

UW Flexible Option - Position Description Examples

Purpose:

Position descriptions are critical tools for outlining roles and responsibilities during program design. This document includes two examples from University of Wisconsin Flex. [This video](#) provides additional information about these roles. Each institution should consider how their structure, norms, and culture could change role descriptions.

Example 1: Academic Director for a UW Flexible Option (Flex)

The Academic Director for a UW Flexible Option (Flex) program is the institution's representative for a designated academic program. The AD is the liaison between the institution's administration, faculty and instructors, and UW Extended Campus staff on issues pertaining to the designated program.

The AD must be in good standing with the senior campus administrative team, deans, department heads, and faculty members. The AD should understand faculty governance procedures and be effective in moving curricular and administrative issues through faculty and campus channels expeditiously. The AD should work effectively across many functional areas of the campus, including but not limited to, student services teams, human resources, etc. The program runs year-round.

This is an annual administrative appointment similar to a program director position. Specific responsibilities include:

Program Leadership:

- Serve as campus/department rep to designated program, providing curriculum oversight.
- Represent the needs of the home institution and program to UW Extended Campus.
- Represent the needs of the UW Extended Campus to the home institution.
- Communicate directly with students, faculty, and ASCs to address issues.
- Facilitate effective communication between students, faculty, and ASCs.
- Attend meetings and provide critical feedback on program implementation such as learning management system issues, etc.

- Collaborate with the marketing team - for example, attend quarterly marketing meetings, review documents, participate in recruitment initiatives, provide input on marketing strategies, etc.
- Collaborate with the program budget officer to manage the budget to support program needs.
- Monitor and support learning management system routines.
- Monitor program performance and support enrollment growth efforts.
- Provide campus administrative teams with data, trends, and other data as needed to support decision making and communication needs.
- Respond promptly to urgent issues, maintaining expected turnaround time for resolution.
- Resolve inquiries related to admissions, registration, and learning technology.
- Provide support for evaluation of transfer credits and other prior learning.
- Address student conduct issues in the designated program.
- Collaborate with UW Extended Campus to create local articulation agreements to support the growth of the program, as appropriate.
- Support accreditation requests for new programs or program changes, and provide support for Department of Education applications.
- Follow and comply with accreditation rules and Department of Education rules.

Curriculum Management:

- Communicate regularly with program faculty and partners to address curricular issues.
- Manage the revision cycle for existing academic content, and address needs for development of new curriculum or sunseting old curriculum.
- Work with curriculum developers/content experts to develop a curriculum with a common design for syllabus elements and navigation for the program.
- Work with UW Extended Campus to prepare for curriculum changes, including timely notification of upcoming changes (new course development and/or existing course revision) and communicate the impact of changes on students' academic planning.
- Review student evaluations of courses, competency sets, or projects and work to rectify concerns.
- Conduct program assessment and review.
- Review admissions decisions and guidelines for the program as needed.

Support Faculty:

- Identify qualified faculty for each course offered in the curriculum.
 - Gain approval for instructors as required by department or program governance and HLC/specialty accreditor requirements.
 - Supervise program faculty.
 - Provide guidance and support of program faculty in matters related to student success.
 - Provide support to instructors with questions about policies and procedures for nonroutine work on appeals, incompletes, withdrawals, extensions, etc.
 - Work with Human Resources at the program campus and at partner campuses (for shared instructors) to ensure timely and correct payment.
 - Communicate program needs to the program faculty and provide training on new processes.
 - Train faculty on expectations including, but not limited to:
 - activities that verify regular and substantive interaction between instructors and students.
 - orient faculty to unique features of teaching in a CBE environment.
 - suggest changes for the Faculty Orientation site as needed.
 - providing meaningful feedback on students' assessments.
 - applying UW Flexible Option grading practices consistently.
 - responding to students' assessments in a timely manner.
 - communication practices with students and Academic Success Coaches (ASC).
 - providing contact information in online syllabus/competency set orientation.
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Example 2: Success Coach (Two Openings)

Full-Time (Regular) University of Wisconsin Extended Campus | Student Engagement
Apply by January 9, 2023

[The University of Wisconsin Extended Campus \(http://ce.uwex.edu/\)](http://ce.uwex.edu/) is currently seeking two (2) Success Coaches. A Success Coach is assigned to a student upon admission and remains the student's primary point person throughout enrollment in their program. Information and assistance is provided to the student along a wide range of domains, including traditional academic advising, mentoring, general student services, and educational coaching. The Success Coach works closely with the UWEX student services team (financial aid, registrar,

admissions, enrollment, etc.), program management and faculty to assist in ensuring a smooth transition from the point of admission to advising, enrolling and advancing in their studies. Proactive wrap around support is provided in an individualized manner to assist the student in navigating and succeeding as a student.

UWEX supports nontraditional students engaged with traditional online programs as well as, competency-based, self-directed learning opportunities. UWEX provides the academic and student services needed to help students succeed. Hybrid or remote options may be available *to Wisconsin residents only*.

RESPONSIBILITIES

- Connect with all assigned students within specified timeframes to introduce the academic success coaching process and establish a proactive and supportive wrap around relationship that will be fostered and maintained through the student life cycle
- Ensure that students are provided with an individualized learning plan that identifies resources for managing areas of challenge and concern, and timely next steps required to reach agreed upon academic goals
- Monitor student academic progress and communicate with each student at frequent and regularly scheduled times; intervening as appropriate to assist those students having difficulty Serve in a liaison capacity with faculty and other program representatives in assisting students in understanding their specific progress and mastery
- Respond to life coaching needs, ensuring that work/life barriers to success are identified and addressed
- Provide career guidance, describe career opportunities, and refer students to campus partner career services units which can assist in matching student educational goals in their program
- Work closely with stakeholders to meet established enrollment and retention goals
Be available and responsive to students during scheduled hours
- Work closely with campus partners and program representatives as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's degree
- Minimum of 1 year of professional experience in advising, counseling, student services, human services or related field

PREFERRED QUALIFICATIONS

- Professional experience in a higher education setting
- Master's degree in appropriate field which may include higher education, counseling, student affairs or related field
- Experience with Customer Relationship Management (CRM) software, Salesforce preferred, and student information systems

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent oral and written communication skills with ability to match message delivery to audience needs via multiple delivery methods
- Demonstrated ability to provide quality customer service
- Demonstrated experience utilizing active listening and critical thinking skills to effectively solve problems
- Ability to flourish and thrive in a fast paced environment of rapid change, be comfortable with ambiguity, and think on one's feet
- Ability to use an array of technology tools including databases, Microsoft office suite, and social networking

HOW TO APPLY

A complete application will include the following:

1. A letter of interest addressing applicant qualifications and experience as they relate to the responsibilities of the position.
2. A professional resume.

References will be requested if selected as a finalist. References must include names, email, addresses, and telephone numbers of three professional references including at least one current or past supervisor.