

Job Description

Job Title:	Data Analyst
Department:	Campus Wellness
Reports To:	Information Technology Manager
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	October 2019

Primary Purpose

Within Campus Wellness (CW), the Data Analyst is responsible for the investigation, identification, implementation, management, and monitoring of the data and information that forms the evidence base for the initiatives related to the support of student success on campus. The Data Analyst plays a critical role in obtaining the information and data that underlie and inform the evidence-based planning of strategies, as well as supporting the service in the development of guidelines and protocol. The information gathered from research and evaluation will help the Analyst inform decision making, strategic planning, messaging and budget related planning that improves services and programs at Campus Wellness.

Key Accountabilities

Develops and implements research and evaluation plans that support undergraduate and graduate student success strategies.

- Assists CW staff and management in the development of an appropriate and timely process and outcome evaluation plans, data gathering methods, analysis and use of the results to support continuous program improvements.
- Maintains awareness of, analyzes, and understands all types of Campus Wellness data, including but not limited to key performance indicators, student satisfaction surveys, and EMR data; determines any applications and implications pertinent to Campus Wellness strategies; and educates the appropriate staff accordingly.
- Collaborates with IAP, IST, and other departments to further analyze data sets from Campus Wellness and the University, and develop complementary inquiries that focus on specific needs and services.
- Determines and recommends any specific, measurable, actionable and realistic metrics that can be employed as indicators of success of CW's strategic plans.
- Manages, and conducts ongoing, timely evaluation to determine the effectiveness of CW strategies.
- Works with large datasets to clean, merge, and format lists, examine relationships, inconsistencies, and find the story in the data.
- Prepares and delivers any required in-person presentations of research results.
- Manages all aspects of CW participation in any large scale surveys or research projects.
- Facilitates CW survey design and programming.
- Trains and supports staff with respect to the use of any data analysis tools.
- Analyzes current CW data collection systems and evaluation processes to identify trends and opportunities for streamlining.
- Investigates new data analysis tools, systems and practices and makes recommendations for enhancing CW processes.

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<ul style="list-style-type: none">Consult with IAP/IST and other departments on the design, implementation, testing and operation of any computer systems required for the collection, storage, reporting and analysis of data and trends related to student wellness.
<p>Understands and applies current, relevant research methods and trends, audience and institutional knowledge.</p> <ul style="list-style-type: none">Maintains a clear understanding of the characteristics of current students including their preferences with respect to completing surveys, questionnaires, and other research instruments, so that s/he can translate this information into effective tactics for enhancing research strategies.Keeps current with respect to best practices in research and evaluation methodologies, as well as trends in communicating with students and influencers.
<p>Collaborates, advises and consults</p> <ul style="list-style-type: none">Works closely with the entire CW team to ensure the cohesiveness, consistency and integration of research goals and plans with current strategies and messaging.Supports and advises the CW leadership team with respect to any new or evolving research strategies, opportunities, and results as well as any analyses that may assist with decisions about priorities and long-range planning.Works closely with CW team to determine data analysis needs with respect to CW or other university database and then liaises with the appropriate partners to obtain data.Advises and keeps CW teams informed about any plans, features and results of CW and/or other department or faculty-related studies and data that may affect student wellness.Shares research analysis, detailed reports and clear explanations with all interested and affected on-campus stakeholders.Consults with and advises CW team members with respect to design, administration and analysis of program evaluations, the results of which inform the development evaluation and each area's strategic plans.
<p>Other</p> <ul style="list-style-type: none">Participates in CW events and in the administration of CW-wide responsibilities, and other such general and specific duties as may from time to time be determined.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">Research-based or other relevant masters or post-graduate degree with solid knowledge of social science research methods, both quantitative and qualitative; ability to use descriptive and inferential statistics to analyse data; and knowledge of various methodologies to gather data (surveys, interviews, focus groups, community forum, literature reviews, environmental scans; situational analysis, needs assessment, etc.)
<p>Experience</p> <ul style="list-style-type: none">At least 3 years of experience in a data analysis and/or research role, preferably in a health or wellness setting.Strong educational and professional background in data management, statistical analysis, associated computer applications, program evaluation and related applied social research methods.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">Knowledge of project management and related processes.

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- Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.
- Strong understanding of the assessment/evaluation process.
- Excellent communication skills: ability to converse articulately with university administrators and other campus stakeholders.
- Data management, manipulation, interpretation and analysis skills.
- Expertise in assessment/evaluation instrument design.
- Strong ability to understand, maintain and address data quality.
- Proven ability to deliver timely, accurate, comprehensible, professional-quality data analytical reports
- Demonstrated leadership and guidance in using descriptive and inferential statistics in order to understand trends, patterns, and dependencies with respect to a variety of strategic issues.
- Knowledge of research-related post-secondary issues, in particular those related to student wellness and associated patterns and trends.
- Superior oral and written communication skills as demonstrated by success in engaging, understanding and supporting data users, including proven presentation and public-speaking abilities.
- Aptitude for presenting data analytics in an efficient, effective and easily understandable way to a wide variety of audiences and users and with the use of numerous reporting formats and web technologies.
- Demonstrated success in working and leading working groups and/or committees.
- Ability to build consensus, foster teamwork among a variety of stakeholders, and lead integrated project teams.
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues.
- Demonstrated experience working with large and complex data sets.
- Software requirements – advanced Microsoft Office, in particular Excel and Access

Nature and Scope

- **Contacts:** Internally, communicates with all employees in all groups and departments and at all levels in order to execute and integrate a variety of research strategies and to educate and inform stakeholders about the results. Externally, communicates with a wide variety of audiences to deal with, influence, and motivate others to provide the research information that underlies the student wellness strategies designed to achieve university student success goals.
- **Level of Responsibility:** Project manages department function or process; responsible for ensuring the availability of reliable research data relevant to the planning and reporting needs of CW stakeholders and for communicating easily comprehensible results that enable the development of grounded, integrated, evidence-based strategies to support the department's objectives.
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of investigating pertinent wellness factors and of obtaining and communicating results that meet the needs of all student wellness strategic decision makers, including the development and execution of all research instruments, the reporting of results in an easily accessible format, personal interactions and collaboration, work flow, consultation, and other key accountabilities; determines the optimum course of action to solve problems and to exert a positive influence on other stakeholders.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses.
- **Working Environment:** Much of the time is spent sitting in a comfortable position in a private office. There is a frequent need to give close attention to various stimuli such as written material and

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information given verbally to students. There is a demand for attention to detail, thoroughness and accuracy. Evening and weekend work is sometimes required.