

DIRECTOR, RESEARCH AND INSTITUTIONAL EFFECTIVENESS

DEFINITION

Under administrative direction of the Vice President of Instruction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Research and Institutional Effectiveness Department. Direction includes institutional and faculty research, assessing the access, engagement, and success of diverse student populations, review, analysis, interpretation, and reporting of data and information used in assessing institutional effectiveness, strategic and institutional planning and decision-making, and evaluating key performance indicators for College-wide quality improvement. Coordinates assigned activities with other College departments, officials, and outside agencies. Collaborates with the Vice President of Instruction to plan, organize, and support accreditation. Provides analytics supportive of the Strategic Plan, the Educational Master Plan, student learning outcomes, enrollment trends, accreditation, diversity, equity, and inclusion, and required internal and state/federal external reports.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President of Instruction. Exercises general direction and supervision over assigned staff.

CLASS CHARACTERISTICS

This is a Director classification, which leads, oversees, directs, and participates in all activities of the Research and Institutional Effectiveness Department. This class provides oversight for complex research and planning support to the Vice Presidents and the President/CEO. The incumbent is accountable for accomplishing department planning, goals, and objectives and for furthering College planning, goals and objectives within general policy guidelines. Successful performance requires knowledge of education policy, management practices, and College functions, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes-management responsibility for all Research and Institutional Effectiveness Department programs, services, and activities responsibility includes research, review, disaggregation, analysis, interpretation, projection, and reporting of a variety of data and information used in assessing institutional effectiveness, strategic and institutional planning and decision-making; responsibility also includes evaluating key performance indicators for College-wide quality and equity in improvement of instruction, student support, hiring and personnel, and administration.
2. Coordinates assigned research agendas from funded grant projects in collaboration with management; Ensures compliance with College, division, and departmental policies and procedures; ensures compliance with applicable laws and regulations.
3. Leads, supervises, plans, implements, and collaborates on the development of policy, procedures, and programs to assure unit goals and delivery systems are equitably

meeting diverse student-learning needs and are in consonance with college goals and objectives.

4. Provides leadership in College-wide planning, assessment, accreditation, and research activities to positively impact equitable outcomes of diverse students and overall institutional effectiveness. Promotes excellence through the integration of strategic planning, systematic institutional evaluation, disaggregation and assessment, and qualitative and quantitative data analysis, and research to support College decision making.
5. Leads, plans, supervises, assesses, evaluates, and integrates institutional research and integrated planning processes, development and measurement of performance outcomes, institutional and academic planning, and other indicators of institutional effectiveness.
6. Oversees the development and maintenance of up-to-date information databases to support demographic, enrollment management, strategic planning, special programs, and institutional performance research, processes, and decisions.
7. Responsible for all research and planning functions under their purview including program review and institutional research conducted on campus, including those sanctioned under the Institutional Review Board.
8. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
9. Selects, trains, and evaluates department personnel; evaluates and reviews work for acceptability and conformance with College-wide standards.
10. Oversees and participates in reviewing Student Learning Outcomes (SLO) and assessments; provides technical training to faculty on SLO development and assessment procedures and guidelines.
11. Conducts a variety of analytical and operational studies regarding College-wide and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes recommendations.
12. Ensures mandated reports are submitted according to established timelines.
13. Develops and oversees the college data warehouse for applied uses in planning, decision-making, research, development, institutional effectiveness, accountability review, and operational effectiveness.
14. Develops and prepares institutional planning documents; directs institutional research functions to support institutional studies, data management and institutional reporting.
15. Chairs, or serves as member of, college committees and task forces, chairs the Institutional Review Board (IRB), co-chairs the Institutional Effectiveness Committee (IEC), and advises President's Advisory Council on related matters.
16. Monitors College information such as demographic data, IPEDS data, CCCCO Scorecard data, outcomes and assessment data.
17. Selects, adapts, and applies appropriate quantitative and qualitative research design and statistical tools and techniques to all areas of study.
18. Advises, provides guidance, prepares and delivers presentations on issues pertaining to institutional effectiveness.
19. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
20. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized

groups.

21. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
22. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
23. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
24. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
25. Serves as liaison to state and federal agencies and with statewide research organizations.
26. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Vision, mission, and core values of the California Community College system including principles of practices for advancing diversity, equity, and inclusion of its diverse student body.
3. Administrative principles and practices, including goal setting and program development, implementation, and evaluation.
4. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Principles, practices, theories, and methods of research design, evaluation, collection and analysis, interpretation, and reporting of a variety of data and information used in assessing institutional effectiveness, strategic and institutional planning and decision-making, and evaluating key performance indicators for College-wide quality improvement.
7. Data collection information systems and statistical software, developing databases commonly used in research (MIS, IPEDS, National Student Clearinghouse).
8. Survey and statistical analysis instruments, techniques, and methodology.
9. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to research and institutional effectiveness programs, projects, and operations.
10. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Accrediting Commission for Community and Junior Colleges (ACCJC) Accreditation Standards, college self-evaluation report processes, and California Community College Chancellor's Office's reporting metrics.
12. Modern office practices, methods, and computer equipment and applications.
13. Techniques for effectively representing the College in contacts with governmental

agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Provide administrative and professional leadership and direction for the department and the College.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer a variety of research and institutional effectiveness programs, projects, and administrative activities.
12. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
13. Establish and maintain a variety of filing, record keeping, and tracking systems.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
15. Learn and apply emerging technologies as necessary, to perform duties in an efficient, organized, and timely manner.

Education and Experience:

1. Equivalent to a Master's degree from an accredited college or university with major coursework in education, research, statistics, or a related field, and
2. Five (5) full-time equivalent years of management and/or administrative experience in institutional outcomes assessment, accreditation, institutional review boards, institutional effectiveness, research, and planning.

Desirable Qualifications:

1. Experience as a faculty member in a college or university, which included experience in program review, curriculum development, or active participation in collaborating with peers and multiple stakeholders to develop and implement programs and services to improve outcomes of students with diverse background and preparation.
2. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
3. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; ability to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Positions in this classification may occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 5/2021; 8/2023