

**FLORIDA STATE COLLEGE AT
JACKSONVILLE JOB DESCRIPTION, 2024**

DIRECTOR, OUTCOMES ASSESSMENT

FLSA STATUS: EXEMPT

PAY GRADE: 26 - A

JOB FAMILY: ORGANIZATIONAL PLANNING

JOB FUNCTION: INSTITUTIONAL EFFECTIVENESS AND ADVANCEMENT

GENERAL STATEMENT OF JOB

The Director of Outcomes Assessment leads and develops a comprehensive institutional assessment program to support the college's mission and strategic initiatives. This position designs, directs, and supports academic and administrative outcomes assessments and related activities that demonstrate institutional effectiveness. This position supports the efforts of faculty, administrators, and staff and ensures high-quality assessment plans and the effective use of assessment results that foster continuous quality improvement. This position oversees implementation of the College's Quality Enhancement Plan (QEP) and coordinates QEP-related assessments to measure effectiveness in advancing student success.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Works collaboratively with faculty and staff in the development, reporting, and analysis of outcomes assessment activities to improve/enhance student learning and College operations.

Participates in the collection and analysis of various assessment data to support departmental accreditation and program reviews, disseminates results and assists others with understanding and appropriately using them; and provides regular reports (quantitative and qualitative), feedback, and recommendations to the College community.

Plans and facilitates College workshops, seminars, and events related to outcomes assessment and QEP; manages the College's use of strategic planning and assessment management systems; and serves as the College's primary system administrator/technical support for the systems.

Develops and communicates outcomes assessment timelines, templates, examples, and resources for academic programs and non-academic units, and reports any findings and analysis to leadership.

Provides general oversight and monitoring of the College's QEP initiatives; leads and coordinates QEP-related assessments; collects and analyzes data collected during the QEP period; and implements improvements necessary to improve student success outcomes.

Supervises and evaluates assigned staff; provides mentorship and leadership to staff; completes annual performance reviews and semi-annual check-ins; conducts and manages hiring, training, and supervision of staff. Provides coaching and facilitates professional development opportunities.

Ensures Collegewide compliance with accreditation requirements; engagement and assessment by reviews of accreditation expectations; attends appropriate workshops and conferences; and engages with peer institutions.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Associate Vice President of Strategy and Transformation.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution, supplemented by three (3) years of related experience, technical skills, and project management experience.

PREFERRED QUALIFICATIONS

Master's degree from a regionally accredited institution supplemented by a minimum of three (3) years of related experience. Demonstrated leadership experience.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 3/12/24