

Program Coordinator - Testing Center
The University of Delaware
Newark, Delaware

In cooperation with the academic colleges and departments, the University of Delaware (UD) Division of Professional and Continuing Studies (PCS) develops, delivers and administers selected online academic credit courses and degree programs, face-to-face and online continuing professional development certificates and courses, organizational learning solutions, and lifelong learning opportunities. Courses are offered face-to-face throughout Delaware and the Delaware Valley, as well as nationally and internationally through its online offerings. Operating in a financially self-supporting mode, the noncredit professional development certificates, courses, conferences and workshops at PCS provide educational programs that benefit individuals, communities and organizations.

SUMMARY OF THE POSITION

The Program Coordinator is a key member of the Professional and Continuing Studies Student Services management team and the primary contact for the UD Professional and Continuing Studies Testing Center. Under the general direction of the Assistant Director, he/she implements and manages the overall administration of services that support the online and other distance learning UD courses, certificates and degree programs for students within the state of Delaware, nationally and internationally. The coordinator makes data-driven decisions, generates reports, and provides these reports for senior leadership. The services include computer-based exam administration (including scheduling and proctor assignments) and instructional media and learning management system support for online and some face-to-face courses, and technical support for the students and faculty for exam administration and online course delivery. The Coordinator works as the primary point-of-contact for vendors and UD departments for exam administration; hires, trains and schedules proctors; and collaborates with the professional development program coordinators for exam scheduling and proctoring throughout the world. It is a key responsibility of the Program Coordinator to provide extraordinary customer services to the students and faculty, and implement changes in services or technical support administration through timely and effective surveys.

MAJOR RESPONSIBILITIES

- Manage computer-based exam administration for students enrolled in online courses (credit and non-credit) at all testing locations that include UD Resource Center in Newark, UD Academic Centers in Dover and Georgetown, and active proctoring sites throughout the world utilizing an online service.
- Manage the technology implementation in a 72-station Testing Center by coordinating with vendors (including but not limited to Protection1, NetOp, Schoolvue) to assure all technology is functioning for exam administration. Is the primary contact with such vendors and manages all contracts with them.
- Manage the process to obtain and verify the instructional media and exam information from faculty for each course offered each semester. Assure that faculty-specified exam,

instructional media and technical requirements are met for all online courses offered in a semester.

- Manage the technical support for online media and learning management systems pertaining to exam administration for credit and non-credit online short courses, and is the primary point of contact for UD Academic Technology Services.
- Act as the primary point of contact with selected Colleges or Schools or Departments (including School of Nursing) for standardized testing.
- Manage data entry and collection for proctoring services and exam center utilization.
- Manage the documentation and follow up on incidents of dishonesty, including archival of the video clips of such incidents, and working with the faculty for any action, as necessary.
- Manage pre and post exam surveys and perform data compilation and analysis. Manage customer service arrangements, and implement changes based on the surveys.
- Approve time and attendance of staff, including miscellaneous wage proctors
- Supervise and professionally develop a full-time Administrative Assistant position and other administrative support staff, as needed, and front desk personnel and exam proctors, who work as miscellaneous wage staff.
- Coordinate with marketing group to develop and update marketing materials promoting the Testing Center's services and keep Testing Center's web presence up to date.
- Stay abreast of emerging technologies affecting computer- based and online proctoring.
- Participate in professional development activities as assigned by the manager.
- Perform miscellaneous job-related duties as assigned by the manager.
- Adhere to University of Delaware standards, policies and procedures.

QUALIFICATIONS

- Bachelor's degree in educational technology or a related discipline, Master's degree preferred.
- Minimum two to five years of experience in educational technology management that involved administrative/procedural decisions and judgments, five years' experience preferred.
- Experience in technology administration in an educational institution.
- Supervision experience.
- Ability to lead a team, identify training opportunities, and encourage their professional development.
- Experience in Microsoft Office Suite and Google Drive Applications that including word processing, spreadsheets, presentation, and calendars. Advanced spreadsheet skills for data analysis and presentation, including pivot tables, graphs, and reports.
- Experience in survey software, data and information compilation, analysis, and related report generation.
- Ability to learn new computer systems and adapt to an ever-changing technological landscape.
- Experience in learning management systems (such as Sakai and Canvas).
- Experience in higher, adult and continuing education.
- Experience in project management and ability to develop and implement short and long-range goals.

- Experience working with a diverse group of people that includes faculty, students, vendors and administrators.
- Ability to work in a team environment and independently.
- Excellent oral and written communication skills.
- Strong customer service orientation interpersonal skills.
- Ability to work on evenings and weekends, as needed, during busy proctoring schedule.
- Ability to travel to vendor site or for professional development, as needed.

To Apply: For a complete list of requirements and job duties and to apply online, please visit our web site at <http://www.udel.edu/udjobs>. The reference number (Job ID) for the position is 105416.

Equal Employment Opportunity

The University of Delaware is an Equal Opportunity Employer which encourages applications from minority group members, women, individuals with a disability and veterans. The University's Notice of Non-Discrimination can be found at <http://www.udel.edu/aboutus/legalnotices.html>. Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.