



Shawnee Community College Job Description

Title: Executive Director of Institutional Effectiveness

Reports to: <u>President</u>	Location: <input checked="" type="checkbox"/> Main <input type="checkbox"/> Anna <input type="checkbox"/> Cairo <input type="checkbox"/> Metro <input type="checkbox"/> Vienna
Division: <u>Executive</u>	Department: <u>Institutional Effectiveness</u>
Classification: <u>Administrative</u>	Level: <u>17</u>
FSLA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Status: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT <input type="checkbox"/> Temp
Effective Date: <u>09/30/24</u>	Grant: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

SUMMARY

The Executive Director of Institutional Effectiveness is the College’s Chief Research/Strategy Officer and provides leadership in matters related to Institutional Effectiveness (IE). Collectively, IE functions include: institutional research, institutional assessment, strategic planning, operational planning, institutional reporting, performance management, strategic decision-making, regional accreditation, institutional performance analytics, enterprise resource planning reporting systems, grants, and shared governance. In addition, this position ensures the College is compliant with all State and Federal reporting laws, rules, regulations, and guidelines. Finally, as a member of the College’s senior leadership team, this position provides support to the President and other senior-level staff aimed at accomplishing the College’s strategic initiatives and overall improvement of service to students and the community.

MINIMUM QUALIFICATIONS

- A Master’s degree in Business Analytics, Project Management, Research or a related discipline.
- 3-5 years of experience and a demonstrated track record of accomplishment in management consulting, strategy, business development, project and program management, financial planning & analysis, or public policy.

Preferred:

- A Doctorate degree in Business Analytics, Project Management, Research or a related discipline.
- Experience in strategic planning, project management, academic assessment practices, and surveys.
- Project Management Certification (PMP, PMI-PBA, OTF, OTI, OTO, PgMP, PfMP, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

LEADERSHIP

1. Create and sustain a supportive College culture that engages employees, recognizes diversity, ensures equity, promotes inclusion, and creates a sense of belonging by fostering an environment of teamwork, accountability, communication and vision.
2. Develop, implement, and continuously improve the College’s Strategic Plan; research, identify, and share market trends and best practice information that address challenges/opportunities within the higher education landscape; identify, prioritize, and lead the development of strategic initiatives and potential resource investments aimed at improving the College’s programs and services.
3. Collaborate with senior leadership to provide the data support needed to inform decisions aimed at the attainment of the College’s strategic initiatives.
4. Counsel and coach employees on matters relating to data-informed operational-level decision-making.
5. Conduct research and analyze performance trends, including review of reports and analytics from the enterprise resource planning (ERP) information system, to make informed decisions aimed at improving institutional performance.
6. Maintain knowledge of trends, best practices, regulatory changes, and new technologies in IE; apply this knowledge to guide senior leaders and shared governance councils/teams with changes in policy, practice, and implementation of strategic initiatives.
7. Advise the President on matters relating to IE and shared governance.
8. Oversee the College’s regional accreditation (i.e. Higher Learning Commission) activities.
9. Represent the College at various community, civic, professional meetings, and conferences, as directed by the President.



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ADMINISTRATION/MANAGEMENT

1. Ensure employees, external partners, and government agencies receive excellent customer service in all interactions with the Office of Institutional Effectiveness.
2. Plan, lead, develop, coordinate, and implement policies, processes, training, initiatives, and feedback mechanisms to support the College's IE and strategic planning initiatives.
3. Oversee the administration of IE programs and services.
4. Assist President with the administration of the College's shared governance systems/processes; assist senior-level team with oversight of project managers who lead strategic initiatives.
5. Implement a strategic decision-making framework/system (i.e., Shawnee Community College Effectiveness System); identify, track, and continuously improve key metrics/measures to assist with achieving strategic priorities; implement and maintain data visualization tools (i.e. dashboards, analytic software, etc.) to assist employees with making data-informed decisions.
6. Present strategic findings and recommendations to a diverse group of employee stakeholders through written reports and oral presentations.
7. Assist senior-leaders with program accreditation activities.
8. Approve all College grant applications, ensuring they support the attainment of strategic initiatives; assist grant project managers with grant reporting requirements.
9. Ensure the security and confidentiality of student and employee records pertaining to IE functions.
10. Inform employees of College institutional effectiveness policies, procedures, and programs, through such means as orientation sessions, website maintenance, college intranet (i.e. MYSCC), social media posts, memos, various meetings, and the use of informational employee bulletin boards.

ACCOUNTABILITY

1. Ensure compliance with federal, state, and local laws and regulations, including Student Clearinghouse and IPEDS reporting; work through the College's shared governance process to review and modify policies, procedures, guidelines, and practices to improve performance, maintain compliance, and/or align with widely accepted best practices.
2. Ensure the College meets all Higher Learning Commission accreditation standards, eligibility requirements, and policies related to institutional research, planning, and reporting operations.
3. Promote an evidence-based culture of accountability which guides innovation, implementation of best practices, and continuous quality improvement of IE operations.
4. Establish performance standards for IE programs and services.
5. Prepare Institutional Effectiveness and Strategic Planning Monitoring Reports for the Board; support senior-level employees with the development of Board Monitoring Reports.

FISCAL

1. Develop and manage the IE Department budget.
2. Assist with College-wide budget planning processes by providing enrollment forecasting and data support aimed at prioritizing budget allocations.
3. Manage risk by monitoring conditions, events, and circumstances present through the performance of the essential functions of this job.
4. Manage risk by ensuring proper policies and procedures are in place and followed to ensure data security and confidentiality.
5. Implement policies and procedures used in emergency and/or crisis management situations.

OTHER

1. Perform other related duties which may be required by the President (i.e. duties that may not be specifically listed in the class specification or position description, but are generally within the occupational series and responsibility level associated with the employee's class of work).
2. Work Monday thru Friday, during normal business hours; must attend monthly Board of Trustee meetings; must be able to periodically work outside of normal work hours to meet project deadlines, and/or attend meetings designated by the President.



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SKILLS & ABILITIES include the following:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to effectively communicate in spoken and written standard English
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with (or the ability to quickly learn) the College's Banner/Colleague/CROA systems.

SUPERVISORY RESPONSIBILITIES

Research Associate & Administrative Assistant.

CUSTOMER SERVICE STATEMENT

Consistently performs duties with concern, courtesy, and respect for all persons in a prompt and timely manner. Must work cooperatively with students, employees, government agencies, and community members and be sensitive to issues of student and employee diversity. Consistently exhibits responsiveness to others in the organization at all levels and responds to requests for assistance from students, staff, and community members in a helpful and timely manner.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position. Lifting items up to 20 pounds in weight.

Sitting for prolonged periods of time.

WORK ENVIRONMENT

Work is primarily in an office/school environment. Noise levels usually are moderate.