HARTNELLCOLLEGE

Position: Outcome and Assessment Specialist	**Position Number:**
Department/Site: Academic Affairs	**FLSA:** Non-Exempt – (Classified CSEA)
Reports to: Director, dean or other administrator in assigned area	**Salary Range**: 28

DESCRIPTION:

Under the general direction of a dean or other area administrator, the Outcome & Assessment Specialist will maintain and update assessment software reports, track assessment activities and data related to courses, programs, service areas, and the institution; provide support to college committees responsible for outcomes and assessment, as well as to administrators and faculty performing those functions; serve as technical resource to faculty and administration regarding outcome and assessment activities; provide assessment data to administrators, faculty, and staff for college-related and accreditation-related reporting functions and documents; and train personnel in the use of appropriate assessment tools and techniques.

REPRESENTATIVE DUTIES:

- Maintain and update assessment database and reports using assigned software programs to track outcomes and assessments, including student learning outcomes (SLOs) and Service Area Outcomes (SAOs).
- Coordinate assessment reporting and development of assessment calendars to ensure compliance with college and accreditation timelines and to facilitate efficient, effective outcome assessment and reporting.
- Serve as technical resource to faculty and staff in the development and preparation of assessment activities and narrative and statistical reports.
- Collaborate with faculty, staff, area deans, information technology (IT) staff, and institutional effectiveness and research staff to ensure the accuracy, timeliness, and completeness of assessment data.
- Trouble-shoot and problem-solve technical and logistical issues in outcomes and assessment reporting and data collection.
- Track and report course, program, service area, and institutional outcome assessment activities, participation rates, progress, and completions.
- Provide technical and logistical support for the Outcomes & Assessment Committee and any faculty member assigned to a leadership position in that committee, for committee meetings, reporting functions, and other outcomes and assessment work.
- Maintain college website on outcomes and assessment, including the Outcomes &Assessment Committee web pages, to ensure accurate and up-to-date agendas, minutes, timelines, reports,

and supporting materials.
- Provide technical support in the creation, maintenance, updating, and overall use of the assessment software program.
- Provide assessment data reports for faculty, staff, and deans, such as faculty participation reports, course statistics and evidence reports, and SLO and SAO performance reports, among others.
- Create and distribute course- and section-level plans or reports based on college assessment timelines.
- Create and distribute global assessment tools each semester based on assessment calendars developed by personnel in each discipline or area of the college.
- Collaborate with other college personnel, such as those in curriculum and scheduling, to help ensure the alignment of outcome assessments and the database software tools housing those data (currently eLumen) with the curriculum database software (currently CurricUNET).
- Coordinate work with and support efforts of Curriculum Committee as those efforts relate to outcomes and assessment.
- Coordinate with IT for data load accuracy, implementations, and timelines.
- Participate in developing and delivering trainings, workshops, and webinars to teach faculty and staff how to use the college's assessment software.
- Demonstrate knowledge of accreditation standards as they apply to outcome assessment and reporting requirements; assist in data collection related to outcome assessment for both college and accreditation reporting.
- Assure compliance with state and local rules, regulations, and policies relating to assignment.
- Perform specialized administrative duties relating to fields of expertise as assigned; assist administrators with special projects regarding outcome assessment.
- Operate a computer and assigned software programs and related peripherals; operate various office equipment as assigned.
- Communicate effectively both orally and in writing; establish and maintain effective working relationships with others using interpersonal skills including tact, patience and courtesy; take initiative and work independently with general supervision.
- Work collaboratively with and serve on assigned college committees.
- Perform related duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

KNOWLEDGE OF:

- Project scheduling and coordination.
- Computer operation and assigned software.
- Data entry and retrieval methods.
- Oral and written communication skills.
- Interpersonal skills including tact, patience, and courtesy.
- Record-keeping techniques.
- Optimal database use and functions.
- Accreditation purposes, processes, and functions.
- Web-based content management tools.
- Laws and regulations related to community college operations and governance.

SKILLS AND ABILITIES TO:

- Provide technical support in the development, implementation, and approval of outcome assessment-related data.
- Interpret, apply, and explain District policies, rules, and regulations related to outcome assessment functions.
- Research, compile data, and summarize a variety of information to create cohesive oral and written reports.
- Maintain detailed and accurate records and files for historical records, audit purposes, and reports.
- Collaborate in a participatory governance environment with multiple stakeholders.
- Operate a computer and assigned software systems.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Establish and maintain cooperate and effective working relationships with others.
- Communicate effectively both orally and in writing.
- Prepare reports, correspondence, and other written materials.
- Learn how to create, maintain, and update web pages using the college's web content management system.
- Interpret and apply laws, rules, guidelines and regulations related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training that would indicate possession of the required knowledge, skills, and abilities listed herein. A typical way to demonstrate this is an earned associate's degree, including college-level course work in business administration, education, or a related field involving research, and at least two years' experience in higher education OR the equivalent. Experience in research or report writing will be useful to the successful candidate.

PHYSICAL EFFORT/WORK ENVIRONMENT:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; bending at the waist, kneeling or reaching to retrieve and file records, or adaptive equivalent.