



Director, Online Learning Services

BASIC FUNCTION

Under the direction of the Vice President of Academic Services, the Director of Online Learning Services plans, organizes, administers, develops, and evaluates programs, projects, and activities related to online learning and distance education; provides leadership and works collegially with faculty, staff, administrators, and students to support high-quality online instruction and student success; and supervises and evaluates assigned staff and faculty coordinators as assigned.

DISTINGUISHING CHARACTERISTICS

The Incumbents in this classification are assigned to provide leadership, coordination, and administrative oversight for the College's online learning environment, including distance education operations, learning management system support, course quality processes, accessibility, faculty training, and related instructional technology services. The Director supports institutional compliance, program improvement, and coordination between Academic Services, Information Technology, faculty leadership, student support areas, and external agencies.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Provides management, leadership, strategic direction, and administrative oversight for the Online Learning Services area.
2. Reviews, assesses, and evaluates assigned programs and services; recommends and implements plans, policies, and initiatives to improve outcomes, operations, and programs within Distance Education. Collaborates with administrators, faculty, staff, and students to support online instruction, student learning, course quality, faculty development, instructional technology, and student support services within the online learning environment.
3. Leads ongoing program review, planning, assessment, reporting, and research activities to evaluate changing trends in distance education and assess the educational technology needs of the campus. Collaborates and shares data with appropriate campus and District staff regarding distance education enrollment, success, and related initiatives, and provides leadership in the implementation of new technologies as needed.

4. Serves as the primary liaison with campus offices supporting distance education and educational technology, including Instructional Technology, Institutional Effectiveness, academic divisions and departments, and the California Community Colleges Chancellor's Office regarding online and distance education reporting requirements.
5. Ensures institutional compliance with applicable state and federal laws, Education Code provisions, accreditation standards, accessibility requirements, and best practices governing online learning and distance education. This includes ADA accessibility laws, Section 508 compliance, universal design principles, copyright and intellectual property rights, Regular and Substantive Interaction (RSI), and learning management systems.
6. Oversees and supports the development and delivery of faculty training, professional development, and instructional resources in collaboration with faculty Distance Education Coordinators, the Vice President of Academic Services or designee, campus Professional Development, and District Professional Development. Creates, develops, and delivers training materials related to learning management systems and educational technologies, and maintains effective communication with the campus through informational resources, activities, and outreach.
7. Provides leadership, coordination, support, and evaluation of faculty Distance Education Coordinators to ensure alignment of course quality, faculty development, and program goals.
8. Oversees the effective operation of Online Learning Services, including coordination of personnel, workflows, resources, support services, budgets, equipment, supplies, records, reports, and departmental activities. Develops and prepares preliminary annual budgets; monitors expenditures; and ensures the preparation and maintenance of detailed and comprehensive reports, records, and files.
9. Trains, supervises, evaluates, and directs the work of assigned staff; participates in recruitment, selection, and hiring processes; and manages personnel matters and faculty, staff, and student concerns.
10. Attends and participates in administrative meetings, committees, and special projects, and coordinates programs and services with District and college faculty and staff.
11. Provides leadership in District and College efforts to advance diversity, equity, inclusion, accessibility, student success, and belonging. Demonstrates sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of students and employees, and promotes equity-minded and interculturally competent leadership practices.
12. Supports and maintains department websites and physical resources. Engages ongoing professional development to remain current on emerging technologies, accessibility standards, and regional and national developments in distance education, and communicates relevant updates to faculty and staff.
13. Recommends changes and improvements to maintain the relevance, quality, and effectiveness of distance education services, programs, and initiatives.
14. Performs related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Online learning environments and course design
- Best practices for online teaching
- Learning management system administration
- Accessibility standards, Section 508 compliance, and ADA requirements
- California Community Colleges Education Code and regulations governing distance education programs
- Distance education technologies and software applications
- Shared governance principles and practices
- English usage, grammar, spelling, punctuation, and vocabulary

Skills and Abilities To:

- Research, interpret, apply, and collaborate on effective strategies in distance education
- Develop distance education training, assess its effectiveness, and make improvements as appropriate
- Collaborate with others, identify needs, and develop practical solutions and policy recommendations
- Maintain current knowledge of laws, standards, regulations, and Education Code provisions governing online learning
- Interpret, apply, and explain rules, regulations, policies, and procedures
- Assess, analyze, implement, and evaluate research project activities
- Analyze situations accurately and adopt an effective course of action
- Plan, organize, and prioritize work
- Meet schedules and timelines
- Work independently with minimal direction
- Communicate effectively orally and in writing
- Develop and deliver presentations to a variety of audiences
- Supervise, train, and provide direction to others
- Establish and maintain effective working relationships with diverse individuals and groups

Education and Experience:

Master's degree from a regionally accredited institution in a discipline related to the assigned area, AND

A minimum of two (2) years of formal training or experience related to distance education or online learning

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

OR

Possession of a lifetime California Community College Chief Administrative Officer Credential, AND

A minimum of two (2) years of formal training or experience related to distance education or online learning, AND

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS

Work Environment:

The work environment is primarily an office setting and involves extensive use of computers, learning management systems, and other instructional technologies. Work requires regular interaction with faculty, staff, administrators, students, and external partners; participation in meetings, committees, and shared governance activities; development and delivery of training and presentations; and occasional travel to various campus locations. The position may require work under tight deadlines, managing multiple priorities, and adapting to changing technologies, regulations, and institutional needs.

Physical Demands:

Must be able to work at a desk, conference table, and in meetings of various configurations; sit for extended periods of time; stand for limited periods; see to read printed materials; hear and understand speech at normal levels; communicate clearly and effectively; use hands and fingers to operate office equipment and a computer for extended periods of time; and move throughout campus and off-site locations. May occasionally lift and carry objects weighing up to 10 pounds.

Mental Demands:

Must be able to work effectively in a fast-paced environment with frequent interruptions; manage multiple assignments, projects, and deadlines; exercise sound judgment and decision-making; analyze information and interpret policies and regulations; communicate effectively with diverse constituencies; and work independently and collaboratively while maintaining professionalism and attention to detail.