#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Research & Assessment Analyst

**Job Number:** X-436 | VIP: 1776

**Band:** EXEMPT- 5

**NOC:** 1122

**Department:** Student Housing

**Supervisor Title:** Director, Student Housing & Residence Life

**Last Reviewed:**  September 6, 2022

#### **Job Purpose:**

Reporting to the Director, Student Housing & Residence Life, the Research & Assessment Analyst is primarily responsible for providing leadership to develop and increase student housing team knowledge of students, the educational environment in the residences, student outcomes, and student program effectiveness. The analyst has an integral role in the university housing strategy and department planning processes. The incumbent provides coordination and expertise in designing, implementing, and interpreting assessment, evaluation, and research data. This position provides data-based evidence, analyses, and recommendations to inform operational decision making.

#### Key Activities:

* Oversee the department research and assessment portfolio including business service level satisfaction, student experience and satisfaction outcomes, operational evaluation, and ad-hoc research.
* Responsible for the design and implementation of the departmental assessment plan and for the creation and dissemination of reports within the department, to campus partners, and senior management.
* Perform strategic data analyses to support the housing strategy. Utilize reasonable assumptions, estimates, external research, or sources to present recommendations to the Director.
* Responsible for assessment development utilizing established principles of measurement theory to develop reliable instruments that assess student learning, satisfaction, or evaluation of programs and services with consideration of psychometric characteristics, qualitative/quantitative analysis, and human research ethics.
* Meet with decision makers to define, service, operations, and experience outcomes and key performance indicators (KPIs). Perform strategic analyses on departmental KPIs reviewing and providing recommendations on changing student needs, satisfaction, and experiences. Identify and propose solutions on how to meet department goals.
* Measure the efficacy of the learning environment in residence. Provide interpretations and make recommendations to the leadership team.
* Conduct department surveys, including but not limited student satisfaction, student residence exit survey, residence learning community survey, staff engagement survey, staff satisfaction survey, don performance evaluation survey, RLC performance evaluation survey, training surveys, move in survey
* Identify opportunities to conduct additional assessments that will add-value and inform decision making.
* Collaborate with faculty, students, or colleagues on research taking place in the residences. Serve as the primary contact for students and faculty requesting to conduct research in the residences.
* Gather information relevant to programs and services offered at other institutions to inform practices (e.g., interviews with senior housing officers to analyze functional requirements of a department unit to provide better and more efficient service to students).
* Compile data and conduct research projects for student housing on student related topics, working closely with key managers to conduct projects. Projects will vary greatly in complexity and scope as requested by the housing leadership team.
* Formulate research questions, conduct literature searches, and review research relevant to assigned projects.
* Write briefs, white papers, and alert staff on implications of current student housing research. This requires staying abreast of current research in the field.
* Disseminate assessment findings to stakeholders and facilitate use of findings for continuous improvement.
* Compiles and creates reports that can be used to validate the importance of the residence experience in assisting students in being successful. This information maybe used to justify strategic plans, new services, or programs, and/or changes to operations.
* Organize background information and data. Write coherent, clear, and concise reports at the level of the intended audiences. Present data in tables and graphics understandable by non-researchers. Provide analytical comments on reports.
* Liaise with the Office of Institutional Planning & Analysis, ensuring that student housing assessment activities align with the university’s assessment and evaluation plan.
* Chair the department research and assessment committee. Provide expertise and training for the team in designing, implementing, and interpreting assessment projects.
* Participate in meetings, committees, and events as required.
* Some evening and weekend work may be required.
* Other duties as assigned.

#### Education Required:

* Master’s Degree in Education, Psychology, or Student Affairs Administration is required.
* Enrolment in or completion of a post-graduate Research Analyst Diploma preferred.

#### Experience/Qualifications Required:

1. Three to five years of related experience is required.
2. Demonstrated expertise in quantitative and qualitative research methods, logical reasoning, and statistical concepts and analysis.
3. Familiarity with student development and learning theories to assist with analysis, recommendations, and drafting of reports.
4. Understanding and maintaining currency on issues related to student housing, student affairs, student development, and post-secondary education.
5. Ability to create assessment tools that are clear, audience appropriate, accessible, visually appealing.
6. Ability to manage and analyze data, including the effective reporting and presentation of data.
7. Demonstrated high level of problem solving, independent research, and teamwork skills.
8. Strong understanding of equity, diversity, and inclusion in a postsecondary environment.
9. Skilled user of SPSS (or other quantitative analysis software), online survey software, database programs, and Microsoft Office 365 Suite.
10. Knowledge of FIPPA, PHIPPA, and other legislation applicable to student information.
11. High degree of enthusiasm, creativity, efficiency, and organization.
12. Demonstrated ability to maintain confidentiality.