



**Connecticut State Community College
Job Description
Senior Director of Institutional Research**

Salary Level:
CCP 21 (Subject to Willis)

Date Approved/Revised:
Rev 1. 2/27/23

Position Purpose

The Senior Director of Institutional Research performs managerial, organizational, and supervisory oversight of complex and comprehensive analyses of information, including but not limited to, student demographics, student academic histories, course offerings, institutional effectiveness, and alumni career outcomes, to provide guidance to faculty, staff, and administrators on the effectiveness of Connecticut State Community College's (CT State's) and local campuses' strategic direction.

The Senior Director will employ advanced data transformation techniques, qualitative survey data and statistical methods to collect, analyze, and interpret a wide array of information to provide planning and decision support to CT State administrators on strategic planning and evaluation. A significant portion of the position's scope of work involves reporting institutional compliance to external agencies and doing mandatory reporting for state and federal agencies. The Senior Director will perform institutional research for all CT State campuses and offices, the CSCU System Office, and external constituencies as needed, including but not limited to administrators and faculty, while maintaining appropriate procedures for ensuring subject privacy and data security. The Senior Director also acts as the liaison for requests from their assigned campus(es).

Supervisory and Other Relationships

The Senior Director of Institutional Research works under the direction of the Associate Vice President of Institutional Effectiveness and has substantial interaction with the Campus CEO(s) and other administrators of the one to three campus(es) to which s/he is assigned.

The position is required to supervise Campus Directors of Institutional Research and Campus Research Specialists assigned to them by the Associate Vice President of Institutional Effectiveness and Planning, manage their direct reports' workloads and coordinate with the Associate Vice President of Institutional Effectiveness and Planning on the distribution of assignments to direct reports. The position may supervise or lead campus support staff.

The position is required to have extensive cooperative and collaborative relationships with CT State faculty, students, and staff. The incumbent is expected to serve CT State constituencies on behalf of the Office of Institutional Effectiveness and Planning and to collaborate with various departments across CT State (e.g., academics, student services, continuing education, etc.) in support of student success.

Examples of Duties:

The Senior Director of Institutional Research is accountable for overseeing and performing complex and comprehensive analyses of information to afford useful and reliable guidance to CT State policymakers on effectiveness and future strategic direction through performance in data product creation, data product management, mandatory state and federal reporting, policy analysis, student success and decision and planning support.

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- **Data collection and analysis:** The Senior Director of Institutional Research is accountable for gathering, analyzing, and interpreting information needed to assist administrators in providing strategic direction. This accountability includes such essential tasks as:
 - Querying database management systems, developing spreadsheets or/and other structured data products, and application of computerized statistical systems;
 - Determining the source and nature of needed information;
 - Developing and implementing effective survey and data collection techniques;
 - Conducting surveys and other data gathering efforts;
 - Conducting complex statistical analyses of data;
 - Interpreting data for meaning and direction on future courses of action.
- **Information management:** The Senior Director of Institutional Research is accountable for developing a comprehensive body of data which can be accessed readily to provide critical information for policymakers. This accountability includes such essential tasks as:
 - Designing and developing useful and reliable data bases that can be shared across campuses;
 - Developing computer-based methods of storing and retrieving such data, including safeguarding the security of the data; this involves the use of complex management information systems;
 - Preparing reports of data on a wide variety of subject areas in formats useful to decision makers and in ample time for critical decisions.
- **Strategic planning and guidance:** The Senior Director of Institutional Research is accountable for providing effective assistance to college-wide policymakers by applying research and statistical methodologies to guide future directions and decision making. This accountability includes such essential tasks as:
 - Analyzing trends and the impact of data on CT State strategy
 - Developing and recommending research-based strategies for administrators.

In addition to the duties listed above, the Senior Director is also responsible for managing and resolving ad hoc requests for information from, campus CEO(s) or other campus constituencies. This work may involve the following additional accountabilities:

- Determining the source and nature of requested information;
- Receiving and delivering requests in a professional and service-oriented manner;
- Leveraging regional and institution-specific data and history to provide snapshots of regional and/or campus data.

Professional Participation and Development

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies including required computer skills. The incumbent is required to maintain complete confidentiality of student records and other materials of a confidential nature.

Qualifications

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge, experience, and/or demonstrated abilities in the following areas:

- Collecting, analyzing and applying data to policy recommendations;
- Statistical analysis methods and techniques;
- Database management systems, spreadsheet development and application of computerized statistical systems;
- Knowledge of and experience with research design, statistical techniques, and use of current information technology, including educational resource and planning software (e.g. Banner) and statistical analysis tools (e.g. SPSS, Stata, and/or R).
- Strong information technology literacy or data science skills;

- Strategic planning;
- Effective oral and written communication;
- A history of providing service and support of client or customer needs;
- A history of supervision and/or management of other employees engaged in research tasks.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with at least four years of experience applying those disciplines in a field related to educational or institutional planning and two to four years of supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

Work Environment

Incumbents will typically perform their work in offices on the premises of one of their assigned campus(es). The work involves extensive use of computers, but does not normally involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations. Incumbents may be expected to travel between campuses and to the administrative offices to attend meetings, collaborate on projects, and provide general support to campuses.