

There's a new role on Learning & Development teams. These roles are focused on measuring efficiency, effectiveness and outcomes for training and learning. They're using data and analytics to tell L&D's story. They're using facts and evidence to show impact, inform decisions, answer questions and reveal insights. Who are the brands with roles on their L&D teams focused on measurement and analytics?



The following pages are job postings and show the skill, capability, and experience requirements for roles focused on measurement, data and analytics for Learning & Development.

Hertz

Manager Learning Impact & Measurement

Hertz Global Learning & Talent Development is seeking a Manager of Learning Impact and Measurement to provide thought leadership in the area of learning impact and effectiveness. In this role, the individual will partner with the Hertz Global Learning team and key stakeholders to set the overall direction and strategy for measuring learner engagement, performance and the quality and effectiveness of programs. This role would ideally be located in Estero Florida, but we would consider remote working for the right individual.

Roles and Responsibilities:

- Works with our Instructional Design team to implement design standards for measuring and reporting on the impact of learning experiences
- Organizes and presents learning and operational metrics in a way that allows Hertz to reinforce the impact and value of programs with various stakeholders.
- Identifies and implements new methodologies for evaluating the impact of various learning initiatives.
- Produces metrics and reporting on program participation and compliance
- Partners with our Global Measurement Team to adopt common assessment and evaluation processes.
- Creates a Learning Effectiveness dashboard(s) for project managers to use in client and stakeholder meetings; update dashboards as needed.
- Creates success measures aligned to business strategy.
- Cultivates an internal network to effectively source metrics and results and maintain an understanding of what we ought to measure now and in the future to advance our value proposition.
- Identifies trends, themes and correlations in training data, summarize impact and recommend adjustments.
- Understands the different needs of our team, as well as key stakeholders, and cater analysis and presentation of data accordingly.
- Performs ad hoc reporting for Hertz initiatives as needed.
- Works with global measurement, HRBP's, Talent Acquisition, and HRIT to augment the pool of data points and sources of data available

Qualifications Needed:

- BA or BS degree in a relevant field; Masters or PhD, preferred
- 5+ years of work experience
- Strong analytical, evaluative and problem solving abilities
- Knowledge and experience using predictive analytics software (e.g., SPSS, Tableau)
- Advanced experience with Microsoft Office products
- Prior experience developing executive presentations and drawing conclusions derived from performance and assessment data
- Excellent written and oral communication skills, with demonstrated experience/skill in communicating with various levels of business leadership
- Solid project management skills including keeping multiple tasks/projects on track, using time well, working with stakeholders, and doing whatever it takes to deliver reliable results.
- Ability to self-direct and motivate in a team oriented, collaborative environment
- Able to travel up to 5-10%

Choice Hotels

Manager, Learning Research, Reporting, and Analytics

This position serves as a program/project manager for all of the Choice University learning research, reporting, and analytics. S/he will work in conjunction with the Choice University (ChoiceU) team leaders to develop a learning analytics strategy that supports the overall business strategy. S/he will identify both lead and lag measures that appropriately tell the ChoiceU story. The position defines and manages the processes necessary to track and report on the progress for the team as well as how learning impacts property and corporate results. The position will also be responsible for leading requested research projects and the impact the project may have on ChoiceU activities and operations.

Primary Duties and Accountabilities

Works with key ChoiceU leaders to develop the learning measurement and reporting strategy for the overall team and individual ChoiceU departments. Identifies metrics, dashboards, and processes to be used to support the strategy. Monitors progress against the established learning analytics strategy. Identifies the systems, tools, and processes necessary to track our progress against established metrics. Helps to educate the team on the role of analytics in the design of learning (e.g., objective setting). Provides analysis of data and develops potential recommendations in cooperation with ChoiceU leaders. Provides established and ad hoc reports to demonstrate how ChoiceU initiatives are contributing to the broader business strategy. Reports may take many forms including annual reports for the team, PowerPoint presentations, and other ad hoc requests. Conducts research as needed to support ChoiceU initiatives including potential surveys, focus groups, and user studies. Provides recommendations for program improvements. Contributes to internal and external presentations, articles, and award submissions.

Skills, Educational Background and Experience

- Bachelor's Degree in statistics, training or related field with preference given to individuals with a Master's Degree.
- Knowledge of adult learning theory
- Knowledge of software necessary to analyze, track, and present data
- Experience applying statistical principles to a learning environment
- Highly skilled in the visual presentation of data
- Lodging industry experience desired
- Ability to simplify complex concepts into understandable terms
- Ability to represent data visually in a simple and appealing way.
- Ability to travel as needed to meetings, conferences, and internal events
- Ability to work independently with minimal supervision at times
- Ability to work as a part of a larger team to accomplish organizational goals
- Ability to work in a fast paced, deadline driven environment

KPMG

Manager, Global Learning Measurement

KPMG is currently seeking a Manager, to join our KPMG Business School Organization. This role can sit in one of our east or mid-west locations.

Responsibilities:

- Partner with Global Functional Learning & Development teams to implement program evaluation including consult, scope, build and execute for selected high priority programs and learning solutions
- Execute projects focused on higher levels of evaluation as a way of demonstrating the impact of training on the business
- Provide learning measurement consulting to Global and select member firms' Learning & Development functions
- Determine which evaluation and testing methodologies are appropriate for a learning intervention and use evaluation and testing methodologies to determine effectiveness
- Create, deploy and maintain a standardized learning measurement toolset, templates, processes, education and guidance
- Provide thought leadership and insight on emerging practices and opportunities

Qualifications:

- Minimum eight years of experience in Learning Measurement and Analytics; experience working on a variety of international projects preferred
- Bachelor's degree from an accredited college or university; advanced degree in learning or measurement preferred
- Demonstrated expertise in critical learning and development processes including training evaluation
- Strong consultative and communication skills working with multiple globally diverse stakeholders at to drive change management; strong critical thinking skills, project management; professional judgment, and business acumen
- Proficient in understanding measurement analytics, statistical theory and methods, interpretation and reporting of data in a business context and the ability to learn measurement system capabilities
- Ability to travel up to twenty percent including some international as well as ability to work "off-hours" to accommodate international audiences

PwC

Learning & Development Measurement & Analytics Data Scientist

Job Description

PwC's Learning and Development function is a key enabler of the PwC Experience, an element of the Firm's overall strategy.

Integrating with the business, and implementing best-in-class teaching practices, this function supports and enables higher quality, and more relevant learning that is aligned with high performing teams.

Learning and Development's Enablement team provides the innovation, technology, and measurement and analytics capabilities necessary to create, deliver, and measure cutting-edge experiences for our learners.

The Measurement and Analytics team consults with Strategists and Architects on nature of business problems being addressed in Learning and Development solutions and how to measure them.

Works with Design and Development teams at onset of engagement to articulate measurement strategy. Develops and maintains KPIs. Provides access to reporting data in ways that are easily consumed by relevant stakeholders. Uses data analytics to offer Leadership/Strategy Committee insights from across the Learning and Development portfolio. Crafts approaches for/supports efficiency strategies, including test-up/test-out, adaptive learning, etc. Measures, tracks, and reports on the impact Learning and Development is having on the business.

Position/Program Requirements

- Minimum Year(s) of Experience: 4
- Minimum Degree Required: High School Diploma or GED
- Degree Preferred: Master's degree in Industrial Psychology, Evaluative Techniques, Psychometrics, or related field.

Knowledge Preferred

- Demonstrates extensive knowledge and/or a proven record of success as a team leader in the following areas:
- Advancing corporate learning measurement strategy;
- Designing research methods to evaluate a broad range of adult learning interventions in an effort to improve learner outcomes and optimize organizational performance;
- Identifying measurement requirements of learning programs, curriculums, and overall firm L&D strategy;
- Consulting on data collection techniques and systems;
- Managing data extraction, transformation, quality assurance, and cleaning processes;
- Analyzing and identifying meaningful trends in large complex data sets;
- Working with learning technologies including Learning Management Systems, content delivery platforms, Learning Record Stores, and relevant integration standards (e.g., xAPI, SCORM, AICC);
- Developing reports, interactive dashboards, and data visualizations; and,
- Communicating the story of learning data to a non-technical audience.

Skills Preferred

Demonstrates extensive abilities and/or a proven record of success as a team leader in the following areas:

- Utilizing and applying quantitative, qualitative and mixed methods research design in the educational and organizational psychology sciences;
- Utilizing and applying data analysis tools (e.g., exploratory, data mining, regression/predictive techniques, multivariate, cluster, network analysis, etc.) and statistical software specialization into projects (e.g., R, SPSS, SAS, etc.);
- Utilizing and applying computer programming skills as applied to data acquisition, analysis, reporting, and visualization (R, Python, JSON, SQL, d3.js);
- Utilizing and applying data warehousing skills, ETL processes, structured relational databases, and the combining of disparate data sources;
- Utilizing business intelligence tools to develop reports, visualizations, and interactive web based dashboards (e.g., Microstrategy, visual insight dashboard, Qlik view, Tableau, d3.js, etc.);
- Implementing xAPI across a complex learning technology ecosystem, partnering with stakeholders and instructional designers to optimize data capture to drive continuous improvement and learning effectiveness;
- Evaluating data quality and designing processes to identify and correct data quality issues;
- Coaching and developing junior team members; and,
- Influencing stakeholders to take action based on data and drive continuous improvement of the L&D function.

The Boston Consulting Group

Senior Analyst, Learning & Development

BCG is a global, dynamic consulting organization with a strong culture for employee learning and development. This role is a key member of the Global Learning & Development Platform Innovation team. The L&D Analytics Senior Specialist will play a lead role in establishing an analytics COE (center of excellence) for the global L&D function. This role will work across L&D teams and HR functions to assess impact and advise key management stakeholders on the effectiveness of L&D programs, platform utilization and the overall learner experience at BCG. This role will leverage their deep experience in advanced analytics to proactively assess the performance of L&D, lead analysis of L&D analytics, such as People metrics, platform utilization and impact of L&D initiatives and programs. This role combines the application of advanced analyses, operational strategy and internal consulting into a unique opportunity for growth and development.

Job Responsibilities:

- Leverage knowledge of best practices in advanced analytics operations to establish L&D Platform Analytics COE
- Partners with SMEs to develop new approaches to measuring and evaluating the success of L&D platforms and programs
- Identifies opportunities to partner with stakeholders and conduct analyses to address defined business problems and impact
- Creates and communicates analytical plans and project roadmaps that effectively set expectations with all stakeholders
- Evaluates data requirements necessary for answering business questions and examines existing data sources to determine suitability for analysis, proactively identifying any limitations and suggesting workarounds
- Provide analytical assessments of Learning & Development programs and platforms
- Answers questions by synthesizing data from diverse sources (i.e. HR, L&D, Staffing, Career Development)
- Explores data sets, identifies potential areas of analysis to drive business impacts and makes recommendations to improve data collection and process efficacy
- Uses deep technical expertise to identify and build new data sets from incomplete information, evaluating quality and designing structure for sustainability and automation
- Uses advanced analytical tools to do their jobs more effectively and guide decision making
- Presents findings / recommendations to improve learner experience
- Independently manages work to deliver exceptional results and proactively identifies opportunities for improvement
- Guide other analytics team members on analytics methodology and best practices

Job Requirements:

- Master's degree in a field linked to business analytics, statistics, mathematics, or related quantitative field preferred, or equivalent analytics experience

Work Experience

- At least 6 - 8 years of relevant industry work experience providing advanced analytics solutions in a global professional services organization

Functional Skills

- Practical experience with in-depth analysis of business data using a variety of techniques and analytical tools
- Strong knowledge of statistics and an ability to design analyses that effectively test hypotheses
- Should have experience leading analytics projects and operations, and managing relationships with senior key stakeholders
- Excellent communication and presentation skills
- Knowledge of the business issues and trends in HR, Talent Management, Human Capital Management or Learning & Development
- Ability to guidance to other L&D team members about analytics methods

Technical Skills

- Experience with advanced analytics methodology and data management skills (e.g. data modeling, data integrity QA/QC)
- Advanced proficiency with Microsoft PowerPoint and Excel
- Experience with analytics tools (i.e. Alteryx, SQL or similar, Tableau, Business Objects, programming and/or scripting experience preferred, e.g. VB)

Analytical & Communication Skills

- Must have good planning, analytical, decision-making and communication skills. Ability to present data, visually and verbally, to guide conversations with business managers
- Strong independent and self-motivated research skills with an entrepreneurial attitude to move projects to completion
- Strong desire to continue learning about new analytical techniques as well as the business groups supported

Booz Allen Hamilton

Learning Measurement and Evaluation Analyst

Work as part of the Booz Allen corporate Learning and Development (L&D) team. Support L&D in data-driven decision-making. Partner with L&D and client team members to analyze operational data, training performance data, and participant feedback data to measure, monitor, and improve the effectiveness and communicate the value of L&D offerings. Provide assessment and evaluation expertise to determine performance gaps, root conduct cause analysis, and provide recommendations to improve L&D efficiency, effectiveness, and outcomes or results.

Basic Qualifications:

- 5+ years of experience with statistical analysis
- 5+ years of experience with learning measurement and analytics
- Experience with critical learning and development processes, including training evaluation
- Experience with Microsoft Excel
- Ability to work with multiple stakeholders to drive change management
- Ability to transform data into insights and recommendations for decision making
- BA or BS degree
- Kirkpatrick Certification

Additional Qualifications:

- Experience with data visualization tools, including Tableau a plus
- Possession of excellent consultative skills
- Possession of excellent oral and written communication skills
- MS degree in IO Psychology or related field

Nielsen

Learning Measurement Specialist

Job Purpose

The Learning Measurement Specialist (LMS) fulfills a crucial role within the Training and Development Network, US Field organization. The LMS is responsible for collecting, analyzing and interpreting data relative to learning effectiveness and learner readiness.

Responsibilities

The Learning Measurement Specialist responsibilities include:

- Designing evaluation strategies for curricula and the TDN overall.
- Developing measurement blueprints.
- Writing formative/summative instruments connected to program learning objectives.
- Detailing standards and methods for assessment administration.
- Conducting data analysis to ensure the validity and reliability of evaluation instruments. Validity includes analyzing assessment results correlation to performance in the field.
- Communicating assessment and analysis results to appropriate stakeholders.
- Openly and respectfully engage in all discussions relating to training and evaluation issues; provide solution-based input and make logical recommendations.
- Deliver projects efficiently so that tasks are completed on time and problems are anticipated or resolved quickly.
- Partner with facilitation team to ensure they are equipped and energized to effectively administer assessments.

Minimum Qualifications and Experience

- Bachelor's Degree
- Demonstrated experience in educational research & measurement including
- Item writing
- Measurement blueprint development
- Development of knowledge and performance assessments
- Superior analytical and quantitative skills
- Strong interpersonal, written and communication skills
- Expert writing, proofreading and grammar skills
- Strong relationship building and collaboration skills
- Proven ability to work effectively with individuals of all levels, including senior executives

Preferred

- Master's in Measurement, Evaluation, Research or relevant field
- Bachelor's in Measurement, Evaluation, Research or relevant field

ADP

Senior Learning Analyst

ADP is hiring a Senior Learning Data Analyst. Reporting to the Sr. Director of Learning Analytics and BPI, the Sr. Learning Data Analyst will have the responsibility for collecting, interpreting and reporting key business metrics that drive decision making for the Enterprise Learning team and the business partners we serve. The primary responsibilities include data collection, data massaging analysis, and presentation of data. Data sources analyzed include, but are not limited to; post event training surveys, skill and knowledge assessments, performance evaluations, customer feedback (NPS), operational case and productivity data, and financial data. Analysis and reporting may be routine or ad hoc in response to requests from Enterprise Learning leaders and business partners. The data analyst will collaborate with other data analysts throughout ADP to enhance Enterprise Learning's insights.

Essential Responsibilities

- Data Collection
- Follow established processes to drive data integrity, identifying opportunities for improvement
- Diagnose, troubleshoot, and/or monitor gaps in data
- Understand data reporting capabilities and impact of integration with other systems
- Gather data through observations, interviews, surveys, and other sources
- Acquire data from primary or secondary data sources and maintain databases / data systems
- Design logical physical databases to store data in an easily reportable format.
- Continuously improve data collection processes
- Data Analysis
- Conduct analysis to ensure accuracy and reasonableness of data
- Identify, analyze and interpret trends or patterns in complex data sets, using statistical techniques
- Collect, analyze, interpret, document, and summarize quantitative, longitudinal, and multivariate data in support of teaching and learning
- Reporting and Presentation
- Create and maintain dashboards and scorecards
- Develop and present reports, findings and recommendations to Enterprise Learning customers and stakeholders
- Present key findings/trends to key stakeholders for critical or strategic initiatives.
- Consulting
- Train appropriate users on analytical tools to ensure widespread adoption of best practices in collecting and analyzing data for actionable recommendations to leaders.
- Provide professional consulting in the areas of tool customizations, business processes, analytics, complex custom reports and special projects
- Enhance the level of analytics capability among Enterprise Learning extended leadership team, driving a results focused culture.

Qualifications Required

- Bachelor's degree in Mathematics, Economics, Computer Science, Information Management or Statistics or equivalent in education and experience.
- 5- 8 years of experience using BI statistical tools for analyzing data sets (Tableau, Clarabridge, Excel, Cognos)
- Database (SQL) programming ((XML, JavaScript, or ETL frameworks)
- Must be results oriented and have teamwork and relationship building skills.

Preferred Qualifications: Preference will be given to candidates who have the following:

- Experience with Clarabridge and evaluating client Net Promoter Score (NPS) feedback are strongly desired
- Excellent verbal and written communication skills required.

Citi

Vice President, Learning Analytics Manager

Description

Citi Learning works to drive business performance by connecting employees with relevant and innovative learning experiences when and where they need them. The Learning Analytics Manager will be responsible for creating, executing and maintaining a consistent set of Learning Data and Learning Analytics for Citi Globally. From course evaluation through to diagnostics and assessments, they will establish a consistent model to allow us to best evaluate the true value of the learning initiatives. The role will investigate leading-edge predictive analytics related to learning and performance and devise practical ways for Citi to maximize business and individual benefits based on these analytics. A practical example would be to determine models that will better predict when a just-in-time performance measurement could be delivered to an end-user, team or business.

This Role Will

Key Responsibilities:

- Partner with the Citi Learning colleagues and lines of business to determine the overall strategy for measuring learner performance and the quality and effectiveness of programs.
- Organize and present learning and operational metrics in a way that allows Citi Learning to reinforce the impact and value of Citi Development programs with both internal and external clients and partners
- Manage an analytical pipeline that balances strategic need with complexity of analysis to deliver timely data-driven insights
- Proactively identify areas of opportunity and/or improvement based on trends in the data, and use these insights to inform new products, business processes and/or increase user engagement/adoption
- Data Benchmarking for future trends/predictive analytics
- Identify and incorporate new methodologies for evaluating the impact of learning initiatives
- Co-Lead requirements gathering and provides advisory input of globally common learning effectiveness dashboard(s) for Learning Advisors to use in client, partner and stakeholder meetings; update dashboards monthly or as needed
- Determine the core data architecture/eco-system for tracking and reporting all learning at Citi
- Establish Data Structure criteria for consistent minimal learning standards
- Strong relationship management and interpersonal skills, with the ability to translate complex findings and analysis to a business audience; strong data visualization skills
- Global SME for Learning Analytics to work in partnership with Human Capital Reporting and Analytics (HCRA) and HR Shared Services (HRSS) Operational Reporting

Qualifications

- Bachelor's Degree
- 6-10 years' experience in measurement and evaluation within the Financial Services industry (preferred)
- Proven ability to successfully implement learning analytics standards within a complex matrixed organization
- Deep understanding and proven execution of predictive analytics.
- Experience working with Big Data models within a Corporate Environment
- Ability to identify statistical trends and present them back to business stakeholders
- Proven Research Experience in a Corporate Environment

Citi

Vice President, Learning Measurement and Governance Manager

Citi Learning works to drive business performance by connecting employees with relevant and innovative learning experiences when and where they need them. The Learning Measurement and Governance Manager will be responsible for partnering with learning stakeholders and the Citi Learning operating committee to understand their needs in order to define and implement the overall measurement strategy for the function. In addition, this role will partner with the Citi Learning Operating Committee to define and implement governance standards in support of our operating model. This person will also manage relationships with external research groups with a focus on bringing outside perspectives into Citi and driving increased utilization.

Key Responsibilities:

- Lead the learning measurement working group to define measurement strategy, establish learning measurement standards and drive implementation
- Build relationships with stakeholders, understand their needs and incorporate into overall strategy
- Interact with Learning and Development Operating Committee and Regional colleagues to identify key measures (from L1 evaluation through ROI)
- Work with Design and Development to implement design standards for measuring and reporting on the impact of learning experiences and to adopt common assessment and evaluation processes
- Contribute to overall HR measurement strategy by partnering with peers across HR
- Partner with Human Capital Reporting and Analytics, Learning Shared Services and Technology to maintain global learning measurement governance and standards to ensure consistency in data
- Manage relationships with Citi Learning external research partners, identify key trends and bring those external perspectives to L&D Operating Committee and other internal stakeholders
- Support Chief Learning Officer with special projects

Qualifications

- Bachelor's Degree. Masters or PhD, preferred.
- 7-10 years' professional work experience
- Strong project management and relationship building skills
- Strong analytical, evaluative and problem solving abilities
- Excellent written and oral communication skills, with demonstrated experience/skill in communicating with various levels of business leadership (from executive to early career)
- Prior experience developing executive style presentations and drawing conclusions derived from performance and assessment data
- Proven research experience in a corporate environment
- Ability to self-direct and motivate in a team oriented, collaborative environment
- Organizational skills (detail oriented)
- Inquisitive by nature

Discover

Manager, Learning Metrics and Analysis

The Manager, Metrics Analysis & Application leads a team of analysts to effectively deliver on reporting metrics that demonstrate the effectiveness and impact of Training & Development's programs. This position partners with T&D leadership to measure success across all learning portfolios as well as ensure efficient design, development and delivery operations.

The individual in this role is a team leader who leverages effective management skills to ensure T&D data is of high quality and up-to-date. The individual in this role will establish scalable processes to provide ongoing reporting via dashboards and other reports. The individual in this role should be able to spot errors in the underlying data, understand the impacts on the reporting and drive collaborative problem solving to correct issues and errors.

The Metrics manager will ensure Discover's ability to respond to urgent requests during an audit and partner with other teams to respond to the requests. The individual in this role will maintain understanding of regulations affecting our industries (banking, payments, consumer lending). The Consultant, Learning Compliance Portfolio will leverage their analytical expertise and their strong consultative skills to ensure compliance with regulations.

Responsibilities:

- Lead a team to deliver on T&D reporting priorities. This includes partnering with T&D leadership to establish reporting priorities related to learning effectiveness and learning operations. Design scalable processes as needed to track and gather accurate, consistent data in support of metrics priorities. Scope projects, develop work plans, and effectively resource the projects to meet implementation timelines and requirements.
- Manage related systems and/or tools necessary for data collection and management. This involves partnering with various system's owners to develop the right technical capabilities to support reporting and analysis activities.
- Lead continual improvement efforts around existing reports. Develop a road map and implementation plan to support ongoing improvement of reports and data sources. Ensure processes are in place to ensure efficient reporting operations while ensuring high quality data.
- Support the audit teams in responding to regulator requests. Develop a replicable process for audit preparation and implement that process. Identify the questions regulators are asking and determine how best to supply the needed information to the audit support teams. Partner with the LMS team, compliance operations, and other project teams to ensure successful implementation execution of risk mitigations.
- Promote a risk-aware culture, ensure efficient and effective risk and compliance management practices by adhering to required standards and processes.

Experience/Education/Skills:

- 5+ years' relevant experience, experience with HR and/or LMS data preferred
- Experience with data management/architecture
- Demonstrated ability to structure analyses, problem-solve complex issues, and clearly communicate research, insights, and implications to senior management and other stakeholders.
- Experience designing and executing performance metric or KPI scorecard programs
- Comfortable working in an ambiguous and rapidly changing environment.
- Able to manage competing priorities and communicate expectations.
- Expertise with SAS, Excel, PowerPoint and other relevant software. Experience with Tableau ideal.
- Bachelor's degree required; Master's degree preferred

Visa

Manager, Learning Evaluation & Data

- Lead the development of tools, strategy and methodology to evaluate the effectiveness and impact of enterprise-wide Learning & Development (L&D) products and programs at Visa. Manage tools to effectively display all L&D data. Successfully embed learning data into the fabric of the L&D organization.
- Develop tools, strategy and methodology for the evaluation and measurement of enterprise-wide L&D products and initiatives
- Manage existing tools used to automate reporting infrastructure such as rosters, dashboards, LMS data retrieval and integration
- Oversee the collection, compilation, evaluation, and reporting of evaluation metrics for enterprise-wide L&D products and initiatives
- Continually research, identify, and apply industry best practices for the testing, measurement, and evaluation of learning
- Directly support the Learning Operations team, part of Visa's Enterprise L&D team
- Collaborate with L&D design and delivery teams to achieve valid, reliable, and measurable learning results
- Present well organized, visually compelling, meaningful evaluation reports and recommendations for improvement based on data and business needs
- Monitor key business indicators to proactively recommend potential opportunities to leverage L&D solutions to solve for business needs
- Function as a subject matter expert regarding the design and development of measurable learning evaluation at an enterprise level
- Conduct quality reviews of learning materials, experiences, and programs
- Build trust, effectively communicate, and influence key stakeholders
- Leverage learning metrics to boost employee performance and happiness
- Partner with vendors to execute evaluation and assessment strategy

Qualifications

- Deep knowledge of instructional design including needs assessment, participant and program evaluation, curriculum design and development
- Knowledge of all aspects of training assessment and evaluation practices including task analysis, assessment strategies, validation methodologies, and test item development, validation, and analysis techniques
- Experience with experimental design for learning
- Graduate degree in Education, Learning Sciences, Organizational Psychology, or a related field and 3-5 years of experience or commensurate education and experience
- Advanced level user of relevant tools, including testing and survey platforms, statistical analysis, social science analysis technology, data visualization and presentation tools
- Ability to communicate technical and non-technical information effectively in person, virtually, via written and oral communications
- Ability to write instructional materials, technical and non-technical reports, presentations, and briefing papers
- Demonstrated ability to influence peers, leaders, and key stakeholders
- Excel at proactively getting work done and identifying priorities under minimal supervision

Chick-fil-A

Senior Consultant, Learning Measurement & Analytics

The Learning Measurement and Analytics critical role is to provide consultative, analytical, and tactical support to help program teams improve their strategies and practices for analyzing and documenting the impact of Restaurant Training learning solutions. This role will ensure effective evaluation practices via coaching others about learning assessments, measurements, and evaluations to strengthen and expand this capability within the organization.

Responsibilities

- Provide thought leadership and consultative support in the areas of analysis, assessment, measurement, metrics, organizational research, and learning analytics
- Coach program team members and instructional designers to improve assessment and evaluation practices; strengthen and promote this capability within the organization
- Build a learning assessment and evaluation community of practice
- Conceptualize and conduct research and analysis to answer key business and human performance questions.
- Work with key stakeholders to review learning analytics and make recommendations for improvement
- Provide feedback and evaluation guidance about Level 2 & 3 (Kirkpatrick Model) evaluation practices and results and make recommendations for improving reliability and validity
- Provide thought leadership on key ways to create or improve learning dashboards, practices for reporting data, and guidance about interpreting/managing data.
- Manage learning and evaluation projects efficiently to complete projects on time and anticipate/resolve problems
- Participate in stakeholder meetings to showcase measurement and evaluation capability

Preferred Qualifications

- 7-8 years in adult learning
- Strong analytical, problem conceptualization, and problem-solving skills
- Experience working in/consulting to corporate environments and using evaluation and measurement tools such as SurveyMonkey, Metrics that Matter, Questionmark, etc.
- 3-5 years of direct, learning evaluation and measurement practice
- Literate in both Kirkpatrick and Phillips evaluation models
- Qualitative and quantitative data analysis skills
- Solid understanding of performance improvement and instructional design
- Strong written and verbal communication skills, as well as consulting skills

Merck

Associate Director, Learning Analytics

As a member of the Workforce Analytics team, supporting Merck's L&D organization, you will be building innovative learning analytics capabilities to drive positive business outcomes. This is a unique and highly visible role and provides great opportunities to leverage your quantitative expertise, consulting ability, and market research skills to impact decisions at all levels of the organization and support Merck's mission "To discover, develop and provide innovative products and services that save and improve lives around the world."

Responsibilities include but are not limited to:

Internal Client Consulting

- Provide human capital consulting and learning analytics expertise in support of the Chief Learning Officer, Global Learning and Development at Merck.
- Create a Learning and Development analytics strategy and roadmap for Merck's L&D organization, looking to build and iterate on existing learning programs while incorporating best practices.
- Apply understanding of the business and HR in order to evaluate information needs and to recommend and develop appropriate solutions (metrics, analyses, data collection, automated reporting tool functionality, etc.) to inform L&D decision-making
- Leverage the workforce analytics knowledge base to promote an evidence-based approach to all things Learning.
- Apply your expertise in quantitative analysis and data visualization to help inform, influence, support, and execute our business decisions in the L&D space.
- Collaborate with Senior L&D Leadership and Learning Partners to develop an effective metric selection and production process to assess the impact of training programs and quantify value to business.
- Provide both thought partnership and analytical expertise in design and development of dashboards by analyzing and synthesizing data into insights and consult with client groups on trends.
- Establish key metrics and analytics to facilitate strategic decisions and to measure ROI of L&D programs.
- Consult / advise learning on assessment approach, best practices, & assessment /analysis structure
- Maintain a superior knowledge of current market research, as well as, new tools and technology to provide continuous improvement in consulting service

Statistical Analysis

- In collaboration with Workforce Analytics' colleagues, conduct both simple and complex statistical analyses in support of the needs of Learning and Development, as well as, Merck Overall.
- Build expertise in sophisticated statistical analysis (e.g. regression analysis, factor analysis, predictive modeling) and apply analytical techniques to draw inferences and conclusions from analyses (e.g. hypothesis testing).
- Present methodology and conclusions of analyses directly to client and/or senior executive teams

Education

Bachelor's degree from an accredited institution in Statistics, Economics, Mathematics, Industrial/Organizational Psychology, or other related disciplines and a minimum of 10 years of experience providing data-driven analysis - OR - Master's degree from an accredited institution in Statistics, Economics, Mathematics, Industrial/Organizational Psychology, or other related disciplines and a minimum of 8 years of experience providing data-driven analysis.

Required

- Experience working with Analytics teams (preferably in Human Resources or Learning and Development teams).
- Experience providing direct consultation to senior leaders.
- Experience with statistical analysis, quantitative aptitude, and ability to spot important trends in data.
- Expertise in data visualization methods and ability to learn new visualization tools as needed.
- Ability to work independently and synthesize information into insights.
- Skilled data storyteller with executive presence.
- Advanced user of Microsoft Excel with experience in some statistical software (R, SAS, SPSS, etc.)
- Strong project management skills.
- Thrives in an ambiguous environment.

Preferred Experience

- Experience with L&D principles, theories, methods and metrics
- Experience with HR data such as headcount, talent flows, etc.

Verizon

Learning & Development Analyst

Responsibilities

The Learning & Development (L&D) Consultant of Learning Effectiveness Analytics delivers meaningful data and stories used to make learning at Verizon better each day because Better Matters. L&D's purpose is to help drive success of our company's business priorities. This position studies and makes actionable information out of L&Ds impact on business priorities. This Consultant serves all of Verizon's business units and departments and directly supports requests from L&Ds VP and Directors.

This position:

- Influences L&Ds measurement strategy and defines measurement standards
- Builds, optimizes, and evolves processes
- Creates solutions and tools for measurement and analytics
- Leads complex data analysis
- Visualizes data in flat or interactive formats
- Creates stories and dashboards that illuminate analysis
- Manages stakeholders / business partners to execute solutions
- Project manages requests / needs through process
- Compares Verizon's L&D data to industry benchmarks

Learning Effectiveness Analytics encompasses measurement for:

- Training data analytics (i.e., hours and activities forecasting, historical learning volume analysis by delivery method/location/dept/etc., learning tax credits, industry award submissions, delivery staff modeling, corporate data requests)
- Training investment calculations and analysis
- New hire employee post-learning performance (i.e., time to competency)
- Trainer/content developer/program effectiveness
- ROI case studies for courses/programs/delivery methodologies/learning systems or applications
- Industry benchmarking

Qualifications

- Bachelor's degree in Business Administration or related area of study required
- Ability to navigate and make sense of big data sets and unfamiliar data (data cleaning, dealing with missing data, spotting mistakes, integrating data from multiple sources, standardization of data).
- Successful use of applied statistics with strong attention to detail and precision with data.
- Understanding of the difference between correlation and causation.
- Strong understanding of talent development measures and principles (i.e., Phillips ROI methodology).
- Experience with Return on Investment calculations including translating performance impact to financial valuation.
- Experience developing measurement plans and writing impact studies that include isolating the effects of the solution.
- Knowledge of process design principles (i.e., Six Sigma).
- Experience designing/writing process flows, decision trees, and step/action tables.
- Ability to write effective measurement surveys and translate the results to business recommendations/actions.

- Ability to negotiate data sourcing agreements with stakeholder partners.
- Ability to define measurement needs and translate to requirements for data owners/IT.
- Strong project management and organization skills.
- Strong critical thinking, decision making, and prioritization skills.
- Strong analytical and statistical skills (i.e., regression analysis).
- Strong presentation and storytelling skills.
- Experience creating interactive data visualizations (i.e., in Tableau, Cognos Workspace or like tool) preferred.
- High level of integrity required given this position works with sensitive types of data.
- Comfortable working with across all business units and departments including Finance, IT, Customer Service Operations, Sales Operations, HR.
- Ability to work effectively in a virtual team.
- Excellent team player with strong networking skills.
- Able to work with a high level of autonomy.
- Ability to differentiate between use/application of firm business rules vs. adhering to guidance.
- Expert proficiency with MS Excel and/or Google Sheets.
- Strong proficiency with MS PowerPoint and Word or Google equivalent.
- Proficiency with MS Visio or like tool preferred.
- Experience using statistical tool like SPSS or Minitab is preferred.
- Experience with SQL and query writing preferred.

Facebook

Learning & Development Partner, People Analytics

We're looking for an experienced people research scientist-practitioner to join our people analytics function to support our Learning and Development (L&D) team. This role will serve as an active partner with our L&D function, our HR partners, and other key leaders to help use data to inform course design, evaluation, and overall impact on our peoples' performance. You'll help develop and refine L&D processes to make an exceptional workplace even better. The ideal candidate will have strong quantitative skills and experience working with L&D teams.

Responsibilities

- Help shape the strategy for assessing the effectiveness of L&D, using a data-driven approach
- Design and conduct program and course evaluation studies and analyses using a variety of methods and approaches (including mixed-methods, longitudinal studies, quasi-experimental designs, etc.)
- Collaborate with L&D Leadership to identify, gather, and create metrics that can be used to facilitate strategic decisions assess the impact of training programs and quantify value to business.
- Bring together best practices, Facebook-specific data and outside research to help leaders understand the latest in development course design and evaluation
- See beyond the data to identify solutions that will raise the bar for all things learning and people development-related at Facebook
- Collaborate with data engineering and visualization engineers to access and manipulate data, explain data gathering requirements, and display results
- Conduct statistical analyses and communicate results, along with implications, to technical and non-technical audience
- Collaborate with and mentor other team members
- Maintain knowledge of latest developments in the L&D field and program evaluation techniques, as well as, new tools and technology to provide guidance on opportunities for continuous improvement in the L&D offerings
- Demonstrate judgment and discretion when dealing with highly sensitive people data

Minimum Qualification

- MS/PhD in a field emphasizing people research in organizations (e.g., Industrial/Organizational Psychology, Organizational Behavior, Economics, Policy Analysis, Management, etc.)
- 5+ years of experience conducting quantitative people research in the L&D space in an organization or consulting environment, working with key stakeholders to understand and clarify their L&D research needs, and communicating analyses to technical and non-technical audiences.
- 5+ years of experience applying multivariate statistical methods such as GLM, analysis of quasi-experimental research designs with non-equivalent groups (e.g., regression adjustment, matching, propensity score stratification), longitudinal analysis, dimension reduction, clustering, hierarchical linear (random effects) modeling, etc., to people research problems in organizations
- Experience with conducting program evaluation research
- User of Microsoft Excel with experience in some statistical software (R, SPSS, etc.)
- Experience providing direct consultation to senior leaders.
- Experience managing and analyzing structured and unstructured data using tools such as R or Python

Preferred Qualification

- 5+ years working internally (as opposed to consulting) in an organization with 500+ professional employees (e.g., high-tech, financial services, healthcare, biotech, etc.)
- Experience developing L&D course materials, conducting empirical research on a variety of people development programs, knowledge of best practices in L&D course design, evaluation and impact analysis
- Experience conceiving, developing, running pilot tests, implementing, and continuously improving large-scale people processes
- Experienced in organizational survey design and execution

Facebook

Data Analyst, Learning & Development

The Data Analyst, Learning & Development is responsible for ensuring the efficiency of the L&D data processes and identifying areas for improvement. The analyst designs and documents daily, weekly, monthly reports and helps identify trends in historical reports. Additionally, they would provide ad-hoc reports and/or dashboards for self-service to reduce redundant requests. This is a full-time role based in Menlo Park, CA.

Responsibilities

- Works with Analytics Partner to document requirements necessary to provide data for business reviews and historical trend analysis
- Apply your expertise in quantitative analysis, and the presentation of data to see beyond the numbers and help inform, influence, support, and execute our business decisions for the L&D Team
- Prepare and build reports by collecting, analyzing, and summarizing data and trends
- Monitor the integrity and validity of the data reported and be able to provide details about data and analyses for L&D program leaders
- Communicate with external clients and internal teams to deliver reports
- Provide summary documentation on the acquired results of the analysis
- Works with internal teams to automate or streamline data collection processes
- Manage any change requests related to data or data collection
- Leverage tools, such as SQL, Tableau, and Excel to drive analytics
- Documents requirements with stakeholders and partners with People Insights and People Analytics on broader changes to core dashboards
- Addresses data integrity issues and works to solve root cause process or systems issues partnering with IT
- Maintains code-base (SQL) used to drive self-service tools, and recommends opportunities for improvement

Minimum Qualification

- BA/BS in a field that emphasizes analyzing, displaying, or reporting on data (e.g., computer science, math, engineering, economics, statistics, psychology), or equivalent work experience
- 3+ years experience in a quantitative analytics role
- 3+ years experience with SQL (PL/SQL or T-SQL)
- 2+ years experience with Tableau
- 2+ years experience publishing Tableau dashboards to Tableau Server
- Experience analyzing and documenting business processes
- Experience initiating and driving projects to completion
- Experience communicating the results of analysis
- Experience reporting on data and statistical analysis
- Experience with data visualization principles

Preferred Qualification

- Experience querying Oracle and building reporting tables
- Experience with Excel (Vlookups, pivots, macros, etc.)
- Understanding of statistical analysis, solid quantitative aptitude, and the ability to gather and interpret data and information
- Project management skills

- Ability to leverage HR systems such as Workday, Salesforce etc., to execute the above responsibilities
- Tableau techniques such as LOD calculations, calculated fields, table calculations, and dashboard actions
- Data visualization techniques
- Experience working with or in support of diverse communities

Facebook

Learning Analytics Program Manager

Facebook is seeking a strategic, analytical, and process-oriented Learning Analytics Program Manager to work within our sales learning and enablement team (“GMS Learning”). The objective of this role is to lead the strategy and execution on learning data and analytics priorities.

The ideal candidate has an expert-level understanding of talent, performance, and learning analytics, and is proficient in data modeling and scoping, design, execution, and analysis on measurement initiatives and experiments. The ideal candidate is highly analytical, using data and problem-solving techniques to understand root causes and develop effective solutions. The ideal candidate is a great communicator, simplifying complex technical topics for non-technical audiences, and using effective storytelling to deliver key insights. We are looking for a natural relationship-builder who is able to work with colleagues of different skill levels and personality types, and who can manage large-scale initiatives, and diverse stakeholders, independently, knowing when and how to adapt course to meet objectives.

Responsibilities

- **Oversee Learning Analytics Strategy, Roadmap, and Execution.** Maintain the point-of-view on how GMS Learning measures impact, working with stakeholders to refine a “metrics model” over time and ensure the right priorities are selected. This will involve working closely with data engineering and analytics roles to ensure we have the right data available when needed
- **Lead Impact Analysis Initiatives.** Partner with audience and learning program owners to develop measurement plans, oversee their execution, and support reporting and consulting on key findings. Play the same role on larger analytics initiatives, including descriptive and diagnostic analytics on “ramp time” or evaluation of learning impact on audience behaviors using test-and-control evaluation methods
- **Develop Dashboards and Reports.** As required, create high-quality dashboards and custom reports following dashboard design and visualization best practices. Also provide feedback and quality assurance on dashboards developed by data engineering partners
- **Support Development of Proficiency and Recommender Data Solutions.** Partner with data engineering teams to developing solutions designed to assess audience proficiency in desired skills and knowledge and recommend next-best learning solutions
- **Consult with Key Learning, Sales and Cross-Functional Partners.** Act as the go-to expert on talent, performance, and learning analytics. This includes leading high-priority stakeholder interactions where we want to provide a data-driven point-of-view on these areas
- **Provide Regular Updates and Enablement on Analytics Activities.** Keep colleagues and stakeholders up-to-date on data and analytics priorities, and implement enablement solutions (e.g., documentation resource) so that these individuals have the baseline knowledge needed to follow data standards, and communicate with competence and confidence to their stakeholders on these areas

Minimum Qualifications

- MBA/MA/MS or equivalent work experience in a field that emphasizes analyzing, displaying, or reporting on data (e.g., computer science, math, engineering, economics, statistics, psychology)
- 5+ years of consulting or corporate work experience focused on using data to uncover insights that drive action and communicating analyses to technical and non-technical audiences (experience includes analytics, management consulting, sales operations, finance, compensation, or related fields)
- 3+ years experience in a talent, performance, or learning analytics role, understanding core learning concepts, metrics (e.g., reach, ramp time, Kirkpatrick levels), and systems (e.g., LRS, Workday, Visier)
- Knowledge of statistical analysis (e.g., descriptive statistics, diagnostic analytics, statistical significance), quantitative research, test-and-control validation methods, and experience gathering and interpreting data
- Experience in SQL, data visualization tools (e.g., Tableau), and Excel (VLOOKUP, pivots, etc.)
- Working knowledge of machine learning and advanced analytics methods and languages (Python or R)
- Project management experience with multiple stakeholders, including prioritizing and delegating projects/tasks
- Experience leading discussions with senior audiences on technical topics
- Knowledge of data visualization principles

Preferred Qualifications

- Experience working in a sales or commercial organization, understanding core concepts, metrics, and systems (Salesforce, etc.)
- Experience with recommender systems
- Experience with skill/knowledge proficiency measurement

JVS

Director of Learning and Evaluation

JVS is intensifying efforts to strengthen our program outcomes measurement and learning initiatives. This person will work in collaboration with existing staff with a focus on how we can use program evaluation to inform program development and strengthen program outcomes.

Summary of Position

Department: Program Leadership

Mission: The Director of Learning and Evaluation (DLE) will oversee agency-wide evaluation strategy and implementation goals

Principal Relationships:

- Reports to: Chief Program Officer
- Collaborates with: Director of Professional/Talent Development, Learning and Development team, Data Quality and Reporting Manager, Director of IT and Facilities, Program Directors and Program Managers
- Supervises: This position does not currently supervise staff; subject to change.

Scope:

- Collaborate in defining strategic direction of the organization's performance measurement tactics and objectives
- Analyze performance results and suggest programmatic changes to drive towards outcomes objectives
- Develop organizational performance measurement capacity by supporting staff competencies and fostering external partnerships

Qualifications and competencies

Minimum Competencies

- Ability to think creatively and strategically, employing a sense of curiosity and commitment to continuous learning and growth
- Able to inspire others to get excited about potential strategic shifts or changes
- Ability to create and implement systems to facilitate regular data review, reflection, insights, continuous improvement
- Expertise in defining and implementing a variety of evaluation and measurement approaches, including scoping, data collection, analysis, and reporting
- Ability to act as a driver of outcomes-centered learning; able to identify key learning opportunities and work in collaboration with the L&D team and staff to apply those insights in program process improvements
- Strong understanding of how evaluation can be used to strengthen the effectiveness and impact of programs
- Demonstrated ability to manage multiple projects simultaneously, be exceptionally organized, and adapt and thrive in a rapidly changing work environment
- Excellent written, oral, and interpersonal communication skills

Preferred Competencies

- Ability to consolidate and clean data
- Experience visualizing data and/or developing dashboards, scorecards, reports, etc.
- Ability to perform quantitative and qualitative analysis
- Demonstrated ability to effectively train peers and colleagues of diverse backgrounds and levels of understanding
- Ability to work across teams to achieve objectives

Minimum Qualifications

- Experience in streamlining data collection, aggregation, analysis, and dissemination using appropriate technology tools such as Excel, Stata, SQL, or similar software
- Able to inspire others to get excited about potential strategic shifts or changes
- BA/BS in relevant field

Preferred Qualifications

- Experience in the workforce development field
- Experience supporting the design and refinement of organizational strategies
- Experience using Salesforce; Salesforce proficiency a plus
- Masters in relevant field

Principal Accountabilities/Essential Functions

- Facilitate the full cycle of program evaluation, from program planning and logic modelling to data analysis, report preparation and presentation, and integration of findings into program planning and practice
- Lead development and the strategic approach to annual agency-wide and program-specific key performance indicators to demonstrate program effectiveness, ensure quality program management, and support data informed decision making
- Research industry best practices and incorporate into learning and evaluation objectives
- Work collaboratively with data staff and program staff to ensure the consistent application of learning and evaluation data collection and interpretation across the agency
- Support staff to develop and refine logic models, including articulating assumptions, clarifying expected impact, and assessing fit between proposed tactics and expected results
- Lead the implementation of measurement, data collection, and feedback systems that support strategic planning, ongoing learning, accountability, and assessment of impact
- Collaborate with Learning & Development team to facilitate group meetings such as learning forums, working groups, and staff trainings
- Partners with Marketing and Communication and Development teams to ensure programmatic outcomes are effectively translated into tangible, marketable outcomes
- Serve as ambassador with key external stakeholders by clearly articulating JVS's mission, initiatives, values, and approach to learning and evaluation
- Identify opportunities for program or data collection and reporting improvements on an agency level, across programs, departments
- Respond to information needs and requests from Executive Management Team, Program Directors, donors, and other partners
- Work with Board committee on communication strategy and presentation of outcomes data

- Perform data analysis and apply data visualization techniques to generate knowledge of program implementation, assess performance vs. targets and trends, and support program quality improvement and reporting needs.
- Transform program quality, fidelity, performance and outcome data into program insight in collaboration with program leadership and staff using data visualization tools