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| Position: Director of Institutional Research | Position Number: |
| Department/Site: Office of the Superintendent/President | FLSA: Exempt - Administrative (Classified Administrator) |
| Reports to: Dean of Institutional Planning, Research, and Effectiveness or assigned administrator | Salary Range: VII |

DEFINITION

Under general direction, plans, organizes, and provides oversight for the District institutional research function, including coordination of all research, the collection, analysis, interpretation, and reporting of data and statistics to support institutional planning issues, decision-making, program planning, and other measures of institutional effectiveness; analyzes practices and procedures and makes recommendations for operational, policy, and procedural improvements; develops, summarizes, and maintains reports, records, and files; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean of Institutional Planning, Research, and Effectiveness. Exercises direct and general supervision over professional staff and student assistants.

CLASS CHARACTERISTICS

This is a management classification that plans, oversees, designs, and participates in conducting complex research projects on a variety of institutional, operational, programmatic, and planning issues, including short- and long-term planning and development and administration of program policies, procedures, and services. The incumbent provides assistance to the Dean of Institutional Planning, Research, and Effectiveness in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires an extensive professional background as well as skill in coordinating program work with that of other District divisions and outside agencies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. This classification is distinguished from the Dean of Institutional Planning, Research, and Effectiveness in that the latter has overall responsibility for all research programs, projects, and activities used in institutional effectiveness assessment, strategic and institutional planning and decision-making, and evaluation of key performance indicators of District-wide quality improvement and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

1. Assumes management responsibility for internal and external research programs, projects, and activities of the District institutional research function.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, and priorities for the institutional research function; recommends, within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
3. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the institutional research function, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies

opportunities for improvement and makes recommendations to the Dean of Institutional Planning, Research, and Effectiveness.

4. Selects, trains, motivates, and directs program personnel; evaluates and reviews work for acceptability and conformance with area standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
5. Provides guidance, coordination, and leadership for institutional research, including research methodology, **data disaggregation**, data analysis, and statistics, developing recommendations and actionable strategies, and providing detailed and technical research and planning reports; assists faculty, administrators, and staff in developing research instruments for data collection and assessments.
6. Plans, coordinates, conducts, and disseminates a variety of research, collection, analysis, interpretation, and reporting of data and statistics to provide information and assistance for institutional planning, **equity efforts**, **effectiveness** issues, decision-making, **meta-major** and program planning.
7. Responds to and evaluates ad hoc requests for data, statistical analyses, research projects, and studies; develops, implements, and maintains project schedules and timelines; designs strategies to complete assignments; analyzes and compares a variety of data solutions; makes recommendations to the Dean of Institutional Planning, Research, and Effectiveness.
8. Designs and conducts advanced institutional research projects and activities to support external and internal accountability mandates in areas such as instructional and service performance, program review, enrollment management, matriculation, and outcome assessment.
9. **Provides data projections and forecasting for strategic planning and enrollment management purposes.**
10. Collects institutional data for grant applications; provides evaluative assessments of the data for grant-funded projects to ensure compliance with reporting requirements.
11. Oversees and participates in preparation of a variety of narrative and statistical records, reports, and files related to institutional planning, research projects, data analysis, findings, conclusions, and decision-making; designs and produces related charts, tables, and graphs.
12. **Maintains, provides training support for, and encourages the widespread use of public facing data dashboards and software platforms dedicated to internal data reporting.**
13. Directs and coordinates with the Information and Technology Resources Office to implement a multi-faceted record data warehouse system for extracting data, tracking research projects, and institutional effectiveness reporting; manages the input of a variety of data and information into an assigned computer system; creates complex queries and reports, data extraction, and manipulation in tabular, spreadsheet, and graph formats; generates links to the data and produces a variety of computerized data records and reports for use in projects, studies, and analyses.
14. Investigates and diagnoses evolving data issues and produces effective solutions and recommendations for improvement; develops validation protocols and applies strategies to ensure data integrity.
15. Oversees, coordinates, and participates in the preparation, distribution, collection, and scoring of state mandated, organizational, and special surveys.
16. Prepares and delivers presentations concerning research project data, findings, and related reports.
17. Plans, develops, and implements techniques to optimize the efficiency and effectiveness of data collection, research, and reporting activities.
18. Works collaboratively with various campus units to stay abreast of reporting needs and complies with federal, state, **and accreditation** reporting requirements.
19. **Cultivates the institution's research capacity and data analytic capabilities.**
20. **Directs and coordinates outreach of the research staff to committees, meetings, and stakeholder groups.**
21. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the institutional research function and other related services.
22. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to institutional research; contributes data expertise to college initiatives by validating and providing District data resources.
23. Monitors changes in laws, regulations, and technology that may affect District or function operations; implements policy and procedural changes as required.

24. Learns and applies emerging technologies, as necessary, to perform duties in an efficient, organized, and timely manner.
25. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
2. Principles and practices of enrollment management.
3. Principles and practices of fiscal management, strategic, and facilities planning.
4. Pertinent federal and state laws and regulatory provisions.
5. College accreditation procedures, practices, and standards.
6. The development, implementation, and assessment of student learning and/or service area outcomes.
7. Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.
8. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
9. Advanced applied research, analysis, and reporting methods, techniques, and procedures.
10. Theories, principles, and methods of research project design, methodology, qualitative and quantitative analyses, and longitudinal and program evaluation studies.
11. Principles of software analytics and database structures and management.
12. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
13. Principles and procedures of record keeping.
14. Modern office practices, methods, and computer equipment and applications.
15. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
16. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, socio-economic, and ethnic groups.

Ability to:

1. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
2. Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
3. Deliver formal and influential presentations.
4. Be a fair-minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
5. Develop, implement, and evaluate programs and services.
6. Utilize data and assessment outcomes to make improvements for programs and services.
7. Inspire and motivate others toward goal achievement.
8. Counsel, direct, and facilitate professional development of employees.
9. Effectively manage priorities in large, complex and diverse operational units.
10. Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.
11. Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
12. Select, supervise, and evaluate employees.
13. Plan and conduct effective research studies applying appropriate and effective design, methodology, and data analysis techniques.

14. Perform advanced duties in support of institutional research programs, projects, and activities.
15. **Develop, align, and report on metrics to support institutional planning, equity, and effectiveness initiatives.**
16. Apply a variety of techniques of data extraction, **including sophisticated query writing**, and modify techniques and procedures to ensure data integrity and relevance.
17. Utilize relational databases, institutional datasets, statistical software programs, **database platforms and data dashboards**, and visualization and reporting tools.
18. Gather, retrieve, synthesize, analyze, summarize, and present administrative and technical information and data in an effective manner.
19. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
20. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
21. Establish and maintain a variety of filing, record keeping, and tracking systems.
22. Understand scope of authority in making independent decisions.

Education and Experience:

1. A master's degree from a college or university accredited by a regional accrediting agency recognized by the United States Department of Education, and
2. Two (2) years of administrative leadership experience in a higher education setting or other relevant setting that demonstrates advanced analytic ability and competency in research methodology, evaluation methodology, measurement, report writing, and statistics.

Licenses and Certifications:

1. Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.