

**Baptist University of the Americas**  
**JOB DESCRIPTION**

**TITLE:** Coordinator for Distance Education & Institutional Effectiveness

**DEPARTMENT:** OFFICE OF ACADEMIC AFFAIRS

**REPORTS TO:** DEAN OF ACADEMIC AFFAIRS

**SUPERVISES:** N/A

**STATUS:** EXEMPT

**DATE POSTED:** June 30, 2021

**APPLICATION DEADLINE:** Open Until Filled

**POSITION START DATE:** AVAILABLE IMMEDIATELY

**BASIC FUNCTION:**

The Distance Education and Institutional Effectiveness Coordinator works directly under the supervision of the Dean of Academic Affairs overseeing all activities related to institutional effectiveness and research and the planning and implementation of the university's distance education efforts, including virtual and online, for undergraduate and graduate programs. This position plays a critical role linking planning, budget and assessment and provides data that impacts university-wide decision making, policy formulation and strategic planning now and in the future.

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**RESPONSIBILITIES/TASKS:**

*NOTE: Some descriptions may have more specific duties and/or goals and objectives attached to this form. Such attachments normally reflect unique aspects of specific locations, shifts, departments, etc.*

**Distance Education**

1. In collaboration with the university's IT department, train and equip instructors and students in the use of Blackbaud, online and virtual platforms for teaching and learning.
2. Verify and monitor instructor and student activity in the virtual and online platforms. As part of this responsibility, contact students when they have excessive absences and contact necessary personnel when students are not accessing the platform (which is considered an absence for online courses).

3. Adjust and modify classroom settings for individual assignments within Blackbaud for each course and provide coaching to instructors and students.
4. Mediate between instructors and students when complaints arise regarding specific activities or policies on the online courses.
5. Record, edit, publish and upload videos for online classes. Videos are hosted remotely to maintain the server and the Blackbaud platform.
6. Update information and reports on enrollment, assistance and participation for online courses.
7. Assist in proctoring and score analysis and student placement assessments to increase the probability of success on academic courses.
8. Work in the design, development, implementation and evaluation of distance education projects, programs and initiatives.
9. Develop, together with the faculty and the Office of Academic Affairs, undergraduate and graduate credit and non-credit distance education offerings and services.
10. Integrate distance education into the academic processes of the institution, by facilitating and development of policies, procedures, academic resources, student and faculty services, and an appropriate technical infrastructure.
11. Participate in the Instructional Council and provide input regarding distance education at BUA and strategies for expanding the university's online courses.
12. Propose and develop, in conjunction with the Academic Affairs and the Recruitment Coordinator, a distance education marketing strategy.
13. Effectively manage financial resources for distance education programs, including budget, fee revenues and other funding sources.
14. Performs other duties as assigned.

### **Institutional Effectiveness**

1. Following the Institutional Effectiveness (I.E.) calendar, develop and distribute surveys and assessment tools to the university community. These include the: Residence Life Survey, Student Opinion Survey, Survey of Organizational Effectiveness, Course/Instruction feedback, Nichols five-columns reports, Distance education assessment, University Tutoring Center assessment, Learning Resources Center assessment, Alumni assessment, Admissions assessment, Student Learning Outcomes assessment, Academic programs assessment, etc.
2. Collect information from internal departments and provide relevant reporting to be used in a variety of ways.
3. Generate, analyze and summarize information provided by the assessment inventories and surveys provided to students, faculty, and staff.
4. Review data received and recommend departmental goals.
5. Keep up with trend analysis and data from past years.
6. Keep abreast of new research tools to enhance faculty and staff effectiveness.
7. Provide oversight and supervision for institutional planning, assessment, research, and evaluation strategies.
8. Participate in webinars and other training programs to support the continuous improvement of the I.E. process.

9. Works in conjunction with the University’s Self-Study Team to address strategic planning, accreditation standards of ABHE/THECB, and propose continuing improvement initiatives.
10. Perform training sessions to faculty and staff in the area of institutional effectiveness.

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**POSITION EXPERIENCE & ABILITIES:**

*NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Employee must have the ability to satisfactorily perform the essential functions of the job.*

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Requires in-depth understanding of a comprehensive field of knowledge as evidenced by the attainment of a bachelor’s degree in/or other related field.

**Required Education and Experience:**

Bachelor’s degree in Computer Science / Information Systems or related field is required and two year’s prior experience. This also includes an ability to collect data, establish facts, draw conclusions dealing with abstract variables, statistical research, query writing, and database programming. Data analytics certification in Institutional Effectiveness and Online Teaching Certification for distance learning is also preferred.

1. Must be proficient in Microsoft Office, including word, power point, and excel applications.
2. Proficient problem-solving skills is required.
3. Requires ability to communicate effectively both orally and in writing; ability to make presentations and speak in front of groups is preferred.
4. Requires a strong sense of diplomacy and demonstrated success in developing strong collaborative relationships with organizational peers and outside colleagues.
5. Requires recognized ability to meet multiple deadlines by maintaining a high level of organization.
6. Requires demonstrated strong analytical skills, including an ability to synthesize large amounts of information and to focus quickly on the essence of an issue; strong commitment to producing measurable results.
7. A proven strategic/servant leader, dynamic change agent, and mature follower of Jesus Christ with sound spiritual formation habits.
8. Strong organizational, planning, project management, and goal-setting skills.
9. High personal integrity and sound personal and professional ethics
10. Ability to work effectively with diverse internal and external constituencies, to build broad relationships, volunteer leadership, and establish historical collaborative leadership.
11. Knowledge and commitment on the use of technology to support academic services and programming.
12. Knowledge and commitment to the historical Baptist distinctive; the School’s mission, vision, and values; and to a strong appreciation/commitment to advancing biblical higher education.
13. Requires ability to work under minimal supervision with awareness that error may have serious consequence; exercise patience, initiative, and sound judgment following established guidelines.

14. Requires personality in tuned to the requirements of meeting the needs of volunteers, staff, and students. Actively able to demonstrate the ability to establish and maintain effective working relationships with other employees.
15. Requires ability to maintain confidentiality.
16. Requires professional commitment to Christian principles and teachings to perform tasks and responsibilities in alignment with Baptist University of the Americas mission, vision, and values.
17. Requires ability to lift 20 pounds of force occasionally.
18. Requires ability to walk, stand and sit (sometimes for prolonged periods of time); ability to squat, climb stairs, kneel and twist. Requires ability to grasp, push, pull, carry or otherwise manipulate objects.
19. Requires enough good health to properly discharge duties. Employees who have infectious diseases or skin lesions for the duration of the communicability shall not be permitted to work.

**POSITION CRITICAL BEHAVIORS:**

*NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.*

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1. **Team Player.** Work effectively with others in the organization and outside the formal lines of authority (i.e., peers, other units, senior management, and the like) to accomplish organizational goals and to identify and resolve problems. Includes considering the impact of your decisions on others.
  2. **Critical Thinking.** The ability to actively and skillfully conceptualize, apply, analyze, synthesize, and/or evaluate information as a guide to belief and action.
  3. **Bias for Action.** The propensity to act or decide without customary analysis or sufficient information to achieve critical goals or objectives. Includes responsible risk-taking.
  4. **Self-Starter.** Demonstrate initiative to take action to achieve goals beyond what is necessarily called for. Includes the ability to work in a less structured environment.
  5. **Customer Service Orientation.** Make efforts to listen to and understand the customer (both internal and external), anticipate customer needs and give high priority to customer satisfaction.
  6. **Self-Confidence.** Demonstrate initiative, confidence in oneself, resiliency and a willingness to take responsibility for personal actions. Have the courage to voice views that are unpopular.
  7. **Thoroughness.** Ability to balance attention to detail with the cost and benefit of doing so.
  8. **Adaptability.** Maintain effectiveness in varying environments, tasks and responsibilities, or with various types of people. Stay agile in the face of change.
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## **BAPTIST UNIVERSITY OF THE AMÉRICAS VALUES:**

*NOTE: Baptist University of the Americas follows Christ-centered values administered with professional excellence. Organizational values are critical because they define Baptist University of the Americas (BUA) personality and provide our employees clarity about how to behave.*

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1. **Core Values.** Our Core Values are behavioral traits that are inherent at BUA; The are:
  - a. Christ-Centered (self-sacrificing, forgiving and biblical)
  - b. Baptist (identity, and foundational)
  - c. Holistic in our Teaching and Learning (dedicated to the mission and purpose of BUA in higher education)
  - d. Integrity (with our responsibility and respect toward others)
  - e. Cross-Cultural Competence
  - f. Hospitality (providing customer service, internally and externally)
  - g. Community
2. **Expected Values.** BUA also holds all employees accountable for those traits which represent minimum behavioral standards: Honesty, Integrity, Respect for Others, Hardworking, Fair-minded, Accountable, and Responsible.

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*NOTE: Baptist University of the Americas complies with all the employment provisions of the Americans with Disabilities Act.*

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The purpose of Baptist University of the Americas job description is to describe the basic function, major responsibilities/tasks and essential functions of each job so that employees can better know what is expected of them. The descriptions also provide information useful for recruiting, training, and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of all employees.

A job description is not meant to inhibit employee creativity or innovation and can be revised as responsibilities change.

### **ACKNOWLEDGEMENTS**

Please initial each blank to acknowledge the statement.

- \_\_\_\_ I acknowledge that I have read this job description.
- \_\_\_\_ I acknowledge that my questions or concerns have been asked and answered to my satisfaction.
- \_\_\_\_ I acknowledge that I can perform all the essential functions of this job responsibilities.
- \_\_\_\_ I acknowledge that I thoroughly understand the requirements of this job responsibilities.
- \_\_\_\_ I acknowledge that I am in receipt of this job description.

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Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_