Job Title	Program Analyst, Evaluation and Reporting
PVN ID	PS-2306-005653
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Office of Professional Education and Wor
Status	Full Time
Annual Salary	$70,000.00 - $80,000.00
Hour(s) a Week	35
Closing Date	Sep 07, 2023 (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 and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

Program Description:

The Academy for Community Behavioral Health provides training, coaching, and technical support that equip community-based organizations, City/State agencies, and other non-profit social service providers to proactively address behavioral health. CUNY SPS launched the Academy in Spring 2021 with funding from the Mayor's Office of Community Mental Health (OCMH) and Mayor's Office for Economic Opportunity (NYC Opportunity).

Academy services include free courses for NYC non-profit social service providers; advancing new collaborations and knowledge building for community behavioral health; and, custom services for City and State agencies. The Academy aims to expand and deepen these services while reaching at least 2,500 learners each fiscal year.

Role Description:

The Program Analyst will support data collection, analysis, reporting, and quality improvement for the Academy for Community Behavioral Health (the Academy).

Reporting directly to the Academy's leadership, the Program Analyst will monitor, analyze, and report on key program metrics regarding the reach of Academy programs, characteristics of learners served, and learning outcomes. This includes, but is not limited to, course registration, attendance, and completion rates; learner demographics; and, course evaluation results.

The goals of this position are to:

1. Maintain accurate records of the Academy's services and impacts
2. Complete accurate and timely reports for program funders
3. Support ongoing quality improvement activities to assess and improve program effectiveness
4. Provide other analytical support for Academy programs, as needed

The Program Analyst is a key role and will be responsible for setting and managing priorities to accomplish these goals. The Program Analyst will work closely with the Academy team, including Academy leadership, LMS Administrator, Senior Learning Manager, and Program Associate.

Other Duties

Duties and Responsibilities:

- **Oversee data collection and warehousing processes (40%)**
  - Use Excel and other software to develop and maintain accurate database records, reports, and dashboards
  - Export records from relevant data sources. Update key data files (e.g. program records, contact list, event history, and calendar) on a weekly basis
  - Maintain data integrity, including by: creating and managing workflows to check data for accuracy (QA), ensure accuracy of contact and event history files in the Learning Management System (LMS), and troubleshoot data integration issues across platforms (e.g. between Zoom and the LMS)
  - Lead the implementation of Salesforce, which will integrate data from the LMS (LearnUpon), Zoom, Constant Contact, Qualtrics, and other records (expected Summer 2023)
  - Create data visualizations to meet internal or external stakeholder needs
  - Develop systems to capture new metrics or propose system improvements that strengthen the Academy's ability to collect, analyze, and report on key indicators, as needed
  - Maintain and update internal Data Guide

- **Manage program reporting and quality improvement activities (30%)**
  - Complete monthly and quarterly reports on key program indicators for program funders
  - Contribute to routine meetings with program funders, as needed

- Provide relevant data and analysis for internal program administration and quality improvement (QI) tasks, including weekly program monitoring meetings
- Monitor program data for significant trends or discrepancies, and raise data issues to the program team
- Respond to ad hoc data collection and analysis requests
- Manage collaborative working relationships with internal and external stakeholders to set expectations and accomplish these goals

- **Contribute to Academy program development and evaluation activities (25%)**
    - Develop data collection tools for Academy programs, in collaboration with the program team (e.g. course applications, learner surveys, co-design activity templates, focus group questions)
    - Maintain and update standard course evaluation plans and materials, in collaboration with the program team
    - Conduct focus groups or interviews, as needed
    - Analyze qualitative and quantitative program data to identify key insights and support program improvements
    - Support custom evaluation plans for specific Academy courses or programs, in collaboration with the program team and instructors
    - Provide data analysis to support funding proposals or Academy outreach activities
    - Contribute to other program development, evaluation, and improvement activities, based on Academy needs and capacity

- Additional duties (5%)
    - Stay current on relevant evaluation and data analysis methodologies
    - Contribute to evaluation requests and special projects across the PEWL unit, as needed
    - Serve as backup for Academy website updates

- Other duties as assigned

Qualifications

Minimum Qualifications:

- Bachelor's degree required
- At least five (5) years of full-time, post-graduate experience in database management, data analysis, reporting and visualizations, and program or training evaluation
- Demonstrated experience in the management, analysis and reporting of qualitative and quantitative data as well as interpretation of findings and ability to make recommendations
- Expert-level proficiency using MS Excel, including the ability to query, join, recode, analyze, and display data using formulas, charts, and pivot tables
- Experience in survey design, sample selection, and use of survey design software such as Qualtrics
- Experience with Salesforce, especially as an Administrator
- Careful attention to detail and commitment to maintaining data accuracy
- Excellent written and oral communication skills with the ability to thoughtfully and concisely translate findings, both verbally and in writing, to colleagues and stakeholders
- Demonstrated ability to provide exceptional client service by understanding the needs of internal and external stakeholders and responding with high-quality deliverables in a timely and efficient manner

- Demonstrated ability to work independently and collaboratively in a fast-paced and complex work environment
- Demonstrated success in time and project management skills with the ability to prioritize competing demands requiring varied solutions

Preferred Qualifications:

- Experience evaluating training or professional development programs
- Experience using a Learning Management System (LMS)
- Experience managing data analysis and reporting for a City, State, or federally funded initiative
- Knowledge of mental health services, human services programs, and/or government operations
- Experience in advanced Excel functions such as writing macros
- Ability to run and interpret inferential statistics such as statistical tests and correlations
- Knowledge of Wordpress, Constant Contact a plus

Candidates should submit a cover letter and resume by July 7, 2023. Resumes will be reviewed on a rolling basis.

Location: 119 W. 31st Street, NY, NY 10001

Schedule: Hybrid - This position is expected to be in the office 2-3 days per week (subject to change)