



| | |
|-----------------------|-------------------------------------|
| Job Title | Research Associate |
| PVN ID | PS-2404-006255 |
| Category | Research |
| Location | CUNY SCHOOL OF PROFESSIONAL STUDIES |
| Department | CUNY School of Professional Studies |
| Status | Full Time |
| Annual Salary | \$70,000.00 - \$80,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Oct 31, 2024 (Or Until Filled) |

General Description

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.

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 WI/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

- Coordinates and supports evaluation initiatives involving multiple team members and stakeholders in the child welfare system of New York City.
- Conducts quantitative and qualitative data analysis utilizing statistical software.
- Creates and maintains dashboards in Qualtrics and Tableau to support program monitoring, performance management, and continuous quality improvement.
- Drafts reports and briefs providing results of qualitative and quantitative analyses of evaluating ACSWI learning programs
- Formulates data-driven recommendations and next steps for ACSWI learning programs based off of analyses
- Presents evaluation results to a wide audience, including training facilitators, project managers, and members of ACSWI leaderships
- Employs a creative and flexible approach to promote a data-driven culture in the agency.

Qualifications

- MA/MPA/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.
- Travel between program locations in NYC to observe, collect data, and support team members.
- 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.

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.