

Position: Director, Institutional Effectiveness, Research and Planning Grade 35

Summary

Plans, supervises, assesses, evaluates and integrates institutional research supporting strategic planning processes, development and measurement of performance outcomes, institutional and academic planning, and other indicators of institutional effectiveness. Oversees the development and maintenance of up-to-date information databases to support demographic, enrollment, strategic planning, special programs, and institutional performance research, processes, and decisions. The position also provides complex administrative support to the Vice President, Academic Affairs.

Distinguishing Career Features

The Director of Research and Planning reports to the Vice President, Academic Affairs and is responsible for institutional research and decision support. This position provides information and planning support to the Cerritos College community through published reports and visualizations in a logical and contextual manner for enhanced understanding; to develop college-wide and unit-level reports to inform decision-making and aid strategic planning; to assist in the compilation and dissemination of information in meaningful ways to internal and external stakeholders through summary reports, dashboards, and interactive online data displays; and to educate and train data users on information available from the office.

Essential Duties and Responsibilities

- Directs and conducts an array of research to identify and assess the District's short and long-range institutional needs and opportunities. Collects, prepares and maintains statistical information and establishes the appropriate quantitative and qualitative research design and statistical tools to be used in research and decision support.
- Plans, organizes, performs, integrates and evaluates programs, services and research activities of the department including, but not limited to institutional and faculty research, strategic planning, and performance measurement.
- Collaborates with the office of academic affairs for institutional effectiveness directly related to the college planning process as well as alignment of initiatives, priorities, and plans to the Educational Master Plan.
- Performs research studies that support planning and evaluation.
- Provides leadership in establishing new and emerging technologies in support of research and planning, and student services.
- Establishes and maintains professional communication and work relationships with personnel in district and statewide offices to ensure program compliance.

- Directs and participates in research for establishing institutional accountability measures and key performance indicators. Works with administrators and external agencies to determine outcomes and measures.
- Provides data and performance measurement support to processes that review programs, accreditation, and compliance.
- Assists with, or directs the development of, surveys conducted by the college and directs or performs analysis and preparation of reports based on these surveys.
- Directs and coordinates institutional research information reporting to other institutions and agencies (e.g., IPEDS, ARCC).
- Audits and releases official information about college student enrollment, faculty, student and staff characteristics.
- Researches trends in community-based demographics and economics, trends in education and a variety of other information used to support decisions.
- Develops, manages, and monitors reporting calendars for all state and federal data requirements.
- Directs the design and conduct of feasibility studies for new curricula, programs, facilities, and other services that enhance student success.
- Assists the college in developing assessments for student learning outcomes.
- Responsible for ensuring accuracy of print and online publications related to the area of responsibility.
- Monitors data integrity.
- Directs or serves as research consultant for college program review activities.
- Coordinates the development and maintains an expanded Data Warehouse for research, planning, and development.
- Supervises data analysis and trend monitoring.
- Assists managers, faculty, and staff in construction of reliable and valid research instruments.
- Prepares recommendations and/or contracts as appropriate and submits them to administration and/or Board of Trustees for consideration.
- Develops and monitors budgets and maximizes financial resources.

- Leads, supervises, trains, supervises, evaluates and provides information to staff to enhance their ability to accomplish the unit's objectives, vision, and mission
- Certifies payroll for assigned personnel. Applies the terms and provisions of applicable collective bargaining agreements; state and federal laws; and District Board Policies and Administrative Procedures in personnel matters.
- Anticipates, prevents, and resolves conflicts and problems under areas of supervision.
- Participates in community, state, and national organizations and meetings.
- Participates on or chairs committees, task forces, and special assignments.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

Qualifications

Minimum Qualifications for Education and Experience

- Requires a master's degree in a social science, mathematics, statistics, business, economics, research, or other related field, or the equivalent.
- Two years of experience conducting research, analyzing data, analyses for an institution, interpreting data, and presenting findings.
- Minimum of one year of formal training, internship, or leadership experience reasonably related to this administrative assignment is required.
- Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic background of the student, community, and employee population.

Knowledge and Skills

The position requires professional knowledge of:

- Theories, principles, and practices associated with higher education counseling, curriculum and instruction, matriculation, and student services.
- Development, maintenance and administration of a budget.
- Philosophy and objectives of the community college.
- Principles of functional leadership, training and performance evaluation.
- Pertinent federal and state laws and regulations.
- Learning and student success process, assessment, student learning outcomes, learning communities and application of technology.
- Strategic planning in organization and management practices, assessment, analysis and evaluation of programs, policies and administrative needs.
- Current principles and procedures of social science or higher education research planning, design, methodology, and analysis; principles, theories, techniques and methods of inferential and descriptive statistics; computerized information systems used in research such as statistical analysis, word processing, database management, spreadsheets, graphics, and telecommunications.
- Student outcomes assessment and measures of institutional effectiveness.
- Legislative and educational oversight body processes, requirements, and trends.

- Relational database concepts, including logical and physical data layout, programming and report writing tools.

This position requires demonstrated skill in:

- Developing assessment, teaching, and learning processes that enhance student success and outcomes.
- Organizing work and building an effective team to meet the needs of the assigned areas.
- Oral and written language sufficient to prepare reports and professional correspondence.
- Human relations/interpersonal skills to conduct performance reviews, deliver presentations, and convey technical information to a wide variety of audiences.
- Use of a full range of office productivity computer software as well as computer-aided statistical applications and educational modeling.

Abilities

This position requires the ability to:

- Learn, interpret, and ensure compliance with state and federal laws, Title 5, and other federal and state regulations as related to the responsibilities of the position.
- Be open to change and new methods in the assigned area of responsibility.
- Continuously engage in learning and self-improvement.
- Meet change with innovation to promote and meet the college mission.
- Organize, plan, develop, and write new programs, develop new concepts, analyze outcomes, and prepare clear and concise reports.
- Guide and direct others in goal achievement.
- Direct and facilitate development of personal and team perspectives, and develop and deliver training programs.
- Develop and monitor budgets and maximize financial resources.
- Work cooperatively and productively with internal and external constituencies.
- Advocate for shared governance, collegiality, staff cohesiveness and for the core values of the institution.
- Establish, manage and evaluate departmental goals, objectives and annual performance plans.
- Design research studies for use in education and social environments.
- Apply, interpret, and draw conclusions using advanced statistical concepts.
- Prepare complex, compelling proposals and reports, multi-media presentations, and empirical findings, forecasts, and recommendations to large audiences with diverse backgrounds.
- Exercise critical judgment and creativity, establish priorities for, plan, and organize a variety of work assignments and the ability to provide leadership and supervision to staff in a Research and Planning Department.

Physical Abilities

This position requires the physical ability to:

- Function in an office environment performing work of primarily a sedentary nature with some requirement to move about campus and to off-campus locales.
- Use hearing and speech to make presentations to groups and carry on conversations over the phone and in person.
- See with sufficient visual acuity to read printed materials and computer screens.

- Use hand/arm/finger dexterity to retrieve work materials and operate standard office equipment.
- Work a flexible schedule which may include evenings, weekends, and split schedules.

Licenses and Certificates

May require a valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.

Revised: August 11, 2011; September 4, 2019