

Classification Description



Job Title: Director, Online Teaching and Learning Experience

Pay Grade: Administrator

Job Code: 3993

FLSA Status: Exempt

Job Purpose

The Director, Online Teaching and Learning Experience provides leadership, innovation, and accountability for the quality and effectiveness of online teaching and learning. This position provides institutional leadership for the quality, coherence, and culture of online instruction and supports student success and faculty excellence through data-informed analysis, professional learning, and collaboration across the College. The Director leads initiatives that connect student voice, faculty practices, and institutional priorities to strengthen online instruction and student experience. Responsibilities include developing research-informed professional development, facilitating communities of practice, analyzing trends in online teaching and learning, and producing reports to support strategic planning and continuous improvement. The Director collaborates with academic and administrative units to promote human-centered online learning environments and ensure the responsible use of learning analytics in accordance with data privacy standards. This is a College Administrator position serving on an annual contract.

General Responsibilities

Essential Functions

Monitors, analyzes, and assesses retention metrics, student-success rates, and other available data to identify trends and inform continuous improvement initiatives for online student success. Consults and collaborates with the Office of Institutional Research, Assessment, and Effectiveness to support consistent, comparable analysis of courses and outcomes across online instructional modalities.

In collaboration with the Assistant Vice President, Strategic Innovation and Online Learning, initiates research projects; designs and conducts research studies; and prepares manuscripts and submits findings for publication.

Supervises staff and/or student employees and provides leadership and guidance to faculty serving as online teaching mentors.

Leads the redesign, implementation, and continuous improvement of faculty development initiatives, including the Online Teaching Certification, to strengthen instructional consistency, faculty presence, and student engagement in online learning environments.

Develops and facilitates professional development that models pedagogical excellence and human-centered, technology-enhanced teaching practices informed by student feedback, faculty collaboration, and institutional priorities, including the annual FSW Online Symposium.

DIRECTOR, ONLINE TEACHING AND LEARNING EXPERIENCE

Provides strategic leadership for the integration of student voice into faculty development, instructional practice, and institutional learning through sustained feedback-to-action cycles.

Promotes the College's mission to provide exceptional academic opportunities in a supportive environment is carried out in online instruction.

Oversees structured feedback mechanisms, including advisory boards, surveys, and facilitated dialogue, and uses the findings to inform faculty practice and professional learning. Translates qualitative and quantitative findings into actionable guidance, tools, and recommendations for faculty, academic leaders, and other institutional stakeholders.

Collaborates with FSW's Marketing and Media department to ensure consistent branding and promotion of FSW Online programs and student services.

Leads and contributes to strategic internal communications that support online faculty and other stakeholders by curating, authoring, and disseminating student-informed teaching practices, faculty guidance, and information about online learning initiatives through announcements, newsletters, and related communications. Coordinates with appropriate College units on promotional efforts.

Promotes the ethical use of data, preserves data integrity, and validates and interprets data, as appropriate, to support the accuracy and credibility of reported results. Ensures compliance with College policies and applicable statutory requirements for data security and privacy.

Maintains current knowledge of emerging educational technologies, instructional methods, and research on their effectiveness through professional development, participation in professional organizations, and related research.

Manages special projects and performs other related duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education.

Three (3) years of successful, full-time professional work experience in the fields of education or technology.

Demonstrated expertise with commonly used learning management systems, instructional design tools, collaboration platforms, data analysis tools, and academic technologies that support course development, online instruction, and student engagement.

DIRECTOR, ONLINE TEACHING AND LEARNING EXPERIENCE

Demonstrated ability to lead cross-functional groups and facilitate presentations, workshops, and discussions that support collaborative solutions to improve online teaching and learning.

Ability to establish and maintain effective working relationships with employees, consultants, College officials, and members of the public.

Demonstrated ability to:

- Think critically and systematically, exercise sound judgment, and demonstrate integrity when integrating evidence-based practices into the organizational culture.
- Demonstrate thorough knowledge of policies, procedures, and external regulations relevant to the position.
- Work independently and follow through on assignments.
- Translate qualitative insights and learning analytics into actionable instructional strategies.
- Communicate effectively with a variety of audiences, including faculty, students, and administrators, using appropriate modalities and media.
- Evaluate, implement, and support the responsible use of artificial intelligence and other emerging technologies in educational settings, with an understanding of relevant ethical, legal, and privacy considerations in higher education.
- Demonstrate solid organizational skills and attention to detail.
- Exercise discretion and sound judgment at all times and in all contexts and maintain confidentiality.
- Anticipate, investigate, and analyze problems and address them proactively.
- Collect, organize, analyze, and present information in a clear, accurate, and meaningful manner.
- Work with large, complex datasets and databases, such as Banner or other student information systems.
- Interpret data, identify relevant trends, and recommend aligned and appropriate actions.
- Collaborate and work effectively with individuals from varied backgrounds and perspectives.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Understand and follow written standards, procedures, and policy manuals relevant to assigned duties.
- Respond positively and constructively to supervision, guidance, and direction, consistent with College policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in words, actions, and attire.
- Demonstrate professionalism and respect in dealing with individuals with varying perspectives, experiences, personalities, and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Build effective working relationships, successfully communicate, and collaborate with others to achieve shared goals.
- Evaluate situations and processes critically and recommend improvements.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, and walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills necessary.

Approved: December 14, 2021. Reviewed: January 29, 2026 (r). Revised: October 13, 2026.