

## DIRECTOR OF INSTITUTIONAL PLANNING, RESEARCH AND EFFECTIVENESS

### Job Description

**CATEGORY:** Administrative/Professional/Technical  
**POSITION LENGTH:** 12 Months  
**SALARY RANGE:** Commensurate with Education and Experience

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

### JOB SUMMARY

Directs and coordinates planning, institutional research, and assessment functions for the College, including activities related to accreditation and student learning outcomes.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides oversight and supervision for institutional planning, research, effectiveness, assessment, evaluation strategies, trend analysis for environmental scanning, and accreditation processes.
- Ensures that meaningful, appropriate and accurate data and supporting documentation is available to meet the decision-making needs of the College.
- Plans, develops, coordinates and implements all activities necessary to communicate and educate the college community about the institutional effectiveness process of the College.
- Assists in coordinating the annual planning and institutional effectiveness processes with the annual budgeting process.
- Coordinates college-wide systems of academic and service area program reviews; provides orientation, training and support to departments in designing program and functional unit reviews; and delivers monitoring reports, as assigned.
- Compiles, analyzes and disseminates quantitative data on facets of the college and related educational issues, including such areas as institutional characteristics, enrollments, student retention, student transfer, enrollment, grades, other student performance indicators, and fiscal affairs.
- Conducts special projects and studies to address decision-making needs of the College and for senior administrative staff and the president, as assigned.
- Assists with faculty-based assessment efforts in curriculum development and student learning outcomes.
- Serves as the certifying official for the Texas Higher Education Coordinating Board's (THECB) CBM reports and the College's THECB Accountability representative.
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors and other employees.
- Coordinates the creation and implementation of a strategic plan for the institutional planning, research and effectiveness functional area.
- Reviews, maintains and evaluates the budget for the institutional planning, research and effectiveness functional area.

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- Produces appropriate reports to coordinate and communicate the achievement of college performance measures and student learning outcomes to appropriate parties.
- Supervises the creation, administering and reporting of institutional surveys, evaluations and assessments.
- Facilitates the compilation of survey requests and the preparation of specialized reports relating to state and federal compliance, accreditation, THECB, and grant funding agencies.
- Develops outcomes for the institutional planning, research and effectiveness functional area, monitors assessment of those outcomes, and develops plans of action for improvement based on the assessment of those outcomes.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the institutional planning, research and effectiveness functional area.
- Assists with the process for systematic review and evaluation of the institutional planning, research and effectiveness functional area per the model adopted by the College.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by the Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE AND SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Extensive knowledge of campus operations.
- Knowledge of basic statistical theories and principles.
- Proficiency with on-line survey software.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.

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- Demonstrated organizational skills in handling, directing and prioritizing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate with internal and external constituencies in a professional manner, including articulating the College's institutional planning, research and effectiveness functions with clarity and enthusiasm.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or boards of directors.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.

### **REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Master's degree from an accredited college or university.
- Minimum of five years of progressively responsible administrative experience in institutional research, institutional effectiveness or assessment at a comprehensive community college or university.
- Demonstrated experience in developing strategic plans, implementing initiatives and compiling/analyzing data.
- Demonstrated experience in organizing, conceptualizing, and prioritizing objectives and managing a high volume workflow office.
- Proficiency with use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet.

### **PREFERRED EDUCATION AND EXPERIENCE**

- Doctoral degree.
- Experience in the accreditation process, the development and assessment of institutional effectiveness programs and the development of student learning outcomes in a comprehensive community college setting.

### **CERTIFICATES AND LICENSURES**

None required

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#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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#### **Notes:**

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.