

**Position Description
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title Research Analyst

Division/department Planning, Institutional Effectiveness, and Research (PIER)

Campus La Plata

Check one: New PD _____ Revised PD X No changes to PD _____

Please identify any similar positions already established within the department:

Is this a Director-Level position? Yes _____ No X

Reports to _____ Date _____
(Signature)

Title of Position Reported to Senior Associate Director, PIER

Approval _____ Date _____
(Signature - Second-Level Supervisor)

Approval _____ Date _____
(Signature - Dean or President)

Account code(s) _____

Work schedule 8am – 5pm (40 hours/week)

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number _____ Grade _____

Statistical group _____

Exempt / Non-exempt _____ Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: Research Analyst #3048

The Research Analyst is a full-time exempt position in the Planning, Institutional Effectiveness and Research Department (PIER). The position is responsible for leading projects and designing analyses that respond to internal and external needs for policy research, information, and compliance. The position requires quantitative and qualitative data analysis skills, an understanding of higher education, interpersonal skills, and the ability to work in a fast-paced environment. Additional competencies include fluency in a range of technological tools used in assessment and institutional research such as statistical analysis software and student information systems, excellent oral and written communication skills, the ability to lead and implement projects, and the ability to collaborate with internal and external colleagues. The information and analyses prepared by the incumbent carry fiscal and policy implications. Reports and analyses are used to assist the President's Council and the college community in planning and decision making. The Research Analyst reports directly to the Senior Associate Director in PIER.

1. Core Responsibilities: Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or "other duties as assigned."

55% - Institutional Research: Data Analysis and Reporting

- Serves as project leader (plans, extracts, gathers, analyzes, and prepares data) for standard departmental reports such as Student Characteristics, Grade Distributions, Course Effectiveness, Course Section Capacity Reports, Graduation Fact Sheets, Transfer and Graduate Transfer reports for the college community. Plans these projects; extracts, gathers, and analyzes complex data; and prepares the reports for distribution to the college community.
- Performs data analyses using software such as SPSS, SAS, MS Excel, and MS Access.
- Effectively designs and uses queries and custom processes to extract and analyze data from the student database.
- Assists with verifying Full-time Equivalences (FTEs) for state funding, validating student headcount, enrollment status, course eligibility, etc. and calculation of FTE; assists with establishing freeze dates and FTE reporting calendar and prepares FTE placemat and data for auditors. The impact of these responsibilities is in the millions of dollars annually.
- Analyzes data and creates institutional research summaries, reports, analysis for President's Council.
- Performs necessary duties to validate and ensure the integrity of the data used in analysis and reporting – select, extract, and analyze data and communicate with process owners.
- Consults with and provides technical support to policy and planning groups engaged in institutional self-study and accreditation reaffirmation processes.
- Performs research assigned to the department by designing studies, analyzing data, and writing reports for publication and distribution (enrollments, retention, etc.).
- Determines information needs and desired analysis by interviewing those requesting data collection and reporting.

- Prepares and/or submits college data for external data requests from Middle States Commission on Higher Education, Maryland Higher Education Commission, U.S. Department of Education, Maryland Association of Community Colleges, etc.
- Submits college regulatory reports to local, state, and federal agencies, which result in revenue for the college.
- Manages and updates IPEDS (Integrated Postsecondary Education System), Common Data Set, and College Board surveys to include data collection, analysis, compliance, and documentation.
- Provides research and technical support to administrative and academic departments in their mandated reporting and accreditation (e.g., Middle States Commission on Higher Education, National League of Nursing, Association of Collegiate Business Schools and Programs).
- Develops and provides training to college staff in preparing and submitting reports to federal, state, and local agencies.

25% - Institutional Research: Survey Administration and Reporting

- Serves as the survey coordinator for student and other surveys administered by the department. Many of these are very large projects and include: Community College Survey of Student Engagement (CCSSE), Non-Returning Students Survey, Graduate Follow-up Survey, Student Satisfaction Survey, and Internal Customer Survey for Unit Assessment, among others.
- Creates informational messages about surveys, oversees data collection (e.g., scanning of paper surveys), and prepares data files for analysis.
- Maintains, reviews, and revises survey instruments in collaboration with key stakeholders.
- Effectively utilizes survey software, such as Remark and Survey Monkey, to develop and maintain survey instruments. Tests survey instruments, both online and paper, for accuracy in capturing responses and ease of analyzing final data sets.

15% - Quality Improvement Process Support

- Provides technical assistance to the college's Quality Improvement Process, Academic Program Monitoring, and the Strategic Plan in support of accreditation by gathering, preparing and analyzing trend data.
- Assists with gathering and analyzing information about the external environment (national, state, and regional), known as environmental scanning, for use in strategic planning.
- Supports process improvement efforts by determining information needs, designing studies, analyzing data, and writing reports for utilization in these efforts.
- Gathers and prepares data for key performance indicators.
- Performs ad hoc analysis for administrative unit assessment.

5% - Additional Duties

- Presents results of research to college community.
- Maintains institutional data and reports online (PIER's internet and intranet pages).

- Represents college at Maryland Community College Research Group (MCCRG), Maryland Association of Institutional Researchers (MdAIR), etc.
- Performs other duties as assigned in support of college needs.

2. Education/Knowledge Required: Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Bachelor's degree (preferably in social sciences, mathematics, or computer sciences); Master's degree preferred.
- At least two years of recent experience in an applied research/data management environment.
- Ability to manipulate large, complex data sets using a variety of software applications (SPSS, SAS, Excel), including the use of relational databases (e.g., Datatel's Colleague). Ability to perform statistical analysis. Ability to manage multiple concurrent projects, reason analytically, and work effectively with people possessing differing levels of technical knowledge is required. Effective oral communication skills and proficiency in producing technical reports is required. Knowledge of conventional business practices and cultures desirable.
- Knowledge of survey design and research methodology.
- Ability to work independently much of the time.
- Ethics disclosure filed with the State of Maryland.

3. Supervision: List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

None

4. Internal & External Contacts: Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

- President's Office, Vice Presidents, Department Chairs, Officers, Directors, faculty and staff to provide or elicit information.
- Local and state agencies to collect data and/or provide data.
- Information Management Team, particularly the programming and database administrator staff, for programming development and support, as well as data verification and extraction.
- Registrar to make corrections to individual student records (e.g., errors uncovered through analysis of student datasets, etc).
- Local and regional business communities on workforce and economic development related data.
- Institutional researchers throughout the state at MCCRG and MDAIR meetings, and through other activities.

- 5. Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

MHEC and IPEDS regulations, Campus Right-to-Know Act, Perkins Workforce Investment Act, Middle State's Accreditation Criteria, Administrative Manual, and Department Procedures.

- 6. Communications:** Please describe the written and verbal skills required for the position.

The Research Analyst position requires excellent communication skills, both written and verbal. The position requires the individual to communicate with others by telephone, e-mail, and/or in-person in order to effectively meet the needs of requests for data and information. In addition, the individual must have excellent communication skills as many of the projects completed by this position require coordinating input and data submissions from other departments on campus. The position requires the individual to write reports that contain clear, concise, and easily understandable information.

- 7. Role Complexity:**

The role of Research Analyst position is varied and complex. The position requires the individual to plan projects months in advance and work on several projects concurrently. In addition, information requests often come from external agencies that require completion, sometimes with little advanced notice and short turnaround times. Because of this, the individual must be very organized, flexible, often developing project plans or documenting detailed steps that need to be completed. The position requires the individual to provide in-depth analysis of the data and information produced, particularly as it relates to survey results.

- 8. Creativity & Innovation:**

The Research Analyst position requires the employee to design new ways of doing things in order to meet the changing scope of information and data requests received by the department, both internally and externally. The analyst must draw on past experiences or ideas from professional development/trainings to be creative as the need for information grows and requests for data and information change frequently.

- 9. Impact:**

The Research Analyst position impacts most areas of the college, including students and employees, in that the data and information produced by the position is used by the college's leadership for program and policy changes. The responsibilities regarding FTE calculations impact the college in the millions of dollars annually as these calculations determine the amount of funding received from the state of Maryland.

- 10. Fiscal Responsibility:** Describe the fiscal responsibility. The responsibilities regarding FTE calculations impact the college in the millions of dollars annually as these calculations determine the amount of funding received from the state of Maryland. The Research Analyst

provides data and/or analysis to Middle States, Federal Government (e.g. IPEDS, Title IV, etc.), and Maryland Higher Education Commission. The accuracy and on-time submission of the data have a rippled effect on the College. For example, data submitted to IPEDS ensures CSM receives financial aid funding. (\$1M +)

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

- Office environment
- Requires minimal hours outside of normal work day