

DIRECTOR, RESEARCH AND PLANNING

SALARY GRADE: C4-79

DEFINITION

Under general direction, plans, organizes, designs, oversees, and implements institutional research, planning, and effectiveness projects for assigned College to support decision-making, budgeting, accreditation, assessments and evaluations, program review, enrollment management, and planning; participates in and supports the development and implementation of institutional strategic and equity planning processes; plans, designs, and conducts research to meet compliance with state, federal, district and college requirements and accreditation standards; serves as a College Accreditation Liaison Officer; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the President. Exercises direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating comprehensive institutional research and planning projects for assigned College. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities and providing consultative and collaborative engagement with committees, campus administrators, faculty, and staff to maximize educational effectiveness and program performance. The position uses data-informed, continuous improvement methodology to provide reliable, complete, and understandable data and information to inform decision-makers. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Plans, organizes, designs, coordinates, and implements a comprehensive program of research projects for assigned College to support institutional research, planning, and effectiveness.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs and projects; continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Leads, in consultation and collaboration with the College President, the design and implementation of assessment and evaluation programs for improving institutional and program performance.
- Conducts data-driven research to meet compliance with state, district, and/or college requirements and accreditation standards.
- Serves as College Accreditation Liaison Officer by leading accreditation processes and reporting; coordinates and participates in site visits; provides information and data as requested.
- Attends meetings and serves as a representative to the State Chancellor's Office.

- Maintains membership and seeks leadership roles in state and national research organizations; participates in local, regional, and state activities to promote institutional research and planning and develop ways for collaborating on research projects with other community colleges/districts.
- Identifies, analyzes, documents, writes, and presents research findings on related issues including student retention, cohort tracking, student learning and institutional outcomes, placement and outcomes assessment, matriculation, program evaluation, enrollment, staffing, impact studies, student success, and equity outcomes studies.
- Participates on strategic planning committees by providing reliable, complete, and understandable data and information to inform decision-makers; participates in development of planning and accountability deliverables, such educational master plans, strategic plans, and accreditation reports.
- Develops and supports quality assurance processes and procedures for ensuring the reliability, validity, and accuracy of data and internal and external reports.
- Supports the preparation of grant applications and leads reporting to funding organizations.
- Supervises the design and implementation of data collection/extraction, analysis, and reporting processes and standards; creates, builds, and modifies queries and reports; develops data standards and systems documentation and provides training to guide users on proper use and maintenance of data and systems.
- Monitors assigned program budgets by tracking expenditures and allocating funds to specific activities and services; ensures program expenditures stay within established budgets; runs budget reports as needed; applies for and administers grants and complies with reporting requirements.
- Monitors changes in regulations and technology that may affect College research and planning programs and projects; implements policy and procedural changes after approval.
- Attends and participates in meetings, conferences, workshops, and training sessions; stays abreast of new trends and innovations in the field of research, planning, and accreditation.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Serves as a resource and consultant and provides technical expertise and advice to the campus community and District on institutional research and planning initiatives, projects, and plans.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, research program development, implementation, and evaluation, and project management.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.

- Advanced principles and techniques of data collection and analysis including identifying, extracting, and analyzing data, drawing sound conclusions and recommendations, and preparing and presenting clear, comprehensive, and effective reports and presentations.
- Advanced theories, principles, and methods of research project design, methodology, qualitative and quantitative analyses, and longitudinal and program evaluation studies.
- Principles, literature, and practices of institutional research and planning and strategic planning and evaluation.
- Basic principles of grant and budget administration.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed including, but not limited to, statistical software packages, relational database software, and spreadsheets.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty, and staff.
- Develop and implement research program and project goals, objectives, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, design, coordinate, supervise, and implement comprehensive institutional research and planning projects to provide information about the College, its students, and its programs.
- Develop and supervise the preparation of assigned data reports; read, interpret, and explain plans and research findings.
- Apply a variety of techniques of data extraction and modify techniques and procedures to ensure data integrity and relevance.
- Effectively represent the College in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Analyze, interpret, summarize, and present data and findings in a clear, comprehensive, and effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical and analytical reports.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a master's degree from an accredited four-year college or university with major coursework in education, statistics, social sciences, or a related field and three (3) years of increasingly responsible experience in conducting statistical research and/or qualitative data analysis in an educational environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasionally, employees may work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

Date Approved: Sept 9, 2024
EEO Code: H-50