## 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.
Job Template: Institutional Research Analyst 1

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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.
Job Template: Institutional Research Analyst 1

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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.
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**

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**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.
Job Template: Institutional Research Analyst 2

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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.
### Job Template: Institutional Research Analyst 2

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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.
Job Template: Institutional Research Analyst 2

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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.
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
### Job Template: Institutional Research Analyst 2

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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

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### 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.
Job Template: Institutional Research Specialist

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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.
**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