

<b>Job Title</b>	Research Associate (2 Openings)
<b>PVN ID</b>	PS-2203-004656
<b>Category</b>	Research
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$70,000.00 - \$85,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Sep 01, 2022 (Or Until Filled)

## General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers. Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

*Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.*

*CUNY SPS partners with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACS WI). The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills*

*and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children. <https://www.nycacstraining.org>*

Reporting to the Deputy Director of Continuous Quality Improvement, the Research Associate will work closely with an ACS WI/CUNY SPS/Hunter Evaluation Team and other leaders in the ACS Division of Policy, Planning, and Measurement to manage and support training evaluation activities including instrument development, data collection, analysis and reporting. Training evaluation activities include the development of

knowledge tests, collecting learner feedback and managing and analyzing data generated from 10,000 participants annually through multiple surveys powered by Qualtrics and Cornerstone On Demand.

The ACS W/CUNY SPS/Hunter Evaluation team uses the Kirkpatrick model of evaluating training efficacy to measure four levels: (1) reactions; (2) learning; (3) transfer; and (4) organizational outcomes. The evaluation team produces real time reports and dashboards so that results will inform ongoing program development and quality improvement.

**Description:**

The Research Associate will join a team of CUNY and ACS colleagues working collaboratively with key stakeholders within Administration for Children's Services and Private Providers that implement foster care and prevention services to manage, analyze, and report on data from complex data systems.

**Hours:** 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

## Other Duties

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**Duties and Responsibilities:**

- Coordinating and supporting evaluation initiatives involving multiple team members and stakeholders in the child welfare system of New York City.
- Collaborating with Subject Matter Experts (SMEs), Instructional Designers and a team of ACS and CUNY colleagues to create, review and pilot knowledge tests.
- Conducting test item analysis and collaborating with SMEs to identify test item improvements.
- Assisting in the development of competency-based instruments to measure program fidelity, simulations, etc.
- Conducting focus groups and interviews.
- Supporting needs assessment process for learning program development.
- Conducting quantitative and qualitative data analysis utilizing software such as Qualtrics, Excel, SPSS and/or Stata.
- Creating and maintaining dashboards in Qualtrics and Tableau to inform program monitoring, performance management and continuous quality improvement.
- Organizing and managing data files. Maintaining detailed documentation on all data management decisions and technical work.
- Combing, cleaning and shaping data using Tableau Prep.
- Presenting findings to diverse audiences in both oral and written formats.

## Qualifications

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- MAMPA/MS in social science, public administration, data analytics, data science, data/information management, or another related field.
- At least 2 years of experience doing data management and data analysis in an applied setting.
- Demonstrated data management and analysis skills.
- Competent and/or certified in Qualtrics Research Core, Employee Engagement, or Customer

Engagement platforms is highly desired.

- Competence in Tableau Desktop and Tableau Prep a plus.
- An understanding of human or social services, particularly the child welfare and juvenile justice systems is a plus.
- Sensitivity and experience working with diverse cultural and linguistic populations.
- Excellent time management and organizational skills.
- An exceptional commitment to accuracy and attention to detail.
- Ability to work on a team, as well as independently.
- High degree of flexibility and maturity to work in an innovative, fast-paced environment, and to readily embrace change.
- Strong written and oral communication skills and ability to effectively convey complex and data-related concepts to a variety of technical and non-technical audiences.
- Future travel (post-pandemic) between program locations in NYC to observe, collect data, and support team members. Currently this responsibility is performed remotely during the pandemic.
- Experience with data visualization using dashboards and developing infographics is a plus.
- Expertise in evaluating unique learning experiences such as live simulations with actors or virtual reality experiences is a plus, but not required.
- Experience in project management including assuring project milestones are met on time and collaborating with multiple stakeholders.
- A curious disposition motivated by an internal drive to understand and untangle complex issues.

**\*This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19\***

*The Research Foundation of the City of New York & Diversity*

*As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.*

*Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.*