



Non-Instructional Position Request Form
2015-2016

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2015-20

This request process is to be used only for new classified and administrative positions (full or partial).

The entire college community is welcome to submit requests.

Title of Position Requested: Admissions and Records Assistant 11 (40 hours/week)
Division/ Unit: Student Services/Enrollment Services

Please attach a current or proposed District job description and indicate if this is a request for / to: (for assistance, contact College Admin. Asst. at x1632)

- New position:
40 hours per week, # of 12 months per year.
- Increase an existing funded position:
from: 9, 10, 11 month to: 10, 11, 12 month
from: Click or tap here to enter text.% to: Click or tap here to enter text.%
- New categorically funded position: (will be presented as information only & not ranked)
of Click or tap here to enter text. hours per week, # of Click or tap here to enter text. months per year.

Justification:

1. For background- please briefly summarize the position: what it does, where it works, to whom it reports, & list what other personnel are in this unit.

Location: Admissions & Records Office, Building 1600

Reports: Dean of Enrollment Services

A&R Personnel: D. Earney, J. Armstrong, J. Cantua, J. Lawes, J. Santos, M. Pena-Bradford

Definition: The employee will be primarily responsible for providing Admissions & Records support at the Online Services Center. The employee will performs a variety of technical duties involved in admissions, registration, residency determination, enrollment verifications, document scanning, maintenance of student records, and other duties that support senior A&R staff.

Give some historical perspective of the changing workload over a 3-5 year period:

The Admissions & Records Office has not requested a new full-time position since 2001. Within the past two years, the office has been significantly impacted by the SSSP mandate and the Online Service Center that currently operates with limited hours of availability. Due to the demand on the evaluations area to support SSSP SEP efforts, availability of the evaluators (2) to support the general office operations has reduced significantly. The office currently has four (4) A&R classified professionals who perform their regular important duties as well as help to provide coverage for the front window, online service center, phones and emails. The office is not adequately staffed to support an efficient and responsive Admissions and Records Office as well as an Online Service Center. Further, the College has expanded programs and services that require timely response and ongoing support from Admissions & Records. This includes:

- SSSP – The A&R staff are the initial point of contact for students. The staff are relied upon to inform our students of the core services required to begin the admission, orientation, assessment, and counseling processes.
- Middle College
- Paramedic fee-based program
- AJ ad-hoc course packets (requires manual application and registration processing)

- Increased audit accountability – Title V changes require A&R to have the documentation needed to address any audit/compliance attendance accounting processes: repeat courses (ensuring courses meet Title 5 guidelines for apportionment), supplemental reports for high school students, and non-credit documentation to support the numbers submitted on the 320 report
- Clearinghouse data submission reports – Reconcile discrepancies related to majors, social security numbers, and other data elements that may
- Veterans Post 9-11 registration, payments and account reconciliation
- Livermore Valley Preparatory Academy (application and registration processing)
- Online Service Center – Currently the Center is open very limited hours which impacts student access to complete their admission, orientation, registration and their FAFSAs online.
- Implementation of BDMS (Banner Document Management System) scanning all student records and documents -

2. How will this position have a positive impact on the following (briefly include excerpts from your Program Review or other)-

- a. Program Review: The Online Service Center opened in June 2013 to provide students with access to Admissions and Records online services. At the Online Service Center, students are able to fill out applications, complete online orientation, schedule an assessment appointment and register for classes. Students can also complete Financial Aid applications and all other Admissions and Records forms. With a dedicated classified professional, A&R can provide consistent information to the students to help clarify questions, to guide students in navigating our online services and also to refer students to appropriate programs & services. The goal is to provide quality service to students but due to limited staff and budget limitations, service is not at an optimal level.
- b. LPC Planning Priorities; (1) Establish regular and ongoing processes to implement best practices to meet ACCJC standards (2) Develop process to facilitate ongoing meaningful assessment of SAOs and integrate assessment of SAOs into college processes.
- c. Other requirements or needs detailed in Master Plans or accreditation: Standard IIB requires that the College have a fully functioning Admissions & Records office that is adequately staffed.

3. What other alternatives have been considered in lieu of this position to meet programmatic demands?

Matriculation funding is no longer available to A&R to support its services. Funding needs to be restored through the general fund to ensure the efficient operation of the Admissions & Records Office. On-call hourly support is now restricted due to HR requirements.

4. What is the consequence of not funding this position?

- Inability for current staff to support student, faculty and program needs.
- Processing timelines for services such as transcripts, verifications, refunds, and special registrations, etc. will be delayed. Increased student frustration because they cannot receive the services and support in a timely manner.
- Long wait lines for student who require face-to-face assistance during peak periods. These students will not be able to register/drop in a timely manner. This could also impact students getting the classes they need during priority registration.
- Negative impact on student retention.
- Delays in responding to phone calls and email requests.
- Potential impact on enrollment targets due to inadequate staffing levels to support our students and faculty.

5. Has this position or a similar position been presented to RAC previously and in what years? Explain. This position was submitted to the RAC committee in December 2013. The position will continue to be submitted for RAC consideration.

For accurate costs below, requestor must contact College Admin. Asst. in the LPC Office of Administrative Services (ext. 1632).

Estimate Increase/ Proposed Annual Salary Cost:	\$ 43,121	**NOTE** Full time = 20-40 hrs. per week or 50%-100%. Regular Hourly = 18 hrs. or less per week (<50%).
Estimate Benefits Cost: enter text. (50% of salary)	\$ <u>Click or tap here to enter text.</u> <u>21,560</u>	
Total Cost for Position: enter text. <u>Click or tap here to enter text.</u>	\$ <u>Click or tap here to enter text.</u> <u>64,681</u>	

Reviewed by & Date SD 9/21/15
 College Administrative Assistant, Office of Administrative Services

Important request deadlines for 2015/2016 (subject to change):
Mon., Sept. 14, 2015 request to Division Dean by end of business
Wed., Sept. 16, 2015 presented at Division Meeting
Fri., Sept. 18, 2015 due in Administrative Services Office with VP signature
Thu., Oct. 1, 2015 deans will present to Resource Allocation Committee

Signatures:

[Signature] 9/21/2015
 Requestor Date Submitted

Reviewed by:

[Signature] [Signature]
 Dean/ Unit Administrator Vice President

CHABOT - LAS POSITAS COMMUNITY COLLEGE DISTRICT

Class Specification

ADMISSIONS AND RECORDS ASSISTANT II

Definition:

Under general supervision of the Director of Admissions & Records/Registrar, the employee serves in a lead capacity related to the processing of attendance data, grades and the reconciliation of all daily cashier sessions. Work at this level is distinguished from the A&R Assistant I by the level of complexity and the degree of independence and judgment with which the employee is expected to perform. A&R Assistant II performs a variety of clerical and technical duties involved in the operation of an Admissions and Records Office.

Representative Duties

Depending upon assignment, duties may include, but are not limited to the following:

1. Performs accounting duties of money received, reconciles balances to operator transaction summary reports, making corrections as needed; closes/finalizes all cashier sessions;
2. Prepares daily money for deposit and pick-up by others;
3. Prepares "daily summary report" to be sent to District Business Office along with deposit slips for cash, checks, and charge card receipts;
4. Distributes, receives and processes attendance and grade sheets; reviews materials to assure proper completion; enters, processes, and consolidates data as required;
5. Assists instructors and students to resolve registration, enrollment and attendance accounting problems;
6. Prepares instructor delinquent reports; assists in contacting instructors;
7. Works with Information Technology Services providing data in a timely manner, and corrects input and output;
8. Assists with new faculty orientation;
9. Participates in all other admissions, registration and records maintenance activities, and provides clerical relief and support to other campus operations when assigned;

10. Assists the Director of Admissions and Records/Registrar and A&R Assistant III in training of Admissions & Records Assistant I and hourly personnel;
11. Assists the Director of Admissions and Records/Registrar in preparing schedules for Admissions & Records Assistant I and hourly on-call staff;
12. Acts as resource to Admissions and Records staff in the dissemination of information regarding student services and registration procedures;
13. Assists with ordering and maintaining forms needed for registration and other Admissions activities;
14. Prepares posters, signs, and flyers for student information and guidance;
15. Provides support services for special programs and off-campus Admissions and Records operations; and
16. Performs other related task as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Laws, rules, regulations, policies and procedures relating to the admissions, registration and enrollment status of community college students;
2. Modern office methods, procedures and equipment including personal computers and computer terminals;
3. Basic mathematics;
4. English usage, grammar, spelling and punctuation;
5. Recordkeeping and data entry techniques.

Skills in:

1. Learning, interpreting and applying specific rules, laws and policies with consistency and judgment in a variety of situations;
2. Performing responsible and difficult clerical work with accuracy and speed, and maintaining confidentiality;

3. Compiling and maintaining complete and accurate records and reports;
4. Establishing and maintaining cooperative and effective working relationships;
5. Relating to the public with courtesy and tact;
6. Adapting to changing circumstances and handle stressful situations;
7. Typing at a net rate of 45 words per minute;
8. Operate office equipment such as a personal computer, computer terminal, calculator, fax, and computer printers;
9. Customer service

Education and Experience:

Completion of formal or informal education in a related area which has provided the knowledge and skills required to perform the duties AND two years of increasingly responsible office experience, including one year in a college admissions & records office OR an equivalent combination of education an experience which indicates possession of knowledge and skills required

NOTE: This class specification is not necessarily all-inclusive in terms of work detail.

Revised by Board of Trustees on October 21, 1997

Effective: July 1, 1997

Job Family: Clerical-Secretarial-Fiscal

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