POSITION SUMMARY: This position provides administrative/program support to the Director of Distance Learning, advisors and program managers, university relations marketing, faculty/staff and adjuncts who teach Distance Learning courses. This position supervises a wide variety of activities and requires a high degree of independent thinking, decision-making, and action taking and reports to the Director of Distance Learning under general supervision. This position has delegated authority to initiate and ensure the continuity of numerous Distance Learning Center procedures and activities.

60%  A. Coordinate the Distance Learning Center’s Course Scheduling, Registration, and Student Services

1. Collaborate with Instructional Program Manager to ensure correct dissemination of all course information for advertising and wherever program courses are listed, i.e. publications, websites, and for building into Peoplesoft.

2. Enter and maintain complete course schedule in PeopleSoft, approximately 175 to 200 courses per term, taught online. Organize and coordinate data insuring 100% accuracy.

3. Input caps for each course, pre-requisites, lab fees, and other pertinent information as appropriate.

4. Monitor the schedule throughout each term and update with changes, additions or deletions as they occur. Promptly inform relevant faculty, advisors, staff, campus offices and students of changes in revised schedule.

5. Monitor class size limits and class closures and advise program managers, advisors, Director of Distance Learning.

6. Verify course schedule for accuracy in all DLC print publications and the on-campus Summer College print publication.

7. Compile tentative course listings for next three academic terms.

8. Serve as UW-Superior site administrator for "distancelearning.wisconsin" (a collaborative statewide distance learning website). Enter and maintain accurate course information in an on-going basis.

9. Collaborate with program managers and advisors and work closely with Admissions, Registrar, Cashier and Financial Aid staff to ensure smooth entry of students into the program.

10. Term activate and matriculate new and/or re-entry students

11. Assign students to advisors based on allocated advising load, maintaining a current advisor/advisee list.

12. Generate welcome letters in Peoplesoft.

13. Register students and/or provide assistance to students with difficult/problematic registrations (e.g., prerequisites, faculty permissions, over-rides).

15. Enter communications in ImageNow and Hobsons.

16. Process all on-campus student petitions who have petitioned to take a DL course 2 weeks prior to the start of the semester and notify students via email.

17. Act as a resource for all student questions regarding the registration process and subsequent fees.

18. Streamline the communication process and act as the resource person for UW-Extension regarding Health and Wellness Management and Sustainable Management student applications and enrollments for the collaborative programs.

19. Independently investigate and resolve operational problems or situations impacting staff and/or students.

20. Provide information regarding University policies and procedures to students, faculty and staff, university offices, community agencies and the general public.

21. Act as a resource person for the University's Bursar and Financial Aid Office to ensure accuracy in fees, registrations and tuition.

25%  B. Manage DLC Administrative Activities (Provide Administrative Support to the Distance Learning Center)

1. Participate in analyzing and evaluating the unit's effectiveness by, running queries in the PeopleSoft system to share with the Director of Distance Learning and DL staff. These queries include information on grade completion, FTE, head count, enrollments, school transfer info, advisor info, etc.

2. Run reports using UW-Extensions program Partner View which includes information on our collaborative programs regarding enrollments and faculty pay for HWM and SMGT.

3. Prepare purchase requisitions and field orders as requested.

4. Participate in Distance Learning staff meetings. Attend workshops, seminars and other meetings relating to the program.

5. Upon request, attend university committee meetings with (or in place of) program manager(s).

6. Conduct student information system enrollment prototyping for all upgrades concerning DL registrations and course scheduling as needed and provide feedback to Technology Services staff.

7. Participate in interviewing and training work study/student assists. Supervise student employees as assigned.

8. Conduct and track on-going physical inventory and maintenance contracts for all computer equipment, software, phones, office machines and furnishings in centers' offices.

10%  C. Budget Reconciliation (Manage the Distance Learning Budgets)

1. Reconcile 3 cost center budgets Resolve discrepancies (often consulting with the university's
controller and the Director of Distance Learning). Prepare monthly summary reports and distribute to the Director of Distance Learning.

2. Verify all incoming invoices. If appropriate, calculate and charge each center account for expenses that are incurred. Prepare interdepartmental transfers as appropriate. Input all expenditures, i.e., all office expenses, phones and duplicating expenses into a (personally-created) internal accounting system.

3. Approve and assign expenditures to appropriate fund accounts

4. Serve as procard site manager and custodian.

5% D. Manage the Distance Learning Center Testing Operations

1. Oversee the DLC proctor approval process and ensure that each student has an appropriate proctor on file in the DLC.

2. Process, produce and distribute all exams for distance learning students to ensure security of all tests.

3. Develop and maintain database of all approved proctor information.

4. Maintain records of all exams sent and returned to the DLC. Ensure 100% accuracy and security of testing process.

5. Provide oversight of the testing process for the DLC. Train all staff involved with testing and ensure that standard procedures are followed.

6. Update and maintain standard operating procedures for all testing.

7. Assign appropriate testing rooms for students taking (paper) exams.

8. Serve as proctor for students enrolled at other educational institutions.

KNOWLEDGE, SKILLS, and ABILITIES:

• Thorough knowledge of UW-Superior's policies and procedures.
• Thorough knowledge of the PeopleSoft administrative system and ImageNow as it relates to distance learning.
• Thorough knowledge of the uniqueness of the Distance Learning Center.
• Thorough understanding of all the Distance Learning majors
• Excellent in accuracy and writing and communication skills
• Computer skills: Microsoft Office Suite (Word, Excel, Access, PowerPoint); PeopleSoft, WISDM, Outlook mail; Internet, and online text and supplies ordering system.
• Organizational ability and strong interpersonal and human relations skills.
• Knowledge of current office procedures and practices.
• Effective team management skills to contribute to the efficient operation of the unit.