

SENIOR RESEARCH ANALYST

DEFINITION

Under general supervision, 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. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the Research Analyst classification series and is distinguished from the Research Analyst position in that the Senior Research Analyst leads, designs, and conducts all levels of research projects in the Research and Institutional Effectiveness Department. The incumbent provides guidance and lead work direction to lower level research staff and provides suggestions to the Director, Research and Institutional Effectiveness 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. 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.
3. 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 the Director.
4. Assists Director to evaluate and respond 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.
5. 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, outcome assessment, student assessment exam instrument validation, evaluations, and staff development.
6. Writes research reports containing descriptive, analytical, and evaluative content including the preparation of conclusions and forecasts based on data summaries and other findings.

7. 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.
8. 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.
9. 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 disseminate to appropriate personnel.
10. 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.
11. Assists Information Technology with the maintenance of specialized databases and information systems such as the data warehouse for enhancement in order to facilitate research and planning activities.
12. 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.
13. 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.
14. Provides conceptual ideas from research perspectives and supplies data evidence assisting with decision-making.
15. Develops, maintains, organizes, and utilizes extensive data files and databases using various computer platforms and software (e.g., database, spreadsheet, and statistical).
16. Plans, develops, and implements techniques to optimize the efficiency and effectiveness of data collection, research, and reporting activities.
17. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
18. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
20. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
21. Prepares and delivers oral presentations related to assigned areas as required.
22. Perform other related or lower 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. Report writing and statistical record-keeping techniques.
8. Modern office practices, methods, and computer equipment and applications related to the work.
9. Issues and current trends in higher education, particularly as they apply to California Community Colleges.
10. Principles of student learning outcomes and general education outcomes.
11. Principles, practices, and procedures of educational measurement.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

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. Meet schedules and timelines.
9. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.

10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in behavioral science, mathematics, computer science, business administration, or related field, and
2. Three (3) full time equivalent years of progressively responsible experience involving statistical research and analysis including work with computer databases and software applications at a professional level.

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 three (3) 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 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: 9/2021; 7/2023