NAU – EXTENDED CAMPUSES PERSONALIZED LEARNING DIVISION

Job Snapshot

Location: Online
Remote duty station; workspace and equipment not provided
Position requires extensive use of technology; candidate must be comfortable working and communicating in an online environment

Employee Type: Part-Time

Industry: Education – Teaching - Administration

Manages Others: No

Job Type: Higher Education
Liberal Arts

Special Information
Personalized Learning (PL) is a competency-based, self-paced online program that incorporates innovative teaching and learning methods. Administered by the Extended Campuses Division, PL differs from but complements the traditional classroom-based academic model, with the goal of students achieving deeper learning through a personalized approach of multiple, hybrid and more effective learning methods and modalities and within timeframes that best meet the students' needs. Our model combines best learning practices from the educational field to ensure competency, including: shared and open-source content; multiple delivery modules such as video, simulations and gaming; faculty-led mentorships and tutoring; customized instruction; pre- and post-competency testing, internships and service learning. Tuition is based on length of time rather than by course or credit hours, providing a financial incentive to the student to complete the degree in a timely fashion.

The PL Subject Matter Faculty is an important part of a mentor team that works to ensure student success. Serving as a subject matter expert, the Subject Matter Faculty serves as a student’s primary point of contact for assistance with academic contact and access to learning resources both within and outside the online learning platform. Since PL is a self-paced program, the Subject Matter Faculty can be crucial to a student’s success in this environment. Subject Matter Faculty may also assist in course development, providing input based on student learning styles and other issues.

The Subject Matter Faculty does not teach, but is assigned to a caseload of students. Working with coach mentors, academic program faculty, and student services staff, the Subject Matter Faculty’s role is to assist students with academic issues through contact throughout a student’s career. Contact can take place via telephone, instant messaging, email, threaded discussions, group discussions, and message boards. Subject Matter Faculty play an important role in both student success and program graduation rates.

Description
- Manage a caseload of approximately 150 online students who study from any location
- Identify student learning preferences; guide students through the personalized learning plan; facilitate student connection with university and other resources
- Regularly consult with Faculty Mentors and Lead Faculty on student progress
- Provide basic technical support in use of online student tools and learning platform, and escalate issues per established triage protocols as needed
- Coordinate with the Office of Disability Resources on students requiring accommodation; demonstrate a commitment to accessibility and universal design
- Develop and execute proactive student contact plans and tools, with communication including but not limited to telephone, instant messaging, email, threaded discussions, group discussions, and message boards
- Maintain and communicate regular hours of availability for synchronous student interaction
- Customize student communications based on individual student goals as needed and as practical
- Set and communicate clear student expectations
- Establish a genuine partnership with the student
- Develop a strong understanding of available problem-solving resources by collaborating with NAU student services staff
- Contribute to recruitment and retention efforts
- Adhere to university policies and protocol
- Other duties as assigned

**Requirements**
- Master's degree in relevant area
- Three years’ experience in tutoring or teaching

**Desired Experience**
- Experience in online or competency-based programs
- Demonstrated ability to work effectively with people from a variety of culturally diverse backgrounds

**Knowledge, Skills and Abilities**
- Willingness to serve as an active member of a new program
- Strong communication skills, especially in working with students and colleagues from a distance
- Strong organizational skills
- Customer service ethic
- Ability to predict need and proactively answer anticipated questions
- Ability to serve as a member of a team
- Commitment to student accessibility
- Creative and proactive problem-solving
- Comfort with technology
- Ability to interact effectively with faculty, students, and community members of diverse cultural backgrounds, age ranges, and experience levels
- Detail oriented; timely follow up with student inquiries and paperwork
- Ability to work effectively with people from a variety of culturally diverse backgrounds
- Ability to work non-standard hours
Northern Arizona University is an Equal Opportunity/Affirmative Action Employer. Minorities, women, persons with disabilities and veterans are encouraged to apply.

To apply, submit via email your CV, cover letter and three current teaching evaluations to eces@nau.edu. Please type Liberal Arts in the Subject Line.