

**JOB TITLE:** Director, Institutional Research, Assessment & Planning

**DEPARTMENT:** Institutional Research, Assessment & Planning

**LOCATION:** Union Campus

**REPORTS TO:** College President

**FLSA:** Exempt

**LEVEL:** 206

**DATE:** 3/26/2018; 09/30/2009

**POSITION SUMMARY:** Provide leadership in the design, development, coordination, implementation and evaluation of institutional research activities.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree; 5 Years related experience

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Develop, coordinate and conduct ad hoc studies for faculty, staff and students. Includes collecting, interpreting, analyzing and presenting the results and making recommendations based on results.
- Function as the data director to ensure that the College meets all state and federal reporting requirements and state financial reporting requirements.
- Direct all planning, assessment and research-related activities.
- Support institutional planning and goal-setting process by developing, maintaining and assessing the college-wide strategic plan. Ensure the strategic plan is integrated with college, state and regional (AQIP) planning initiatives.
- Develop methods for gathering and analyzing data regarding learning outcomes and student and institutional characteristics, area demographics, community needs assessments, student enrollment, retention and attrition studies, institutional effectiveness and the effectiveness of various instructional and research methodologies.
- Lead and support the strategic planning process and provide appropriate data and trend analysis for program review.
- Assist the college in meeting regional accreditation (AQIP) requirements. Includes functioning as the data coordinator, team leader and contributor to the Systems Portfolio and attending regional accreditation and AQIP forums.
- Develop, coordinate and publish annual data fact book.
- Collect and maintain college-wide assessment results, which include analyzing and interpreting data for informed decision making and reporting performance results to the Missouri Dept. of Higher Education.
- Coordinate continuing research studies in the areas of student learning and program review, working under the supervision of the chief academic officer.
- Coordinate continuing research studies in the areas of budgeting, staffing, facilities, & student needs, working closely with the chief financial officer, chief student affairs officer, and other administrators having responsibility for these areas.
- Develop and design surveys to enable student feedback on College services and/or education. Analyze, report and make recommendations based on survey results.
- Coordinate participation and collection of data in national or statewide institutional research related studies to engage in comparative/peer analysis.
- Evaluate and manage the processing and maintenance of data and databases for institutional, divisional and individual needs.
- Ensure data integrity; research and recommend changes to improve data quality.
- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Develop and administer departmental budget.
- Serve as the College representative on all state, regional and national institutional research affiliations.
- Identify both institutional and environmental strengths, challenges, trends and opportunities.
- Provide expert consultation to College personnel on research methodology, data management, and data analysis and interpretation.

- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of mathematics - arithmetic, algebra, statistics and the application of appropriate statistical methods. Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines Employee development and performance management skills. Excellent organizational, analytical and planning skills. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Business and management principles involved in strategic planning and the coordination of people and resources; Higher education requirements and regulations - federal and state regulations and data needs, higher education trends, data definitions and accreditation issues. Written and verbal communication; critical thinking; complex problem solving; technical comprehension - rules and methods; active learning; time management and managerial. Mathematical reasoning - choosing the right methods to solve a problem; inductive reasoning - combining pieces of information to form rules or conclusions; deductive reasoning - applying general rules to specific problems to produce answers that make sense;

**LEADERSHIP and COMMUNICATION SKILLS:** Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal and communication skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments.

**DECISION-MAKING and ANALYTICAL SKILLS:** Decision-making is almost the entire focus of job, affecting most segments of the organization and the general public. Perform professional or managerial work including advanced data analysis and synthesis.

**EQUIPMENT/SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Microsoft Access, Outlook, statistical software (SPSS), MySQL, Ellucian, etc.; office machines such as telephones, fax machines, or copiers.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting; limited exposure to excessive noise, dust and fumes; frequent interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and verbally communicate to exchange information. Availability to work or meet in the evenings and/or on weekends. Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

**POSITIONS SUPERVISED:** Research Analyst

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

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Supervisor Signature/Date

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