



2020-21

Non-Instructional
Department Review
Institutional Research

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1. SUPPORT OF THE COLLEGE MISSION

1A. SUMMARIZE DEPARTMENT IN TERMS OF KEY FUNCTIONS AND RESPONSIBILITIES.

The Institutional Research Department supports college success through communicating data. IR Department personnel communicate with college users to help them understand their data needs and improve the college's use of data analysis and reports for internal and external audiences.

The Institutional Research Department ensures timely completion of state and federal agency reporting and facilitates the college-wide use and processing of internal and external surveys. IR Department personnel network both statewide and nationally to increase the college's efficiencies and national reputation.

1B. DESCRIBE HOW THE DEPARTMENT SUPPORTS THE OVERALL MISSION OF THE COLLEGE AS ADOPTED BY THE BOARD OF EDUCATION.

1. We ensure that all employees across the college have access to information that will help them make the best decisions possible.
 - a. This information is used to:
 - i. Ensure our student's success.
 - ii. Ensure the college is best utilizing its financial, material and personnel as it can.
 - iii. Ensure strategic planning is supported with data
2. We strive to improve the advisor's ability to provide their students with an affective plan to graduate.
 - a. This is accomplished by providing information on:
 - i. What classes are needed on the department level as well as on the individual student's level.
 - ii. Ensuring up to date information on the academic status of all of their students
 - iii. Showing which students are close to graduating

1C. DESCRIBE THE POPULATION SERVED BY THE DEPARTMENT

Institutional Research primarily serves the administration, faculty, and staff of Klamath Community College. In addition, IR provides significant data to State and Federal agencies. Indirectly, the students of Klamath Community College are served by the support provided to administrators, staff, and faculty.

Each population served has a very unique set of needs. Internal populations served include, but are not limited to, Community Education and Workforce Training, Grants, Klamath Center for Education and Training, Academic Programs, Assessment, Business Office, Student Affairs, Financial Aid, and Human Resources. Externally, the Integrated Post Secondary Education Data System requires 12 annual reports of which 10 are completed solely by Institutional Research. Completion of the IPEDS reports allow KCC

to be eligible to distribute Title IV funds. The Higher Education Coordinating Commission of Oregon (HECC) also requires quarterly student, course, and enrollment uploads which in turn track the colleges reimbursable Full Time Equivalent FTE enrollment. HECC also requires annual uploads of completions, accelerated learning, and an annual student file.

1D. DESCRIBE DEPARTMENT RESOURCES INCLUDING USAGE METRICS.

The Institutional Research Department utilizes many shared resources. Besides desktop and laptop computers and general office equipment, IR has no dedicated resources. IR relies heavily on the resources provided by Information Services including but not limited to:

- Microsoft Office - daily
- SQL Server Reporting Services (SSRS) - daily
- SQL Server Management Studio (SSMS) - daily
- SharePoint - daily
- Visual Studio - daily
- CourseEval – two weeks quarterly for course evaluations – one month annually for employee evaluations
- Survey Monkey – monthly and on demand
- Jenzabar - daily

2. DEPARTMENT MISSION/GOALS AND LINK TO STRATEGIC PLAN

2A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.

Institutional Research	Planning
Goal	Goal Title
1	Improve data input, processing, reporting for assessment of institutional learning outcomes, program learning outcomes, and course learning outcomes
Measurable Target	Learning outcomes will be organized in a database. Assessment results of learning outcomes will exist in a database. Aggregate and individual reports of learning outcomes and assessment results will pull from the assessment database. Updates to assessment and learning outcomes will dynamically update within the reports. Program leads and administration will have real time access to learning outcome assessment data that provide meaningful information of for decisions to improve learning.

Successes	5/19/2020 9:59:45 AM The first round of moving all CLOs, ILOs, and PLOs to a database is complete and multiple reports have been created to help identify which ones are still needing to be changed or added.
Institutional Research	Planning
Goal	Goal Title
2	Improve data input, processing, reporting of Strategic Plan department level goals, results, and success
Measurable Target	Strategic plan goals and outcomes will be stored in a database. Aggregate and individual reports of strategic planning goals will pull from the database. Updates to strategic plan goals and status will dynamically update in the aggregate reports. Administration will have real time access to strategic planning status to provide meaningful information for decisions to improve fulfillment of the mission of the college.
Successes	1/10/2019 3:14:32 PM Progress is being made here. Information Services is doing the heavy lifting on getting this rolling. It is questionable as to whether or not this belongs in IR goals given the amount of time being mostly from Information Services at this point. 5/17/2019 12:32:50 PM Existing data has been successfully migrated to the new input forms by Information Services. Also, IR has created forms that successfully create pdf and msWord files to export into printable and savable formats. Each department received a printed copy from the export forms in their Data Summit workbook.
Institutional Research	Excellence
Goal	Goal Title
3	Improve data access with data dashboards
Measurable Target	For datasets within the Mission Fulfillment Report that allow for real time updates, graphical display of data and one click access to drill down data will exist within the SharePoint environment. Real time access to Mission Fulfillment data in a singular location will allow decision makers to have information on metrics of fulfilling the mission of the college.
Successes	5/17/2019 12:45:16 PM New dashboards have been presented to cabinet. The new dashboards will become a significant resource for the Strategic Enrollment Management plan. The same dashboards have also been presented to the staff at an all staff meeting.

Institutional Research	Prosperity
Goal	Goal Title
A	Acquire employment data and provide summary reports for former students of Klamath Community College one year after their last course engagement with the college
Measurable Target	KCC will have access to employment data for students who have not taken a class for one year and work within the State of Oregon. This data will be summarized in a report for aggregate and program level data. The report will provide employment within the field of study and income attainment data in a summary form that ensures confidentiality agreements for access to employment data are upheld.
Progress Notes	<p>1/10/2019 3:19:48 PM This data is available to KCC. A regular collection cycle needs to be established.</p> <p>5/17/2019 12:51:05 PM A report has been made to identify students of interest. The report focuses on students who meet a credit threshold and/or have earned a degree. New information is being developed by the State Longitudinal Data Study. There is promise that more data will be available through the longitudinal data study by the State.</p> <p>12/4/2019 3:13:35 PM IR has reached out to HECC to volunteer to be part of a test group if needed with respect to the work being completed by the State Longitudinal Data System (SLDS).</p> <p>12/4/2019 4:34:26 PM Transfer data and completion data tables have been updated for students who reached the 50 credit threshold.</p>

2B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

☒ Yes

Goal 2

Existing data has been successfully migrated to the new input forms by Information Services. Also, IR has created forms that successfully create pdf and Microsoft Word files to export into printable and savable formats. Each department received a printed copy from the export forms in their Data Summit workbook.

Goal 3

New dashboards have been presented to KCC's Cabinet. The new dashboards will become a significant resource for the Strategic Enrollment Management plan. The same dashboards have also been presented to the staff at an all staff meeting.

☒ No

Goal 1

We have created the database for all learning outcomes and have made multiple reports to help make decisions based on that database.

We will continue to add more required information to the database.

We will work with the IT department and the center for teaching and learning to automate future input into the learning outcome database.

Goal A

There is basic employment data for students after they leave college but there needs to be more specific information on individual students. We will continue to work with other departments to find the best ways to gather that information.

3. PERSONNEL SUMMARY

3A. PROVIDE AN ORGANIZATIONAL CHART OF THE DEPARTMENT.

The population of the Institutional Research Department includes Bill Jennings and Brad Baker



3B. ARE CURRENT MANAGEMENT AND STAFF ADEQUATE TO PERFORM FUNCTIONS AND RESPONSIBILITIES SATISFACTORILY TO ACHIEVE DEPARTMENT GOALS? EXPLAIN THE JOB FUNCTIONS OF EACH POSITION.

When fully staffed, this department is adequately staffed. Currently under Interim reorganization, Bill Jennings, the Institutional Researcher, is holding the position of Interim Vice President of Student Affairs. As such, the Institutional Researcher position is not staffed 100%.

From job description:

The Institutional Researcher collects, prepares, analyzes, disseminates, presents, and maintains statistical institutional assessment data and periodic reports; conducts data tracking, analysis, and reporting in support of institutional compliance and accreditation; participates in the program review process and contributes data collection, analysis, and reporting in support of program review. The Institutional Researcher also ensures systems are properly maintained and utilized to maximize capabilities, reliability, and effectiveness of institutional research activities.

From job description:

The Database Report Writer under general supervision is responsible for supporting the data reporting needs of the Office of Institutional Research. This position will design, develop, and administer ad-hoc and scheduled reports, dashboards, and graphics. The report writer will use the College's enterprise student information system (Jenzabar), Microsoft SQL Server Management Studio, the Microsoft Office software suite, and other appropriate tools to carry out these functions. The report writer will prepare written, oral, and graphical analytical reports and collaborates with other college staff as needed to meet project goals and deadlines.

Under normal circumstances, the Institutional Researcher manages an annual reporting schedule, schedules new projects based upon foreseen demand, and manages long term and ad hoc data requests. The Institutional Researcher then balances priorities, strengths, and timelines to assign projects and portions of projects to him or her self and to the Database Reports writer.

☐ Yes

☐ No

☒ Somewhat

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3C. DESCRIBE ORGANIZATIONAL CHANGES THAT WILL IMPROVE DEPARTMENT PERFORMANCE, PROVIDE TIMELINESS FOR THE ACHIEVEMENT OF SUCH CHANGES, AND DESCRIBE MEASURES THAT WILL ASSESS THE EFFECTIVENESS OF SUCH CHANGES.

When fully staffed, the current organization is working well for the Institutional Research Department. The current status of being short staffed will and is functioning in the short term, but a long-term solution will need to be considered by administration to bring the Institutional Research Department back up to full speed.

4. STAFF DEVELOPMENT

4A. DESCRIBE SPECIFIC PROFESSIONAL DEVELOPMENT ACTIVITIES IN WHICH DEPARTMENT MEMBERS PARTICIPATE, AND EXPLAIN HOW SUCH ACTIVITIES BENEFIT OR ENHANCE THE DEPARTMENT.

The Institutional Researcher has attended conferences for Achieving the Dream, American Association of Community Colleges every two years. In addition, the Institutional Researcher attends quarterly State

meetings which include both State updates and professional development for the Oregon Community College IR directors. In all cases, the collection of national and state standards along with best practices are brought back from all of these meetings.

4B. DESCRIBE AREAS OF UNMET PROFESSIONAL DEVELOPMENT NEEDS AMONG PERSONNEL IN THIS DEPARTMENT AND OUTLINE PLANS TO ADDRESS THOSE NEEDS.

There does not appear to be any unmet professional development needs at this time. All requests for professional development have been awarded.

5. FACILITIES AND EQUIPMENT

5A. ARE CURRENT FACILITIES, SUCH AS CLASSROOMS, OFFICES AND EQUIPMENT, ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

Current facilities include two offices for two people. All facilities is sufficient to support the department.

☒ Yes

☐ No

☐ Somewhat

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5B. IS AVAILABLE EQUIPMENT ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

Current equipment includes two computers for two people. In addition, the printers and database servers are a shared resource. All equipment is sufficient to support the department.

☒ Yes

☐ No

☐ Somewhat

5C. DESCRIBE PLANS FOR FUTURE CHANGES IN SUPPORT FACILITIES OR EQUIPMENT.

The Institutional Research Department currently utilized all of its equipment to accomplish all of its required goals and duties. There is always the possibility that new software will be required.

6. BUDGET

6A. PROVIDE A FINANCIAL REPORT. EXPLAIN DEVIATIONS FROM BUDGET EXCEEDING 10% OF ANY LINE ITEM.

There are currently no deviations exceeding 10% above budget.

KLAMATH COMMUNITY COLLEGE DISTRICT

Fiscal Year 2020-2021

5020 - Institutional Research/Assessment/Resource Development

Actual 2017-18	Actual 2018-19	Budget 2019-20	Acct#	Account Description	Proposed Amount	Approved Amount	Adopted Amount
83,108	103,642	73,682	6600	Administrative Salaries	41,616	41,616	41,616
0	0	40,800	6700	Full Time Support Staff	0	0	0
6,242	7,967	8,758	1	FICA	3,184	3,184	3,184
30	35	0	2	Worker's Compensation	30	30	30
513	582	1,136	3	Unemployment	416	416	416
18,987	19,988	37,334	4	PERS	11,390	11,390	11,390
240	218	308	5	Life Insurance	154	154	154
293	371	108	6	Accident/Disability Insurance	54	54	54
17,901	22,459	33,600	7	Health Insurance	17,400	17,400	17,400
127,315	155,262	195,726		Total Personnel Services	74,243	74,243	74,243
0	0	200	7050	Supplies	200	200	200
3,021	1,055	6,000	7250	Training & Continuing Education	6,000	6,000	6,000
0	0	2,000	7350	Dues / Memberships	2,000	2,000	2,000
10,300	798	8,500	7400	Contracted Services	8,500	8,500	8,500
0	526	300	7935	Software < \$5,000	300	300	300
13,321	2,378	17,000		Total Materials & Services	17,000	17,000	17,000
0	1,098	0	8000	Equipment	0	0	0
0	1,098	0		Total Capital Outlay	0	0	0
140,636	158,739	212,726		Total Expenditures	91,243	91,243	91,243

6B. DESCRIBE BUDGETARY CHALLENGES.

There are no current budget challenges. At times the production of the annual Data Summit and the need to contract a large survey can prove to be a challenge. In each of those cases, the budget issue is resolved prior to scheduling the event to find an appropriate budget to fund the event or survey. For example the Guided Pathways Grant fund paid for the outside speaker at the 2020 Data Summit.

7. CONCLUSION

7A. DESCRIBE DEPARTMENT STRENGTHS.

The Institutional Research Department strengths stem from a strong customer support mindset by the Institutional Researcher and the Database Report Writer. There is a strong commitment by the Department to serve the internal staff/faculty customer to in the end support the mission of student learning. The two staff members have a wide complimenting skill set where each relies on the other's skillset to make the team stronger together. Additionally, longevity of experience at KCC in various roles by each of the staff in the Institutional Research Department provide insight to producing meaningful data.

7B. DESCRIBE DEPARTMENT WEAKNESSES.

One of the most difficult items for Institutional Research to manage is the inventory of reports. Currently on SharePoint there are 611 reports available for use. Many reports have been developed in the past for individuals who no longer work at the college. As a report is built and put into use, it is not always immediately clear for how long the report will be needed and valid. As a fast-changing college, we are always looking for new ways to explore and dissect our data. It is not always clear to Institutional Research which reports are obsolete to the intended user and whether or not the intended use of a given report is passed along when there is staff turnover.

7C. DESCRIBE SUPPORT NEEDED.

Institutional Research is well supported by the college and the staff of the college. Currently Institutional Research is understaffed due to adjustment in staffing that occurred in April 2020. As stated prior, this will function for the short term, but a long-term solution will need to be developed.

7D. OUTLINE NEW GOALS INCLUDING TIMELINESS FOR COMPLETION, MEASURES FOR EVALUATING ACHIEVEMENT OF SUCH GOALS, AND A PROCESS FOR IMPLEMENTING IMPROVEMENTS.

Institutional Research will continue to work with the Assessment and Curriculum Coordinator to build meaningful reports to aid with fulfilling Goal 1 of: Learning outcomes will be organized in a database. Assessment results of learning outcomes will exist in a database. Aggregate and individual reports of learning outcomes and assessment results will pull from the assessment database. Updates to assessment and learning outcomes will dynamically update within the reports. Program leads and administration will have real time access to learning outcome assessment data that provide meaningful

information of for decisions to improve learning. Improvements will be made at each quarterly collection of data.

In addition, Institutional Research will remain in quarterly contact with the coordinator of the State Longitudinal Data System (SLDS). With the SLDS, for the first time, researchers can connect student data from K-12 to higher education to the workforce. The SLDS partners with state agencies that collect student data and acts as a central hub where the data can be linked and analyzed. This will aid in the completion of goal for tracking students for KCC to the work place for meaningful employment.

8. APPENDICES

INSTITUTIONAL RESEARCHER | JOB DESCRIPTION

Employee Name: _____ Status: ExemptDepartment: Institutional Effectiveness Location: Main Campus Reports to: VP of HR & Institutional Effectiveness**JOB SUMMARY**

The Institutional Researcher collects, prepares, analyzes, disseminates, presents, and maintains statistical institutional assessment data and periodic reports; conducts data tracking, analysis, and reporting in support of institutional compliance and accreditation; participates in the program review process and contributes data collection, analysis, and reporting in support of program review. The Institutional Researcher also ensures systems are properly maintained and utilized to maximize capabilities, reliability, and effectiveness of institutional research activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES**Collects, prepares, analyzes, disseminates, presents, and maintains statistical institutional assessment data and periodic reports.**

- Develops and maintains interdisciplinary collaboration by designing and implementing data collection systems; coordinating the design, development, and production of data and reports; and determining validity and reliability of those data-gathering instruments.
- Collects, prepares, analyzes, disseminates, and maintains statistical institutional assessment data and periodic reports on enrollment, matriculation, assessment, evaluation, demographics, student success indicators, faculty workload, benchmarking and other related measures to support strategic planning, resource allocation, recruitment and retention, and internal/external use and distribution.
- Oversees academic data integrity, quality assurance, and common data definitions.
- Ensures that institutional data collection and reporting processes are reliable, valid, and ethical.
- Extracts data from the student information system in order to prepare reports and disseminate information.
- Designs, develops, and implements analytical modeling, electronic databases, tables, processes, and procedures in support of state and federal reporting, accountability, assessment, program reviews, and other internal management decision-making requirements.
- Coordinates special projects through the planning, design, implementation, and analysis stages.
- Provides statistical and strategic analysis to improve institutional effectiveness and serve as a critical resource in data extraction, analysis, and *ad hoc* reporting.
- Prepares, directs, and assists with studies, reports, analyses, surveys, and projections on matters pertaining to all aspects of College operations, including staffing, space utilization, enrollment trends, academic program reviews, faculty loads, productivity, strategic planning, student-faculty ratios, peer comparisons, and the like.
- Provides analytical support and advice in the design of survey research and designs specific analytic and modeling studies as needed. Instructs and assists administrators, faculty, and staff in areas of research design methodology, instrumental administration, and construction, data analysis, and interpretation.
- Provides ongoing and current status and reporting of official statistics and key performance metrics through key summary and institutional research dashboard systems.
- Maintains information systems needed to support accurate, timely, and flexible analysis of information that may cross administrative areas; if appropriate, develops such systems internally.

Klamath Community College Non-Instructional Department Review:

- Performs or supervises quantitative and qualitative research activities, such as questionnaire design, research design, methodology, coding, sub-group analysis, and report preparation, including the review and analysis of *ad hoc* reports.
- Organizes and presents research-based information and analysis in narrative, tabular, graphical, and oral modes to constituencies on campus, including planning and conducting an annual, campus-wide Data Summit.

Conducts data tracking, analysis, and reporting in support of institution compliance and accreditation.

- Serves as IPEDS key holder, ensuring that all data submitted is accurately and on time; uses IPEDS reporting tools to retrieve comparable data on other institutions for benchmarking purposes.
- Schedules and administers national and standardized surveys such as the SSI, CCSSE, CCFSSSE, and SENSE.
- Consults with academic and administrative departments for development of surveys and other tools to facilitate reports necessary for accreditation and state/federal reports.
- Remains informed of legislative actions that affect research and evaluation programs.
- Provides information on trends, developments, and issues pertaining to higher education in the area, state, and nation.
- Manages the College's response to reporting and compliance related to the NWCCU accreditation process.

Participates in program review process and contributes data collection, analysis, and reporting in support of program review.

- Oversees the program review process, ensuring that reviews are completed as scheduled and reflect best practices.
- Monitors educational effectiveness markers, such as retention and persistence rates, across all programs and student classifications.
- Works with the Vice President of Academic Affairs in constructing benchmarks and metrics, developing a list of peer and aspirational schools for external benchmarking, and responding to *ad hoc* data requests as needed.
- Assists College constituencies with research initiatives, accreditation and institutional learning outcomes assessment, program reviews, faculty-led assessment pertaining to general education and academic programs, accreditation self-studies and grant writing by researching, preparing, analyzing, and reporting data as needed, as well as providing expertise in data collection, data retrieval, research methods, and statistical analysis.

Ensures systems are properly maintained and utilized to maximize capabilities, reliability, and effectiveness of institutional research activities.

- Develops and manages web-based computer application systems/databases.
- Oversees web-based student course evaluations surveys and reporting.
- Participates in the development and maintenance of an Institutional Effectiveness web page to communicate commonly requested information and to highlight materials that may be broadly useful for planning, evaluation, and decision-making.
- Accurately organizes and archives data in conducting trend analyses, fact sheets, and other institutional data needs.
- Ensures that information is available, accurate, and updated in a timely manner.
- Oversees the development of multi-year archives of institutional and survey data. Prepares updates and expands the collection of comparative data and peer indicators.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Other duties as assigned.
- Serves on various College committees as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE:

- Strong understanding of and ability to apply knowledge of current issues and trends in higher education and institutional data to assist in future planning and managing resources.
- High degree of competency in IPEDS reporting policies and procedures.

Klamath Community College Non-Instructional Department Review:

- Working knowledge of FERPA regulations and confidentiality requirements.
- Proficient in all Microsoft Office Suite applications (Word, Excel, Outlook, and PowerPoint).
- Proficient in utilizing institutionally integrated databases.
- Proficient in quantitative research methodology, including advanced knowledge in univariate and multivariate statistical techniques and research methods, linear regression, and item response theory.
- Strong computer system skills with a proven ability to use database query and reporting tools, create dashboard reporting systems (SQL desirable), use complex spreadsheets/models, and use statistical tools such as SAS or SPSS.
- Knowledge of or ability to quickly learn organizational policy and the interrelationships among various programs/areas of the College.
- Demonstrated critical thinking and interpretive skills to analyze situations, define problems, interpret policies, identify concerns, and develop/implement solutions.
- Exemplary interpersonal communication, written, and graphic presentation skills to effectively collaborate, develop, implement, and communicate data.
- Ability to present data and recommendations in a cogent and meaningful manner.
- Ability to pursue innovative solutions to challenges.
- Excellent organizational and time management skills; sets own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Qualitative research methodology, including participant observation, focus groups, and in-depth interview techniques.
- Capacity to design and administer surveys then analyze and communicate results.
- Knowledge and familiarity with higher education enterprise data systems and of their research and design, including statistical procedures on sampling, correlation analysis, projections, instrument design, and qualitative measures applied to educational and social science research.
- Ability to extract and disaggregate data; translate into academic reports in order to clearly organize and communicate complex research designs, analytic frameworks, and statistical results.
- Understanding of current issues and trends in higher education, including student learning and development.
- Working knowledge of strategic planning concepts.
- Working knowledge of Jenzabar EX (Finance, HR, Student, and Financial Aid modules) and InfoMaker Report Writer.

EDUCATION AND EXPERIENCE:

- Bachelor's degree from a regionally-accredited university in an appropriate academic discipline such as education, education research, mathematics, psychology, statistics, business, quantitative social sciences, computer information systems, or related field (quantitative analysis emphasis preferred).
- Master's degree in Information Quality, Institutional Research, Educational Statistics or a closely related field preferred.
- Three years of experience in higher education, preferably in institutional research or a closely related role.
- Experience in data analysis, including predictive modeling and hierarchical/longitudinal analysis. Relevant experience includes data collection, analysis, and interpretation; project management and assessment; database management; experience with institutional assessment and effectiveness.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Learned physical skill is required to perform keyboarding functions.
- Prolonged standing, sitting, and use of computers.

SALARY RANGE

\$35,000.00 - \$45,000.00 Annually

DESCRIPTION:

The Database Report Writer under general supervision is responsible for supporting the data reporting needs of the Office of Institutional Research. This position will design, develop, and administer ad-hoc and scheduled reports, dashboards, and graphics. The report writer will use the College's enterprise student information system (Jenzabar), Microsoft SQL Server Management Studio, the Microsoft Office software suite, and other appropriate tools to carry out these functions. The report writer will prepare written, oral, and graphical analytical reports and collaborates with other college staff as needed to meet project goals and deadlines.

EXAMPLES OF DUTIES:

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is responsible for finding solutions to data problems, recommending / making improvements, working with Institutional Research, Information Services, and other staff to implement the solutions and tracking of deliverables.

- Maintain, edit, and enhance existing college reports as appropriate.
 - Provide various ad hoc reports using SSRS Reports, Microsoft SQL Server Studio, and other query development platforms from data files as required by college committees, councils, and task forces.
 - Compile and report effectiveness indicators for assessment of institutional, program, and course outcomes through developing queries against a variety of data platforms.
 - Create data sets using data elements from state verification reports, end of term data files, and beginning of term data files that will be used in longitudinal research into student success.
 - Monitor progress to meet state deadlines for submitting appropriate reports.
 - Conduct data queries in support of grant proposal and provide longitudinal data for evaluation efforts.
 - Collaborate with the Institutional Researcher on research projects through the collection of quantitative and qualitative data surveys, statistical analysis, and reporting of relevant findings. Support program accreditations.
 - Support Strategic Planning in the collection of data, analysis, and creation of reports.
 - Use Microsoft Office tools to assist in compiling data for reporting and producing reports for distribution.
 - Keep current on trends and best practices in data reporting.
 - Provide 5 Star Customer Service throughout every interaction
-
- Contributes to various special assignments as needed by department and
 - institution. Serves on College committees and Councils, as assigned.
 - Other duties as assigned.

QUALIFICATIONS:

Mandatory:

- Working knowledge of the SQL language.
- Ability to create, test and execute SQL language code.
- Ability to use Microsoft Office tools to assist in compiling data for reporting and producing reports for distribution.
- Ability to clean and prep data required for all external reporting requirements using existing auditing reports and tools.
- Ability to gather and interpret relevant data and information. Ability to determine the interrelationships between solutions and requirements.
- Ability to communicate data administration concepts to management, and staff.
- Ability to work independently and as a member of a team.
- Ability to manage multiple tasks of various scope and priority simultaneously.
- Ability to prepare and present oral and written reports, presentations, and recommendations. Ability to work appropriately with confidential information.
- Understanding of collegiate expressions, definitions, and data sets.

Preferred:

- A minimum two years of direct, on-the job experience working with relational database management system.
- Working knowledge of Jenzabar client software.
- Ability to build reports with SSRS Reports.

EDUCATION AND EXPERIENCE

Bachelors or Associate's Degree and experience with relational database management system management system and/or data report writing.

SUPPLEMENTAL INFORMATION:

PHYSICAL DEMANDS AND WORKING CONDITIONS

Learned physical skill is required to perform keyboarding functions. Prolonged standing, sitting, and use of computers.

Occasional lifting, carrying, stooping, and bending (up to 20 lbs.).

Frequently moving from stationary to sitting positions and from standing to walking.

9. NON-INSTRUCTIONAL DEPARTMENT REVIEW RUBRIC

	Highly Developed	Developed	Emerging	Initial
1—Support of the College Mission	Exhibits ongoing and systematic evidence of mission achievement.	Exhibits evidence that planning guides program and services selection that supports the College's mission.	Evidence that planning intermittently informs some selection of services to support the College's mission.	Minimal evidence that plans inform selection the of services to support the College's mission.
2—Accomplishments in Achieving Goals	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence that planning guides services selection that supports goal achievement.	Evidence that planning intermittently informs some selection of services to support the goal achievement.	Minimal evidence that plans inform selection of services to support goal achievement.
3—Personnel Summary	Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position.	Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Staffing is insufficient to meet needs.
4—Staff Development	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
5—Facilities and Equipment	Facilities and resources meet current and	Facilities and resources meet current needs of the College	Evidence of a plan to have facilities and resources meet	Minimal evidence that facilities and resources meet

	future needs of the College.		current and future needs of the College.	current and future needs of the College.
6—Budget	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
7—Strengths and Weaknesses	Strengths and weaknesses are described accurately and thoroughly.	Most strengths and weaknesses are described accurately and thoroughly.	Some strengths and weaknesses are described accurately and thoroughly.	Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
8—New Goals and Plan	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
9—Overall Evaluation	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the College.	There is evidence that planning intermittently informs some selection of services to support the College.	Minimal evidence that plans inform selection the of services to support the College.
	Highly Developed	Developed	Emerging	Initial