



Job Title	Director, Operational Excellence and Assessment	Job Code	AA0318
Pay Plan	A&P	Pay Grade	21
Union	Non-Union	FLSA Status	Exempt
		Union Code	0
Job Family	Academic and Program Management		Academic Program Accreditation and Compliance
		Subfamily	

Job Family & Subfamily Summary

Academic and Program Management Professionals develop, administer, or support programs that enhance the learning environment for students or faculty development.

Academic Program Accreditation and Compliance Professionals serve to ensure the effective accomplishment of the academic mission of the university. Coordinates academic assessment, compliance, planning, programming, and scheduling with deans, chairs, and other academic leaders on and off campus including our accrediting bodies. Also oversees programs and policies that deal with students' academic programs.

Job Summary

Provides leadership in statistics and analytics to derive high-quality meaningful data gleaned from multiple sources to make complex information easily understandable for stakeholders. Provides enterprise level decision support for academic & administrative units related to Institutional Effectiveness (IE) Assessment, accreditation & strategic planning & provide reports to internal & external stakeholders: leadership, SACSCOC, & FL BOG. Coordinates development, testing & implementation of Institutional Effectiveness (IE) web app.

Representative Duties

1.

- Designs and coordinates the ongoing extraction of longitudinal reports from the IE Assessment Web application to meet Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) accreditation standards
- Interprets regional accreditation and other evaluation standards
- Prepares written reports of professional quality for dissemination within the university and to external agencies such as the Florida Board of Governors and Southern Association of Colleges and Schools Commission on Colleges
- Provides consultations and customized workshops for academic programs and administrative units, to include faculty, administrators and staff members
- Provides guidance on the interpretation and use of results to improve student learning and operations
- Assists with development, maintenance and implementation of processes for collection and dissemination of assessment information for management, accreditation, and evaluation purposes
- Provides direct support of the University Assessment committee, divisional review committees and faculty and staff members who serve as assessment coordinators and reviewers
- Coordinates the development, testing, implementation, roll-out and maintenance of the Institutional Effectiveness web application
- Manages specific projects, such as usability testing, that coordinate Institutional Effectiveness Assessment Business Intelligence web application system users and programmer/developers
- Serves on university committees related to student academic success and other improvement initiatives

2.

- Provides leadership on all activities related to successful development, design, implementation, and results reporting for enterprise-level student surveys
- Directs the organization of and dissemination of high-quality meaningful information gleaned from oral presentations, technical reports, web-based dynamic reporting, data visuals, and topical study briefs

<ul style="list-style-type: none"> • Makes complex information easily understandable for both technical and non-technical audiences across the entire university, including senior institutional leaders, faculty and staff members and external constituents such as the Florida Board of Governors (FL BOG) and faculty and staff from other institutions of higher education • Oversees and coordinates the creation and maintenance of detailed documentation of processes, data sources, methodologies, policies and related business processes
3.
<ul style="list-style-type: none"> • Directs evaluation statistical studies and higher order analyses about the quality of undergraduate education and student success • Develops analytical predictive or explanatory models for student learning outcomes, student retention, graduation, and post-graduation outcomes, time-to-graduation in collaboration with faculty and staff members • Provides evaluation expertise to include research design, methodology, data collection techniques, statistical analyses, interpretation of results, and results reporting for statistical studies in support of education and student success initiatives • Supports university-wide improvement initiatives to evaluate impact

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
8+ years of relevant work experience 3+ years of leadership experience		
Additional Requirements		
Master's in appropriate discipline preferred. Ability to lead OEAS team to improve quality of student learning outcomes & effectiveness & efficiency of operations through assessment & analytics. Demonstrated knowledge of statistics, research methods, program assessment & evaluation in higher education. Excellent communication skills		
Physical/Environmental Demands		
Standard office environment with no unique physical demands		

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.