

# LEAH E. GLASS

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## Education

- 2015-2022 (expected)      **The Graduate Center, CUNY**  
PhD Candidate in Sociology  
**Dissertation:** “Well Intentioned Whiteness: exploring the effects of diversity, equity, and inclusion work at an education non-profit”  
Committee: Erica Chito-Childs (*chair*), Jessie Daniels, Jessica Hardie, L’Heureux Lewis-McCoy (NYU)
- 2014                              **New York University**  
M.A. in Applied Quantitative Research
- 2011                              **Providence College**  
B.A. in Global Studies

## Research and Teaching Interests

Race and Ethnicity, Organizations & Work, Diversity & Inclusion, Critical Race Theory, Sociology of Education, Digital Sociology, Mixed Methods

## Publications

- Glass, L.E. “Social capital and first-generation college students: examining the relationship between mentoring and college enrollment” *Education and Urban Society* (forthcoming)
- Glass, L.E. "A change in regime: examining diversity theater and racial inequality at an education non-profit" R&R
- Glass, L.E. “White Supremacy at Work and Performative Race-Consciousness” (under review)

## Working Papers

- Glass, L.E., Smith, A., Pichizaca, B. "I still don't feel 100% comfortable!: Sense of belonging in first-generation college students"

## Papers in Preparation

- Glass, L.E., “The toll it takes: embodied experiences of diversity workers in tech”

Glass, L.E., “Making a statement: exploring the discursive tools of impression management in tech and non-profit organizations”

## Teaching Experience

- Fall 2018 Adjunct Professor, Race & Ethnicity SOC 2601  
Brooklyn College
- 2012-2013 Co-Lecturer, Global Studies Capstone Seminar  
with Tom R. King, PhD. and Kara Cebulko, PhD.  
Providence College
- Fall 2011 Fulbright English Teaching Assistant  
Oral Communication Skills, Conversational English  
Mehmet Akif Ersoy University, Burdur, Turkey

## Research Experience & Employment

- 2020 - Present Senior Manager, Analytics & Research, Swing Left
- Lead all user research for Product team including user surveys, 1:1 interviews, and concept testing to support and inform new product & feature development and refinement
  - Identify and prioritize research questions based on analysis of existing products and program needs
  - Communicate findings across cross-functional teams to validate design decisions
  - Set up systems and dashboards to help teams and leaders monitor progress, including on-going training & development
  - Conducted in-depth, mixed methods analyses to better understand user behavior to inform nuanced and strategic growth and direction of programs
- 2018-2020 Associate Director of Organizational Learning, iMentor
- Recruited, hired and trained team of 5 research assistants for qualitative research project on college transition and persistence
  - Designed and implemented large qualitative research projects from start to finish--including literature review, research design, data collection & analysis and report writing
  - Managed complete overhaul & re-design of staff engagement surveys to better align with overall strategic objectives - increased staff response rates by 15%
  - Designed and built Tableau dashboard for leaders and other stakeholders for organizational performance management, specifically culture & org development

- 2017-2018 Senior Research Analyst, iMentor
- Designed and managed cross-team creation, review, and distribution of surveys to 8,000 students and mentors nationally
  - Conducted annual focus groups with 12th grade students about program experience
  - Conducted predictive analysis to examine internal program elements impact on likelihood of students' enrollment in college to inform program change
- 2016-2017 Research Analyst, iMentor
- Conduct literature reviews on topics related to program design
  - Managed training and implementation of internal data collection tools to 50+ direct service staff nationally
  - Successfully planned and executed monthly Research & Evaluation specific diversity, equity, and inclusion trainings for internal team
- 2014-2016 Data Manager, iMentor
- Conducted analyses on internal retention data for patterns of persistence and retention of staff
  - Cleaned, merged, and managed all data collected for NYC and Chicago program sites, as well as 14 Partner Programs
  - Founding member of Diversity Committee
  - Created, distributed, and analyzed inaugural internal diversity & culture survey of 110 staff members
- 2014-2015 Research Assistant, NYC Department of Education Research, Policy, and Support Group
- Conducted analyses using various regression methods, descriptive statistics, and propensity score matching
  - Conducted evaluative interviews and focus groups as part of cultural competency training for teachers
  - Prepared graphs, charts, and written reports for internal and external audiences

## **Presentations**

- Summer 2021 "I still don't feel 100% comfortable": Sense of belonging in first-generation college students" *American Sociological Association Annual Meeting*, Virtual
- Summer 2019 "Examining the effect of mentoring on college enrollment: a case study of an NYC intervention" *American Sociological Association Annual Meeting*, New York City, NY
- Summer 2018 "Good Culture Fit: Exploring the structures and feelings of diversity work in the non-profit world", *American Sociological Association Annual Meeting*, Philadelphia, PA

Winter 2018	“Managing Around the Margins”: exploring diversity work and culture at an NYC non-profit. <i>Eastern Sociological Society Annual Meeting</i> , Baltimore, MD
Winter 2017	“Toning it Down’: Talking about Race, Equity, and Inclusion at an NYC non-profit”. <i>Eastern Sociological Society Annual Meeting</i> , Philadelphia, PA
Spring 2016	“Mentoring in Schools: The Predictors and Products of High-Quality Relationships” Panel presentation at <i>American Educational Research Association</i> , Washington D.C.
Spring 2014	“Highly Educated Racists? Exploring the Correlation between Education and Colorblind Prejudice” Presentation at <i>Investigating Inequalities: An interdisciplinary academic conference</i> , Fordham University

### Grants, Fellowships, & Awards

2021	Provost University Fellowship
2018-2019	Doctoral Student Research Grant Recipient
2015-Present	Tuition Fellowship Award, CUNY Graduate Center
2011-2012	Fulbright English Teaching Fellowship
2011	Sigma Delta Pi (Spanish Honor Society), Providence College
2008-2011	Liberal Arts Honors Program, Providence College

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### Professional Affiliations

American Sociological Association  
American Educational Research Association  
Eastern Sociological Society  
Referee: *Sociology of Race and Ethnicity*, *Youth and Society*, *American Journal of Evaluation*

### Skills and Languages

Stata, SPSS, R, SQL, ATLAS.ti, arcGIS, Google Analytics, Tableau, Metabase  
Typeform, Qualtrics,  
Microsoft Office Suite, Google Suite  
Proficient in Spanish  
Basic Knowledge of German