**MINNESOTA STATE COLLEGES AND UNIVERSITIES**
Rochester Community and Technical College

<table>
<thead>
<tr>
<th>Employee Name: Vacant</th>
<th>Position Control Number: 01112572</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department/Division: Academic Affairs</strong></td>
<td><strong>Classification Title:</strong> MnSCU Administrator 6</td>
</tr>
<tr>
<td><strong>Date Prepared:</strong> November 2018</td>
<td><strong>Working Title:</strong> Chief Institutional Effectiveness and Planning Officer</td>
</tr>
<tr>
<td>○Non-Exempt</td>
<td>If Exempt, attach required documentation</td>
</tr>
<tr>
<td>☒Exempt: ☐Executive ☐Professional ☒Administrative</td>
<td>If seasonal, list months during the season worked</td>
</tr>
<tr>
<td>☐Unlimited ☐Seasonal ☐Temporary ☐Limited</td>
<td></td>
</tr>
<tr>
<td>☒Full-time ☐Part-time ☐Intermittent</td>
<td>Prepared By: Michelle Pyfferoen</td>
</tr>
<tr>
<td>Percent if not full-time ___ %</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This position description accurately reflects my current job.</th>
<th>This position description reflects the employee's current job.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

**POSITION PURPOSE** *(why position exists; how it helps accomplish mission of the department/division)*

The Chief Institutional Effectiveness and Planning Officer (CIEPO) provides administrative leadership and oversight for institutional research, planning, assessment, accreditation, and continuous improvement. This will include data driven/informed decision making for program assessment, student learning outcomes, and student satisfaction measurement. The incumbent is responsible for leading, developing and managing the college’s academic assessment processes to ensure effective procedures and reporting of the quality of student learning while maintaining alignment with the institution mission and strategic objectives and compliance with accrediting and regulatory agencies. The CIEPO supports accreditation matters in the areas of assessment, continuous improvement and compliance, including self-studies and reports, preparation of site visits, and compilation of data.

The CIEPO builds and facilitates a culture of evidence, assessment and continuous improvement across the institution; provides (data) expertise and support to administrators, faculty and staff; and contributes knowledge of new, cutting edge assessment approaches based on industry best practices.

**PRINCIPLE RESPONSIBILITIES AND RESULTS**

1. **Provide direction and leadership for data collection and analysis for decision-making, strategic planning and compliance:** The Chief Institutional Effectiveness and Planning Officer is responsible for advancing RCTC’s Office of Institutional Research to grow the capacity of IR services. The CIEPO is responsible for the development, dissemination and archival of descriptive and analytical data related to academic and administrative programs, institutional and program accreditation, institutional effectiveness, outcomes assessment and program review, enrollment and financial planning, and required state and federal reports. The CIEPO is responsible for key survey management including; coordinating logistics with campus and external stakeholders, analyzing and interpreting survey data, delivering key findings to leadership and constituents in multiple formats, and facilitating survey results in strategic planning and continuous improvement efforts. The CIEPO evaluates, plans, implements and presents research initiatives and specialized projects to support College Leadership. In conjunction with college leadership, the CIEPO provides counsel in the analysis and interpretation of academic, student and administrative data and takes a lead role promoting the use of information in college decision-making. The CIEPO manages these activities by directing Research and Information Technology staff and overseeing institutional data analytics infrastructure.
Priority: Essential  Percent of Time: 30%

KPIs:

- Annual preparation and internal release of data for Academic Program Review.
- Data collection through surveys and labor market, economic and industry data, etc.
- Reliability, validity, and reproducibility of data produced.
- Calculation and distribution of student persistence, retention and completion data.
- Upkeep of student demographic profile.
- Assurance of data confidentiality.
- Establishes priorities for work assignments, monitors progress and reviews work product and ensures that reports/information are delivered in a timely manner.
- Professional development opportunities (e.g. brownbag and breakout sessions) created and provided to faculty and staff to enhance their research-related skillsets.

2. Provides leadership and coordination of Institutional Effectiveness and Continuous Improvement: The Chief Institutional Effectiveness and Planning Officer plays a key role in the College’s Institutional Effectiveness (IE) and Continuous Improvement (CI) efforts. The CIEPO establishes CI protocols and processes as well as helps advance a culture of continuous improvement. The CIEPO develops and guides the College’s data-informed initiatives and processes, including the areas of institutional planning and effectiveness, assessment, student outcome metrics, enrollment management, accreditation to achieve strategic goals. The CIEPO works collaboratively with academic and student services to carry out effective academic and service review and assessment processes; facilitates use of assessment results in departmental, campus and college planning. Additionally, the CIEPO provides collaborative leadership and serves, as appropriate, on committees, task forces, and councils related to development of solutions to the College’s CI challenges.

Priority: Essential  Percent of Time: 30%

KPIs:

- Planning, assessment and evaluation processes and reporting tools documented.
- Data and analysis of data provided to President’s Cabinet to enhance institutional effectiveness across campus.
- Deliver findings from stakeholder survey data to College’s Institutional Quality Council and facilitate process for identifying opportunities for improvement.
- Professional development opportunities (e.g. brownbag and breakout sessions) created and provided to faculty and staff to enhance planning and continuous improvement capabilities.

3. Manages and coordinates College Strategic Planning Processes: The Chief Institutional Effectiveness and Planning Officer manages the establishment of strategic planning processes including the planning cycle, establishing outcome measures, aligning strategies for resource allocation, analysis and reporting structures. The CIEPO will provide research and analysis to identify institution, demographic and industry trends and best practices to inform decision-making. In conjunction with College leadership, the CIEPO will assess and analyze progress toward goals and recommend modifications to strategies to achieve established targets.

Priority: Essential  Percent of Time: 25%

Key Performance Indicators (KPIs):

- Strategic planning process is developed and executed
- Data analysis completed in a succinct and timely manner
- Communication strategies developed and executed
- Annual reporting processes documented and completed in a timely manner

4. Data Reporting for Federal, State, Minnesota State System, and Grant Requirements: The Chief Institutional Effectiveness and Planning Officer collaborates with College Leadership and campus personnel to facilitate key reporting requirements essential to RCTC’s operations. The CIEPO provides support and guidance for data
reporting to campus units, delegates data reporting tasks to IR staff and other campus personnel as appropriate and leads data reporting requirements that are institution-wide in nature. Directs the preparation of statistical reports as required/requested by federal and state agencies, other colleges and universities, professional organizations and other external requestors. Serves as the official contact for federal reporting purposes (IPEDS) as mandated by law. Responsible for the accuracy, completeness and timeliness of reports submitted to state and federal agencies.

**Priority: Essential**

**Percent of Time: 15%**

**KPIs:**
- Annual preparation of HLC and IPEDS data reports.
- Completion of annual IPEDS reporting in conjunction with Minnesota State System Office.
- Other data reporting services documented.

**Priority:** Essential=if responsibility is reason job exists, is a highly specialized task or one that requires special education or training licensure, requires a great % of time, has a high level of accountability (consequences are considerable to others or the institution if failure to perform), the responsibility is essential; Secondary=if not essential, then responsibility is secondary; **Discretion (optional):** A-Employee investigates situations, makes decisions, takes appropriate action reports by exception and through normal review processes; B=...reports to supervisor immediately after action is taken; C=...makes decisions with supervisor....reports to supervisor immediately after action is taken; D=Employee discusses situations with supervisor before investigation, makes decisions with supervisor, takes appropriate action, and reports to supervisor immediately after action is taken.

**KNOWLEDGES, SKILLS, AND ABILITIES**

**Minimum Qualifications (expected to have to enter job)**
- A master’s degree in computer science, mathematics, statistics, educational administration, business administration, quantitative social science (e.g. psychology, sociology), data science or other research related discipline
- Three years of experience in research, planning and assessment activities related to higher education
- Leadership or supervisory experience that required accountability for department, unit, function, program or team/student results.
- Knowledge of research and design methods, including the use and interpretation of statistical data, appropriate to higher education environments
- Demonstrated knowledge of and experience with regional accrediting agencies.
- Proven ability to manage multiple projects and changing priorities.
- Experience working with diverse populations and student success initiatives
- Ability to conceptualize and manage detailed implementation; ability to effectively execute objectives in a timely and efficient manner
- Experience in coaching employees on use of data and evaluation, process improvement and strategy execution
- Strong organizational and budgetary management skills
- Excellent communication skills are needed for working with faculty, staff, students and other stakeholders
- Demonstrated experience in student learning assessment and continuous quality improvement
- Ability to travel

**Preferred Qualifications (desired but not expected to have to enter job)**
- Progressive leadership and management experience in higher education
- Experience with use of data to improve/impact an institutional program, initiatives, operations, and/or functions; exposure to Institutional Effectiveness & Continuous Improvement processes.

Template Revision: 05/09/2013
• Experience with data extraction platform and relational databases; Minnesota State Colleges and Universities databases (ISRS), Oracle platforms (Epm11/BRIO) and other Minnesota State databases
• Experience accessing data from management information systems in a network
• Working knowledge of web development and reporting tools, data mining, desktop publishing software, and end user data access platforms, such as MS Excel Pivot tables, MS PowerBI, Tableau, or Qualtrics
• Familiarity with state and federal mandated reports and community college accountability report requirements (IPEDS, HLC Accreditation)
• Participation in professional development associations (AIR, AIRUM etc.)
• Experience with higher education stakeholder surveys, such as SSI, CCSSE/CCFSSE, and PACE.

RELATIONSHIPS
This Position Reports to (provide class title, not person’s name):
This position reports to the Vice President of Academic Affairs and requires the ability to develop and maintain strong working relationships with faculty, staff and administration.

Supervises (classification title; FTE; # in position; note if providing work direction only)
MnSCU Academic Professional 3 1.0 FTE

Provides work direction to Information Technology Staff

Internal and External Clientele and Purpose of Contact (the most significant job related contacts)
This position works with all college constituents, Minnesota State System, external agencies, federal, state, philanthropies, accreditation businesses, grantors, and other agencies. Because of high interaction with various units on and off-campus, the CIEPO works cooperatively with all college constituents, to ensure that the college research and planning goals are met. The incumbent meets routinely with college committees on research plans and assessment initiatives. The incumbent represents the College with numerous external partners, including Minnesota State system office, government agencies, accrediting agencies, businesses and grant agencies

PROBLEM SOLVING (most difficult types of problems to resolve and consequence of error/non-resolution)
Ability to multi-task, be detailed oriented, and independent problem solving is expected, as the responsibilities and work-duties require meeting multiple demands and needs of the College. Must be able to work under pressure and meet short-turnaround deadlines. An understanding of when to take initiative and when to refer issues to a higher authority for resolution is required. Making appropriate referrals (new requests for sensitive data or press requests) or personally solving problems that may arise in completing work for institutional effectiveness and planning office is also necessary.

The Chief Institutional Effectiveness and Planning Officer recommends to the Vice President, Academic Affairs ideas for improving the office/college organization to give better assistance to students, staff and/or the public, and keep abreast of pressing topics (e.g. new data requests or accreditation requests/needs) and changing priorities (both College and System Office). In order to problem solve in this position, the incumbent must be a creative and independent thinker.

FREEDOM TO ACT
Budget ($ authority and/or type of impact on budget, i.e., signatory, manage, monitor, recommend)
The CIEPO is responsible for a $10,000 non-personnel budget including operational and strategic budgets Affairs and will be responsible for abiding by the guidelines set forth by RCTC and Minnesota State policies and
procedures.

**Decision(s) Position Makes and Decision(s) Referred to Higher Authority**

Has the freedom to carry out the responsibilities and tasks of the position, determine priorities, problem solve, and exercise independent judgment. Is capable of self-directed activities in the absence of the Vice President, Academic Affairs. Manages office with minimal supervision.

All employees must comply with department and institution procedures and policies, Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

*This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.*

*Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity.*