

JOB TITLE: Executive Director, Institutional Effectiveness

DEPARTMENT: President's Office

LOCATION: Union Campus

REPORTS TO: College President

FLSA: Exempt

LEVEL: 209

DATE: position created 3/5/18

POSITION SUMMARY: Provide leadership in the design, development, coordination, implementation and evaluation of institutional effectiveness, including responsibility for institutional assessment, research, accreditation processes and planning. Oversee the functions of the Office of Institutional Effectiveness.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of a Master's degree and five years' related experience in institutional research, assessment, planning, and/or continuous quality improvement preferably in a higher education environment.

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

- Direct activities associated with Institutional effectiveness, including assessment, research and planning.
- Support and coordinate accreditation processes at the institutional and programmatic levels at the direction of the President and in conjunction with the Accreditation Liaison Officer.
- At the direction of the President, lead the development and maintenance of the strategic plan.
- Lead the Institutional Research staff in support of college strategies and activities.
- Lead processes related to assessment of student learning, in conjunction with the Chief Academic Officer and appropriate committees, task forces, and other groups established to support assessment.
- Lead processes related to institutional assessment.
- Develop and lead continuous improvement processes.
- Analyze and interpret data for informed decision making.
- Identify both institutional and environmental strengths, challenges, trends and opportunities.
- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Develop and administer departmental budget.
- 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 continuous quality improvement and/or related processes. Knowledge of the use of data and research to support institutional strategies. Knowledge of assessment of student learning outcomes. Knowledge of accreditation processes and requirements. Knowledge of 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 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 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 development and management. Ability to handle confidential material judiciously; Understanding of business and managements principles involved in strategic planning and the coordination. Understanding of higher education trends, data definitions and accreditation issues. 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 – combing pieces of information to form rules or conclusions; Deductive reasoning – applying general rules to specific problems to produce answers that make sense. Knowledge of the

Family Educational Rights and Privacy Act (FERPA), Title IX, ADA and other applicable laws pertaining to employment and education.

LEADERSHIP and COMMUNICATION SKILLS: Ability to 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 present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability effectively 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 judgements; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner.

DECISION-MAKING and ANALYTICAL SKILLS: Decision making is almost the entire focus of the job, affecting most segments of the organization and the general public. Perform professional or managerial work including advanced data analysis and synthesis. Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements. Perform professional-level work requiring a wide range of administrative, technical, accounting, legal, or managerial methods applied to complex problems.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, etc.; office machines such as telephones, fax machines, or copiers.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; will require flexible schedule to work occasional evenings and/or weekends for events. Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement. Availability to work or meet in the evenings and/or 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: Director, Institutional Research/Assessment and Planning

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.

Employee Signature/Date

Supervisor Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*