Organizational Chart for Distance Learning Department
Elgin Community College

President

Vice President for Teaching, Learning, and Student Development

Dean for Academic Development and Learning Resources

Associate Dean for Instructional Improvement and Distance Learning

Administrative Assistant

Distance Learning Program Coordinator

Instructional Technology/ Distance Learning Specialist VI

Distance Learning Assistant III

Distance Learning Clerk

CETL & Distance Learning Technical Specialist II

JOB DESCRIPTION TEMPLATE

NAME:Billie Barnett

POSITION CODE: **SSEHITDL001**

TITLE: Distance Learning Operations Coordinator III

SUPERVISOR:Associate Dean for Instructional Improvement and Distance Learning

EMPLOYEE GROUP:SSECCA

SALARY GRADE:H

EXEMPT/NONEXEMPT STATUS: Non-exempt

FUNCTION

The position coordinates distance learning including telecourse services and online instructional delivery services. The position is responsible for scheduling distance learning classes in collaboration with instructional deans and disseminating information of services within the college and to the community. The position requires collaboration with the Learning Resource Center in maintaining operation of the Center for Enhancement of Teaching and Learning (CETL) to provide pertinent professional development programs for faculty to practice utilizing CMS and other instructional technology. The position also requires coordination with the Learning Resource Center and other ECC departments in developing instructional technology training schedules, assisting the associate dean in promoting distance learning classes and services within the college and to the community; gathering data, and preparing reports as necessary.

ESSENTIAL RESPONSIBILITIES

1. Support and assist students, faculty, and members of the community on a daily basis as it relates to distance learning questions and issues
2. Plan, Coordinate and Conduct training activities for faculty and staff related to distance learning technologies and best practices to distance learning course development
3. Disseminate information and promote programs on professional development opportunities to faculty and staff (including but not limited to face-to face conferences, online conferences and webinars, satellite and teleconferences,)
4. Recommend and implement operating procedures and make daily operational decisions for distance learning related to communication with students, faculty, instructional divisions and service departments
5. Provide support for distance learning faculty and students, and serve as a liason for students
6. Promote services of distance learning and disseminate information including but not limited to brochures, bulletin boards, and the Internet
7. Assist Associate Dean and other ECC administrators on operational procedures related to improving and expanding distance learning services
8. Maintain accurate information on college web page and printed schedule as well as on web pages outside of ECC that market ECC courses
9. Maintain record of telecourse licenses to easily track license renewals; maintain records for tape duplication, DVD purchase/duplication, and other issues
10. Serve as liason to Illinois Online Network (ION) and Internet Course Exchange (ICE) Champion for Illinois Community Colleges Online (ILCCO)
11. Collaborate with instructional divisions, public libraries and student service offices to resolve problems and to insure program operates smoothl
12. Ensure compliance with telecourse licensing and notify supervisor of license renewals

13. Schedule and conduct student orientation for distance learning students
14. Facilitate the collection of information as it pertains to the schedule of distance learning assuring accuracy, delivering that information to marketing for inclusion in printed schedule of courses by deadline; develop and maintain the distance learning advertising within the printed schedule
15. Assist in distance learning program assessment
16. Advise telecourse faculty of new materials as they become available and suggest new telecourse classes based on materials received
17. Organize and implement the planning of departmental activities, processes and technology needs
18. Facilitate the distribution of telecourse materials to faculty and students in absence of the Distance Learning Assistant III
19. Order telecourse videos and DVD's
20. Facilitate services between ECC and other colleges and institutions related to supporting distance learning students living outside the district and faculty (e.g., Assist setting up remote proctored testing; Facilitating telecourse dissemination to hospitals and prisons, et. al….)
21. Represent the college at professional distance learning organizations and conferences
22. Attend conferences and seminars and represent ECC at regional and statewide distance learning functions
23. Attend meetings on campus, and at state organizations in absence of Associate Dean of Instructional Improvement and Distance Learning
24. Oversee development and distribution of instructional packets for telecourse students
25. Develop schedules for all professional development workshops in distance learning at the Center for the Enhancement of Teaching and Learning (CETL) and disseminate information about available training
26. Gather data and develop reports as necessary or requested
27. Assisting with the registration of students with special needs into distance learning courses (students with disabilities, students in the military, and others)
28. Other duties as assigned by the supervisor as related to the job description

ADDITIONAL RESPONSIBILITIES

MINIMUM REQUIREMENTS
1. Bachelor's degree required; master's degree preferred.
2. Computer literacy with word processing, database, and spreadsheet software.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
1. Demonstrate a high level of independence and individual responsibility
2. Ability to work outside the typical office hour schedule and travel, if necessary, to fulfill responsibilities of job.
3. Excellent communication skills.
4. Excellent organizational and problem-solving skills.

PHYSICAL DEMANDS

Employee Signature: _____   Date: _____

Supervisor Signature: _____   Date: _____

JOB DESCRIPTION TEMPLATE

NAME: Christian Zehelein

POSITION CODE: **SSEIITDL001**

TITLE: Instructional Technology/
Distance Learning Specialist VI

SUPERVISOR: Associate Dean
for Instructional Improvement and
Distance Learning

EMPLOYEE GROUP: SSECCA

SALARY GRADE: I

EXEMPT/NONEXEMPT STATUS: Exempt

FUNCTION
Work with a variety of faculty, content providers and departments in developing and maintaining the ECC web-based instruction

Position requires cooperation with the Learning Resource Center, the Center for Enhancement of Teaching and Learning, and other departments at ECC in technical training for faculty, staff, administrators, and students. The position also includes providing the faculty with technological support in developing online, hybrid, and Web-enhanced courses, and administering the campus use of Web-course management tools.

ESSENTIAL RESPONSIBILITIES
1. Administer the course management system, working with faculty and administration to ensure compliance with contractual on policy issues
2. Create courses, enroll students, and enroll faculty in the course management system as requested.
3. Assist faculty and staff in devleoping web enhanced courses and adapting face-to-face courses for the online environment
4. Respond to requests for assistance from faculty and students; resolve and follow-up on requests and needed
5. Consult with faculty on on instructional design issues related to developing online learning environments
6. Train faculty on the course management system, and other distance learning/technology/software topics related to distance learning
7. Provide general support for faculty web development, instructional design, media materials for distance learning environments
8. Assist the Associate Dean for Instructional Improvement and Distance Learning in planning, coordinating, and conducting special topic workshops in implementation of D2L and other new and emerging technologies
9. Collaborate and cooperate with Center for the Enhancement of Teaching and Learning in the planning, designing, promotion, and teaching of edcucational technology workshops, and demonstration designed for faculty members who are devleoping online, hybrid, and enhanced courses
10. Create and publish online resources for training and supportof the course management system, and other distance learning/technology/software topics related to distance learning
11. Test, evaluate, recommend, implement, and pilot new and emerging technologies related to distance learning
12. Create multimeda and interactive learning tools for faculty to use in their online learning environments

13. Facilitate communications regarding server status and course management system issues to faculty, students and administration
14. Collaborate with the administration and faculty members of other divisions to develop online, hybrid, and enhanced courses
15. Administer student accounts on instructional web server as required by faculty initiatives
16. Facilitate sattelite programs through our satellite downlink system through web and sattelite television as requested.
17. Provide opportunities for faculty and staff conferences at a distance visa online, satellite teleconferences, etc
18. Facilitate the maintenance and upgrade of the satellite equipment as needed.
19. Participate in professional devleopment activities, such as workshops and conferences to keep abreast of new developments in the instuctional uses of technology
20. Bring in opporutnities for faculty and staff conferences
21. Other duties required in distance learning

ADDITIONAL RESPONSIBILITIES

MINIMUM REQUIREMENTS
Bachelor's degree in Instructional Technology (Master's degree preferred)
REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
Experience in developing courses that are technology-enhanced, hybrid, or fully online courses
Excellent communication skills
Experience and skills in using instructional technology software, particularly Web-based learning systems, such as Blackboard and/or WebCT
Excellent organizational and problem-solving/troubleshooting skills
Ability and willingness to work evenings and/or weekends

PHYSICAL DEMANDS

Employee Signature: _____   Date: _____

Supervisor Signature: _____   Date: _____

JOB DESCRIPTION TEMPLATE

NAME: Terrance Stanton

POSITION CODE: **SSECITDL001**

TITLE: Distance Learning Assistant III

SUPERVISOR: Associate Dean for Instructional Improvement and Distance Learning

EMPLOYEE GROUP: SECCA

SALARY GRADE: C?

EXEMPT/NONEXEMPT STATUS: Non-exempt

FUNCTION
Provide primary student/customer service support necessary for the student to interact efficiently and successfully with the Distance Learning Program. Serve as an interface between students and the various systems and services in place with the Distance Learning Program

ESSENTIAL RESPONSIBILITIES
1. Organize and implement the daily activities of the telecourse office:
    a. Generate and mail telecourse staring packets to all students;
    b. Rent and process refunds of DVD's and tapes on computer according to established procedures;
    c. Provide face-to-face, phone, and electronic communication support for students, staff, faculty, and community related to telecourses;
    d. Maintain an inventory of video and DVD courses
    e. Collaborate with the testing center regarding the distribution, recording, and processing of telecourse tests and projects
    f. Provide updated telecourse materials to Counseling, Registration and other departments
    g. Perform operational tasks, including processing mail, ordering supplies, record keeping, student packet preparation, etc.
    h. Maintain good working relationship with community libraries, keeping them updated with current distance learning projects and maintaining their inventories of distance learning equipment;
2. Provide face-to-face, phone, and electronic communication support for students, staff, faculty, and community related to online courses
3. With the consultancy of the Assistant Dean for Retention, the Associate Dean for Instructional Improvement and Distance Learning, and the Distance Learning Operations Coordinator III, facilitate the development and implementation of projects and initiatives related to student success in distance learning courses
4. Provide back-up for Instructional Technologist/Distance Learning Specialist VI on course management system (CMS) user management; enhanced courses using the CMS; and satellite downlinks, serving as main contact in his/her absence
5. Coordinate the schedule, tasks, training, and support for the Telecourse Clerk
6. Develop alternative means for distribution of telecourse packets and materials (CD-ROMS, Enhanced Telecourses, etc…)
7. Maintain a working and current knowledge of distance learning technologies
8. Maintain good working relationships with staff, faculty, and the community
9. Assist Distance Learning Operations Coordinator with the coordination of the Telecourse Program
10. Maintain the confidentiality of student records in the Distance Learning Program

ADDITIONAL RESPONSIBILITIES
1. Provide support for the Distance Learning Operations Coordinator and Instructional Technologist/Distance Learning Specialist VI.
2. Perform other duties as assigned by the supervisor as related to the job description

MINIMUM REQUIREMENTS
1. Associate's Degree or equivalent work experience required; Bachelor's Degree preferred
2. Six (6) months previous experience in a customer service environment
3. Knowledge of word processing
4. Keyboarding of 30 wpm.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
5. Experience with distance learning technologies and skills associated with taking online and telecourses preferred

PHYSICAL DEMANDS

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

JOB DESCRIPTION TEMPLATE

NAME: Dorothy Jackson

POSITION CODE: **PARTITDL002**

TITLE: Distance Learning Clerk

SUPERVISOR: Associate Dean for Instructional Improvement and Distance Learning

EMPLOYEE GROUP: Part-Time Support

SALARY GRADE:$8.24 ph

EXEMPT/NONEXEMPT STATUS: Non-exempt

FUNCTION
Under Direction, this position serves as the main point of contact for students requiring assistance with telecourses in the evening, absent a full-time staff person. Good customer service skills in stressful environments are needed to be successful in this position.
ESSENTIAL RESPONSIBILITIES
1.   Respond to all Telecourse Program inquiries professionally, accurately, and courteously.

2.   Assist with telecourse packet preparations and mailings.

3.   Answer telephone, handle calls as appropriate, and take complete and accurate messages for telecourse and internet courses.

4.   Light typing and filing.

5.   Operate copy machine, collate, staple, etc.

6.   Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

MINIMUM REQUIREMENTS
1.   High school diploma or equivalent.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
1.   Ability to interact well with public.

2.   Typing experience preferred.

PHYSICAL DEMANDS

Employee Signature: _____   Date: _____

Supervisor Signature: _____   Date: _____