Job Description
(CCP 16)

Position Title: Research Analyst

Position Summary:
The Research Analyst develops, coordinates, implements, and evaluates a variety of institutional research activities congruent with the mission and needs of Gateway Community College.

Professional Working Level:
Assists in the development of plans, procedures, and methods for assessing needs, meeting goals, and providing institutional research and analysis for selected services. Works closely with outreach services, marketing, academic and student affairs, and other staff in the establishment and implementation of selected institutional research goals and strategies congruent with the mission and needs of the College.

Supervision Received:
Works independently under the supervision of the Director of Institutional Research.

Supervision Exercised:
May supervise support staff, including part- and full-time employees, and other staff as assigned.

Key Effectiveness Areas:
The key effectiveness areas listed below represent the output requirements of this position. Requirements may vary depending on the size and complexity of assigned function. These outputs are to be timely, accurate, cost efficient, and effective in meeting public information and marketing goals as well as the needs of the College and of the community.

- Research.
- Surveys and the interpretation of statistical data.
- Institutional Reporting.

Position Responsibilities:
Research:

- Conducts and coordinates/reports research including, but not limited to: official institutional data for IPEDS; student characteristics, progress, and retention; follow-up studies of graduates; employer satisfaction as well as labor market and regional education needs; and community perception of the College.
- Assists in institutional planning and improvement projects, including organizing and distribution of regularly scheduled reports to the public geared to local, state, and federal studies for accreditation, assessment, and program evaluation.
- Maintains databases in areas of interest to the College, including a repository of semester academic information that includes the academic schedule, student information, and faculty information.
- Conducts qualitative research.
Surveys and the interpretation of statistical data:
- Develops survey instruments and studies including, but not limited to: admissions and enrollment trends; the effect of College credit and non-credit programs and courses; and reports on internal as well as external trends.
- Accumulates survey data.
- Interprets and analyzes survey data.
- Assists staff and faculty in the design and implementation of research studies and projects.
- Responds to selected external requests for information.

Institutional Reporting:
- Provides statistical reports on survey research in order for the College to make data-driven decisions.
- Provides visual display of quantitative information.
- Serves as a resident resource on models, trends, and best practices in institutional research.
- Assists in representing the College in system meetings related to research.
- Prepares and maintains institutional research data on the College web page.

Performs related duties as required

Education and Work Experience:
Education: A Bachelor’s degree is required, preferably with background and/or training in data science or social research.
Experience: Two years or more in an administrative setting. Experience with research, data collection & extraction, survey instruments, report writing, and visual data presentation. Strong experience in Excel is required. Experiences with computer programming (e.g. SQL), Student Information Systems (e.g. Banner), SPSS, and Access are preferred. Knowledge in Tableau, Power BI, and applied predictive analytics are desired.

Knowledge, Skills, and Abilities:
- Experience in the preparation of surveys and questionnaires.
- Experience in interpreting statistical data to make meaningful decisions.
- Working knowledge of word processing, database, spreadsheet, data dashboards, data analytics, and statistical software packages. Demonstrated proficiency in BANNER, Microsoft Office (especially Excel and Access), SQL and SPSS software preferred.
- Ability to develop and to maintain effective relationships.
- Ability to communicate effectively in writing and verbally.
- Ability to write and to edit statistical reports.
- Ability to work on qualitative research.
- Able to work within and to meet required guidelines/deadlines with a variety of individuals and on multiple assignments.