



Non-Instructional Position Request Form
2015-2016

Range 21

2015-21

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 1 (20 HR)

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:

20 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 performs a variety of clerical and technical duties involved in admissions, registration, residency determination, enrollment verifications, document scanning, maintenance of student records, and other duties as assigned. The employee will be primarily responsible for supporting the front registration window and other duties that support senior A&R classified professionals.

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

The Admissions & Records Office lost the part-time permanent 20 hour position during the budget crisis in 2011. In 2014, the position was approved but was not restored due to budget limitations. The need for this position has only increased. 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.

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

a. **Program Review:** As noted in the A&R program review, the office needs additional staff to meet the demands of the mandated Student Success Act and the Online Service Center. Restoration of the part-time permanent position (which was cut in 2011) is clearly noted as critical to addressing program and student needs.

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: The College's Strategic Plan lists a .50 FTE Admissions & Records Assistant I position as part of the goals and staffing needs. Standard IIB requires that the College have a fully functioning Admissions & Records office that is adequately staffed.
- d. 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 A&R to meet student demand. On-call hourly support is now restricted due to HR requirements. The Admissions & Records office relies heavily on student assistant funded by Financial Aid work-study. Due to the SSSP mandates the evaluators can no longer assume window registration and online service center duties.
- e. What is the consequence of not funding this position?
- Inability to respond to phone calls and emails in a timely manner.
 - Potential impact on enrollment targets due to inadequate staffing levels to support our students and faculty.
 - 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 lines for students who require face-to-face assistance during peak periods. These student will not be able to register/drop in a timely manner. This could also impact students getting the classes they need during priority registration.
- f. 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 was approved by the President. However, the position was not restored due to budget limitations.

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:	\$ 39,084 <u>19,542</u>	**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>9771.</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>29,313</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

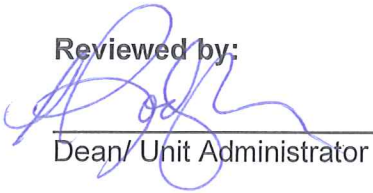
Thu., Oct. 1, 2015 deans will present to Resource Allocation Committee

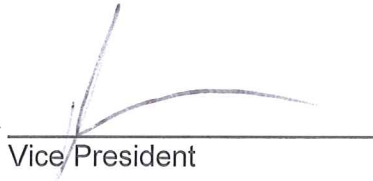
Signatures:


Requestor

9/21/2015
Date Submitted

Reviewed by:


Dean/ Unit Administrator


Vice/President

CHABOT - LAS POSITAS COMMUNITY COLLEGE DISTRICT

Class Specification

ADMISSIONS AND RECORDS ASSISTANT I

Definition:

Under general supervision of the Director of Admissions & Records/Registrar, the employee performs a variety of clerical and technical duties involved in student admissions, registration and the maintenance of student records; and does related work as required.

Representative Duties

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

1. Registers and enrolls students into classes using the on-line computer system and collect appropriate fees;
2. Assists students with registration problems via the CLASS Helpline and CLASS-Web;
3. Verifies money received from registration fees, tuition, etc., and reconciles with his/her transaction summary report;
4. Maintains the central file of student folders according to established procedures; retires and microfilms inactive folders when necessary;
5. Prepares, posts and maintains accurate and current files of individual student records and supporting materials which include grades, courses, and other data on student performance and personal information;
6. Processes grade changes on student's permanent record; adjusts cumulative totals and academic standing to reflect grade changes or repeated courses;
7. Receives, records, and responds to requests for transcripts and in-progress course reports and collects applicable fees;
8. Verifies student enrollment as requested by insurance companies, financial institutions, etc.; prepares correspondence as required;
9. Responds to A&R inquiries by mail, telephone and e-mail;
10. Receives & reviews admission applications for completeness and accuracy; verifies and determines residency status; inputs data into system;

11. Maintains the security and confidentiality of student and college records;

Admissions and Records Assistant I

12. Assists with the maintenance of high school concurrent attendance program records ;
13. Assists students, faculty and other departments by phone, e-mail, or in-person with problems, procedures and general information;
14. Provides support for off-campus or special program registration;
15. Prepares and calculates enrollment/tuition fee refunds;
16. Processes third party billings and supplies supporting documents to the District Business Office; and
17. Performs other related tasks as required.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Modern office methods, procedures and equipment including personal computers and computer terminals;
2. Basic mathematics;
3. English usage, grammar, spelling and punctuation;
4. Recordkeeping and data entry techniques.

Skills in:

1. Performing clerical and technical work accurately and maintain confidentiality;
2. Learning and interpreting rules, regulations and policies regarding student records, registration and admission;
3. Establishing and maintaining cooperative and effective working relationships;
4. Relating to the public with courtesy and tact;
5. Adapting to changing circumstances and handle stressful situations;
6. Typing at a net rate of 40 words per minute;
7. Operating office equipment such as a personal computer, computer terminal, calculator, fax, and computer printers; and

8. Customer service

Education and Experience:

Completion of formal or informal education in a related area which has provided the knowledge and skills to perform the duties, AND one year of general clerical work, preferably involving public contact OR an equivalent combination of education and 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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