

POSITION DESCRIPTION



HIGHER LEARNING COMMISSION

Job Title: Director of Institutional Research

Date: January 1, 2019
Department: TBD
Supervisor: Vice President and Chief of Staff
FLSA Status: Exempt
Supervisory: None

Position Overview:

In originating this position, the Director of Institutional Research leads the overall operations of institutional research at the Higher Learning Commission (HLC) by advancing a culture of evidence and inquiry. The Director develops, oversees and evolves HLC's research plan. The Director oversees data collection and analysis for HLC, including directing the annual Institutional Update, managing projects related to data and responding to internal and external requests (such as those from the federal government) for data analysis and reports. The Director initiates and performs research analyses that support HLC's planning, policy and decision-making needs.

Duties and Responsibilities:

- Provides methodological expertise in analyzing and managing HLC's data on institutions and the organization as a whole for a wide range of uses, including strategic planning, budgeting, training and other uses as needed.
- Conducts special research as requested by the President of HLC or other members of the Executive Leadership Team.
- Plans, designs and conducts actionable research projects from development to implementation.
- Prepares reports and presentations based on analysis of complex data sets and disseminates reports to stakeholders, including the HLC Board of Trustees.
- Directs the planning and implementation of HLC's data collection from institutions, including the annual Institutional Update in coordination with the Chief Financial Officer.
- Manages HLC's data related to non-financial indicators and financial indicators, student surveys, and similar efforts including partnerships with organizations such as the National Student Clearinghouse.
- Conducts data analyses for the Peer Corps, institutional accreditation cycles and pathways, and institutional (substantive) change.
- Ensures the accuracy and appropriateness of HLC's data and identifies strategies for improving the collection, management and use of the data.

- Develops key performance indicators, dashboards and reports to further HLC's understanding and capabilities to accurately measure the performance of higher education institutions.
- Creates databases, develops algorithms and statistical models, and performs statistical analyses.
- Formulates research methods and establishes short- and long-range organizational objectives and operating procedures for HLC's data collection and research.
- Provides relevant, timely and accurate institutional information to staff, stakeholders and external agencies in accordance with HLC's requirements and reporting obligations.
- Works with federal, state and other agencies to coordinate access to and sharing of reliable data relevant to HLC's mission.
- Collaborates with HLC staff and stakeholders to assess areas for improvement in data collection and analysis.
- Insures HLC's compliance with all data collection and reporting requirements by the Department of Education or other statutory agencies.
- Presents data and research findings to internal and external audiences.
- Works collaboratively with HLC staff on data-related projects.
- Identifies potentially problematic data, makes corrections and determines root causes.
- Performs other duties as assigned.

Qualifications and Skills:

- Master's degree in social/behavioral science, higher education, educational research, business, economics, statistics or related field. Ph.D. preferred.
- A minimum of seven years of experience in institutional research at a regionally accredited institution or organization related to higher education.
- Proficiency in the use of survey methodology, data modeling and interpretation.
- Experience in data analysis including hierarchical and longitudinal analysis and predictive indicators through data analytics.
- Familiarity with national trends and initiatives related to higher education data collection and analysis.
- Experience in managing major institutional projects in or related to institutional research.

- Experience working with relational databases, data warehousing, data mining, data management, and data governance and ensuring data integrity.
- Experience working with multiple constituencies in higher education.
- Strong interpersonal communication, diplomacy, emotional intelligence and relationship-building skills to establish and maintain effective working partnerships with other staff members.
- Presentation and publication experience preferred.
- Supervisory experience preferred.
- Experience with analysis packages (such as SAS, SPSS, Modeler, Mathlab) and Business Intelligence (BI) packages (such as PowerBI, Tableau).
- Experience in data access and manipulation using SQL and other tools.

Employee Signature: _____ Date: _____