

NON-INSTRUCTIONAL POSITION REQUEST 2017-2018

Internal Use

#: 2017-18

Requester Name: William Garcia

SUMMARY INFORMATION

Title of Position Being Requested: (Note: Please also attach a current or proposed district job description)
Student Services Assistant (current job description attached)

Position Will Reside in Division/Unit:

Student Life / Outreach / Welcome Center / Student Services Division

Indicate To Whom this Position Reports:

Vice President, Student Services

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

Not applicable.

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 1: PROGRAM NEED

What key responsibilities would this person assume?

The Student Services Assistant assigned to Student Life / Outreach / Welcome Center would be responsible for ensuring that the office that houses all three entities be open to new, continuing, and returning students, parents, and campus visitors throughout the calendar year. The Student Services Assistant will provide clerical assistance to the Student Life Faculty Coordinator and Outreach Specialist who have to rely on a part-time employee. The Student Services Assistant will also be tasked with providing support to the Associated Students of Las Positas College (ASLPC), the Inter-Club Council, and the approximate thirty (30) student clubs and organizations.

The Student Services Assistant would also be responsible for providing administrative support to the Student Equity Program (SE) and the Student Success & Support Program (SSSP) which provides funding for classified professionals and faculty positions, professional development, outreach, supplies, and support to categorial and special programs.

List other Personnel in the Unit (i.e. with shared or similar responsibilities):

The only other employee that has similar responsibilities is a part-time employee who spends up to 50% of her assigned time in the Student Life Office. The part-time employee does not provide clerical support to the Outreach Office or Welcome Center.

Give a historical perspective of the changing demands on your unit's staff over the past 3-5 years (look to your program review). Please describe the metric you use to determine staffing needs in your program:

Example:

$$\text{Metric} = \text{Students Served per semester} / \text{Full-Time Equivalent Employees} \quad 2010 = \underline{900/1}$$

$$2015 = \underline{1000/1}$$

$$\text{Increased demand over the past 5 years is:} = \underline{11\%}$$

Metric =	Increase - Student Headcount - Unduplicated	Fall 06	=	7988
		Fall 16	=	8893
	Increased demand		=	11%

And/or provide additional information supporting a need for this position and resulting impact on students or program:

When the Student Life Faculty Coordinator (4.0 CAH), the Outreach Specialist, and the part-time employee are away from the office, the Student Life / Outreach / Welcome Center has to close to the public. This is a disservice to the community since the physical office is at the front of the building facing to major parking lots which includes visitor parking, the main circle entrance, and is adjacent to both bus stops. Prospective students, their families, and campus visitors wander aimlessly throughout campus looking for a focal point to welcome them to campus.

SECTION 2: STUDENT LEARNING AND SUCCESS

Explain how this position will contribute to and/or support student learning and success:

The Student Services Assistant position will allow the Student Life / Outreach / Welcome Center to open twelve months out of the year with very little to no closure due to staff absence. The Student Services Assistant will allow for a venue to welcome prospective students, their families, and other campus visitors to campus which may include prospective employees coming to campus to interview for positions, four-year university representatives, and prospective employers.

Explain how this position will have a positive impact on Accreditation or strengthen the college's adherence to the ACCJC standards:

The Student Services Assistant will allow the Student Life / Outreach / Welcome Center to open twelve months of the year to serve prospective students, their families, and other campus visitors. Las Positas College is tasked with serving as a public institution which is committed to open access.

SECTION 3: LPC MISSION AND PLANNING PRIORITIES

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 supports the College's mission and/or planning priorities:

The Student Services Assistant will support the college's Mission Statement and one of the planning priorities as follows:

LPC Mission Statement:

The Student Services Assistant to be assigned to Student Life / Outreach / Welcome Center will allow for greater open access to prospective students, their families, and campus visitors who may otherwise have been unable to locate where to go on-campus.

LPC Planning Priority #2:

The Student Services Assistant position does not directly align with one of the current planning priorities.

SECTION 4: PROGRAM OUTCOMES, INITIATIVES, and PLANS

Please check one.

- This need was described explicitly in a Program Review (Year 2017).
- This need was implied in a Program Review (Year _____).
- This need was not included in a Program Review, but has become a need since that time.

Explain, including language from Program Review (if available):


The Student Life program review included the request for a Student Services Assistant in year 2017. The Student Services Assistant position is vital if the Student Life / Outreach / Welcome Center is to become available to prospective, new, continuing, and returning students twelve months a year and to be able to welcome campus visitors.

SECTION 5: SAFETY (if applicable)

Explain how this position will improve safety on campus or within your unit:

Not applicable.

SECTION 6: COSTS*

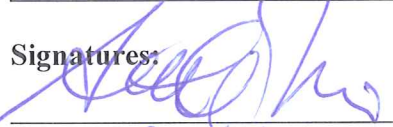
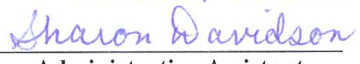
Estimated Increase or Proposed Annual Salary Cost:	\$ 48,507	_____
Estimated Benefits Cost:	\$ 24,253	_____
Total Cost for Position:	\$ 72,760	_____ 



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

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

SECTION 7: REVIEWS

Signatures:

	<u>10/25/17</u>
Requester SCOTT A MINER	Date
	<u>10/27/17</u>
College Administrative Assistant	Date
Office of Administrative Services	

	<u>10/24/17</u>
Dean/Unit Administrator	Date
	<u>10/24/17</u>
Vice President	Date

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

STUDENT SERVICES ASSISTANT

*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, provide clerical support in an assigned student services program including, but not limited to, EOPS or ASCC Flea Market; and assume responsibility for assisting in office management activities as well as providing direct assistance to students requiring a moderate degree of independent judgment.

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. Participate in planning, organizing, and coordinating the daily office operations of the assigned office.
2. Provide technical information on programs and services available; assist students in completing required forms and in locating services available in and out of the College; determine student eligibility based on program criteria using in-house software.
3. Maintain records and documentation of services provided; compile data, and prepare and type reports and correspondence.
4. Maintain working knowledge of standard operating procedures within the area of assignment, and of legislation directly affecting programs and services offered to or by students; interpret District, state and federal regulations and policies to provide accurate information and services to students and staff.
5. Process paperwork for various state and federal programs of student financial aid, including verifying and monitoring student eligibility and records, maintaining financial accountability and interpreting government laws.
6. Review and evaluate files to ensure compliance; evaluate student academic progress and advise students of subsequent options.
7. Prepare publicity materials for programs and activities; coordinate displays, exhibits, visitations, workshops and seminars related to the assigned program.
8. Organize and conduct orientation sessions for new and continuing students to become acquainted and updated on college and program policies, services, academic expectations and procedures.
9. Serve as staff liaison for other areas on campus and outside professional contacts at elementary and secondary schools, community agencies and organizations.
10. Assist in the preparation of related state, federal and district reports; resolve discrepancies as necessary.
11. Assist in recruiting, selecting and training students who participate in various student leadership and activity roles.
12. 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. Operations and procedures of the student services office to which assigned.
2. Basic interviewing techniques.
3. Methods and techniques of assisting and informing students.
4. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
5. Technical aspects of field of specialty such as residency, transcripts or continuing education.
6. Principles and practices of record keeping and filing.
7. Interpersonal skills using tact, patience and courtesy.
8. Correct English usage, grammar, spelling, punctuation and vocabulary.
9. Oral and written communication skills.

Ability to:

1. Perform specialized clerical duties related to the assigned student service area.
2. Interpret, apply and explain applicable rules, regulations, policies and procedures within the area of assignment.
3. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
4. Schedule and prioritize work while working with frequent interruptions.
5. Type or enter data at a speed necessary for successful job performance.
6. Use correct English grammar, punctuation, and spelling.
7. Understand and follow verbal and written instructions.
8. Supervise student assistants.
9. Communicate clearly and concisely, both orally and in writing.
10. Establish and maintain effective working relationships with those contacted in the course of work.
11. 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.

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of responsible clerical experience in a related program area involving public contact.

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.

Chabot-Las Positas Community College District
Student Services Assistant (*Continued*)

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.

6/19/01

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Clerical – Secretarial - Fiscal