

**SPRING 2015**  
**PERMANENT WELCOME CENTER – SPARKPOINT OFFICE ASSISTANT II**  
**CLASSIFIED POSITION HIRING JUSTIFICATION**

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

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

In Fall 2014 SparkPoint came to Cañada College and requires Office Assistant II clerical support to be shared 50% with the Welcome Center. The added Welcome Center (Orientation, Assessment, and Counseling Services)/SparkPoint Office Assistant II is required to provide consistent, professional Student Services support during all college operating hours for students at the computers in the Admission & Records area, which are only accessible by Welcome Center staff, supporting Counseling, Financial Aid, Cashier's Office, and Admission & Records student online resources for:

- SparkPoint first point of contact reception and program enrollment and clerical support
- Assist students with class registration at the computers that impacting college enrollment
- Official and Unofficial Transcript orders online, referred by Admission & Records
- Updating WebSMART student profiles for major changes, address changes, referred by Admission & Records
- Verification of student G#
- Verification of student Orientation and Assessment attendance for Admission & Records
- DegreeWorks and printing Student Education Plans
- Online applications, students referred by Admission & Records
- Resetting WebSMART passwords in person and by phone
- Submitting WebACCESS, WebSMART, and my.smccd.edu online help tickets and referral to help contact numbers
- Providing faculty and administration contact and college resource information – location, phone number, email and office availability
- Completing Board of Governor fee waiver application
- Correcting FAFSAs
- Applying for Payment Plan on WebSMART

The proposed position supports the Student Success Initiative and student engagement with college faculty, staff, and student services resources. A permanent, part-time employee is required with the capability to give Assessment Test results to students with the increased demands for assessment testing by ESL classes, Math Jam, Word Jam, Concurrent Enrollment, and Middle College students.

## **BACKGROUND**

Currently the Welcome Center has one Program Services Coordinator, one 70% Office Assistant II and one full-time Office Assistant II, serving one of the highest student volume areas in Student Services—1,500 Orientation and Assessment Students per semester, 300 weekly student academic counseling appointments requiring scheduling/classification, check in, cancellation, changes, phone number verification, and communication of 24-hour No Show Policy, and filling No Show appointments with waiting students. Additionally, the Welcome Center answers two phone lines for the college main number, while giving Assessment Tests and providing results for over 1,000 students per academic year. Although we have Student Assistants working at the Welcome Center, the students do not have the depth of knowledge, authority, training, and experience to interpret college policies and procedures and knowledge of the campus resources to effectively direct students, faculty, staff, and visitors. Additionally, continuous training is required for student assistant turnover, which also puts additional time demands on the two Office Assistant IIs.

The Welcome Center has become the central information hub of the Cañada College campus, by directing and supporting students in accessing Student Services programs and support services. The Welcome Center staff serve the largest number of students in the matriculation and class registration process due the fact that Admission & Records, Financial Aid, and Cashier Office staff are seated in secured areas and do not come to the Admission & Records student computer area to assist students. Additionally, the Welcome Center covers and manages the outgoing voicemail message for the college main phone line and directs current and future students, community members, to all campus resources and informs callers of policies, procedures, and campus events.

The Welcome Center also supports the entire Orientation and Assessment Program for over 1,500 students per academic year while also supporting the Counseling Division by screening students for counseling services, scheduling and checking in students for 300 academic counseling appointments per week and explaining the matriculation process to new students and registering them for Orientation, and Assessment services, referring each student to the Assessment Preparation website to improve their class placement results. The Welcome Center staff also cancels and reschedules student appointments, communicating the 24-hour advance cancellation policy and appointment check in procedure to each student and providing in-person student appointment confirmation with a printed confirmation document. At the beginning and end of each semester, the Welcome Center also screens students for brief Drop In counseling services and refers new students to campus and online student services and programs. The Welcome Center staff also supports the Drop In Student Counseling for No Show Appointments procedure to utilize 20 minutes of a 30-minute counseling appointment when students do not arrive for their appointments within 10 minutes of the starting time, which is a cost savings for the college.

Welcome Center staff provide in-person student services by

- Informing new students of application, registration, and orientation process, students referred by Admission & Records
- Informing students of programs, procedures, campus resources
- Screening students (new to college, new students who hold bachelor's degrees, master's degrees, concurrent enrollment, Middle College) for new student orientations
- Informing students of Degree Petitions procedures, deadlines and setting up counseling appointments to complete the degree petition process
- Referring students to Transfer Center services
- Assisting students with Prerequisite Equivalency Petitions
- Assisting students Prerequisite Challenge Petitions
- Proctoring Spanish Placement Tests
- Referring students to Financial Aid Services for FAFSA Workshops and Dream Application Workshops
- Referring students to Math Jam, Word Jam, and Physics Jam and informing them of program resources and online registration resources
- Referring students to appropriate Division Dean for petitions and complaints
- Assisting Concurrent Enrollment students, explaining the special application process
- Assisting Middle College student applicants with assessment testing and directing them to the Middle College Office
- Informing students of override policies in person and by phone
- Informing students of process for obtaining a Student ID, directing them to the Cashier's Office and to the Student Life Office.
- Directing University Center students to classes and assisting them in ordering their parking permits
- Directing visitors to campus events by phone and in person
- Directing high school students to the Priority Enrollment Program and transferring callers to the Outreach Office for Campus Tours
- Providing New Student Orientation presentation at the Priority Enrollment Program Events
- Providing Assessment Test briefing, proctoring, and test results to 250 feeder high school students in the Sequoia Union High School District

An Office Assistant II is required to support the additional program responsibilities added to the Welcome Center beginning Fall 2011 for Orientation, Assessment, and academic Counseling Services, and beginning Spring 2015 SparkPoint support.

Because of the increased requests for Assessments, we also require an additional staff member who has the training and authority to give students Math, English, and ESL Assessment test results. Monthly Saturday and evening Orientations and Assessments were added to better serve the community.

The Welcome Center Office Assistant II's and proposed the requested Welcome Center/SparkPoint Office Assistant II are the first-point of contact for college visitors and phone callers. Office Assistant II's direct students and community members to college resources,

answering the Cañada College main phone line during business hours Monday and Thursday 8:00am to 4:30pm, Tuesday and Wednesday, 8:00am to 7:00pm and Friday 8:00am to 12 Noon.

The Welcome Center supports the entire Orientation and Assessment matriculation process while continuing to support academic counseling services scheduling appointments in person and by phone using the SARS grid with contact with each student, including checking in students and directing them to Counselor offices. The new permanent part-time position is required due to the added responsibilities required of the 100% Office Assistant II and the 70% Office Assistant II in connection with the combined Orientation and Assessment matriculation process, supporting the 1,200 students who register for Orientation and Assessment in the Fall Semester and the 900 students who register for Orientation and Assessment in the Spring Semester.

Additionally, the Assessment aspect of the Office Assistant II's support has increased with the increased volume of Assessment Testing for special college groups and programs—Math Jam, Word Jam, ESL – CBET Language Institute, International Students, Middle College Students ESL student Math Assessment, and Redwood Community Adult School students. The Office Assistant II's also have added duties for the twice weekly 30-minute Orientation Presentation and 30-minute College Online WebSMART, WebACCESS, WebSCHEDULE, and my.smccd.edu for the 175+ high school Priority Enrollment Program students, an added role beyond the math, English and ESL testing for the students. Recently, the College for Working Adult Program coordinator requested the general Orientation presentation for their student population for Spring 2014 Semester. The new position will also assist with scheduling and checking in students for the approximate 300 academic counseling appointments per month. Recently the Welcome Center was also asked to check in confidential Disability Resource Center student appointments.

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

This position provides additional student services at the Welcome Center, serving Spanish Speaking students during ESL assessment tests, orientations, in person and phone call inquiries regarding the matriculation process, college policies and procedures and resources. The position fills the gap of the 70% Office Assistant II when a College Staff member supervises Student Assistants while other Office Assistant IIs are presenting New Student Orientations and Assessment Test briefings. A college staff member must be available to review, chart and explain Assessment Test results, supporting the Academic Counselors in having more time to work with student on their long-term Student Education Plan, which supports to student retention and completion.

Additionally, this position would be staffed by a Spanish-speaking employee, supporting one of the largest student populations at Cañada College with in-person matriculation support and assistance during Orientation and Assessment Testing.

This position also supports the effective utilization of college resources by providing the service of entering students without appointments into appointments where a student is a No Show.

This procedure allows 20 minutes of the 30 minute of counselor staff time to be used in serving students that would otherwise not be used for direct student contact.

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

This position supports the vision statement of providing students personal support toward student success and completion of Cañada College's innovative Orientation/Assessment Program that has a 98% satisfaction rate voiced in the New Student Orientation Satisfaction Survey. The position delivers implementation of Student Services initiatives in the:

- ▶ Education Master Plan
- ▶ Student Success and Support Program Plan
- ▶ Student Engagement Plan
- ▶ Student Equity Plan
- ▶ Strategic Enrollment Plan
- ▶ Basic Skills Plan

**Vision:** Cañada College is committed to being a pre-eminent institution of learning, renowned for its quality of academic life, its diverse culture and practice of personal support and development, extraordinary student success and completion, and its dynamic, innovative programs that prepare students for the university, the modern workplace, and the global community.

This position supports the Cañada College Welcome Center--Orientation, Assessment and Counseling Services, and SparkPoint--that are an essential link to strategically lay the groundwork for students' fulfilling the mission of the college. It also supports the award-winning Math Jam program by providing Math Assessment services which are essential to the program. Additionally, the position supports the Word Jam program.

**Mission:** Cañada College provides our community with a learning-centered environment, ensuring that students from diverse backgrounds have the opportunity to achieve their educational goals by providing transfer, career/technical, and basic skills programs, and lifelong learning. The college cultivates in its students the ability to think critically and creatively, communicate effectively, reason quantitatively to make analytical judgments, and understand and appreciate different points of view within a diverse community.

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

Overly stretched Classified Staff--Welcome Center Coordinator, 100% Office Assistant II, and 70% Office Assistant II provide services and constantly train and supervise Student Assistants as the role and duties of the Welcome Center have expanded to support many aspects of Cañada College Student Services under the Dean of Counseling and Enrollment Services.

The work cannot be effectively handled with the current Welcome Center Staff.