DATE: JULY 2025
FLSA: NON-EXEMPT
SALARY: GRADE N
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

INSTITUTIONAL EFFECTIVENESS COORDINATOR

BASIC FUNCTION:

Coordinates and supports institutional effectiveness and strategic planning activities, including the coordinated maintenance and development of the strategic planning management systems; facilitates the implementation of strategic planning and institutional effectiveness processes and procedures, including but not limited to program review, outcomes assessment, and accreditation in support of strategic priorities; and utilizes technical institutional research and effectiveness systems and tools to support and coordinate work under the purview of Planning and Development.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management personnel. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing duties in support of institutional effectiveness, strategic planning, and program development. Incumbents perform the full range of duties as assigned, working independently and exercising judgment and initiative within established guidelines and procedures. Positions in the classification rely on experience and judgment to evaluate adherence to mandated requirements. Assignments are given with general guidelines. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Provides administrative and technical support to the college Office of Institutional Effectiveness; coordinates workflows and processes for the office and for accreditation, program review, assessment, research, and strategic planning-related processes and activities.
2. Oversees the maintenance, updating, and implementation of tools and systems used in Institutional Effectiveness workflow management; serves as a liaison with vendors to coordinate changes and updates, and managing system attributes, user access, and permissions to ensure that users are able to efficiently perform Institutional Effectiveness activities for the assigned college.
3. Reviews and resolves technical issues related to institutional effectiveness and strategic planning management systems, evaluating the impact of system modifications and enhancements while serving as a key contact between the vendor, Institutional Effectiveness, and other departments.
4. Administers system reporting, forms, workflows, project management software, and other elements of the college's strategic planning management systems; develops and provides training materials and user instructions for system utilization.
5. Coordinates and tracks institutional effectiveness and planning documents to support college-

wide strategic planning efforts; offers recommendations to refine and improve department processes and workflows to reduce time and effort to complete annual processes for strategic planning and other department related tasks.

6. Coordinates activities related to assessment, program review, and accreditation, and institutional effectiveness initiatives, including assessment, program review, and resource allocation, ensuring alignment with strategic planning and compliance with accreditation standards.
7. Develops and delivers presentations, reports, and training materials for institutional effectiveness initiatives, providing technical guidance and support to faculty, administrators, and staff on program review, assessment, accreditation, strategic planning, and other areas related to planning and development.
8. Participates and prepares agendas, supporting documents, and meeting minutes for College Assessment and Program Review Committee meetings while recording official proceedings.
9. Provides operational support for accreditation, contributing to accreditation-related projects, presentations, training, and compliance initiatives; analyzes processes and recommends improvements to enhance compliance and efficiency.
10. Assists in preparing accreditation reports and visits by organizing and compiling evidentiary materials and finalizing documents for publication.
11. Under the direction of the area dean, creates, distributes, and/or administers surveys to internal and external stakeholders, and utilizes tools and procedures to analyze and/or disseminate survey results to support institutional planning and decision-making.
12. Manages and updates outcomes in the college's learning management system, ensuring compliance with accreditation standards and effective communication with relevant personnel
13. Participates in college-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge Of:

1. Techniques and procedures to provide administrative support to annual planning and review activities.
2. Systems and tools to digitalize processes to increase efficiencies.
3. Tools and techniques to track, follow up, and support the timely completion of department activities among various stakeholders.
4. Principles and practices of data management, web applications, and data systems.
5. Problem-solving techniques, including the ability to lead the analysis and resolution of challenges, develop effective processes, diagnose issues, and implement solutions.
6. Tools and techniques to provide training and/or materials for technical and non-technical staff.
7. Document control processes and procedures.

Ability To:

1. Provide policies, procedures, and training and materials to system users.
2. Support college assessment and program review activities and procedures utilizing planning management systems.
3. Understand and apply accreditation rules, regulations, and standards established by the college's accreditation commission.
4. Provide guidance and technical support to users of the planning management system.
5. Utilize software, tools, and technology to track the status and progress of department activities.
6. Work independently variety of projects at any given time, working within established guidelines and policies.
7. Establish and maintain effective working relationships with administrators, faculty, classified professionals, students, and the public.
8. Perform various responsible, complex, and technical support duties for the college's Planning and Development and Institutional Effectiveness Office.
9. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.
10. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic disability, and ethnic backgrounds of students, staff, and the community.

Education and Experience:

An associate's degree in social sciences or a related field and four (4) years of increasingly responsible administrative support experience, one year of which included utilizing office productivity, workflow, and/or process management tools to improve administrative processes, streamline workflows, maintain strategic planning management systems, and support operational efficiency; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

The functions of this classification must be performed by the incumbent with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.