



Classification Description

Job Title: Coordinator, Institutional Research

Pay Grade: 111

Job Code: 3869

FLSA Status: Exempt

Job Purpose

This position assists the Assistant Vice President of Institutional Research, Assessment, and Effectiveness in coordinating and conducting institutional research activities that provide information to support institutional planning, policy formulation, or decision-making. The Coordinator, Institutional Research performs data collection, data analysis, and research activities related to institutional research and collaborates with Academic Assessment, where necessary. This position assists in the compilation of data and management of required state and federal reports regarding the College.

General Responsibilities

Essential Functions

Provides data analysis reports to appropriate administrative units regarding College activities using internal data or data collection methods supported by external research practices.

Responds to ad hoc research questions College-wide in support of academic or administrative strategies for success.

Develops new strategies and investigative opportunities for implementing institutional research analyses through the utilization of current data and/or available opportunities/services.

Creates and maintains an institutional analysis library for use by College staff and faculty.

Coordinates, communicates, and interacts with the National Student Clearinghouse to provide external data support associated with the College.

Evaluates and manages the processing and maintenance of data and databases for institutional, divisional, and individual needs.

Identifies both institutional and environmental data strengths, challenges, trends, and opportunities.

Produces clear and concise written and oral reports.

Performs other duties as assigned.

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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 to determine if they can 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 of full-time professional work experience in institutional research or a similar field. An appropriate combination of education or experience may be substituted.

Working knowledge of data analysis tools, i.e., Microsoft Excel and a statistical software package such as SPSS or MATLAB.

Working knowledge of higher education ERP systems, such as Banner, and data access tools, such as ARGOS.

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

Demonstrated ability to:

- Analyze a problem or opportunity and identify appropriate strategies.
- Interpret data, identify relevant trends, and recommend aligned actions.
- Think critically and creatively, demonstrate 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.
- Ability to effectively manage, ensuring quality, accuracy and timeliness of work products and processes.
- Demonstrated communication skills to successfully convey findings and trends to various audiences.
- Proficient in quantitative and qualitative research design and analysis.
- Evidence of strong time-management, organizational and interpersonal skills required.
- 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.
- Establish and maintain effective working relationships with data-related stakeholders.
- Work in a fast-paced, demanding environment.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collaborate effectively with diverse populations.

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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 knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manuals 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: September 23, 2019. Reviewed: October 10, 2022, December 2, 2022 (r), July 1, 2023, and February 4, 2026.