

NON-INSTRUCTIONAL POSITION REQUEST 2016-2017

Internal Use

#: 2016-20

Range 35

Requester Name: Todd Steffan (Veterans First Program)

SECTION 1: SUMMARY INFORMATION

Title of Position Being Requested:

Veterans Specialist

Indicate if this position or a similar position has been presented to RAC previously and in what years:

Yes. A part time Veterans Specialist was requested last year.

Position Will Reside in Division/Unit:

Enrollment Services/Veterans First Program/VRC

A Current or Proposed District Job Description is attached:

Yes

No

The position is:

New

Number of Hours per Week: 40

Number of Months per Year: 12

Increase for an existing funded position

From: 9 10 11 Months

To: 10 11 12 Months

OR From: _____% to _____%

New Categorically funded position (information only; position not ranked)

Number of Hours per Week: _____ Number of

Months per Year: _____

SECTION 2: JUSTIFICATION

Position Description/Function:

Under general supervision from the Veterans Coordinator this position performs a variety of duties related to the certification of enrollment for Veterans and their qualifying dependents; process student applications for Veterans Administration (VA) educational benefits in accordance with legal guidelines; serve as liaison between students, the College, and the Veterans Administration; monitor student progress and assure timely payment of benefits to students; and recommend improvements in the delivery of services. This position will provide support and oversee the student veteran intake process, student VA work-study positions, and ensure files/documents/processes are maintained and in compliance with state and federal regulations. The position would assist the Veterans Coordinator with the student staffing needs through VA work-study, which is an important part of an effective Veterans Resource Center and Veterans program.

Indicate To Whom Does this Position Reports:

Veterans Coordinator

List other Personnel in the Unit:

Veterans Coordinator
 Veterans Counselor Adjunct
 Veterans Counselor
 VA Workstudy and Federal Workstudy Assistants

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

Example:

<i>Workload unit 1 = # Bio/Chem lab students/semester</i>	>	<u>2010</u>	=	<u>900</u>
		<u>2015</u>	=	<u>1000</u>
<i>Change over time is:</i>			=	<u>11%</u>

Workload unit 1 = _____	>	_____	=	_____
		_____	=	_____
Change over time is:			=	<u>0.00%</u>

Workload unit 1 = _____	>	_____	=	_____
		_____	=	_____
Change over time is:			=	<u>0.00%</u>

Comments:

SECTION 3: LPC MISSION, MASTER PLAN, AND ACCREDITATION

LPC MISSION STATEMENT:

LPC is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.

LPC PLANNING PRIORITIES:

- ❖ Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
- ❖ Provide necessary institutional support for curriculum development and maintenance.
- ❖ Develop processes to facilitate ongoing meaningful assessment of SLOs and integrate assessment of SLOs into college processes.
- ❖ Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.

Indicate how this position will have a positive impact on the LPC's Mission and Planning Priorities:

This position will allow quality service to support the growing population of student Veterans, active duty, reservists/guard, and spouse/dependents of Veterans. The Veterans population has grown each year, and has increased well over 300% since the 30% Veterans / 70% Financial Aid Student Services Specialists was changed to 100% Veterans Coordinator which assumed certification back in 2006. In addition to the growth of number of Veterans attending LPC, more services and programs have been added to the Veterans program such as counseling and also is responsible to operate a Veterans Resource Center which was not in existence when the coordinator was created. The Veterans First Program (VFP) with its Veterans Resource Center (VRC) is recognized as a regional center that serves Veterans from over 52 cities in the valley and bay area. It has been recognized as a model center due to some of its best practices such as having its own new Veterans Counselor (effective fall) to support the LPC Mission statement related to ed opportunities and completion. The VFP was recently awarded a grant to support continual efforts to build and sustain a program that is recognized throughout the State and Nationally.

Indicate how this position will have a positive impact on LPC's Educational Master Plan:

This position will allow the Veterans program to continue to develop and promote student success. One of the main initiatives with the bond that was recently approved, it to increase services and facilities for Veterans. This will allow the program to provide quality services to meet the demand. The Master Plan, identified the need to add a certifying official as the program continues to grow. **The Program Coordinator - like the program itself - has quickly evolved over the years. Currently pt staff are hired to help support the demand, but due to inconsistency, turn-over, extensive on-going training required, it is not an effective way in providing a key component for Veterans, to receive their VA educational benefits on a timely basis while meeting all of the current and new state and federal requirements. A permanent position will elevate many of the issues pt staff present with this position.

Indicate how this position will have a positive impact on Accreditation:

Failure to develop this position will not allow the Veterans program to adequately serve and meet the demands of the growing Veterans population. Veteran student population at LPC is a significant part of the student population. It serves one of the largest specialize student populations, larger than EOPS and CAL works, Puente, athletics, and will soon exceed the numbers in DSPS while it still has permanent classified staffing as it did when the program started almost ten years ago. With additional support, the coordinator will be able to develop services such as online services meeting the needs of students who are distance learners. Services such as live online counseling and general assistance, online Veterans orientation, and other technological services will increase by allowing more time for the coordinator to focus on developing new services, outreach/marketing to encourage more student Veterans to attend LPC, and also evaluate and assess outcomes.

SECTION 4: PROGRAM REVIEW AND IMPACT

Indicate how this position will have a positive impact on your Program Review:

As per program review 2015-2016 stated, the significant change of the VFP has been its relocation of the program to a large facility that can accommodate more students, services, and have appropriate space. The recent bon passed will allow an even larger center which will continue to serve more student Veterans, active duty, reservists/guard, and dependents and spouses. Also stated by program review, staffing continues to be an issue. The one full-time program coordinator continues to have to balance his workload with certifying VA educational benefits. The VFP is at its maximum capacity, a Veterans specialist would allow the program coordinator to continue to focus on program development, community relations, advocacy, fundraising and retention efforts to support student success. The coordinator could assess and evaluate various programs and services which directly impact student success. Needed support, would enable the VFP to focus efforts on developing strategies to support student success, collecting supporting data, and developing new and innovative services, such as online assistance for Veterans abroad and unable to come to college due to current military obligations.

Indicate other alternatives that have been considered in lieu of this position to meet programmatic demands:

Currently we have been fulfilling the need with temporary positions. This is not an effective method due to the training required for a certifying official to provide timely processing of VA educational benefits as well as meet all of the standards and requirements by both the federal and state. We have exceed alternative ways.

Indicate the consequence of not funding this position:

Continuing to follow the current practice of part time assistance will prevent the Veterans program to meet the needs and demands of student Veterans. Growth has outpaced staffing. With temporary assistance, this creates a much higher chance for error and could results in potential issues with approval of VA educational benefits by both the state and federal government. Due to the increase of over 300 Veterans with educational benefits, the college now is audited annually. Compliance requirements continue to get stricter and difficult. In addition to the chance of being out of compliance which could also lead to an accreditation issue, there is greater chance of error in payments to VA benefits which can directly effect if a student Veteran can afford to attend college. Example of growth, 2011 there was 195 students that the Veterans First program served. Fall 2015 it was 431. Spring 2015, there was over 300 plus Veterans utilizing VA educational benefits, and currently during Fall 2016 the program has certified over 338 students. The program is outpacing the staffing, which is causing the program to not meet the quality services as its mission and the college's mission states, Veterans First.

SECTION 5: COSTS*

Estimate Increase/Proposed Annual Salary Cost: \$ 49,569.00
Estimate Benefits Cost: \$ 24,784.50
Total Cost for Position: \$ 74,353.50

NOTE:

Full Time = 20-40 hours per week or 50% - 100%
Regular Hourly = 18 hours or less per week (<50%)

**Costs: For accurate costs below, requestor must contact College Administrative Assistant, Sharon Davidson, in the LPC Office of Administrative Services (ext. 1632).*

SECTION 6: REVIEWS

Signatures:

Todd Ditt
Requester

9/19/16
Date

Sharon Davidson
College Administrative Assistant
Office of Administrative Services

9/27/16
Date

[Signature]
Dean/Unit Administrator

9/19/16
Date

Vice President

Date

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

VETERANS SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, perform a variety of duties related to the certification of enrollment for Veterans and their qualifying dependents; process student applications for Veterans Administration (VA) educational benefits in accordance with legal guidelines; serve as liaison between students, the College, and the Veterans Administration; monitor student progress and assure timely payment of benefits to students; and recommend improvements in the delivery of services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Oversee and coordinate the daily operations of the Veterans' programs and services; assume responsibility for the provision of overall assistance to students related to area of assignment; ensure program compliance with federal, state, and local requirements and regulations related to programs and services offered to veterans and veterans' dependents.
2. Certify veterans and veterans' dependents for educational benefits; evaluate, verify, and monitor student eligibility in accordance with VA regulations; serve as technical resource to students and staff; interpret and explain federal and state regulations and legislation related to veterans' program and services.
3. Assist students with and process applications for VA educational benefits; disseminate appropriate federal forms; instruct students in correct procedures to complete necessary forms; inform students of supporting documentation needed to complete the application process; explain responsibilities to students regarding transcripts, course registration and assessment testing.
4. Receive, review, and process student application and course schedule to assure the timely payment of benefits; evaluate courses and coordinate VA educational benefits; notify students of courses not receiving VA educational benefits; generate transcripts for students requesting benefits for the upcoming semester and evaluate grades; update student educational plan.
5. Monitor student's academic progress to evaluate financial aid and loan eligibility; identify students that do not meet the minimum academic and progress standards; assist and advise in the review and approval or denial of special conditions, dependency overrides, and student petitions to grant full aid packages.
6. Verify financial aid information reported on financial aid applications and additional documents and perform need analysis; determine financial aid award package for federal, state, and local aid programs.
7. Assume responsibility and accountability for the preparation of reports related to Veterans' programs and services including applications for federal and state funding.
8. Participate in internal, federal, and state audits; respond to findings and initiate action as required.

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Veterans Specialist (Continued)**

9. Coordinate and maintain accurate data, records, and files for veterans and veteran's dependents; generate reports to monitor course enrollment and unit load changes; report enrollment changes to VA to ensure accurate payment of benefits.
10. Stay abreast of changes and new developments related to veterans' programs and services; maintain current knowledge of complex rules, regulations, and procedures related to VA benefits.
11. Represent the District at regional and state-wide conference and workshops sponsored by the Veterans Administration.
12. Coordinate services and activities with other District departments and staff, including the Business Office, Admissions & Records, Counseling Office, Bookstore, and Financial Aid, as well as other educational institutions and outside organizations, the community, and state and federal governing agencies.
13. Coordinate referrals including those to the Regional Office, Vocational Rehabilitation Department, and County Veterans Service Office and Veterans Affairs Regional Office.
14. Develop office forms, information, literature, and brochures for the veterans program as necessary.
15. Assist the Director of Admissions and Records in the development of outreach plans for VA services.
16. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Available veterans' benefits, services, and supportive funding from public and private agencies.
2. Pertinent federal, state, and local codes, laws, and regulations including applicable sections of State Education Code and other applicable laws.
3. College catalog, schedule timelines, policies and objectives.
4. District organization, operations, policies and objectives.
5. Program reporting requirements.
6. Methods used in evaluating student eligibility.
7. Interviewing and advising principles and techniques.
8. Interpersonal skills using tact, patience and courtesy.
9. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
10. Principles and practices of record keeping.
11. Principles of business letter writing and basic report preparation.
12. English usage, spelling, grammar and punctuation.

Ability to:

1. Understand, interpret, and apply applicable District, state, and federal laws, codes and regulations.
2. Understand, interpret, and apply legislation pertaining to VA programs.
3. Exercise sound, consistent, and professional judgment in reviewing and screening veterans and/or veterans' dependents.
4. Determine program eligibility based on application and supporting documentation.

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Veterans Specialist (Continued)**

5. Maintain confidentiality of work performed.
6. Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.
7. Present VA benefit information to students, staff, and the public.
8. Provide alternative suggestions and/or referrals for resolution of individual programs for veterans and/or veterans' dependents.
9. Compile and maintain complete and accurate records and reports.
10. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
11. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish and maintain effective working relationships with those contacted in the course of work.
14. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by one year of college level course work in business administration or equivalent.

Experience:

Two years of increasingly responsible office experience, including experience in a college admissions and records or financial aid office. Experience in a veterans' office is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent student and public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

7/7/98; 10/20/98; 12/10/02;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Clerical – Secretarial – Fiscal