

Key Personnel Position Descriptions

Project Director: The Project Director is responsible for implementing and managing all aspects of the CU Forward project. The Director serves as a liaison between the project and Concord University to ensure that project goals, activities, and outcomes are met. The Director reports directly to the Vice President of Operations.

Qualifications: Masters degree required, doctorate preferred; minimum of 3-years experience in higher education administration; experience required with online education, including online course delivery, assessment of learning outcomes. Must have excellent interpersonal and communication skills, be customer-service oriented, have supervisory experience, demonstrated collaborative and coordination skills; experience creating a strategic vision; assessment and evaluation skills; experience with federal education grant programs preferred.

Key Responsibilities: Provide vision, leadership and day-to-day management for CU Forward project; assess and evaluate project effectiveness on an ongoing basis through collaboration with external evaluators; collaborate with administration, department chairs, faculty, and staff to develop and revise initiatives for online education and revise or create online curriculum; oversee the development of assessment process, data collection, analysis



and dissemination of information regarding student success, course/academic program integrity, and project impact; oversee development of comprehensive student services; collaborate with Technology Services on an ongoing basis for all aspects of the project; collaborate with Advancement, Admissions, and Academics to implement a strategic marketing plan for online programs; assure all project deliverables are achieved according to the approved timeline; ensure compliance with all federal, state, and institutional requirements; coordinate with the Business Office and the Office of Sponsored Programs to ensure fiscal integrity.

Related to Activity Objectives: The Director will ensure, by the end of the five-year grant cycle, that an increased number of classes and complete degree programs are available online; technology infrastructure is expanded to increase online course capacity and create a positive academic experience for faculty and students; faculty/staff are provided professional development, including QM and peer review training; conduct QM course review according to standards matrix; ensure proper management, assessment, and reporting of CU Forward activities.



Director of Institutional Research: The Director of Institutional Research (DIR) is responsible for managing the development of the Office of Institutional Research and institutional research dashboards. The DIR reports directly to the Project Director to ensure the achievement of program goals and objectives related to institutional research.

Qualifications: Bachelor's degree required, Master's preferred from an accredited institution; minimum of 3 years of experience related to higher education institutional research; knowledge of higher education academic systems, including ability to work collaboratively with faculty and other University departments; excellent grasp institutional data needs and IR technologies; assessment and evaluation skills; excellent communication, interpersonal skills, and customer service.

Key Responsibilities: Work with CU administration and the Director/SDIE to develop an Office of Institutional Research that aligns with the mission of the institution, by identifying the IR needs of the institution, developing a dashboard system for dissemination of the data and integrated process for ensure accurate data is provided to stakeholders. Increase professional development opportunities for stakeholders regarding evidence-based decision making.

Related to Activity Objectives: Director of Institutional Research will identify software to support data sharing on website and publish with the help of IT. DIR will develop mechanisms to begin to report out data regularly. DIR will identify institutional committees that would benefit from Data working collaboratively



with committees as a data resource to support the work of the committees. The DIR in collaboration with the Project Director will provide professional development to campus stakeholders.



Online Instructional Design Coach: The Online Instructional Design Coach (OIDC) is responsible for assisting and providing faculty and academic departmental support for the innovative and effective design of online courses/programs; developing and providing faculty professional development and student skills modules; CU Forward deliverables related to instruction technology; assessment and evaluation; and strong collaboration with Technology Services, faculty, and academic structures. The OIDC supports the success of online learners and contributes to retention projects. The OIDC will stay current with online educational trends and innovative technologies. This position reports to the Provost's Office, with close collaboration with Technology Services.

Qualifications: Master's degree from an accredited institution; minimum of 3 years of experience related to distance/online education, with an understanding of the unique needs of online learners; knowledge of higher education academic systems, including ability to work collaboratively with faculty and other University departments; excellent grasp of innovative learning technologies; assessment and evaluation skills; excellent communication, interpersonal skills, and customer service; intimate knowledge of QM training and rubrics.

Key Responsibilities: Work with faculty to design and format course content, based on QM standards; collaborate with Technology Services for CU Forward website development; create robust online faculty and student training resources; assist with comprehensive analysis of online education and advising



components; ensure accessibility through assistive technology and training faculty on accessible course design; provide ongoing technical assistance; develop comprehensive resources for CU Forward website for faculty and students to maximize course online learning success; assist with development of online advising model; assist with assessment & evaluation of course and project outcomes.

Related to Activity Objectives: The OIDC will assist faculty with innovative course design that meets quality learning objectives according to QM standards; design and coordinate faculty/staff professional development resources; create course templates to replicate for new curricula; create/coordinate online skills modules and resources for students; assist faculty with applying data analytics for improved learning and course completion.



Student Services Specialist : The Student Services Specialist (SSS) reports to the Director of Student Success in Student Affairs and works as part of the CU Forward project team to conduct focused assistance to help students succeed persist through creating the Alumni Mentor Network, coordinating and cataloging internship and research positions, and advising students regarding internships and research opportunities. Collaborates with faculty and administrative offices to assure seamless flow of services from admissions to degree completion. Works with CU Forward team to assess and evaluate project processes, outputs, and outcomes.

Qualifications: Bachelor's degree, Master's preferred; minimum of two year's experience related to student retention and career services; ability to work collaboratively with faculty and other University departments, with understanding of University structures/processes; superior customer service and interpersonal skills; solid analytical, problem-solving and decision-making abilities.

Key Responsibilities: Creation of Alumni Mentor Network, database of internship positions along with campus-wide research and oversight of the career curriculum. The Student Services Specialist will advise students in the area of career services, internships in the surrounding community and campus research.



Related to Activity Objectives: The Student Services Specialist will develop and implement a comprehensive database of internship positions, campus research, and Alumni Network to connect students to their career goals, student advising, and oversight of the development of the career curriculum and supporting faculty to implement the career curriculum in their courses.