Duke University
Division of Student Affairs
Position Description

Official Job Title: Higher Education Analyst II
Working Job Title: Director, Assessment & Research
Job Code/Level/Family: 2558 / 14 / 28
Organization: Resource Administration
Supervisor: Senior Director of Strategic Initiatives
Position Status: Regular, Full-time, Exempt
Staff Supervision: Functional supervision of full-time assessment staff based in departments

Nature of Responsibilities:
Lead the assessment and research activities for Student Affairs. Develop and implement assessment and research plans, policies, and processes that result in content that effectively supports the Division’s assessment and research priorities. Lead the establishment of assessment priorities, identification of data needs and gaps, development of assessment plans and annual timeline, analysis of data and sharing of findings to support a culture of evidenced-based practice. Ensure that assessment activities align with learning outcomes and the Division’s strategic goals and objectives. Provide expertise and guidance to leadership and staff in planning and implementing meaningful assessment activities. Serve as primary liaison from Student Affairs to the Office of Institutional Research and other assessment and research centers at Duke.

Specific Duties
1. Lead the conceptualization and design of Division strategies to assess learning, programs, and services. Develop Division assessment plan, tools, and methodologies based on strategic goals and objectives. Identify aggregate data and methods for data collection and analysis. Consult with senior leadership and work with departmentally based assessment staff to develop departmental strategies for measuring learning outcomes and evaluating programs and services. Ensure Division compliance with professional standards concerning ethical assessment and research activities. 25%

2. Develop and maintain collaborative working relationships with Student Affairs units, including convening a working group of Division staff with assessment and research responsibilities on a regular basis to identify needs, discern objectives and in consultation with appropriate University partners, develop effective approaches to assessment and research with students and other stakeholders. 25%

3. Collaborate with the Office of Institutional Research and other campus offices to support connections between Student Affairs and relevant activities in the schools/college and
academic support areas. Analyze institutional data and lead the writing of reports, studies and presentations concerning student characteristics and experiences. Effectively use results in determining Division accomplishments of mission and goals.

4. Serve as primary Division contact for assessment and research platforms. Serve as Division representative to institutional assessment committee and prepare reports as needed. Oversee content maintenance of assessment web site with current resources and information.

5. Recommend resources to support assessment staff and activities. Formulate relevant policies, procedures and schedules.

6. Perform other duties incidental to the work described herein.

Requirements
Minimum Master’s degree in a social-sciences-related field and three years of experience in assessment in a higher education setting. Doctoral degree in research, measurement and statistics or higher education with an emphasis in assessment, research, measurement and statistics and five or more years of relevant post-degree experience, preferably in Student Affairs, is strongly preferred.

Specific Skills and Competencies
- Quantitative research methodology including advanced knowledge in multivariate analysis, linear regression and item response theory
- Qualitative research methodology including participant observation, focus groups and in-depth interview techniques
- Proven ability to apply appropriate statistical techniques to the analysis of assessment and institutional data
- Experience administering outcomes-based assessment
- Advanced skills in data management and the analysis of small and large datasets
- Expertise in a variety of technology tools such as SPSS, SAS, Tableau, etc.
- Proven abilities to create learning environments that are enriched with diverse views and people and integrate relevant cultural issues on campus
- Understanding of current issues and trends in higher education, including student learning and development
- Excellent organizational skills; ability to manage multiple projects concurrently
- Excellent writing and verbal communications skills including report-writing and presentations
- Active listening skills and ability to facilitate problem-solving, decision making and goal setting in group situations
- Ability to work independently as well as collaboratively with colleagues
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