

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

**Regents'/APSU Online Resource Coordinator
Extended & Distance Education
Regular Full-Time Position
Position Number 400000**

General Description

The Regents'/APSU Online Resource Coordinator coordinates with campus staff, the RODP Student Services Help Desk, the TBR Information Specialist, TBR staff, APSU Online Committee and Distance Education staff. The Coordinator is responsible for ensuring the provision of information and advice to prospective students via telephone, the Web, by fax and in writing. The Contact's office is the link between the student and the campus staff who provide support services to Regents' /APSU Online Degree Programs students. The Coordinator is responsible for reporting current enrollment data and statistical comparative information for APSU Online and APSU/RODP.

Primary Duties and Responsibilities

- Provide excellent customer service to all callers.
- Provide information and advice on Regents'/ APSU Online Degree Programs, courses and student support services.
- Assist students in determining whether their academic backgrounds and learning styles are appropriate for programs delivered online.
- Evaluate questions asked by potential students and recommend strategies for improving marketing materials.
- Maintain a database of information from those who inquire about the degrees.
- Coordinate with Institutional Research in the development of a database for all aspects of student success and associated statistical data.
- Work with all student support departments on campus to identify and improve those services required by online students; ensure that these services are accessible to all online students.
- Identify and collect necessary information and materials necessary to assist prospective and current students.
- Provide referral services when the needs of the caller are beyond the expertise of the contact office.
- Serve as a student advocate and facilitate student success.
- Monitor the APSU Online / APSU Regents' Online Degree Programs Website to ensure currency and accuracy of information; notify the appropriate personnel if changes are necessary.
- Serve as a member of the APSU Online Committee. Serve as the mediator of student complaints or grievances. Assist students with resolution of any online program issues.
- Communicate with online students during the second week of classes to ensure that they are all online and have everything needed to begin their course work.
- Assess student attrition in RODP courses and programs and develop strategies to improve retention.
- Coordinate online orientation and training sessions for online students.
- Coordinate RODP class schedule with the Office of the Registrar.
- Serve as an instructor for Univ 4110 and Univ 4993 as needed.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) as well as SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Must have working knowledge of statistics.
- Must have good advising skills and an understanding of APSU's academic policies.
- Ability to work independently and as a team member.
- Ability to solve problems quickly.
- Ability to use skills in leadership, good management practice and basic knowledge of public relations.
- Ability to work some nights and weekends as needed.
- Ability to develop policies and procedures.
- Ability to develop and execute short-term and long-range strategic plans.
- Ability to develop and monitor budget.
- Ability to prepare accurate records and reports.

Required Minimum Qualifications

- Master's degree.
- Previous experience in a college or university setting.
- Demonstrated organizational, statistical and computer skills, including word processing, database management and spreadsheets.
- A background check will be required for the successful applicant.

Additional Preferred Qualifications

- Previous experience with distance education or off-campus education, the Ft. Campbell Center and experience with admissions or academic advising.

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Essential Functions

- Ability to efficiently operate a personal computer and associated

written correspondence.

- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Must have working knowledge of statistics.

- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in