



APPLICATION PROCESS FOR
Director of Substantive Change

Applicants and nominees for Director of Substantive Change position with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) should submit a letter of application, a current résumé, and a list of three (3) references to:

Ms. Kisha Berger
Director of Human Resources
SACSCOC
1866 Southern Lane
Decatur, GA 30033-4097
kberger@sacscoc.org

Applications may be submitted via U.S. Mail or electronically and must be received in the SACSCOC office by **Wednesday, October 1, at 4:30 p.m. (ET)**. The Director of Substantive Change will need to reside in the Atlanta/suburban area.

Questions regarding the process should be directed to Kisha Berger at kberger@sacscoc.org.

SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS COMMISSION ON COLLEGES

DIRECTOR SUBSTANTIVE CHANGE

GENERAL DESCRIPTION

The Director of Substantive Change leads a team responsible for overseeing all aspects of the substantive change process and the *Substantive Change Policy and Procedures*. This role serves as a change agent, managing the evaluation, processing, and review of substantive changes for member institutions while driving continuous improvement in processes, systems, and approaches. The Director ensures compliance with policies and *the Principles of Accreditation* while developing innovative solutions that increase efficiency and enhance effectiveness. The position requires an adaptive mindset to implement improved processes, policies, and systems for substantive change reviews while providing leadership and serving as a subject matter expert for SACSCOC staff, member institutions, and other stakeholders.

SPECIFIC DUTIES

Leadership and Change Management

- Lead a team of 10–12 staff members, fostering innovation and adaptability among in-office staff and remote readers/reviewers.
- Recruit, select, train, develop, and evaluate departmental staff.
- Assign work, monitor productivity, and provide ongoing feedback to support continuous improvement and professional development.
- Create a supportive and collegial work environment that encourages creative problem-solving while balancing independence with appropriate supervision.
- Manage administrative functions including workflow monitoring, employee coaching, budget oversight, and project management with a focus on adaptive practices and process improvements.

Policy Development and Innovation

- Develop, revise, and interpret substantive change policies to align with evolving federal regulations and SACSCOC standards.
- Implement new regulatory requirements and programs, such as the Prison Education Program (PEP), using innovative and practical approaches.
- Continuously refine policies based on institutional feedback, emerging trends, and operational experience.
- Create documentation, training materials, and job aids to support policy implementation.

Process Innovation and Operational Excellence

- Design and implement improved processes for the review and approval of substantive changes.
- Oversee production scheduling, timing, and process design for regular Executive Council meetings.
- Lead the implementation of technology systems for substantive change submissions and reviews.
- Monitor and analyze departmental performance metrics, including submission turnaround times and process bottlenecks.
- Identify and implement process enhancements to improve efficiency and effectiveness.

Education, Training, and Consultation

- Develop and deliver webinars, workshops, and presentations on substantive change topics.
- Provide consultation to institutions, systems, and third parties regarding substantive change obligations and processes.
- Present sessions at annual meetings and conferences demonstrating effective approaches to substantive change management.
- Create educational resources for institutional representatives.
- Lead in-person workshops and offer one-on-one consultations.

Governance Support

- Prepare materials and manage the review of substantive changes by the Executive Council of the SACSCOC Board of Trustees.
- Provide orientation and training for new Executive Council members.
- Support Board of Trustees meetings involving substantive change reviews.
- Manage requests for implementation extensions and other special situations.

Institutional Support and Compliance

- Review and approve institutional contingency teach-out plans and plans for institutional closures.
- Provide accreditation verification and explain notification and approval requirements to third parties.
- Consult with institutions regarding compliance with substantive change policies.
- Oversee temporary emergency relocations of instruction during extraordinary circumstances.

External Relations and Professional Service

- Represent the organization at professional conferences and meetings.

- Promote innovation through service on committees and working groups within the organization.
- Present at invited events for external stakeholders.
- Foster collaboration with other accreditation and regulatory bodies.
- Contribute to the professional field through presentations and publications highlighting effective approaches to change management.

Working Conditions

- Work in an in-office environment using platforms such as Microsoft Teams and Salesforce.
- Travel regularly to conferences, meetings, and workshops.
- Manage both remote and in-office staff.
- Participate in frequent virtual and in-person meetings.
- Meet deadlines in a fast-paced, time-sensitive environment.
- Handle a broad scope of responsibilities and significant work volume.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Expert knowledge of accreditation standards and substantive change requirements.
- Strong leadership and change management skills.
- Excellent written and verbal communication skills.
- Creative problem-solving and critical-thinking abilities.
- Ability to interpret and apply complex regulations and policies.
- Experience developing and implementing improved processes and systems.
- Proficiency with CRM systems (e.g., Salesforce) and other technology platforms.
- Strong organizational and project management skills.
- Ability to manage multiple priorities in a deadline-driven environment.
- Advanced analytical skills with the ability to translate data into effective solutions.
- Effective training and presentation abilities.
- Ability to build and maintain collaborative relationships with diverse stakeholders.

MINIMUM EDUCATION AND EXPERIENCE

- Earned doctorate from an accredited institution.
- Significant (8-10 years) experience in higher education administration, accreditation, or regulatory compliance, with demonstrated change management expertise.
- Proven experience leading teams and managing complex processes.

- Knowledge of federal regulations related to higher education accreditation.
- Experience implementing process improvements in a complex organizational environment.

FLSA Status: Exempt

Terms of Employment: Full-Time

Revised: 08/25/2025