

## ***INSTITUTIONAL EFFECTIVENESS & RESEARCH ANALYST***

### **GENERAL STATEMENT:**

This position provides administrative assistance to the director within the Office of Strategic Planning, Effectiveness, and Accreditation. This position also is responsible for maintaining information systems within the Office of Institutional Research to strengthen the College's institutional research capacity through assessment, data collection, and analysis to support the transformation of data into information for decision-making purposes.

### **REPORTS TO:**

Dual reports to the Director of Strategic Planning, Effectiveness, and Accreditation & also the Coordinator of Institutional Research

### **OCCUPATIONAL GROUP:**

Paraprofessional

### **FLSA:** Non-Exempt

### **QUALIFICATIONS FOR APPOINTMENT:**

#### **EDUCATION:**

Bachelor's degree preferred. Associates degree or five (5) years equivalent experience required. Degree or work experience should have a major emphasis in research, computer science, technology, business, or related field. Five (5) years of experience in lieu of degree accepted.

#### **LICENSE OR CERTIFICATION:**

None

#### **EXPERIENCE:**

Three (3) to Five (5) years of experience providing support at a high level, proficient computer skills in Microsoft Office Suite, specifically Excel, Word, and Access. Educational environment experience preferred. Experience in a community college setting preferred. Experience in institutional research and higher education assessment preferred.

#### **OTHER:**

Solid overall computer skills with a strong proficiency in Microsoft Office (Outlook, Excel, Word, PowerPoint) and Windows operating system. Working knowledge of general office procedures and standard equipment operations. Professional, organized, accurate, and detail-oriented. Strong interpersonal skills and verbal and written communication skills. Comfortable working under deadlines and on multiple tasks or projects simultaneously. Demonstrate proficiency in a wide range of computer software packages, such as database management (MS Access and MS SQL Server), statistical packages (SPSS) reporting software (Microsoft Reporting Services), website design (CMS), online surveying software, and OMR (Optical Mark Recognition) scanning software (Remark) preferred.

### **DUTIES AND RESPONSIBILITIES:**

- Assist in continual development and maintenance of an automated system for Accreditation records.
- Use appropriate technologies for the preparation, compilation and distribution of presentation materials for the department.
- Analyze and monitor internal processes.
- Prepare operational reports and schedules to ensure efficiency.
- Work under deadlines with minimal supervision on multiple tasks or projects simultaneously.
- Manage incoming communications, correspondences, records, files and reports for the office.
- Ascertain the nature of inquiries and direct students, faculty, and staff to the appropriate departmental resource.
- Manage, design, and maintain accreditation webpage.
- May represent department with internal staff, outside agencies, contacts, other colleges, etc. and coordinate other activities.
- Prepare sensitive reports that may have high visibility/impact, analyze information and make suggestions for improvements.
- Assist with the implementation of research projects in support of the department.
- Record minutes at departmental and other meetings.
- Create, maintain, and update an effective records management system for all office functions (including personnel absences, vacations, official communications, reports, and other important documents).
- Maintain documentation of progress towards departmental goals.

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- Maintain schedule of the Director; arrange travel schedules and reservations.
- Assist in the preparation and maintenance of departmental budgets.
- Coordinate departmental purchasing processes with the Business Office, including securing PO's, documenting invoices, and ensuring timely payment.
- Supervise work-study students for the department.
- Contribute to the effective team management of all relevant problems, issues and opportunities.
- Other duties as assigned by appropriate supervisory personnel.
- Analyze data primarily involving the use of relational database and a variety of software packages.
- Oversee the maintenance of the College Fact Book (online).
- Assist with the design, development, implementation, and maintenance of information systems for the support of assessment and institutional effectiveness for the college.
- Collaborate with administrative departments to create and assess outcomes related to administrative support, facilities management, education support, and community/public service activities.
- Provide assistance and training to faculty and staff related to assessment measures required by the Texas Higher Education Coordinating Board Core Curriculum requirements, and SACSCOC Accreditation standards. Maintain an ongoing review process to promote continuous improvement in unit planning and assessment.
- Design and produce data reports based on internal and external data requests on an ad-hoc basis.
- Obtain data and produce reports such as student demographic reports from a variety of data sources (electronic, OMR, or paper-based surveys; internal student information system; internal data warehouse) for dissemination to internal and external audiences.
- Handle scheduling of surveys and sending out all notifications.
- Assist Division Chairs with assessment as needed.
- Create, distribute, and track paper surveys.
- Assist with responding to internal and external data requests.
- Create and maintain a calendar of reoccurring internal and external data requests. Maintain a system for tracking progress, completion, and storage location of data requests.
- Maintain website for the Office of Institutional Research.
- Manage multiple projects, set priorities, and meet deadlines as well as function as a team member. Be available for travel, both in and out-of-state, to attend appropriate professional meetings.
- This job description shall include, but is not necessarily limited to, the above duties. May temporarily perform other duties assigned to maintain operations and services.

### **PHYSICAL REQUIREMENTS:**

- Within the general range of an office or classroom environment.
- 10% travel for professional development.

*The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the appropriate supervisor.*

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*Employee's Signature*

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*Date*

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*Supervisor's Signature*

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*Date*

*All TVCC positions are security sensitive and require a criminal background check.*

*Approved: 12/10/14*

*Revised: 1/18/2017*