Online Learning Quality Assurance Specialist

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Professional and Managerial Group

Online Learning Quality Assurance Specialist

Open Learning and Educational Support

Temporary full-time from February 2020 to February 2021

Hiring #: 2019-0674

Please read the Application Instructions [1] before applying

Open Learning and Educational Support is an integral part of the University of Guelph’s learner-centred and research-intensive mission. As leaders in education, we create innovative and relevant educational opportunities that meet the learning needs of a local and international audience. We are guided by learner-centered principles that are reflected in our diverse programs and rich learning experiences for traditional and lifelong learners. We intentionally integrate pedagogy with technology in the design, development and delivery of our educational programs. Through research and collaboration, we engage in scholarship to advance the teaching and learning mandate of the University.

Reporting to the Associate Director, Distance Education, the Online Learning Quality Assurance Specialist (OLQAS) is accountable for the quality assurance of all online offerings offered through OpenEd. The OLQAS ensures that the University’s distance education courses are reflective of the institution’s stated Best Practices in Distance Education – namely that these courses be pedagogically-sound, learner-centred, engaging and interactive. The successful candidate is responsible for quality assurance reviews on a portfolio of online offerings. As such, the position is accountable for developing, revising, maintaining and implementing quality assurance protocols to ensure that online course content included in new or revised courses is accurate and consistent and meets defined pedagogical, technical and aesthetic standards. The OLQAS conducts comprehensive technical testing, editing and proofreading of all course components to ensure readiness of each course for the start of the term. Each semester, the OLQAS is responsible for facilitating the course preparation process, assessing incoming work and working closely with instructors to prepare courses in order to establish revision objectives, communicate deadlines and negotiate an appropriate work schedule for each course. The OLQAS is the project manager for a portfolio of course revision work and works closely with faculty, the Distance Learning Program Development Specialist and Teaching and Learning Technology teams to ensure that online course content is complete, accurate, consistent and free of copyright violation and takes corrective action as required. This position is responsible for maintaining a historical record of course information in a shared database, including the scope and nature of course revisions. The OLQAS is also involved in conducting summative evaluations with the intent of recommending and implementing instructional design enhancements to improve the teaching and learning experience. Given exposure across a wide variety of online courses, the OLQAS identifies and documents best practices that exist in current courses that may be transferable to other offerings. As required, the incumbent of this position assesses, applies, conducts and disseminates research findings in quality assurance in online learning and distance education, prepares research proposals, and participates in funded research and development programs.

Requirements of the position include a Master’s degree in a related field (Distance Education, Educational Technology, Instructional Design, Adult Education) and several years of related experience or an equivalent combination of education and experience; demonstrated expertise in instructional design, pedagogy, online distance education, instructional technology, adult education, course design, and evaluation; excellent communication skills (visual, written and oral), editing and proofreading skills, organizational, time management and interpersonal skills required; strong computer and word processing skills and familiarity with Learning Management Systems. Must have an attention to detail, be able to quickly adapt to changing technologies, work...
well under pressure, work independently and participate actively on a team. Candidates should demonstrate the ability to apply an experienced-based working knowledge of quality standards, preferably the Quality Matters rubric, and best practices in online learning, and ensure that these standards are reflected in current courses. Proven project management skills, and the ability to marshal resources (human and technical) to achieve objectives and meet deadlines. Candidates should also have a demonstrated commitment to assisting faculty, instructors, students and external stakeholders while working in a fast-paced, entrepreneurial environment.

Classification
P04
Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

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