

Job Template: Institutional Research Analyst 1

Occupational Group	Administrative Services
Job Family	Institutional Research
Job Path	Institutional Research
Job Title	Institutional Research Analyst 1
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: B40000

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ Course of Resolution

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ Measure of Creativity

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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Job Template

GENERAL SUMMARY

Assists with compiling, building, and maintaining databases for planning, decision-making, publication, and compliance with government regulations purposes. Assists with the generation and analysis of data-utilizing queries.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Collects, maintains, and reports data related to institutional characteristics, strategic planning, accreditation, enrollment, staffing, degrees, and certificates awarded.
- Follows standardized practices for collection and interpretation of data to ensure data accuracy and integrity in reports.
- Gathers, summarizes, reports on, produces, and distributes information as an aid in administrative planning using data received from available resources.
- Performs basic analysis and interpretation of data received from various University and external sources.
- Generates periodic and special reports and narratives, surveys, and trend analyses. Provides information and statistics in response to authorized internal or external requests.
- Keeps abreast of developments and trends, which may require discussing new studies or modification of current projects or practices.
- Consults with computer programmer/analysts in designing and maintaining information systems and databases for data analysis, studies, reports and other data needs.
- Administers data collection systems such as faculty productivity and other academic and management information systems for the University.
- Composes and disseminates instructional and explanatory information as needed.
- Performs related work as required.

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MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Two to three years of experience in higher education.

COMPETENCIES

Knowledge of:

- Institutional research data content
- Institutional research reporting
- Basic institutional research developments and trends
- Higher education data and trends
- Basic statistical analyses and techniques
- Microsoft Office and related software applications
- SAS, SPSS, SQL and other related statistical software

Skill in:

- Basic quantitative skills
- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Design and develop survey instruments
- Collect, analyze, and interpret various types of data
- Maintain the confidentiality of information and professional boundaries
- Work independently to create data reports

Job Template: Institutional Research Analyst 2

Occupational Group	Administrative Services
Job Family	Institutional Research
Job Path	Institutional Research
Job Title	Institutional Research Analyst 2
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: B40002

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

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Occupational Group	Administrative Services
Job Family	Institutional Research
Job Path	Institutional Research
Job Title	Institutional Research Analyst 2
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: B40002

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

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- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

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Job Template

GENERAL SUMMARY

Manages day-to-day administration of institutional data and performs moderately complex analysis, forecasting, and modeling. Analysis regularly impacts administration's decisions regarding a defined service, function, or population.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Analyzes, forecasts, models, and presents data relating to institutional characteristic, strategic planning, accreditation, enrollment, staffing, degrees, and certificates awarded.
- Identifies and anticipates data and information reporting needs for schools, colleges, departments, and senior administrators.
- Performs moderately complex analysis, interpretation, and synthesis of data received from a variety of sources to support academic planning, reporting, and decision-making, which may include the creation of new studies or modification of current projects or practices.
- Generates and may present reports on analysis, forecasts, and models for administrators to aid in high-profile or institutional decisions.
- Designs, develops, implements, and/or coordinates methods and procedures for regularly gathering, summarizing, reporting, producing, and distributing information as an aid in strategic planning and institutional reporting requirements.
- Consults with computer programmer/analysts in designing and maintaining information systems and databases for data analysis, studies, reports and other data needs.
- Takes a proactive role in a variety of advanced institutional research projects, including, but not limited to: survey research, competitive positioning, strategic resource allocation, data warehouse development, business intelligence, and dashboard development.
- Serves as a representative of the office on various University committees.

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- Administers and modifies data collection systems such as faculty productivity, and other academic and management information systems for the University.
- Audits and maintains official reporting files. Identifies discrepancies, researches issues, and recommends procedure changes to avoid future problems.
- Composes and disseminates instructional and explanatory information as needed.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in quantitative disciplines such as Business Administration, Public Policy, Statistics, Educational Research, or a related discipline.
- Three years full time professional experience of which one year must be performing research duties.
- Considerable knowledge of applied statistical analysis including multivariate statistical techniques and research design methodologies.

COMPETENCIES

Knowledge of:

- Institutional research data content
- Institutional research reporting
- Institutional research developments and trends
- Statistical analysis and techniques
- Microsoft Office and related software applications
- SAS, SPSS, SQL and other related statistical software

Skill in:

- Analytical and quantitative skills
- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships with both internal and external constituents
- Critical thinking, problem solving and analysis

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Ability to:

- Identify data and reporting needs of the University
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Design and develop survey instruments
- Collect, analyze, and interpret various types of data
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Institutional Research Specialist

Occupational Group	Administrative Services
Job Family	Institutional Research
Job Path	Institutional Research
Job Title	Institutional Research Specialist
Job Category: P	Job Level: 5
FLSA Status: E	Job Code: B40001

P5: Level Standards

GENERAL ROLE

This level is accountable for serving in an advanced senior resource capacity in an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of specialization.
- Serve in the most advanced capacity and frequently being assigned project leadership roles within a specific administrative/programmatic function or specialty area.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by office/departmental policy and procedures.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments.
- Has the latitude to make daily operational decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Issues tend to be operational in nature.

→ *Course of Resolution*

- Identifies issues and gathers facts.
- Must understand the smallest details of an assigned area.

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→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking for resolution.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect a department or a project outcome with department/office impact.
- Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
- Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

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Job Template

GENERAL SUMMARY

Proactively identifies, develops, and effectively communicates research and analytical studies to senior administrators to facilitate finding creative solutions of medium to long-term issues.

REPORTING RELATIONSHIPS AND TEAMWORK

Work under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Identifies and develops research studies to understand the impact of emerging issues in higher education at the University of Connecticut.
- Applies exploratory and predictive analytical techniques to understand trends and patterns in enrollment management, student academic success and experiences, and auxiliary enterprises.
- Develops sensitivity analysis and scenario analysis models to understand the impact of enrollment changes on University budget and finance, space allocation, and academic competitiveness.
- Delivers final analysis to senior administration and related parties, exercising discretion in the selection of content, communication medium, and presentation.
- Serves as a resource to senior administration on institution-wide reports and analysis.
- Participates in the development of institutional research standards and protocols.
- Represents the University at conferences or meetings.
- Serves on various University committees as needed or required.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in related field.
- Four to five years of related experience.

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COMPETENCIES

Knowledge of:

- Institutional research techniques and practices
- Programming languages
- Statistical analysis techniques and practices
- Business intelligence and reporting tools
- Microsoft Office and related software applications
- SAS, SPSS, SQL and other related statistical software

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Work with data from multiple electronic sources
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Learn new skills and be flexible
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management