

#10

**COMPLETE**

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Page 1: Classified Position Request Form

**Q1**

Please enter the following:

Department	<b>Admissions &amp; Records</b>
Salary Range*	<b>27</b>
Annual Salary at Step B*	<b>\$45,060</b>
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	<b>12-month, 40 hours/week</b>

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**Q2**

Current program goal (as listed in comprehensive program review/annual update) this position will directly advance/support:

Reduce barriers in the class registration process   Improve internal and external communication   Implement regular professional opportunities learning for the A&R team

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**Q3**

How will this position directly advance/support the goal listed above?

At present, the A&R Office is involved in myriad district-wide technology projects that have taken up to .50 FTE of multiple staff members' time. In addition, many office processes are manual and require substantial time/human resources. While the Office will engage in a business process analysis and look for ways to streamline, the fact remains that the team is largely overwhelmed just trying to keep up with critical office tasks. The implementation of new district technology/systems will help streamline some important processes for students but is not expected to reduce workload, and in some cases will actually require additional manual workarounds to address system limitations. In addition, the implementation of hybrid services can also put a strain on the team, as they work to assist students in person but also respond in a timely manner to online inquiries. Currently, the front desk in A&R is almost exclusively staffed with student hourly workers. These temporary positions are grant funded and will end when grant funds are exhausted in the next two years. The fact is that the office will need this additional position to provide critical support across a variety functional areas, including petitions, backup support for residency, backup support for registration issues, additional support for evaluations, and front desk assistance to students. This position could also support webpage updates, which currently are distributed across a number of team members whose bandwidth is limited. Having this position would also provide the additional staffing to ensure the office can remain open with front desk support in the event other staff are out of the office, whether it be for illness, vacation, or professional learning events.

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**Q4** **Additional general fund position**

What type of position is being requested?

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**Q5**  
Please attach the description for the position classification (job descriptions are posted on this GCCCD Human Resources webpage).

**C.27%20-%20ADMISSIONS%20AND%20RECORDS%20ASSISTANT%20SENIOR.pdf (101.9KB)**

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**Q6**  
What are the actual duties and responsibilities that are specific to this requested position that you would like to highlight to help the Classified Hiring Priorities Committee understand the need for this position?How does the lack of this position impact the program's or service area's ability to serve students?(300 words or less)

As noted in the previous question, this position is being requested to improve services to students by providing additional staff that can assist both online and in person. The existing A&R Specialists ad A&R Assistants as well as the evaluators are currently stretched beyond their capacity, and critical projects at times require comp time requests just to meet deadlines. This is not sustainable. This generalist position will support a variety of functions in the A&R Office, including:

the petitions process (processing online petition requests, preparing materials for the Petitions Review Committee, documenting committee decisions, activities, etc.)

the evaluations process (assisting in processing of incoming transcripts), providing support for district technology integration

direct student services at the front desk (answering questions, directing students to resources, providing forms, feedback, connecting students with the appropriate team members or campus departments)

Scanning old files that currently exist in paper form

Responding to transcript requests (as backup for A&R Assistant, who currently manages this)

Serve as a core contact for Parchment online transcript services

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**Q7**  
\* How are the duties of the requested position currently being performed, if at all?

Currently these duties are either not being performed, performed in a limited capacity, or performed by temporary student hourly workers. This is not a sustainable structure. Even when crosstraining has occurred within the office, when one existing team member is out of the office due to illness, vacation, or for some other reason, the work flows they manage stop, as other team members are already at capacity and are unable to take on the additional work. This has been increasingly evident since Summer 2023. Some team members have required comp time requests just to meet critical deadlines during the busier times of the year. Also, nearly all front desk support is currently being met by student hourlies, and grant funding for these positions will end in two years, leaving front desk duties completely to full-time staff unless a several work-study students can be hired.

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**Q8**

\* OPTIONAL: If duties are being performed by a grant-funded position, when will the grant end?

Some front-desk duties are being performed by student hourlies, which are funded by a dual enrollment grant. This grant will end in two years, and this is not a sustainable structure.

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**Q9**

Please describe how the program/department has changed over the past 3 to 5 years and how this position will help the department serve more students directly or indirectly?

The department has fluctuated in staffing levels during and after the pandemic, and the department leadership has experienced turnover. The Director departed in July 2023, and a new Director will begin in January 2024. In the intervening time, the Interim Vice President of Student Services as served in an Acting Director of A&R capacity. In addition, in 2021, the Dual Enrollment Coordinator position that came out of the Title V grant was re-envisioned as a supervisory position; however, it took two years to reconfigure this position, which is currently being filled on an interim basis, such that it received reclassification review and approval as a new Dual Enrollment Coordinator/A&R Supervisor position. This will go out for permanent hire in Spring 2024. Operations of the office shifted entirely online in 2020 and gradually moved to hybrid in 2021 and then resumed primarily on campus operations in 2022.

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**Q10**

\* How has the demand for program/department services increased/changed over the past 3 to 5 years?

The demand for services is difficult to measure, as all students are impacted by A&R operations at some level. While the number of students enrolled at the College declined during the pandemic, it is now increasing substantially over the previous year, and staff are providing services in both online and in person modalities, which is convenient to students, but can stretch the staff even more than prior to and during the pandemic, in which services were offered exclusively in person or exclusively online. With dual enrollment increasing, and the emphasis of the new CCCC Vision 2030 on dual enrollment, dual enrollment numbers are only expected to grow, and the A&R Office will be greatly impacted by this, as the Office processes special admit forms and currently manually enrolls these students in classes.

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**Q11**

\* How have workloads in the program/department increased/changed over the past 3 to 5 years?

The workload for department staff has increased substantially over the past two years due to the implementation of massive technology projects, including Degree Audit, Making Majors Matter, forms migration from Formstack, and Financial Aid Program of Study, among others. These projects are large-scale and multi-year in scope and will continue to impact the A&R Office team for years to come.

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**Q12**

\* How many more students will the position serve, and who will it serve?

The number of students served by this position is also difficult to anticipate; however, it is expected to improve response time for students as it will add additional bandwidth to the office team. This position will also help ensure A&R is represented at Find Your Pack Resource Fairs and Registration Labs. Attending these events currently puts a strain on existing office staff due to workloads. Often only student workers are available to attend; however, a full-time staff member is required to complete some essential tasks for students, such as passwords resets. This position could improve turnaround time to online inquiries, reduce wait time at the front counter, address backlogged projects that the A&R team has not yet been able to address due to capacity issues, and ensure critical office processes continue even when other team members are out of the office.

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**Q13**

**Increase Equitable Access**

Which of the College's strategic priorities will this position most directly support? Note: Selecting more than one strategic goal will not impact the Classified Hiring Priorities Committee rating of the position.

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**Q14**

Please explain how the requested position will support the college strategic goal(s) identified above. (200 words or less) Rubric Criterion 3

This position will advance the strategic goal of increasing equitable access by providing support for students as they apply and register for classes. It will provide for a more sustainable structure for addressing student needs as well as district technology projects that will continue in future years to streamline the student experience. In addition, this position would address current staffing limitations and is intended to help distribute workloads such that A&R employee retention is improved.

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**Q15**

How will this position improve the student experience at Cuyamaca College? How will the program or service area measure the impact of this position on the student experience?(200 words or less)Rubric Criterion 4

This position will improve the student experience by improving responsiveness to student inquiries both in person and online, providing the backup needed to ensure continuity of service even when other team members need to be out of the office or are partially reassigned to district technology projects. The impact of this position will be measured via student satisfaction surveys, improved response time to student inquiries, number of projects completed versus started in the academic year, and by anonymous staff surveys regarding operations. Baselines for these measures do not yet exist but will be implemented this academic year. This position is also expected to reduce wait time for front desk inquiries, but the A&R Office does not yet have a means to measure this. Another way in which this position's impact will be measured is by the number of comp time hours requested to address critical office deadlines. If this position is able to be hired, comp time requests should reduce to 0, barring unforeseen circumstances.

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**Q16**

**Yes, I have discussed this position request with the Dean or Manager**

Please confirm that you have discussed this classified position request with your dean/manager and that you understand that deans/managers will be providing feedback about the division's priorities and needs to help inform and may impact the prioritization process.

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**Q17**

**Respondent skipped this question**

In an effort for continued improvement of the Classified Position Request Process, the CHPC would like your feedback regarding the CHPC guidance and process for submitting new classified positions requests.

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