, and workflows to improve student outcomes.
14. Work effectively with students, faculty, staff, and business and industry representatives of diverse backgrounds.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree from an accredited institution with major course work in Education with an emphasis in Instructional Design, Distance Education/Online Learning, Instructional Technology or related fields; and
2. Three (3) full time equivalent years of increasingly responsible administrative experience, preferably in higher education in the implementation of Distance Learning programs.

Desirable Qualifications:

1. Online teaching experience in a variety of delivery modes and scheduling formats in higher education.
2. Experience in implementing universal design and accessibility.
3. Grant writing experience.
4. A commitment and sensitivity to, and respect for the diverse academic, socio-economic, ethnic, gender, cultural, disability, religious background and sexual orientation of community college students, faculty and staff as well as commitment to integrating diversity in the College's instructional program.
5. Demonstrated commitment to reducing equity gaps for traditionally under-resourced populations.
6. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
7. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.