University Students’ Council – Position Description

Position Title: Intern, Student Feedback - Data Analysis
Supervisor: Senior Manager, Information Systems
Remuneration: $16/hour
Hours of Work: Max 15 hours per week
Term: May 2020 - April 2021 (Minimal hours during the summer)

OVERVIEW:

Work alongside the USC Executive and full-time staff to support engaging and statistically significant student feedback collection from Western undergraduate students to help guide the USC’s priorities and understand students’ needs and concerns. In this role, you will provide back-end support in analysis of the data that the USC collects through various student feedback research channels.

DUTIES AND RESPONSIBILITIES:

- Lead analysis of data collected by the USC’s student feedback portfolio, including the creation, editing, and dissemination of reports using appropriate data analysis software.
- Conduct research on published reports from other relevant sources, analysing their relevance to the environment at Western and making recommendations for their application here.
- Authenticate the validity of data collected to ensure accuracy of recommendations. Prepare recommendations to the USC based on identified patterns, trends, and issues in collected data, keeping in mind both the organization’s short-term and long-term objectives.
- Work in collaboration with other members of the student feedback portfolio to ensure a coordinated and efficient data collection process.
- Work with the Senior Manager, Information Systems to find new ways of automating and increasing efficiencies in the USC’s data collection and analysis process.
- Provide expertise and guidance to the USC on matters related to compliance with relevant government regulations pertaining to data collection, usage, and dissemination, along with industry best practices for handling data ethically.
- Adhere to USC bylaws, policies, and procedures. Complete a Final Report at the end of the winter academic term (April) in compliance with the USC’s Final Reports Procedure.

QUALIFICATIONS:

- All interns must be undergraduate students as defined by Western University during the school year in which they are in the Intern role.
- Interns cannot be a USC Councillor or Director during their term as an Intern.
- Qualified candidates will have a passion to learn about data collection, usage, and dissemination.
Prior experience in data analysis, including the use of Microsoft Excel, R, Python, and/or SAS would be considered an asset.

KNOWLEDGE, SKILLS & ABILITIES:

- **Project Management**: Strong organizational, time management, and attention to detail are paramount to the success of these projects. Qualified candidates should be flexible, able to critically assess and troubleshoot problems, and demonstrate effective problem solving skills.

- **Research and Synthesis Skills**: Able to provide issue analysis and additional information as required to ensure best practices and up-to-date context.

- **Written and Verbal Communications Skills**: Can write persuasively and employ rhetoric. Able to use simple and succinct language to communicate complex ideas. Utilizes proper grammar and syntax at all times.

- **Knowledge of Data Collection and Research Methods**: Qualified candidates should have experience with quantitative methodologies for data collection and assessment. A background in statistical sciences or other similar areas of study is preferred.

- **Knowledge of Relevant Software for Data Analysis**: Qualified candidates should be experienced in using Microsoft Excel, particularly its applications to data analysis. An understanding of programming languages such as R, Python, and SQL, along with experience in using software such as SPSS is considered an asset but not mandatory.

- **Knowledge of Data Ethics**: An understanding of best practices related to ethics when collecting, using, and disseminating data, including both industry practices and relevant government regulations is preferred. Relevant government regulations include but is not limited to: The Ontario Human Rights Code (OHRC) and the Personal Information Protection and Electronic Documents Act (PIPEDA). If the successful candidate does not already possess this knowledge, they must be willing to do so.

- **Initiative**: Thorough in identifying current and future opportunities for automating and increasing efficiencies in the USC’s data collection and analysis process.

- **General knowledge of the structure of the USC**: Candidates should be willing to acquire an in-depth understanding of the USC’s programs, services, and operations, in addition to the short-term executive priorities and long-term objectives of the organization.

TRAINING:

- The Student Feedback Intern will be required to attend all USC-mandated training sessions as determined by the Senior Manager, Information Technology & Information Systems.

- The Student Feedback Intern will be expected to attend a mandatory Health and Safety training seminar conducted at the beginning of their term.