

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION

Name of Person Submitting Request:	Ailsa Aguilar-Kitibutr, Psy.D.			
Program or Service Area:	Counseling Department			
Division:	Student Services			
Date of Last Program Efficacy:	Spring 2012			
What rating was given?	Continuation			
Current number of Classified Staff:	2 FT:	A Secretary and Clerk 1	PT:	Not Applicable
Position Requested	Clerical Assistant			
Strategic Initiatives Addressed:	Access, Student Success, Campus Climate, Partnership			

Replacement Growth X

1. Provide a rationale for your request.

Currently, the Front Desk Office is comprised of one departmental secretary and one clerk. In a limited capacity, two student workers who can only work a certain number of hours per week around their class schedule assist the classified staff paraprofessionally in tasks appropriate to their designation. The secretarial and clerical personnel cover the front desk operations for the majority of the day setting up student appointments, checking in students, answering phone inquiries, interfacing with the general public, and the like. They have to manage phone calls that are incessant particularly during peak days of registration. The high demand for Front Desk services and maintenance impinge on the office hours for both the secretary and clerical staff. They still need to undertake the myriad of other duties for other departmental upkeep and overall operations, not to mention, the duties and responsibilities to be carried out as defined by their job descriptions. For example, the secretary does general administrative, high level and complex secretarial duties including probation and dismissal notification, full-time and adjunct counselor time sheets, some financial transactions/purchase requisitions, contracts and overload calculation, in addition to providing the sole clerical support for the Puente and Tumaini programs. On the other hand, the clerical assistant who provides a variety of office support, data entry, maintenance of files and records, and information to the public and assistance to students, faculty, and the general public is also answering phone calls and making and checking in appointments. Moreover, the one clerical assistant that the department has is also responsible for maintaining counselors' schedules, booking rooms for meetings and workshops, clearing matriculation exemptions, and the like. Considering the huge number of students who seek counseling services throughout the academic year, additional support is needed.

Contrastively, other Student Services departments have ample classified support for programs that serve approximately between two hundred to close to a thousand if not less, compared to the Counseling Department's general population clientele. To operate efficiently and meet the needs of the public, it is appropriate that the classified staff be complemented with an additional clerical assistant. With the implementation of the Student Success Act, it is critical that our Front Desk is consistently and fully staffed. Because the Student Success Act will make funding primarily dependent upon counseling services rendered, it is important that the general population be adequately assisted starting from the Front Desk Office.

2. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request? How is the request tied to program planning? (*reference the page number(s) where the information can be found on Program Efficacy*).

The Program Efficacy Evaluation and Recommendation states – “The Counseling program thoroughly documents how they provide an efficient and necessary service for the student population at Valley College. Their service will only become more important as educational plans become required of all students. This department is currently severely understaffed ... Yet, despite such limited personnel resources, this program serves not only the general student population, but also specialized cohorts such as athletes and Tumaini, and populations off-campus such as at local high schools. All data on the EMP support the expressed need. Likewise, the corresponding program goals including challenges and opportunities identified in the EMP delineate the importance of this request. Additional SARS statistics for 2012-13 shows 21,991 students served.

3. Indicate if there is additional information you wish the committee to consider (*for example: regulatory information, compliance, updated efficiency, student success data, or planning, etc.*).

The staggering statistics reveal the high volume usage of counseling services. From July through October 25 this fall semester, 8940 students received counseling services. In 2012-13 academic year a total of 21,991 students were served. Before these students are met by the counselors, they have been given individual or group appointments by the Front Desk Office or may have been given information via the phone by the classified staff. Moreover, phone calls ring unabated particularly during peak months and even those seeking services outside of counseling, as in tutoring or financial aid, still request information via the Counseling Front Desk.

4. What are the consequences of not filling this position?

The primary consequence of not filling this position is that the public/students seeking counseling services will perceive us as not consumer-friendly and consumer satisfaction will be mitigated. With the implementation of the Student Success Act more inquiries are in the horizon, and increased demand for services are expected. Stabilization of service delivery structures and processes will be affected in the areas of quality and efficiency without additional clerical support. On the other hand, with the addition of a clerical assistant, we can amplify assistance to the public and minimize complaints in the area of customer service. Thus, it is imperative that the Counseling Department has an appropriate number of classified staff to support the increased demand posed by the students, and the day-to-day operations and service delivery of the Department. With additional clerical support, compliance to the mandates of the Student Success Act will be facilitated.