1. PURPOSE OF THE JOB:

The New Program Planning Manager:
- is a critical contributor to the successful future of eCampus academic program development at Boise State University;
- works with the director of program planning and operations to actively support the implementation of the eCampus strategic plan and the eCampus expansion initiative by managing tactical projects in collaboration with a vast array of people and offices throughout the university;
- manages planning, implementation, and support service focused on the development and launch of new online academic programs;
- supervises staff dedicated to the development and support of online academic programs;
- works directly with program directors/department chairs, faculty, deans and other administrators to help prioritize and coordinate resource needs with eCampus Center staff as well as prepare project level goals and timelines;
- develops resources to provide guidance on how new online academic programs can be launched, scalable, and financially sustainable; and
- serves as a liaison to ensure appropriate institutional resources are informed and involved in program development process.

2. MAJOR RESPONSIBILITIES AND JOB DUTIES

New Program Conception (E-10%)
- Collaborate with academic department director/chair and faculty on incubating ideas for new online academic programs.
- Collaborate with Extended Studies Dean and eCampus leadership team on identifying and evaluating ideas for new online academic programs that align with Boise State University mission and goals.
- Review and evaluate new online academic program proposals, make recommendations that will potentially enhance program and outcomes.
- Formulate and propose initiatives for new online academic programs utilizing state, regional and national higher education data.
- Work with academic departments to inform them of opportunities for potential online academic programs and of innovative programs offered by other institutions.
- Orchestrate completion of program feasibility study on new online academic program ideas to examine factors including competition, graduation rates, employment potential, etc. and the industry and student need for the new degree.

Program Planning and Management (E-40%)
- Provide leadership, expertise, and creativity to develop and launch new online academic programs.
- Create new online program implementation timeline with consideration for ongoing program development projects, scheduled resource commitments, approval deadlines and goal launch date.
- In conjunction with program directors/departments chairs, manage all stages of new online academic program project planning and implementation, including assessing needs, confirming scope, defining goals, setting objectives, outlining roadmap, and creating timelines.
  o Manage the execution of each project initiated.
  o Determine the resources and participants needed to achieve project goals and then engage them into action.
  o Communicate project expectations to team members and stakeholders.
  o Work closely with university departments to help manage workflow scheduling and delivery expectations.
  o Monitor and evaluate progress; analyze results, troubleshoot problem areas and ensure projects are completed on time.
  o Coordinate and attend meetings; document information gathered;
  o Oversee maintenance of a robust project management and job tracking system for each project.
- In conjunction with program directors/departments chairs, strategically determine appropriate course offerings for new online academic programs taking into consideration prerequisites, annual offering sequence, employer needs identified through feasibility process, and value added for recruiting students.
- Develop a project status report and overall program development dashboard and share report bi-weekly with eCampus Center leadership team.
- Proactively manage changes in project scope, identify potential risks, and devise contingency plans.
- Lead weekly meeting with eCampus Center representatives to review program development progress reports and promote the sharing of vital information between units.
Program Stakeholder Relationship Building (E-15%)
- Build and maintain strong professional working relationships with academic department chairs, faculty, campus community, and colleagues.
- Provide advice to participants regarding rules, policies, and procedures on issues related to program development and implementation; act as a resource person by thoroughly researching topic, analyzing information, sharing documentation, and preparing evaluative reports.
- Act as an information resource as well as liaison working closely with all eCampus stakeholders including the college dean, department chair, faculty member(s), vice provost of academic planning, curriculum committee, graduate dean, graduate council, eCampus Center directors and staff, student services offices, and others.
- Follow-up with potential programs on a regular basis to offer eCampus Center support.

Regulatory Compliance (E-5%)
- Oversee activities related to compliance with state and federal regulatory requirements associated with online education.
- Ensure Boise State University is authorized to provide online courses and programs to students who reside outside of Idaho.
- Supervise and collaborate with regulator affair coordinator to ensure Boise State University eCampus stakeholders are informed about current and potential state and federal regulatory requirements associated with online education.

Online Program Resource Development & Maintenance (E –5%)
- Develop resources on topics unique to online delivered program development, and management for use by academic departments to develop, implement, sustain, and scale online academic programs.
- Ensure resources reflect current best practices, accreditation standards, and competitive strategies.

Management and Supervision (E-15%)
- Lead and supervise professional staff members.
- Create productive and supportive relationships with staff.
- Work to create a high performing and engaged team.
- Fulfill all supervisory responsibilities: clearly define work responsibilities and needed skills to be successful when writing job descriptions; take sufficient care to hire excellent staff; provide effective onboarding, training and ongoing coaching; set clear SMART performance goals and quality standards; delegate and assign work; evaluate performance, identify areas needing improvement, clarify expectations, and work closely with staff to improve performance.
- Regularly provide positive feedback on accomplishments.
- Calmly address all staff issues within 48 hours, clearly identify the problem or issue and provide staff with clear feedback on improvements needed.
- Direct and monitor daily operations.
- Ensure policies and procedures are followed, goals and objectives are met, and services and projects are accomplished efficiently and effectively.
- Identify opportunities for progress, effective innovation, appropriate consolidation, and ensure continuous improvement with your team and the eCampus Center as a whole.
- In conjunction with your manager and the eCampus leadership team, develop annual goals for the performance and functions of each staff member on your team to support the eCampus Center vision, mission, and plans.
- Work with staff members to monitor progress toward goals on a regular basis.
- Provide support and encouragement to ensure accomplishment of goals. Acknowledge and celebrate team and staff member achievements.

Division of Extended Studies and the eCampus Center (E-5%)
- Successfully develop and maintain positive, collaborative, respect-based relationships with co-workers, customers, and stakeholders within and outside of Boise State.
- Complete and balance multiple work projects, respond with adaptability to rapidly changing priorities, and work well under pressure. Proven work performance that is reliable, dedicated, productive and exhibits strong self-initiative.
- Provide effective customer-service and to actively listen and appropriately respond to colleague, stakeholder and supervisor needs/requests.
- Work effectively both independently and cooperatively as a member of a team. Willingness to take direction, remain open and amenable to instruction, and quickly acquire/learn/share new knowledge/skills as needed.
- Exhibit professionalism and integrity through excellent verbal and written communication skills, as well as demeanor.
- Willingness to effectively and proactively communicate and collaborate with colleagues, supervisors and stakeholders. Listen actively and respond appropriately to colleagues, stakeholders and supervisor needs/requests.
- A strong desire to thrive, engage, and work effectively in a dynamic, highly collaborative, results-driven, and interactive environment.
- Flexibility in adapting to a fast-changing environment to meet the needs of the department and the priorities of the university. Work with supervisor to periodically review, update and modify job description as needed.
- Support the programs and activities of Extended Studies staff. Represent Boise State, ES, and the Center professionally on appropriate committees, task forces, and work groups.
- Perform other duties as required.
Professional Development (E-5%)
- Work with supervisor to develop a professional development plan with annual goals to accomplish the plan. Actively pursue excellence, effectiveness, and efficiency.
- Online education is an evolving field in higher education. As such it is important that all professional staff members dedicate at least 1 hour per week to become and remain current in the areas most relevant to their position through activities including reading the recent literature, educational activities, and networking.
- Identify emerging trends that add value to the work of the eCampus Center, incorporate them or recommend improvements, and strive to ensure that Boise State’s practices are current.
- Work with supervisor to identify the areas of most importance and best avenues to pursue.

3. BUDGETARY RESPONSIBILITY:
This position will provide input on the eCampus Expansion Initiative budget in collaboration with director and budget manager.

4. SUPERVISION:
Is this position responsible for the supervision of other positions? Yes

A. If Yes, Describe Responsibilities:
- In conjunction with the supervisor, project staffing needs to meet future service demand.
- Develop positions and write job descriptions.
- Manage the selection (recruit, interview, and hire), training, and professional development of staff.
- Monitor and direct day-to-day activities of the staff, ensure policies and procedures are followed, goals and objectives are met, and services and projects are accomplished efficiently and effectively.
- Plan, review, and evaluate the work of staff, recommend promotions and other changes in status.
- Work with staff to correct deficiencies; recommend or implement corrective action.

While projects are being worked on, various human resources will be assigned and require management and informal supervision. Although the work assignments will be temporary, the manager may provide input for informal or formal eCampus Center employee performance evaluations regarding project assignments.

5. ORGANIZATIONAL RELATIONSHIPS:
Describe internal and external customer groups and their relationship to this position.

Internal: Establish and foster essential relationships critical for the ongoing development of eCampus programs and courses. Those relationships include the following:
- Reports directly to director of eCampus program planning and operations and works closely together to ensure and provide effective planning, implementation, and support service focused on the development and launch of new online academic programs.
- Works with the eCampus executive director and budget manager in the development of new program budget models and submission of budget information during approval processes.
- Works with team members of the eCampus Instructional Design Unit to monitor progress and decisions that may affect course development/production projects.
- Works with director of eCampus learning and instructional design to help facilitate completion of online program design process.
- Works with Extended Studies Recruitment and Marketing Manager to help facilitate completion of marketing and recruitment planning and implementation.
- Works closely with all other members of the eCampus Center who support operational activities related to new program implementation and ongoing support.

External: Establishes and fosters essential relationships critical for the ongoing development of eCampus programs and courses. Those relationships include the following:
- Regularly works with academic departments including chairs/director, support staff, and faculty members throughout the new program development process.
- Often works with representatives from the Undergraduate Curriculum Committee, the Graduate Council and the Provost’s office.
- Often works with Student Affairs staff in various student services departments including New Student Programs; undergraduate, graduate and international Admissions; Registrar’s; Financial Aid; Advising and Academic Enhancement Services; Payments & Disbursements; Bookstore; Tutoring; and others as needed.
- Collaborates with Division of Extended Studies staff members on a variety of projects and initiatives throughout the year.
- Occasionally works with technical and academic support staff in various offices including Office of Information Technology, Albertsons Library, and Learning Technology Solutions to collaborate on projects that will benefit a new online academic program.
6. DECISION MAKING:
Describe the most difficult decisions this job requires an incumbent to make, impact of decision(s), the consequence of error, extent to which these decision(s) is reviewed, and what problems are taken to your supervisor for final decision.

This position operates under direction of the director of eCampus program planning and operations and is responsible for providing vision and support for new online academic program development and launch, providing mentoring and leadership to supervised staff, working directly with program directors/department chairs, prioritizing and coordinating program development needs with other eCampus staff, preparing project timelines, and managing resources needed in development activities. Such decisions affect stewardship of unit resources, future enrollment, revenue generation, internal relations, and the effectiveness of the University's distance education efforts.

- Decisions related to management and coordination of personnel and resources. Makes decisions on hiring, training, professional development, and disciplining; along with managing daily activities. Decides how well staff members are following established processes, procedures and policies and the development of new processes and procedures.
- Decisions related to management and coordination of multiple new online academic program development processes. Decisions related to building productive business relations with all new program stakeholders. As a collaborator with academic department directors/chairs, faculty, and others regarding the development of new or expansion of existing undergraduate and graduate programs, the manager decides what factors must be considered in the development process and keep all activities on-track towards program implementation. Poor decisions result in a new program not being deployed correctly, personnel assignments not being used appropriately, loss of revenue, loss of trust, loss of valued business partner, and loss of educational opportunities for students.
- Determines appropriate enhancements needed to handle ongoing increases in business volume and decides how best to manage the service functions. The consequence of errors results in poor employee performance due to unclear job expectations, a dysfunctional working environment, or dissatisfied customers who receive poor service. Poor decisions would be damaging to the production, innovation and efficiency levels of the unit in achieving program development goals, which would in turn directly affect the timely offering of new online programs to students and ultimately having a negative impact on generating revenue for the university.
- Decisions related to the how Boise State will comply with and communicate state and federal regulatory requirements associated with online education and the delivery of online courses and programs to students who reside outside of Idaho. The consequence of poor decisions is loss of student enrollment, refund requests, inconsistent compliance with policies, noncompliance with accrediting agency requirements or loss of ability to offer online courses and programs to students who reside in certain states.

8. OTHER ADDITIONAL INFORMATION/REQUESTS:
N/A

SUPERVISOR'S SECTION

1. EDUCATIONAL LEVEL:
Indicate the minimum education level required to perform the responsibilities of this position at the entry level (consider and report Minimum Qualifications as though the position were vacant).

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Bachelor's Degree or Equivalent – Business, Public Relations, Management, Project Management or related field.

( X ) ( ) Earned Master's Degree from a regionally accredited senior college or university or equivalent is preferred. Specify Area: Business, Management, Higher Education Administration, Project Management or related field.

( ) ( ) Doctorate or Equivalent may be substituted for 1 year of work experience Specify Area: n/a

2. EXPERIENCE:
Indicate the minimum experience level required to perform the responsibilities of this position at the entry level.

Bachelor's and Five (5) years OR Master's and Three (3) years of demonstrated experience overseeing large-scale, complex projects that involved:

- Building strong working relationships with customers, stakeholders, and colleagues;
- Working with a wide variety of people representing different levels in the organizational structure;
- Working both independently and in a team-oriented, collaborative environment;
- Conforming to shifting priorities, demands and timelines through analytical and problem-solving capabilities;
- Managing multiple projects simultaneously, being proactive and setting expectations;
- Bringing project to successful completion while working with multiple units in same organization;
- Conducting research into project-related issues and products;
- Effectively prioritizing and executing tasks in a high-pressure environment; and
- Use of project tracking and scheduling technologies, i.e. sophisticated databases and/or spreadsheets.

One (1) year of demonstrated supervisory experience working with full-time, 12 month employees.
3. SKILLS / KNOWLEDGE:
Describe the minimum skills and specialized job knowledge that are required to perform the responsibilities of this position at the entry level.

- Complex project management involving multiple steps, resources, and stakeholders and critical decisions.
- Ability to conceptualize and organize project planning process.
- Knowledge of project planning methodologies.
- Excellent verbal communication skills and proven experience in developing, maintaining, and improving relationships with diverse stakeholders and excellent customer service skills.
- Excellent writing skills and proven experience in writing for business purposes. Relevant examples could include writing grants, business plans, etc.
- Strong research skills including Internet research. Relevant examples include market analysis, competitor analysis, etc.
- Ability to obtain data, analyze information and trends, and convey relevant results in reports.
- Ability to provide effective customer-service and to actively listen and appropriately respond to colleague, stakeholder and supervisor needs/requests.
- Ability to successfully lead a team of people through a complex, large-scale project.
- Ability to assimilate and organize material and ideas to communicate them effectively in a variety of forms.
- Ability to make effective presentations to individuals and groups, prepare written material including reports, statistical information and more.

As a manager, the demonstrated ability to:

- Handle difficult and sensitive situations, using sound, independent judgment within general policy and legal guidelines. Analyze, resolve, and develop long-term solutions to a wide variety of complex/unpredictable problems.
- Provide leadership and work closely with stakeholders to develop new academic programs and evaluate effectiveness of the program development project. Identify and support project-wide needs.
- Provide team leadership and motivation for a knowledgeable and high-functioning team. Learn, or bring personal knowledge of and experience with, the principles and practices of management and supervision.
- Successfully develop and maintain positive, collaborative, respect-based relationships with co-workers, customers, and stakeholders. Provide effective customer-service. Work positively and effectively with multiple external partners and clients using excellent interpersonal and communication skills. Negotiate and liaise effectively. Work with many different types of individuals effectively in order to collaboratively establish important processes and procedures.
- Exhibit in-depth knowledge of project management practices, techniques and technology solutions, as well as ability to seek information to add value.
- Oversee a significant number of projects each semester. Define tasks, coordinate resources, review outcomes and track team progress on projects. Regularly review completed tasks for self and others. Identify required resources.
- Complete and balance multiple work projects, respond with adaptability to rapidly changing priorities, and work well under pressure. Proven work performance that is reliable, dedicated, productive and exhibits strong self-initiative.
- Work effectively both independently and cooperatively as a member of a team. Willingly take direction, remain open and amenable to instruction, and quickly acquire/learn/share new knowledge/skills.
- Exhibit professionalism and integrity through excellent verbal and written communication skills, as well as demeanor.
- Exemplify a strong desire to thrive, engage, and work effectively in a dynamic, highly collaborative, results-driven, and interactive environment.

A. PREFERRED EDUCATION AND EXPERIENCE: Additional consideration will be given for the following:

- At least two (2) years of demonstrated experience working for a college or university to successfully plan and execute the delivery of 2 or more new online academic programs including oversight of development processes and resources. Plus, experience building strong working relationships with academic department chairs, faculty, campus community, and colleagues.
- Two (2) or more years of demonstrated supervisory experience working with full-time, 12 month employees.
- Experience with online education that demonstrates a personal knowledge and hands-on involvement in higher education.
- Experience utilizing/customizing project management programs such as MS Project or Quickbase and involvement with dashboard development.
- Experience developing and implementing a business or strategic plan.
- Able to work well within a large, state organization with many policies, procedures, and practices.

B. SPECIFIC EQUIPMENT OR SKILLS REQUIRED:

- Personal computer and printer.
- Proficient use of (most recent or second most recent version preferred) Microsoft Windows operating system, Microsoft Office Professional programs, and email/calendar system such as Google Apps.
- Proficient in the use of multiple Web browsers and search engines.
- Experience with Blackboard or similar course management system beneficial.

C. LICENSURE OR CERTIFICATION REQUIREMENTS:
N/A
4. PHYSICAL DEMANDS:
If physical demands for the position exceed those described below, list and describe those additional physical demands.

**General Office** - Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, carry, push, pull, or otherwise move objects, including the human body. General office work involves sitting most of the time, but may involve walking or standing for brief periods of time.