RESEARCH ANALYST

DEFINITION

Under general direction, performs specialized analytical duties to integrate outcomes assessments into instructional and student services improvement, institutional evaluation systems, and College planning and management; performs a variety of research, collection, analysis, interpretation, and reporting of data and statistics to support organizational assessment programs, projects, and activities; researches, develops, implements, and evaluates various assessment tools; provides assessment training to faculty, management, and staff; monitors and tracks assessment data; develops, summarizes, and maintains reports, records, and files.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Exercises no direct supervision of staff. May provide technical and functional direction and training to staff and temporary employees.

CLASS CHARACTERISTICS

This classification is within the Research Analyst class series that researches, develops, and implements outcomes assessments and for designing and conducting routine to complex research projects on a variety of institutional, operational, programmatic, and planning issues. Incumbents support the work of faculty, management, and staff by providing a professional-level resource for institutional, programmatic, educational, and operational assessments, analyses, and studies. Responsibilities include performing diverse, specialized, and routine to complex work involving significant accountability and decision-making responsibility. This class is distinguished from the Senior Research Analyst in that the latter independently leads, designs, and conducts highly complex to advanced projects and provides guidance and work direction to staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs specialized analytical duties to integrate outcomes assessments into instructional and student services improvement, institutional evaluation systems, and College planning and management; researches, develops, implements, and evaluates various assessment tools to departments, programs, and student support service units; develops a common format for planning and reporting assessment outcomes; researches and provides benchmarking on accreditation.
2. Provides training to faculty, management, and staff on the use of various data collection methods, data collections tools, and reports; assists outcomes facilitators and the Professional and Organizational Development Department to develop staff development activities.
3. Plans, coordinates, and conducts a variety of research, collection, analysis, interpretation, and reporting of data and statistics to provide information and assistance for institutional planning issues, decision-making, and program planning.

4. Responds to and evaluates ad hoc requests for data, statistical analysis, research projects, and studies; develops, implements, and maintains project schedules and timelines; designs strategies to complete assignments; analyzes and compares a variety of data solutions; makes recommendations to management.
5. Designs and conducts routine to complex institutional research projects and activities to support external and internal accountability mandates in areas such as instructional and service performance, program review, enrollment management, matriculation, and outcome assessment.
6. Collaborates with the Information Technology Department in a variety of ways and streamlines processes.
7. Develops and maintains databases related to student cohort tracking; monitors data integrity; troubleshoots and resolves system errors and malfunctions; builds routine to complex reports using queries.
8. Works with various departments and units to design and conduct educational research in order to improve institutional learning and student support services; designs, develops, implements, and evaluates surveys.
9. Prepares a variety of narrative and statistical records, reports, and files related to outcomes assessments, institutional planning, research projects, data analysis, findings, conclusions, and decision-making; designs and produces related charts, tables, and graphs.
10. Develops, updates, and maintains department web pages that provide information regarding institutional research such as Accreditation, and outcomes assessments.
11. Works with faculty, staff, and administrators to conduct survey research and qualitative data analysis (focus groups, open-ended comments analysis); presents findings and assists in disseminating data for improvement.
12. Communicates with staff, faculty, administrators, and various outside agencies to exchange information and resolve issues or concerns.
13. Attends and participates in various campus-wide meetings as assigned to serve as a liaison for the Research Office.
14. Plans, develops, and implements techniques to optimize the efficiency and effectiveness of data collection, research, and reporting activities.
15. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
16. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
18. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
19. Prepares and delivers oral presentations related to assigned areas as required.
20. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Advanced research, analysis, and reporting methods, techniques, and procedures.
3. Methods and concepts of outcomes assessments.
4. Theories, principles, and methods of research project design, methodology, qualitative and quantitative analyses, and longitudinal and program evaluation studies.
5. Principles of database structures and management, computer programming, and systems development.
6. Applicable federal, state, and local laws, regulatory, codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Record management principles and procedures.
8. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
9. Managing, analyzing, and reporting complex data using current statistical software, data extraction tools, and analytical reporting tools.
10. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform specialized duties in support of outcomes assessment and institutional research programs, projects, and activities.
5. Plan and conduct effective research studies applying appropriate and effective methodology, design, and data analysis techniques.
6. Apply a variety of techniques of data extraction and modify techniques and procedures to ensure data integrity and relevance.
7. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
8. Identify, evaluate, and solve basic programming problems; perform diagnostic checks and take appropriate corrective action; apply basic programming language; and implement new or revised systems and procedures for the automation of information processing.
9. Evaluate and recommend improvements in operations, procedures, policies, or methods.

10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
12. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
13. Establish and maintain a variety of filing, record keeping, and tracking systems.
14. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
15. Communicate effectively through various modalities.
16. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a bachelor's degree from a regionally or nationally accredited four-year college or university with major coursework in education, computer science, psychology, sociology, statistics, or a related field; and
2. Three (3) years of progressively responsible experience involving outcomes assessment, institutional statistical research and analysis, or a related field preferably at an institution of higher learning.

   A doctorate degree in Educational Policy Studies or directly related field will qualify incumbents for an increased pay grade.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, incumbents must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 4/2019; 7/2023; 12/2023