

## Research & Data Manager *FirstGen Forward*

**Position Title:** *Research & Data Manager*

### **About FirstGen Forward**

**FirstGen Forward** aspires to be a transformational partner for higher education, first-generation students, and all who care about them; working to maximize the success of the FirstGen student population in education, career, and life. That success benefits the economic mobility of the students and the missions of the colleges. It produces multigenerational impacts for families. Our country benefits from the experience, determination, and economic potential of FirstGen graduates in the workforce and our communities.

FirstGen Forward, formerly the Center for First-generation Student Success operations are managed by NASPA - Student Affairs Administrators in Higher Education. FirstGen Forward staff are employees of NASPA.

### **About NASPA**

NASPA is the leading association for the advancement, health, and sustainability of the student affairs profession. We serve the diverse needs of our community, from vice presidents of student affairs to undergraduate student leaders considering a career in the field. Founded in 1919, NASPA includes more than 15,000 members in all 50 states, 29 countries, and 8 U.S. Territories. Guided by the principles of integrity, innovation, inclusion, and inquiry, we are dedicated to empowering our members to realize their full potential and to cultivating student success in collaboration with our institutional members, who represent every sector of higher education. NASPA centers justice, equity, diversity, and inclusion in our work; read more about [our commitment](#) here.

### **Department**

Insights and Impact leads the data analytics, research, and impact work of FirstGen Forward, providing timely information on first-generation student success and the work of FirstGen Forward to external and internal audiences.

**Reports To:** *Assistant Vice President, Data Analytics*

**Supervises:** *None*

### **About the Position**

The research and data manager, with focus on FirstGen Forward's engagement with the Postsecondary Data Partnership (PDP) will serve a vital role in managing and analyzing data in support of FirstGen Forward programs, services, offerings, and outcomes, with primary focus on the management and analysis of data submitted to the Postsecondary Data Partnership. The manager will work closely with the Insights & Impact team to support the research, assessment, and evaluation efforts for FirstGen Forward as well as existing programs and services. The manager will also communicate findings in ways that encourage both internal and external audiences to utilize data for actionable decision-making.

## **Essential Responsibilities**

### **Postsecondary Data Partnership (PDP):**

- Serve as one of the primary liaisons between FirstGen Forward and the Postsecondary Data Partnership, attending weekly meetings with the PDP account manager, quarterly meetings with other third-party organizations, and bi-annual virtual and in-person convenings;
- Lead the PDP data submission project management for FirstGen Forward Network institutions by managing timelines, internal and external communications, and escalating challenges to appropriate internal audiences and the PDP;
- Audit data submitted to the PDP for quality assurance regarding the successful submission of first-generation data, and data output within expected bounds;
- Work with the Data Expert Guide to ensure institutions have the support and understanding of PDP dashboards and analysis-ready files for continuous improvement;
- Analyze PDP data to assess the impact of FirstGen Forward and the trends in first-generation student outcomes across the FirstGen Forward Network.

### **Data Analytics:**

- Manage existing FirstGen Forward data, and organize the data to be appropriately utilized by FirstGen Forward staff for analysis and decision-making;
- Manage and plan data collection for FirstGen Forward research, assessment, and evaluation efforts across a set timeframe;
- Manage, evaluate, and develop the current data infrastructure and organizational procedures for effectively storing and analyzing data, and reporting key findings and analytics efficiently and effectively;
- Identify missing data and carry out plans to fill data gaps;
- Analyze and interpret data from the various internal and external data sets;
- Merge multiple datasets to create data narratives;
- Prepare, analyze, interpret, and present data for various audiences using tables, charts, visualizations, dashboards, and written reports; and
- Utilize predictive analytics, group comparisons, and longitudinal analysis to identify trends across FirstGen Forward data.

### **Project Management:**

- Lead the planning and administration of FirstGen Forward data collection and analytics;
- Design Asana projects for tracking Network institutions' milestones and data collection;
- Act as a liaison between the FirstGen Forward's Growth team and Network Recruitment and Operations team;
- Prepare and deliver reports for institutions, stakeholders, and funders;
- Support FirstGen Forward staff in their goals by providing appropriate, relevant, and timely data;
- Provide data visualization design support for external funders, recruitment collateral, presentation templates, video development, and editing;
- Support elements of the formative and summative evaluation processes;
- Support elements of the FirstGen Forward's research agenda, including landscape analysis;
- Manage timely correspondence with FirstGen Forward Network institutions, stakeholders, and partners and provide outstanding customer service.

### **Additional Responsibilities:**

- Serve as part of the FirstGen Forward's Insights & Impact team on team projects;
- Support FirstGen Forward staff with research, assessment, and evaluation of programs and services to include FirstGen Forward Online Learning, CatalystFIRST, and the First-generation Student Success Conference;
- Participate in departmental, divisional, and organizational strategic planning, meetings, and projects;
- Support FirstGen Forward and NASPA tasks, projects, professional development, and engagement as deemed appropriate;
- Assist with all-team projects and actively participate in staff meetings and projects; and
- Other activities, duties, and responsibilities as assigned to support the association.

### **Qualifications**

- A commitment to first-generation student success through personal experience, research interests, and/or practice.
- A bachelor's degree is required, a master's degree is preferred or commensurate experience in higher education data analytics.
- Experience in higher education, data science, statistics, and/or other relevant fields.
- Experience with the Postsecondary Data Partnership is preferred.
- Professional experience conducting quantitative and qualitative research projects, including manipulating, validating, and analyzing large-scale data, administering quality assurance processes, and writing research findings.
- Experience with complex, detailed project management with strong organizational skills, ability to establish priorities, and attention to detail and deadlines is required:
  - Experience with project management in the Asana platform is a benefit.
- Strong customer service, interpersonal skills, and critical thinking with the ability to manage competing priorities in a fast-paced environment.
- Strong oral and written communication skills as well as experience with data visualization and reporting.
- Familiarity with college and university data systems, fields, and reporting structures.
- Proficiency in utilizing Google Suite, Microsoft Office, Outlook, and video conferencing software
- Experience with Qualtrics, Tableau, or other data visualization software is required.
- Experience considering the impacts of work on the diverse intersectional identities of postsecondary students.
- Ability to work efficiently and independently in a predominately remote work environment with both internal colleagues and external partners at various levels of leadership.

### **Employment Status:**

Full-time Exempt: Exempt employees by definition are exempt from overtime compensation requirements of the federal Fair Labor Standards Act, and are required to work as the job demands on a no time limit basis.

### **Salary Range**

The salary range for this position is \$68,000 - \$75,000.

NASPA offers nationwide comprehensive medical, dental, and vision insurance, a 401(k) retirement plan with automatic employer contribution, flexible work schedule, and paid time-off including accrued PTO, family leave, community service leave, and holidays.

### **Office Location/Working Conditions/Physical Requirements**

This remote position may be based anywhere in the contiguous 48 states. It is the employee's responsibility to provide reliable internet capabilities.

### **Travel**

Moderate overnight travel to represent FirstGen Forward at events, on college and university campuses, and in-person meetings is an essential function of this position. Locations vary and can include sites outside of taxi service from major airports. As a result, the position is required to have the ability to travel independently, including air travel, navigating ground transportation, and occasionally driving a rental car.

### **Physical Requirements**

- This position is primarily office-based with primary work on a computer, including phone, email, and video conferencing.
- Responsibilities **occasionally** may require an adjusted work schedule, overtime, and evening/weekend hours in order to meet deadlines and support events and programs.
- This position will be required to coordinate on-site event execution, which may include moving furniture and other items, navigating event spaces, and communicating verbally with venue staff.

### **Additional COVID-19 Information**

Vaccination is not a requirement for employment. However, all employees are strongly encouraged to follow the [CDC guidance on vaccination](#), including becoming fully-vaccinated and staying up-to-date as eligible. All employees may flex their schedules for time taken to receive and recover from COVID-19 vaccinations.

In certain circumstances, NASPA therefore FirstGen Forward may require testing for all staff regardless of vaccination status.

[Masks](#) must be worn per local, state, tribal, and federal guidance, including the CDC, with the most stringent level of guidance followed. Regardless of guidance, all employees must have masks available should masking be requested by other employees, members, or external constituents. In certain settings, NASPA and/or FirstGen Forward may require or strongly recommend that employees wear masks.

### **Commitment to Non-Discrimination Statement**

NASPA and therefore FirstGen Forward provides equal employment opportunity for all applicants and employees. NASPA and FirstGen Forward does not discriminate on the basis of race; color, national origin; religion; sex; age; gender identity or expression, affectional or sexual orientation, veteran status, disability, marital status; personal appearance; family responsibilities; genetic information; educational status; political affiliation; unemployment status; place of residence or business; source of income; caste; matriculation; credit information; status as a survivor or family member of a survivor of domestic violence, a sexual offense, or stalking; reproductive health decision making; or any other basis protected by law in any of its policies, employment practices, or in any context in the workplace. When necessary, NASPA and FirstGen Forward also makes reasonable accommodations for employees with disabilities.

### **To Apply**

Interested candidates should submit the following for consideration:

- Letter of Interest/Cover Letter

- Resume
- Sample of Work; Please provide a sample showcasing your experience with data analytics and/or reporting. Examples may include a screenshot of a dashboard, a fact sheet, a presentation, or a written report. Candidates may redact any identifiable information to maintain confidentiality.
- Three References

A complete set of materials should be [submitted through this Asana form](#). Materials received by **Monday, December 2, 2024** at 11:59AM Eastern will receive priority consideration, but review will continue until the position is filled.