

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION
Fall 2015

Name of Person Submitting Request:	April Dale-Carter			
Program or Service Area:	Admissions and Records			
Division:	Student Services			
Date of Last Program Efficacy:	Spring 2014			
What rating was given?	Continuation			
Current number of Classified Staff:	FT:	13	PT:	0
Position Requested	Admissions and Records Technician			
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/l5oqoxm)	Access, Student Success, Communication, Planning			

Replacement Growth

If you checked replacement, when was the position vacated? _____

1. Provide a rationale for your request.

We currently have 1 Admissions and Records Technician in the evening. One of the main responsibilities as an A&R Technician is to work at the front counter and assist students. With 1 technician in the evening during peak times the evaluator and/or Coordinator are pulled from their daily duties to help provide service to the students at the front counter. In addition if the 1 technician is out ill or takes a vacation the evening shift and front counter duties have to be covered by the Evaluator or Coordinator.

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 services we provide to students continue to grow. Although not captured in the program Efficacy Report we are assisting more programs on and off campus with application and registration information, including (STEM, Rialto Unified Schools (Carter, Eisenhower, Rialto), Amazon, Tumanini, and FYE). Daily processes aligned with Strategic Initiative 1 Access (pg 1-2 of program efficacy), We process hundreds of admissions applications daily, as registration is ongoing throughout the semester we are required to assist students on a continuing basis with online registration and taking in payments. Academic Exception petition and Readmissions petitions are submitted regularly throughout the term and we must provide that service to students. Strategic Initiative 2 Student Success, The A&R office supports many of the office on campus included Counseling and Assessment. We regularly schedule assessment appointments or give information to students as to the location of the assessment appointments online. After a counselor has meet with the student the students is usually required to submit documentation to A&R for processing such as: graduation application, petition for readmission, prerequisite clearance. We take care to instruct and guide students through the complex process of matriculating into a community college (pg. 3 of program efficacy and listed on EMP). We work closely with the District Computing Services to implement new regulated strategies. The front counter staff assists with this in many ways. While assisting students at the counter they encounter unfamiliar scenarios and errors with the registration system. Their participation brings to light some of this issues which are quickly reported to the Computing Services (Planning pg.

4 of program efficacy).

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

I would like you to consider the first points I made in question 2 regarding campus growth. As the campus grows and implements new programs the A&R department is impacted tremendously. All students are required to go through the Admissions and Registration process whether on or off campus. Therefore we are required to facilitate services at many levels (in person (front counter), over the phone, email, workshops and sometimes site visits).

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

Will continue to put a strain on the staff, which then causes staff to call offs due to unforeseen illnesses and/or stress.