



Job Title: Coordinator of Institutional Effectiveness

Wage/Hour Status: Exempt

Reports to: AVP Planning, Effectiveness, Analytics/Assessment & Research **Pay Grade:** 111

Department: Planning, Effectiveness, Analytics/Assessment & Research **Date Revised:** 7/2017

CLASS SUMMARY:

Directs the development and implementation of a comprehensive program to enhance the institutional effectiveness of the college.

DUTIES AND RESPONSIBILITIES:

1. Plans and implements program/unit reviews; works collaboratively with faculty and staff on the program review process.
2. Examines and re-engineers operations and procedures and formulates policy.
3. Develops and implements new strategies and procedures.
4. Provides assistance and support in problem solving, project planning and management, and development and execution of stated goals and objectives.
5. Collaborates and provides consultation for faculty, staff, and administrators to design, implement, and document appropriate and effective assessment plans and activities.
6. Analyzes findings from assessment data and makes recommendations to college administration to enhance program outcomes and/or departmental services.
7. Performs other planning and research duties related to assessment and evaluation.
8. Assists with the quality enhancement plan (QEP) at the college.
9. Provides training and support to faculty and staff, academic program chairs, college committees, and college units to plan, implement, and evaluate meaningful assessment activities.
10. Assists faculty and others, where appropriate, in the development of Student Learning Outcomes (SLOs) and the determination of their effectiveness.
11. Provides leadership for the development of program-level SLOs.
12. Performs miscellaneous job-related duties as assigned.

QUALIFICATIONS:

Bachelor's degree or higher and three (3) years of experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Master's degree in social sciences, education, computer/information systems or related field experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of the theories, principles, and practices associated with institutional planning, evaluation, and research.
- Knowledge of administration of higher education institutions and accreditation requirements and guidelines.
- Customer service principles.
- Knowledge of basic statistical theories and principles.
- Demonstrated knowledge and leadership experience in student success strategies and institutional effectiveness strategies.
- Ability to work in a team environment.
- Strong communication skills, particularly listening skills.
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Ability to make timely decisions and to manage time, projects, and resources in order to achieve goals and to meet deadlines.
- Ability to use independent judgment and to manage and impart confidential information.
- Ability to analyze and solve problems.
- Ability to plan, develop, and coordinate multiple projects.
- Skill in organizing resources and establishing priorities.
- Ability to lead and train staff and/or students.
- Demonstrated ability to maintain confidentiality.
- Ability to make administrative and procedural decisions and judgments on sensitive, confidential issues.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- No or very limited physical effort required.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.