



New Classified Hiring/Position Justification

Hiring Division/Department: Student Services/Learning Center-DE **Position Title:** Instructional Aid II

Classification

Position type: Permanent X Full Time X # of months 12
Part Time _____ % of Full Time 100% # of months _____

Position: General Funds X

Allocation: External Funds* _____ Expiration Date _____

Budget Information

Grade 22 Step 3 Annual Salary 53,292

Justification

Please respond to the following questions in electronic format to the appropriate Dean, Manager or Vice President. Additional information may be provided as relevant for position justification.

1. Describe the specific needs for the position requested and the duties of this position in a brief statement.

Our department is requesting a full-time Instructional Aid II to assist in the coordination of online and technology support for students. This will be done through a technology support desk. transfer options, financial barriers, housing, transportation, etc. This position will assist students to identify resources related to online, website, registration assistance; and for other technology supports utilizing student owned or college loaned technology.

The Technology Support Desk at Cañada College will provide direct support to students and faculty in the use of learning technologies and district technology platforms. Dedicated professional and student staff will be available to help with technology-related questions from a centrally-located help desk housed in the Library, staffed by Instructional Aides and student assistants during Library open hours: Monday – Thursday 8:00am – 9:00pm, Friday 8:00am – 3:00pm, Saturday 10:00am – 2:00pm. Staff assigned to the support desk will also provide trainings and workshops in identified areas of need pertaining to student technology use.

Services for Students:

- Point of contact for the Canvas LMS, including login issues and navigation within the course shell
- Assistance with Websmart & Student Email: navigation, login and other account issues
- Assistance with MS Office, Google Drive and other commonly used software applications.

- Technology Basics Workshops offered throughout the semester by Instructional Aide II
- Referrals to workshops, tutorials and other follow-up supports to strengthen student's technological proficiency and confidence in the use of these resources
- Library Technology Help: using computers and printing

Services for Faculty:

- Troubleshooting issues within the Canvas LMS, managing basic communications with students enrolled in the course, support for student access to materials in the Canvas course shell
- Short-term equipment use: borrow tech-related equipment such as microphones, webcams, iPads, laptops
- Referrals to learning technology training and professional development resources
- Technology Basics Workshops offered throughout the semester by Instructional Aide II

Other Potential Areas Supported:

- Distance Education: support for course accessibility needs (captioning, making documents accessible), event and workshop communications
- Support for the ELITE Program--Assist with Tracdat and SPOL reporting and management
- Assist with other support needs for DE and technology-related professional development activities

2. Explain how this position aligns with and supports the mission and strategic goals of the college.

The Cañada College 2017-2022 Educational Master Plan and 2015 Student Equity Plan, along with the most recent SMCCD Strategic Plan, state the need to ensure equity of outcomes in student success. As our colleges expand program delivery options in the online learning space it will be increasingly important to ensure equity of outcomes for students in online and distance education courses, along with strengthening student's ability to effectively engage with learning technologies. The Technology Support Help Desk will support this mission by equipping students with the knowledge and transferable skills they need for retention, persistence and success in meeting their educational goals. The Technology Support Help Desk will additionally help prepare students to use technology successfully in the workforce and beyond. Accessing technology has been an obstacle for some students who have been unable to find support on campus, so eliminating this obstacle with the Technology Support Help Desk will cut down on the amount of time students spend trying to access technology and technology assistance.

3. Explain how adding this position will strengthen the department or division.

This position will assist with the substantial increase in online course enrollments since 2017. Through help desk, Canvas, tutorial, and loan checkout – this person will assist in the overall management and interface with students to ensure that they are retained throughout their courses.

Additional benefits are to become more visible to campus community through providing an interface with central IT, coordination with PD/PL efforts, support for the College's instructional technologies, and overall support for growth of DE within the division and across the college.

4. Explain how this work will be accomplished if the position is not filled.

To implement help desk support, we need additional staffing. Currently, we do not have adequate support for students (and faculty) related to this type of service. Students consistently remark on the lack of access to services available for online assistance.

In addition, the Center will continue requesting Federal Work Study Student Assistants to fulfill some of the duties as appropriate. However, this option does not offer a wide range of support due to confidentiality of the students' records and limited range of responsibilities.

Please submit completed Classified Position Hiring/ Position Justification electronically to the responsible administrator in your division or department.

This position has been reviewed by the department or division and is recommended for hiring.

Dean / Director / Hiring Supervisor

Date