

CLASS SPECIFICATION
Director of Institutional Research

FLSA Status: Exempt
EEOC Job Category: Officials and Administrators
Union Representation: Unrepresented

GENERAL PURPOSE

Under the direction of the Associate Dean of Institutional Effectiveness, the Director of Institutional Research designs, develops and conducts major institutional research studies, performs high order statistical analyses and prepares and presents reports on research results; coordinates data collection, analysis and reporting related to institutional research and planning efforts; provides technical support to faculty, staff and administration regarding research methodologies and the assessment of student learning and administrative unit outcomes, survey design and development and reporting of results for decision-making; oversees required college, state, and federal reports; trains, supervises and evaluates the performance of assigned personnel; and performs related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, supervises and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual departmental budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve program and District goals, objectives and performance measures consistent with the District's quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Conducts broad-scale and highly complex institutional research projects and studies; designs research and study methodologies for a variety of institutional research projects and assignments including studies of: occupational course outcomes; validity, reliability and accuracy of placement examinations; and methods and tools for assessing institutional outcomes; exercises project

responsibility from conceptual design and problem definition/hypothesis development through to data collection, analysis, interpretation and findings; utilizes advanced research methodologies and high order statistical analysis techniques and performs analyses using sound, up-to-date research practices; identifies and obtains required data resources; conducts literature reviews; works closely with staff involved in department-specific data collection to ensure data integrity and reliability; designs web-enabled, scannable and other survey forms using specialized software; prepares final written and oral reports on institutional performance and student learning outcomes appropriate of varying audiences.

5. Designs systems and tools to extract, collect, analyze, integrate and report on data and information related to academic programs, curriculum, enrollment management, student demographics and outcomes, matriculation, assessment and other relevant data; downloads, formats and builds longitudinal database files from the California Community College Chancellor's Office Management Information System (MIS) and from other data systems as needed to support institutional research projects.
6. Works with administration and faculty to integrate SLO assessments into instructional improvement, institutional evaluation and District planning and management activities and decision-making; develops and presents assessment options and advises administration and faculty on their efficacy.
7. Trains faculty, managers and staff on SLO assessments; organizes and conducts in-service staff training on data collection and accountability policies, procedures and techniques; facilitates, develops and presents staff development activities.
8. Leads and works collaboratively with instructional divisions, administrative units and others to design and conduct educational research to improve teaching and learning in the classroom and to improve support programs and services; disseminates results and presents findings.
9. Assists the Dean in evaluating and responding to requests for complex or original research support from within and outside the District; works independently with requestors to clarify their needs and optimize the utility of research results; collaborates with Institutional Resource Development to support the development of complex institutional grant proposals and prepares progress and evaluation reports for federal and state-funded grants.
10. Assists the Associate Dean of Institutional Effectiveness in monitoring progress on a portfolio of research studies and developing appropriate project timelines.
11. Working with IITS, designs, prepares and maintains data for the LBCC COGNOS tools that report on measures of institutional effectiveness; provides functional input and technical direction to IITS staff in integrating key institutional performance metrics in a District-wide information system; develops and maintains complex data sets related to student cohort tracking.
12. Develops and maintains professional relationships with faculty, administrative units, and external educational institutions and research organizations and stays abreast of national, state, and local institutional research issues.
13. Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of management and supervision.
2. Principles and practices of employee training and supervision.
3. Structures of higher education, statistical research methodology and analysis, and data processing applications.
4. Qualitative and quantitative research methods, as well as design, evaluation, and statistical procedures applied to research, such as correlation and multiple regression techniques.
5. Survey design, development and execution, focus groups, statistical analysis, and report writing.
6. Commonly accepted legal and ethical standards for conducting institutional research.

Ability to:

1. Supervise, evaluate and train assigned personnel.
2. Use a variety of software/database applications including relational databases, Cognos, PeopleSoft, SPSS, and the Microsoft Office Suite, particularly Microsoft Access.
3. Conduct qualitative and quantitative analyses.
4. Structure complex data and present technical information in a manner useful to recipients/users.
5. Conduct research and prepare studies that assist in decision-making and planning.
6. Maintain confidential data with discretion and in accordance with college policy.
7. Work effectively with faculty, staff, and students in a diverse multicultural environment.
8. Efficiently read, analyze, and interpret professional journals, technical procedures, and governmental regulations.
9. Write complex reports, business correspondence, and procedure manuals.
10. Identify critical research questions, define problems, collect and analyze pertinent data, and draw valid conclusions.
11. Communicate effectively to audiences of varying technical expertise.
12. Analyze situations accurately and adopt an effective course of action.
13. Manage multiple projects while meeting schedules and timelines.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university with a master's degree in a research-oriented discipline in the Social Sciences, Public Policy, Statistics, Applied Research, Behavioral Sciences, Education or a related field and a

minimum of three years of increasingly responsible experience in an educational setting working on the design, research, and conducting of research, particularly at the institutional level preferred; or an equivalent combination of training and experience. Possession of an earned doctorate degree with at least 12 units of upper division or graduate level semester units in research design and advanced and/or applied statistics is highly desired.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under deadlines on multiple concurrent tasks; and interact with District administrators, management, faculty, staff, state and federal agencies and funding sources, representatives of other public agencies and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.