



## **Classification Description**

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**Job Title: Coordinator, Assessment, Accountability and Effectiveness**    **Pay Grade: 111**

**Job Code: 3746**

**FLSA Status: Exempt**

### **Job Purpose**

This position is responsible for professional work requiring independent judgment and decision making supporting systems necessary to meet and maintain regional accreditation requirements, interim reporting requirements and all other local, state, and federal accountability requirements. This position ensures the institution is in compliance with all internal and external policies and procedures. In conjunction with a variety of institutional constituents, this position ensures that all evaluation activities are integrated into the College's general effectiveness strategy and that these activities support the mission of the College. The Coordinator aids the Assistant Vice President of Institutional Research, Assessment, & Effectiveness (AVP) in ensuring that effectiveness schedules are implemented and that the institutional effectiveness process represents a contemporary best practice in the field of program evaluation. The position also supervises Academic Affairs data collection and survey administration to include data collection and organization in course-level, general education assessment, and QEP assessment at the discretion of the AVP.

### **General Responsibilities**

#### **Essential Functions**

Ensures system effectiveness for internal controls and compliance with associated policies and procedures related to accountability.

Collaborates with academic and administrative units to ensure compliance with policies and procedures. Supports the AVP in developing and revising College operating procedures to ensure compliance and accountability College-wide.

Participates as part of the team in Academic Affairs to ensure all effectiveness reporting and planning are appropriate for regional and program specific accreditation.

Manages the electronic management system used to house the institutional effectiveness plans and reports (i.e., Compliance Assist) and instructs faculty, staff, and administrators on the use of the electronic management system.

In collaboration with the AVP maintains and updates the departmental website that serves as a venue for communications regarding College accountability, effectiveness and evaluation.

## COORDINATOR, ASSESSMENT, ACCOUNTABILITY AND EFFECTIVENESS

Implements systems College-wide to analyze, verify, and validate data used for accreditation and reporting purposes. Guides College administration and staff through the electronic management system to ensure program outcomes are articulated, recorded, and managed.

Supports and maintains the regional accreditation efforts and reports including preparing, verifying and validating information used; publishing and monitoring Southern Association of Colleges and Schools (SACS) standards; and supporting and ensuring continued compliance with all standards College-wide.

Maintains the data management system and completes regional, state and federal reports as needed.

Assists training appropriate staff members regarding College operating procedures for the purpose of ensuring accountability, compliance standards and system effectiveness, as well as conducting effective and meaningful evaluation activities.

Supports the AVP in overseeing the accountability processes College-wide including development and delivery of reports on College and system performance, and works with staff at all levels to understand accountability best practices. Collaborates with appropriate College leadership to ensure timelines are followed and deadlines related to documentation of unit effectiveness plans and reports are met.

Monitors academic and administrative units to ensure compliance with policies and procedures in regards to accountability and effectiveness.

Provides support for survey development, administration, and analysis College-wide.

Ensures academic leadership maintains programmatic accreditation deadlines and supports the verification of information used for programmatic accreditation to ensure compliance.

Represents the AVP at meetings, events and other forums as needed.

Coordinates, schedules, and administers student surveys.

Supervises academic course assessment data collection and reporting at discretion of the AVP.

Supervises academic general education assessment data collection and analysis.

Develops and maintains an inventory of assessments used in common course assessments. Completes summary forms of assessments, compiles history and ensures components are completed.

Collaborates with assessment coordinators from different departments to ensure all assessments and methods are current and up to date.

Facilitates student focus groups as part of course and program assessment.

Hires, trains, supervises and provides performance management and evaluation to assigned personnel.

Performs other duties as assigned.

## COORDINATOR, ASSESSMENT, ACCOUNTABILITY AND EFFECTIVENESS

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

A Bachelor's degree from a regionally accredited institution of higher education.

Three (3) years full-time professional work experience in higher education.

Knowledge of Southern Association of Colleges and Schools (SACS) standards.

Experience with Effectiveness Plans/Accreditation Software (e.g., Compliance Assist) or similar.

Experience with academic assessment at the collegiate level (both implementation and provenance to the institution).

Ability to independently travel to various campuses and other locations for College business.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

## COORDINATOR, ASSESSMENT, ACCOUNTABILITY AND EFFECTIVENESS

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 6, 2017. Revised: September 13, 2019. Reviewed: October 10, 2022.  
Revised: July 1, 2023.