

TOMPKINS CORTLAND COMMUNITY COLLEGE

POSITION TITLE

Institutional Effectiveness Research
Analyst

GRADE

2

PAGE

1 of 3

ORGANIZATIONAL UNIT

Academic Affairs

REPORTS TO

Associate Provost

APPROVED BY

Board of Trustees
June 17, 2021

SUMMARY

The Institutional Effectiveness Research Analyst II is responsible for providing quantitative and qualitative data and analysis to support planning, research, assessment, and compliance reporting at the College under the supervision of the Associate Provost. The Analyst will share the responsibility for the accurate and timely submission of mandated institutional data with the other IR analyst within the department. This position will also support the current work of the IR department by continuing efforts to improve data warehousing, data documentation, and data visualization infrastructure at the College. The Analyst will extract, reorganize, and restructure data to help develop analytical reports and data visualizations for stakeholders across the College, especially utilizing relevant and current statistical and business intelligence tools. The Analyst will be proficient in communicating data-related information both in writing and verbally, including creating written/graphic reports. Along with peers in the department, this position will serve as a leader in the continuous development and maintenance of all current and emerging best practices in data analytics to support college decision-making needs at all levels.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for the development and timely submission of accurate data to SUNY System Administration, New York State Education Department, Middle States Commission, and other state & federal agencies. Some examples include the Integrated Postsecondary Education Data Systems and the National Clearinghouse. This position will have primary responsibility for SUNY reporting and for other federal grants, such as Perkins V. The latter includes the administration of the Annual Graduate Survey in conjunction with the Career, Alumni and Workforce departments at the College. Other primary reporting duties maybe be assigned as they emerge.
2. As part of the data reporting requirement this position will need to have an understanding of the data funnel at the College and will help in creating data clean up infrastructure and in carrying out data clean up when necessary for mandated reporting requirements using BI or other tools. The person in this position will work collaboratively with Campus Technology and members of the Institutional Research department to extract data or make queries from student information systems and other relevant databases in order to carry out quantitative and/or qualitative data analysis and reporting with a high attention to detail and thorough data documentation.
3. Works to understand user requirements, and relate them to available data. In conjunction with colleagues in the IR department, helps in the development of analytical reports, dashboards and data visualization to support college-wide decision making and to help BI power users in creating a self-serve BI culture.

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2

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2 of 3

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4. In conjunction with other members of IR this position engages in studies and helps to create predictive tools that will help guide mid and long term planning at the College. Performs data analysis utilizing best practices in statistical and business intelligence tools and is part of a culture of continuous development around the use of these tools.
5. This position will be regularly asked for ad-hoc and annual data reports related to the College's academic and non-academic strategic priorities. This position will also work closely with the Provost's office, Workforce Development, and Career Services to help create reports about the labor market using appropriate tools.
6. Responds to requests for data analytics and/or survey data from both internal and external sources; works collaboratively with other college offices to insure timely, accurate processing and completion of requests. Works with IR colleagues to keep the IR website current with information, and data relevant to external audiences, such as, local College stakeholders and prospective students.
7. Supports efforts of the IR department in survey implementation and dissemination of reports for both internal and external surveys. Helps with the work of the College's survey approval committee and may serve on the committee. Carries out regular assessment of survey administration tools to stay abreast of best practices. Communicates the results of data analysis and/or survey data with stakeholders in an accessible, meaningful way to support decision making at the College.
8. Maintains high standards of continuous development in best practices of all areas of responsibility: data analysis, visualization, statistical analysis and survey creation and implementation.
9. Represents the Institutional Research department and serves on College committees, as appropriate, and performs other related tasks as assigned. Assures compliance with FERPA (Family Educational Rights and Privacy Act) guidelines in responding to internal and external data requests. Performs other job related tasks as assigned.
10. Demonstrates cultural competency skills and a commitment to equal opportunity and success for all students, regardless of possible barriers including, but not limited to, race, gender, socio-economic class, culture, age, ability or life experience.
11. Hires and supervises student workers/interns in the department. Ensures effective use of human resources by recommending hiring, promotion, disciplinary, termination, and other administrative

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PAGE

3 of 3

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actions, together with training, motivating, evaluation, and counselling of assigned personnel. Conducts all matters in accordance with federal, state and local Equal Opportunity/Affirmative Action Laws, other applicable laws, regulations and collective bargaining agreements.

SUPERVISION

Types Supervised (check each category):

- Classified Staff
- Administrative
- Faculty
- Adjunct faculty, **students**, etc

Indicate number in each category:

- # of Classified Staff
- # of Administrative
- # of Faculty
- # of Adj. faculty, **students**, etc.

MINIMUM QUALIFICATIONS

Bachelor's degree in social sciences, sciences, data science or related field and experience in an analytical, data-oriented environment.

Extensive experience with business intelligence tools (especially PowerBI), spreadsheets (especially Excel), and MS Access (some databases are in Access). Ability to use programming tools such as R or Python, and demonstrated SQL skills. Experience with survey implementation or design.

Strong attention to detail, and a commitment to high standards of data integrity and thorough documentation. Excellent communication skills – both verbal and written. Strong existing data visualization, and graphical reporting skills.

DESIRED QUALIFICATIONS

Master's degree in social sciences, sciences, data science or related field. Related work experience in higher education institutional research or higher education data analysis (e.g. through a public policy lens) is also preferred.

Strong problem solving skills, including the ability to be proactive, innovative and creative. Ability to work independently, and collaboratively in groups.