

SENIOR RESEARCH ANALYST

DEFINITION

Under general supervision, independently leads, designs, develops, and conducts highly complex to advanced level projects; independently performs a variety of advanced level professional activities involved in the research, collection, analysis, interpretation, and reporting of data and statistics to support institutional planning issues, decision-making, program planning, and other measures of institutional effectiveness.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Provides technical and functional direction and training to staff.

CLASS CHARACTERISTICS

This classification is the advanced journey-level within the Research Analyst class series that performs a variety of professional, complex statistical and analytical program assessment, research, and evaluation studies to support institutional planning, decision-making, and program planning processes. This classification is distinguished from the Research Analyst position in that the Senior Research Analyst leads, designs, and conducts all levels of research projects. The incumbent provides guidance and lead work direction to staff and provides suggestions to management regarding the operation of the unit and how to improve efficiencies.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Leads and coordinates day-to-day projects, services, and/or activities; recommends improvements or modifications.
2. Designs, develops, and maintains data dashboards; publishes and maintains department website.
3. Assists with highly complex enrollment management projections, analyses, activities, and reporting.
4. Plans, coordinates, and conducts a variety of specialized professional activities involved in the research, collection, analysis, interpretation, and reporting of data and statistics to provide information and assistance for institutional planning issues, decision-making, and program planning.
5. Responds to and evaluates ad hoc requests for data, statistical analysis, research projects, and studies; prepares requests for processing; arranges and maintains project schedules and timelines; designs strategies to complete assignments; analyzes and compares a variety of data solutions; makes team project recommendations to management.
6. Assists management in evaluating and responding to requests for complex or original research support from within and outside the College; works independently with requestors to clarify their needs and optimize the utility of research results.

7. Designs, develops, and conducts advanced 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, outcomes assessments, student assessment exam instrument validation, evaluations, accreditation related activities, and staff development.
8. Writes research reports containing descriptive, analytical, and evaluative content including the preparation of conclusions, recommendations, and forecasts based on data summaries and other findings.
9. Prepares a variety of narrative and statistical records, reports, and files related to institutional planning, research projects, data analysis, findings, conclusions, decision-making, and assigned activities; designs and produces related charts, tables, and graphs.
10. Provides technical support, assistance, and training to staff, faculty, administrators, and others concerning institutional effectiveness and related data and statistics; responds to inquiries and provides technical information concerning related projects, reports, research, practices, policies, and procedures.
11. Reviews, analyzes, and arranges data according to project and study specifications and requirements; evaluates data acquisition processes and resources to assure accuracy and completeness; prepares statistics, research data, and reports for distribution and dissemination to appropriate personnel.
12. Collaborates with staff, faculty, and administrators in the design, development, and implementation of research projects; advises personnel and others concerning valid research design and data collection, appropriate use of data, and research results in generating recommendations.
13. Assists Information Technology with the maintenance of specialized databases and information systems, such as the data warehouse for enhancement, to facilitate research and planning activities.
14. Manages the input and coding of a variety of data and information into an assigned computer system including but not limited to queries, extractions, and manipulation of computerized data, records, and reports for use in projects, studies, and analysis.
15. Develops and implements analysis plans for complex data sets; examines and integrates information from various sources and of variable quality; provides insights based on systematic assessment of qualitative and quantitative data; evaluates regular research operations routinely to recommend strategies for improvement.
16. Provides conceptual ideas from research perspectives and supplies data evidence assisting with decision-making.
17. Develops, maintains, organizes, and utilizes extensive data files and databases using various computer platforms and software (e.g., database, spreadsheet, and statistical).
18. Plans, develops, and implements techniques to optimize the efficiency and effectiveness of data collection, research, and reporting activities.
19. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
20. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
21. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.

22. Participates on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees and mandated trainings as required.
23. Prepares and delivers oral presentations related to assigned areas as required.
24. Perform 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. Principles, practices, procedures, and techniques involved in the research, collection, analysis, interpretation, and reporting of statistical data.
3. Computerized data collection, management, manipulation, and distribution requirements for analysis and reporting functions; record retrieval and storage systems; data verification and clean-up procedures.
4. Qualitative and quantitative analysis, longitudinal, and program evaluation studies.
5. Statistical procedures related to sampling, correlation analysis, projections and other quantitative measures applied to education research and design; statistical and mathematical computations.
6. Survey, study, data collection, and research project design, instruments, techniques, and methodology.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Report writing and statistical record-keeping techniques.
9. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
10. Issues and current trends in higher education, particularly as they apply to California Community Colleges.
11. Principles of student learning outcomes and general education outcomes.
12. Principles, practices, and procedures of educational measurement.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. 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. Lead a variety of specialized professional activities involved in the research, collection, analysis, interpretation, and reporting of data and statistics to provide information and assistance for institutional planning issues, decision-making, and program planning.
5. Apply advanced knowledge and skills in conducting institutional research and analysis projects and activities.
6. Plan, design, manage, and implement complex research projects independently.
7. Maintain the confidentiality of information.
8. Establish and maintain a variety of filing, record-keeping, and tracking systems.
9. 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.
10. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
11. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
12. Communicate effectively through various modalities.
13. 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.
14. 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 college or university with major coursework in education, behavioral science, mathematics, computer science, business administration, or related field; and
2. Four (4) full-time equivalent years of progressively responsible experience involving outcomes assessment, institutional statistical research, and analysis including work with computer databases and software applications at a professional level, including one full-time equivalent year at an institution of higher learning.

Pay Grade Eligibility:

A doctoral degree in Curriculum and Instruction including 12 or more higher-level graduate units related to statistics and research may qualify incumbents for an increased pay grade.

Desirable Qualifications:

1. Direct experience in institutional research for two (2) of the four (4) full-time equivalent years of progressively responsible experience.
2. Working knowledge of Structured Query Language (SQL) and Operational Data Store (ODS) or equivalent.
3. 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

4. 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, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically 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: 9/2021; 7/2023; 12/2023; 2/2025